

CONNECTICUT  
HEALTHCARE  
INNOVATION PLAN



# Community Health Worker Advisory Committee

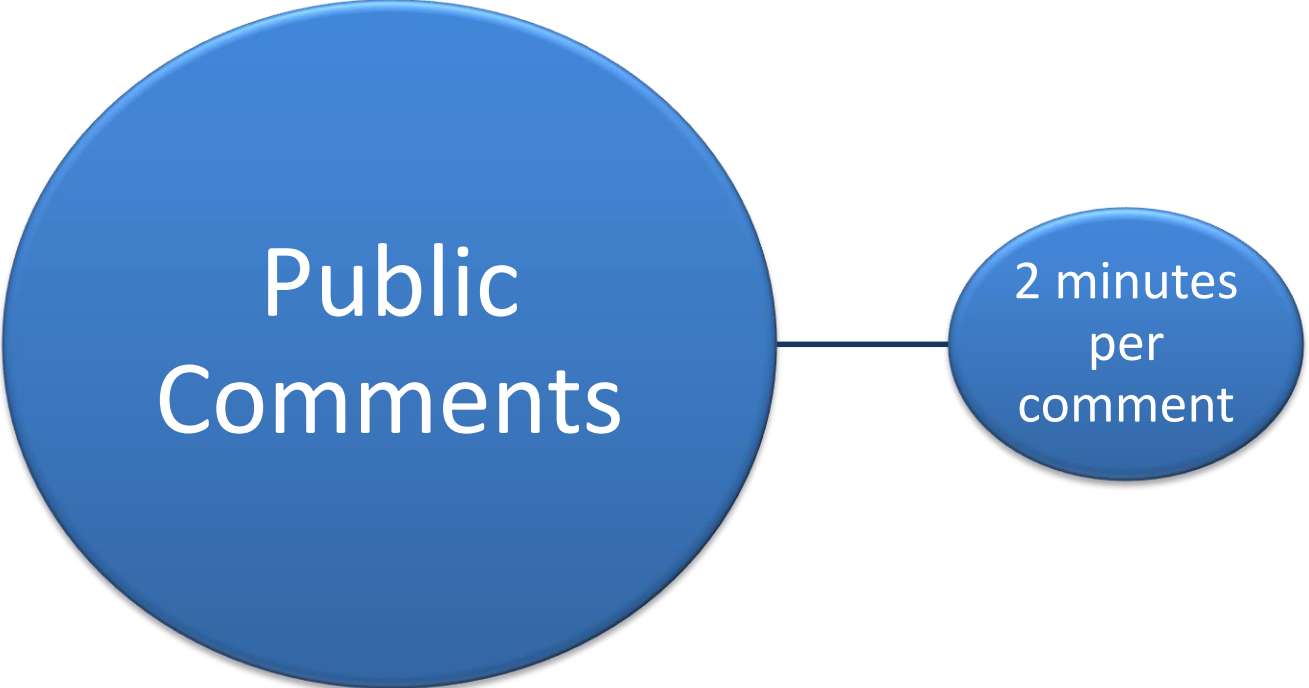
November 2, 2017

# Meeting Agenda

Item	Allotted Time
1. Call to Order	5 min
	
2. Public comment	10 min
	
3. Approval of the Minutes	5 min
	
4. CHW Legislation Review	10 min
	
5. CHW Advisory Committee- Recommendations Review	10 min
	
6. CHW Certification Opportunities- Comparison Discussion	70 min
	
7. Next Steps and Adjourn	10 min

---

Call to Order



---

# Approval of the Minutes

---

# CHW Legislation

# CHW Legislation- Definition of CHWs

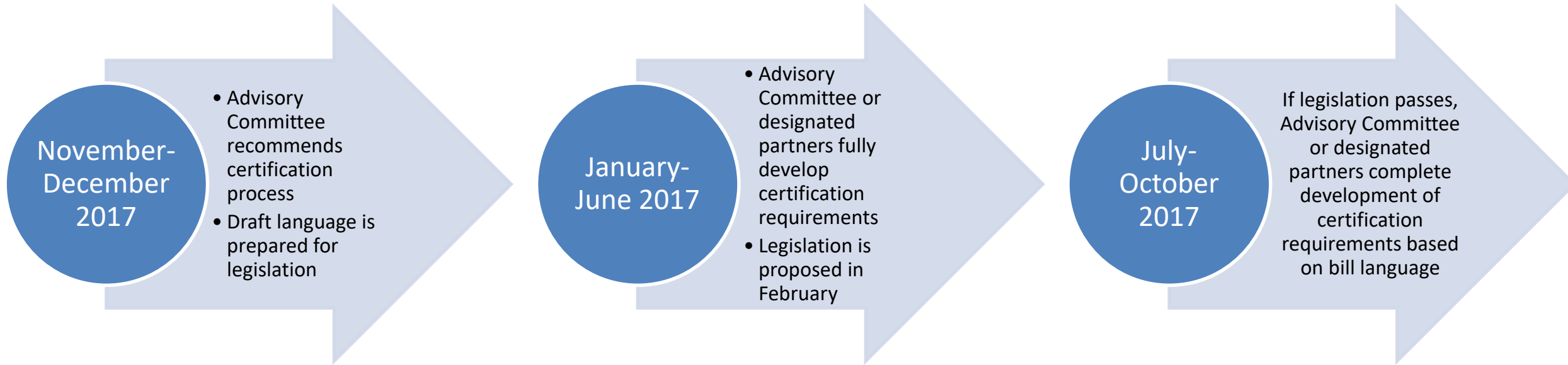
- Section 1. (NEW) (Effective October 1, 2017) (a) As used in this section, "community health worker" means a public health outreach professional with an in-depth understanding of the experience, language, culture and socioeconomic needs of the community who (1) serves as a liaison between individuals within the community and health care and social services providers to facilitate access to such services and health-related resources, improve the quality and cultural competence of the delivery of such services and address social determinants of health with a goal toward reducing racial, ethnic, gender and socioeconomic health disparities, and (2) increases health knowledge and self-sufficiency through a range of services including outreach, engagement, education, coaching, informal counseling, social support, advocacy, care coordination, research related to social determinants of health and basic screenings and assessments of any risks associated with social determinants of health.

# CHW Legislation- Charge of the PMO & Committee

- The director of the state innovation model initiative program management office shall, within available resources and in consultation with the Community Health Worker Advisory Committee established by such office and the Commissioner of Public Health, Senate Bill No. 126 Public Act No. 17-74 2 of 2 study the feasibility of creating a certification program for community health workers. Such study shall examine the fiscal impact of implementing such a certification program and include recommendations for (1) requirements for certification and renewal of certification of community health workers, including any training, experience or continuing education requirements, (2) methods for administering a certification program, including a certification application, a standardized assessment of experience, knowledge and skills, and an electronic registry, and (3) requirements for recognizing training program curricula that are sufficient to satisfy the requirements of certification.



