

CONNECTICUT
HEALTHCARE
INNOVATION PLAN



**Community Health
Worker Advisory
Committee**
Design Group 1

May 29, 2018

Agenda

1. Welcome and Introductions 5 mins
2. Discuss **questions** from CHW Advisory Committee on decisions from previous meetings 30 mins
3. Discuss **alternative pathways** to certification 30 mins
4. Discuss **Code of Ethics** 20 mins
5. Next Steps 5 mins

Design Group 1 Agenda

Meeting Date	Topic
April 3	Required work experience and how to verify work experience (e.g. through references)
April 17	Work experience continued Reference forms Portfolio of accomplishments and required documentation
May 1	Length of time for certification, continuing education required for renewal, any other renewal requirements
May 29	Alternative pathways to certification for
	—Experienced CHWs (grandparenting /grandfathering process)
	— Reciprocity for CHWs certified in another state
	—Individuals with related certification/training
	Code of Ethics
June	Review and Confirm Decisions

Questions for Design Group 1 from Advisory Committee

Questions for consideration

1. Who can be a personal reference?
2. Should amount of experience for Experienced CHWs (path 2) be measured in years or hours? If hours, how many?
3. Is 20 hours of continuing education helpful? Necessary? Appropriate?

Decisions from Design Group 1 Meetings & Discussion

Design Group 1 Decisions: Requirements NOT to include

Design Group 1 agreed to recommend **NOT** to include the following requirements:

- 1. Certification exam** – rejected by the full committee because an exam would not assess key CHW skills
- 2. Background checks** – should be conducted by employers because the type of background checks required may vary by the specific job duties (consider the background checks required to make home visits to frail elders vs. engaging justice-involved individuals in treatment)
- 3. Education** – A requirement for a high school diploma, bachelor's degree, etc. should be up to each employer because the type of education required may vary by the specific job duties (consider the education required to assist clients in implementing very specific treatment protocols vs. connecting migrant worker to services)

Design Group 1: Requirements for certification of new CHWs

- a. **Training.** Training as recommended by Design Group 3 (90 hours training plus 50 hours internship);
- b. **Experience.** 1000 hours experience working as a CHW, paid or unpaid, in the last 3 years
- c. **Optional Portfolio.** Applicants *may* submit a portfolio including 3 of the 8 items on Rhode Island's list (we will use the same list), at their option. (Recommend that training programs help participants assemble their portfolios)
- d. **Professional reference.** At least one supervisor, who has at least 3 years' experience supervising Community Health Workers (or other staff titles who perform CHW Roles) must attest that in the last 3 years the applicant has at least 1000 paid or volunteer hours performing at least 5 CHW Roles and demonstrated proficiency in at least 4 CHW skills (not including #11 knowledge base)
- e. **Personal reference.** At least one personal reference must attest that the applicant has "an in-depth understanding of the experience, language, culture and socioeconomic needs of the community"

Design Group 1: Requirements for certification of experienced CHWs

~~Note: Should this path should be an **ongoing choice** or should it only be available for a few years (grandparenting)?~~

- ~~a. **Training.** 20 hour refresher course. Design Group 3 may want to consider whether there should be any specific requirements for those 20 hours.~~
- ~~b. **Experience.** **At least 5 years of experience working as a CHW** (may also require ~~1000~~ 2000 hours experience working as a CHW, paid or unpaid, in the last ~~3~~ 5 years)~~
- ~~c. **Portfolio.** A resume documenting years of experience plus a portfolio including 3 of the 7 other items on Rhode Island's list. (Rhode Island's list includes a resume)~~
- ~~d. **Professional reference.** At least one supervisor, who has at least 3 years' experience supervising Community Health Workers (or other staff titles who perform CHW Roles) must attest that in the last 3 years the applicant has at least 1000 paid or volunteer hours performing at least 5 CHW Roles and demonstrated proficiency in at least 4 CHW skills (not including #11 knowledge base)~~
- ~~e. **Personal reference.** At least one personal reference must attest that the applicant has "an in-depth understanding of the experience, language, culture and socioeconomic needs of the community"~~

Design Group 1: Renewal requirements

- **Length of time:** Certification should be good for 2 years
- **Continuing education:** Renewal should require **20 hours of continuing education**, but no other requirements. Design Group 3 may want to consider whether there should be any specific requirements for those 20 hours.

Who can be a Personal Reference?

Florida: Definition of a Character-Personal Recommendation: For certification purposes, a Character-Personal recommendation is provided by an individual who knows the applicant in a personal capacity. **Character-Personal recommendations are often provided by business acquaintances, customers or clients, teachers, trainers, professors, friends or neighbors.**

The Character-Personal recommendation should discuss the applicant's traits, such as his or her personality, character, integrity, dependability, and/or insights into work habits, talents and skills. While the recommendation will primarily discuss the applicant's personality, it should give the FCB an idea of the type of individual applying for certification as a Community Health Worker.