# Proposed Timeline to Address P.A. 17-74



---

# CHW Advisory Committee- Recommendations Review

# CHW Certification Principles

---

The ideal Certification process for CHWs:

- Ensures individual CHWs have achieved core competencies
- Develops a sense of professionalism amongst CHWs
- Can be recognized by employers or payers
- Does not prohibit experienced CHWs from continuing their work
- Does not hold CHWs to unfair standards
- Is not cost-prohibitive for CHWs
- Empowers CHWs to control their own future

# CHW Certification Recommendation- Key Elements

The CHW Certification Design Group recommends that DPH establish a CHW certification program. Under this program CHWs will receive an individual two-year certification from DPH and be placed on a CHW registry if they complete a) an approved training program and b) pass a standardized competency-based assessment.

Key Elements are as follows:

- DPH shall designate CHW training programs as “DPH approved”, based on a standardized curriculum review conducted by agency staff or a contractor.
- DPH shall establish a standardized competency assessment process that assesses both skills and knowledge by June 30, 2018. DPH shall ensure the assessment is reasonably accessible to individuals with language barriers and appropriately assesses cultural competency.
- The standardized competency assessment shall be administered by one or more DPH approved entities.
- DPH shall issue individual certifications to CHWs who have completed an approved training program AND demonstrated proficiency through the standardized competency assessment.

# CHW Certification Recommendation- Grand-fathering

- DPH shall allow for grand-fathering: For the first two years, DPH shall issue certifications to CHWs who demonstrate knowledge of the core competencies and experience of the CHW field based on either a) completion of a designated number of hours as a CHW and recommendations from current or previous employers or b) a reduced number of hours of experience and passing the standardized competency-based assessment (number of hours to be determined by DPH and Advisory Committee).
- DPH shall assess and determine the need for a pathway to certification based on CHW experience beyond the initial two-year grand-fathering period. Such a process may require completion of a designated number of hours as a CHW, recommendations from current or previous employers, and passing the standardized competency-based assessment.
- Certification shall be voluntary.