Recommendations may NOT be provided by a relative, any person sharing the same household, or any person in a romantic, domestic or familial relationship with the applicant.

Other states do not include a personal reference.

Why did we include a personal reference? As evidence that an applicant has “an in-depth understanding of the experience, language, culture and socioeconomic needs of the community”

How should we measure experience for Experienced CHWs?

Should amount of experience for Experienced CHWs (path 2) be measured in years or hours? If hours, how many?

- **Massachusetts:** Grandfathering will be available for first 3 years to individuals with 4000 hours of experience (vs. 2000 hours of experience and a training certificate)
- **Minnesota:** Grandfathering is available to CHWs who have at least 5 years of experience supervised by an enrolled clinician.
- **New Mexico** requires 2000 hours of experience **OR** a training certificate
- **Oregon:** Grandfathering is available to those who have worked over 3,000 hours in the past five years, and completed additional training.
- **South Carolina** requires a) at least 3 years of experience **OR** a training certificate **AND** b) passing an exam
- **Texas** requires 1000 hours of experience **OR** a training certificate

Is 20 hours of continuing education helpful? Necessary? Appropriate?

- 20 hours is consistent with other states
- What other factors should we consider?

State	Certification Length of Time	Continuing Education Requirements	Other Requirements
Florida	2 years	10 hours/year	\$100
Massachusetts	2 years	15 hours	Fee, CORI check
New Mexico	2 years	30 hours	\$45, CORI check
Oregon	3 years	20 hours	CORI check
Rhode Island	2 years	20 hours	Fee
Texas	2 years	20 hours	

Alternative Pathways

Reciprocity for CHWs certified in another state?

- The Connecticut Certification Board offers reciprocity to the professions listed below, if the other state's certifying board is a member of the International Certification & Reciprocity Consortium (IC&RC). The IC&RC does not include any CHW Boards.
 - Alcohol and Drug Counselor (ADC)
 - Advanced Alcohol and Drug Counselor (AADC)
 - Clinical Supervisor (CS)
 - Prevention Specialist (PS)
 - Certified Criminal Justice Addictions Professional (CCJP)
 - Peer Recovery (PR)

- How do we think about **reciprocity**, given that other states' requirements vary so widely?

Requirements	CHW Certification States					CHW Certificate States					
	CT Proposed	FL	MA	RI	TX	KY	MO	NM	OH	OR	SC
Hours of experience	1000	500	2000	1000	1000	-	-	-	-	-	-
in the previous x years	3	5	10	5	6						
Classroom hours	90	30	80	30	160	40	160	100	100	80	120
Field hours (internship)		-	-	80	-	80	60		130		yes
Written exam	No	Yes	No	No	No	No	No	No	No	Yes	Yes

Individuals with related certification or training?

- What related training should count toward CHW training? How would it be incorporated into training requirements?
- What related certification is relevant?
- Would a person with related certification or training be able to apply to be a CHW through the 2nd pathway for experienced CHWs?

Code of Ethics

Code of Ethics discussion

See handouts

- Code of Ethics adopted by CHW Association of CT
- Comparison with other states (MA, RI, OR) that adopted a similar Code of Ethics

Most states require applicants to abide by state laws and regulations. Some states have a general code of ethics for all professions certified by the certifying entity.

Background

Public Act 17-74: An Act Concerning Community Health Workers (1 of 2)

Be it enacted by the Senate and House of Representatives in General Assembly convened: 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.

Public Act 17-74: An Act Concerning Community Health Workers (2 of 2)

(b) 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,

- 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.

(c) Not later than **October 1, 2018**, the director of the state innovation model initiative program management office shall report, in accordance with the provisions of section 11-4a of the general statutes, on the results of such study and recommendations to the joint standing committees of the General Assembly having cognizance of matters relating to public health and human services.

CHW Roles and Skills

CHW Roles

1. Cultural Mediation among Individuals, Communities, and Health Social Service Systems
2. Providing Culturally Appropriate Health Education and Information
3. Care Coordination, Case Management, and System Navigation
4. Providing Coaching and Social Support
5. Advocating for Individuals and Communities
6. Building Individual and Community Capacity
7. Providing Direct Service
8. Implementing Individual and Community Assessments
9. Conducting Outreach
10. Participating in Evaluation and Research

CHW Skills

1. Communication Skills
2. Interpersonal and Relationship-building Skills
3. Service Coordination and Navigation Skills
4. Capacity Building Skills
5. Advocacy Skills
6. Education and Facilitation Skills
7. Individual and Community Assessment Skills
8. Outreach Skills
9. Professional Skills and Conduct
10. Evaluation and Research Skills
11. Knowledge Base

Next Steps