# CHW Certification Recommendation- Re-Certification and Registry

- Certification shall be granted for two years. Re-certification will require evidence of the completion of continuing education hours and evidence of experience providing CHW services, either through employment or volunteer work as a Community Health Worker in the past two years.
- The continuing education and experience verification process shall be administered by DPH or its contractor.
- DPH shall establish a Certified CHW registry listing all of the individuals who have ever received certification and the status of such certification. The purpose of the registry is to enable employers to identify certified CHWs and to screen out individuals who may have lost certification for reasons of misconduct

# CHW Certification Recommendation- Additional Recommendations

- DPH shall be established as the CHW certification authority under statute. Such statute shall designate a Certified CHW as one who has received an individual certification from DPH. Only CHWs who have received this certification may use the title “Certified CHW”
- DPH shall use the definition and scope of practice developed by the CHW Advisory Committee (based on the National C3 Recommendations for Community Health Workers) as the basis for developing curriculum standards.
- DPH shall establish a CHW Advisory Committee to advise it on development of the training program and competency assessment standards and corresponding certification procedures. At least 50% of the seats on the Advisory Committee should be reserved for CHWs from a range of backgrounds. The Advisory Committee shall also include representatives of DSS, DMHAS, CHWACT, CHW employers, a CHW training program, and a commercial payer.

---

# CHW Certification Opportunities- Comparison



# Key Components of Certification Options

	Option 1: DPH E-License Certification	Option 2: CHW Association Approved & DPH Posted Registry	Option 3: Third Party Assessment & DPH Links to Registry
Process	Applicants would complete online application and upload required documents including relevant training certificates. Electronic certification would be issued, and registry posted	CHW Association would determine qualified training programs and collect lists of individuals who completed those programs. Compiled list would be submitted to DPH for posting	Individuals would complete an assessment through an organization like ProMetric. The organization would post those who completed assessment, and DPH would link to it.
Fees	Fee required by DPH	CHW Association would determine the need for a fee	Third Party would require a fee
Handling Complaints	DPH would be required to investigate complaints	DPH would not be required to investigate	DPH would be required to investigate
Example	Physicians	Medical Assistants	Certified Nursing Aides
Pros	Same process as many other health care providers (~65)	CHW Association would have the authority to adjust requirements without legislation	Third Party would handle the logistics of the assessment
Cons	Fees, Online system, difficult to change requirements once set	Resources needed for Association, not the same system as most providers	Usually computer-based assessment, fees

# CHW Certification Option 1

CHW submits proof of training and other documents to DPH

CHW is added to searchable registry



CHW completes training

DPH verifies and issues electronic certificate

DPH investigates any complaints

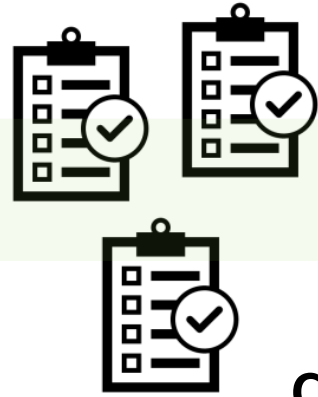
# CHW Certification Option 2

CHW Association  
compiles list of those  
who completed training

DPH posts on website



CHW completes  
training



CHW Association sends  
list to DPH



DPH does not  
investigate complaints



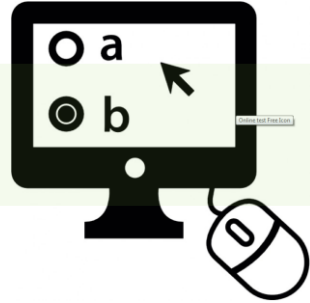
# CHW Certification Option 3

CHW completes third-party Assessment

DPH links to the list



CHW completes training



Third party generates list of CHWs passing Assessment



DPH investigates any complaints



## Question to Address Today

---

Which certification option best fits with the Advisory Committee's recommendations?

# Which certification option best fits with the Committee's recommendations?

---



Meets Recommendation















Does not meet recommendation



Requires Discussion

# How would certification options address the Committee Recommendations?

Committee Recommendation	Option 1: DPH E-License Certification	Option 2: CHW Association Approved & DPH Posted Registry	Option 3: Third Party Assessment & DPH Links to Registry
Certification should be "DPH Approved"	In statute, DPH would verify and approve credentials for certification 	In statute, DPH would recognize Certified CHWs based on Association list 	In statute, DPH would recognize Certified CHWs based on Third Party list 
DPH should establish competency assessment	DPH would verify the completion of a competency assessment. The assessment requirements would be established in statute 	CHW Association would establish requirements for assessment 	Third Party would develop assessment, likely in partnership with CHW Association and training programs 
Competency assessment should be delivered by DPH-approved entity	Approved entities would be established in statute 	In statute, CHW Association would have the authority to approve assessments 	In statute, the third party would be approved to deliver the assessment 
DPH should issue individual certifications to CHWs	Electronic certificates would be issued 	Each CHW would be recognized as a Certified CHW based on the statute- the CHW Association could issue certificates 	Each CHW would be recognized as Certified CHW based on the statute- the third party may issue certificate 

# How would certification options address the Committee Recommendations?

Committee Recommendation	Option 1: DPH E-License Certification	Option 2: CHW Association Approved & DPH Posted Registry	Option 3: Third Party Assessment & DPH Links to Registry
DPH should allow for grandfathering for the first two years based on knowledge and experience	Could be included in statute, but could require additional resources to validate <span style="color: yellow; font-size: 2em;">?</span>	It would be up to the Association to determine a process for validating knowledge and experience <span style="color: yellow; font-size: 2em;">?</span>	Assessing experience would be a less common role; knowledge assessment could be done <span style="color: red; font-size: 2em;">X</span>
DPH should assess and determine the need for a pathway to certification through experience past the grandfathering period	Could be included in statute, but DPH does not possess the knowledge to make this determination <span style="color: red; font-size: 2em;">X</span>	It would be up to the Association to make this determination- would need to sustain a validation process <span style="color: yellow; font-size: 2em;">?</span>	See above <span style="color: red; font-size: 2em;">X</span>
Certification should be voluntary	It could be voluntary, although most licenses done through this system are mandatory to practice <span style="color: yellow; font-size: 2em;">?</span>	It could be voluntary <span style="color: green; font-size: 2em;">✓</span>	It could be voluntary, although most licenses done through this system are mandatory to practice <span style="color: yellow; font-size: 2em;">?</span>


















# How would certification options address the Committee Recommendations?

Committee Recommendation	Option 1: DPH E-License Certification	Option 2: CHW Association Approved & DPH Posted Registry	Option 3: Third Party Assessment & DPH Links to Registry
Certification should be granted for two years	This could be established in statute ✓	This would be established by the Association ✓	This could be established in statute ✓
Recertification should require completion of continuing education and experience	This could be established in statute ✓	This would be established by the Association ✓	This could be established in statute ✓
Continuing education and experience verification process should be administered by DPH or contractor	This is typically completed through an attestation ?	This would be verified through the Association ?	This could be completed through an employment verification form and attestation ?
DPH should establish a Certified CHW Registry	A registry would be established ✓	The Association would provide a list of Certified CHWs to be posted on DPH site ✓	DPH would link to the registry maintained by the Third Party ✓

# How would certification options address the Committee Recommendations?

Committee Recommendation	Option 1: DPH E-License Certification	Option 2: CHW Association Approved & DPH Posted Registry	Option 3: Third Party Assessment & DPH Links to Registry
DPH should be established as the CHW certification authority in statute	DPH would be the licensing authority in statute; other bodies specified in statute would be the authority on credentials ✓	The CHW Association would be the authority in statute ?	DPH would be the authority in statute, based on approval of training programs ✓
DPH should use the definition and scope of practice established by the Advisory Committee	Based on statute ✓	Based on statute ✓	Based on statute ✓
DPH should establish a CHW Advisory Committee	DPH occasionally establishes a time-limited Committee to determine a scope of practice ?	The Association could continue/expand the work of the current Advisory Committee ✓	The Third Party could work with the Association or an Advisory Committee to inform development of the assessment ?

# Other Considerations

Consideration	Option 1: DPH E-License Certification	Option 2: CHW Association Approved & DPH Posted Registry	Option 3: Third Party Assessment & DPH Links to Registry
Certification should not be cost prohibitive	DPH would require a fee 	The CHW Association may not require a fee, but the Association will need resources to take on this role 	DPH would be the authority in statute, based on approval of training programs 
Empowers CHWs to control their own future	CHWs could play a role in the legislation 	CHWs would have legislative authority to adjust requirements 	Based on statute 
Does not hold CHWs to unfair standards	The standards would be defined in statute 	The standards would be defined by the Association 	The standards would be defined in statute 
Can be recognized by employers or payers	Possibly 	Possibly 	Possibly 
Develops a sense of professionalism amongst CHWs	Yes, and is a similar process to many other providers 	Yes, and also provides a distinct role for CHWs in the process 	Yes 
*Legislative Process Consideration	This option would require a fiscal note, and likely a .5 FTE DPH staff member	This would not require a fiscal note	This option would require a fiscal note for regulation and investigation

---

## Next Steps

# Questions to Address between November-January

---

What are the specific guidelines that should be included in any proposed legislation for CHW certification?

Based on the certification option selected, what additional decisions need to be made in order to establish all certification requirements?

Should we consider adjustments to the CHW Advisory Committee composition?

What are the considerations for recertification?

---

Adjourn