

V DRAFT Criteria for Training Program Approval

Purpose: 272 CMR 5.00 – 5.06 contains the regulatory requirements for training program approval. This document outlines the board’s criteria for training programs to receive full approval as covered in 272 CMR 5.04. Training programs have an important role in shaping the future of the community health worker workforce. The board recognizes the importance of quality training programs in preparing community health workers to have the core competency skills and knowledge to work in the field. These criteria are minimum standards and not exclusive of other requirements in the regulations. They are subject to amendment over time.

Domain I: Mission and Core Principles

A. Training program has an understanding of and commitment to the definition of CHWs found in the regulations (272 CMR 2.03)

- 1) Understands that CHWs have a unique understanding of the communities they serve
- 2) Understands that a key feature of CHWs is developing trust with client and/or community because they come from and/or have shared experience with the community
- 3) Program has a commitment to supporting the diverse nature of the CHW workforce (gender, racial, ethnic, linguistic, sexual orientation, disability, religion, belief)
- 4) Program has a commitment to health equity
- 5) Program has history of successfully training CHWs or program demonstrates capacity to train CHWs through program content and design

Commented [1]: Revisit “5” after we review the entire document.

Domain II: Program Content and Design

A. Training program understands the learning needs of CHWs and has designed the program to meet their learning styles; teaching philosophy reflects the core values of CHW work as found in the regulations (272 CMR 5.04 (1))

- 1) Program incorporates CHWs' and faculty/trainers feedback and input into program design and program implementation
 - a. Changes to curriculum design shall be developed with input of CHWs and faculty/trainers and reflect best practices in the field
- 2) Program demonstrates that it uses teaching methods that address adult learner needs
- 3) Program creates a supportive, confidential and safe learning environment for all CHWs
- 4) Program has appropriate class size where faculty/trainer and participant ratio facilitates participatory learning
- 5) Program has CHWs as faculty/trainers for 40% of the instructional hours
- 6) Hybrid training, including a combination of in-person and online training may be acceptable, but online-only training is not acceptable. Program must include at least 30% in person training. Online training utilizes tools that promote interaction among learners and build an online community. It employs multiple methodologies and emphasizes how the content has real life application. It employs a learning management system and provides appropriate support. Online learning is user-friendly, student-centered and well-paced; provides technical assistance, as well as regular faculty/trainer availability and progress reports
- 7) [Program incorporates CHWs' direct practical work experience \(at their job or practicum\) into the classroom to mutually connect and reinforce learning. While not required to offer internships or practica, if a training program offers them, the internship or practicum opportunity provides value for CHWs and contributes to the CHW work experience](#)
- 8) Program provides an orientation to the training

B. Curriculum adequately teaches all 10 core competencies as defined in the regulations –(272 CMR 5.04(2) (a)).

- 1) Curriculum has at least two learning objectives for each competency
- 2) Program offers specific health topics relevant to CHW work
- 3) Program allocates at least four instructional hours for each competency
- 4) Faculty/Trainers have demonstrated they have the skills necessary for teaching the core competencies

Domain III: Qualifications and Capacity of Training Program

A. Training program has sufficient fiscal and staffing support from parent institution as defined in the regulations (272 CMR 5.04 (1) (d))

- 1) Roles and responsibilities of training program and parent institution are clearly defined
- 2) Training program should operate such that core competency training is a discrete educational program within the parent institution that prepares CHWs for certification
- 3) The parent institution's human, financial, information, physical and technological resources and capacity support the quality of its educational program.
- 4) The training program has sufficient resources to maintain quality training and educational services and to complete instruction of all enrolled participants
- 5) Parent institution has demonstrated a record of responsible financial management
- 6) Financing of training program does not place undue financial burden on CHWsTraining program has been approved by the Division of Professional Licensure (DPL) or is exempt.
- 7) Training program and parent institution must be in compliance with consumer protection laws enforced by the U.S. Department of Education and the Massachusetts Attorney General's Office

Commented [2]: Add to application a disclosure of complaints, as well as include in annual reporting.

B. Training program has fair and transparent participant processes as defined in the regulations (272

CMR 5.04 (1) (f))

- 1) Has published policies for admission, credit transfer, attendance, withdrawal, termination and readmission, fees and student financing
- 2) Has published detailed policies on how to successfully complete the program
- 3) Training program has application and marketing materials designed for the CHW workforce

C. Training Program Facilities Provide an Atmosphere that is Conducive to Learning as defined in the regulations (272 CMR 5.04 (1) (c))

- 1) Training location(s) are accessible by a variety of transportation means based on geography
- 2) The facilities are constructed and maintained in accordance with legal requirements to ensure access, safety, security, and a healthy environment including that the training location(s) is ADA (Americans with Disability Act) compliant

Domain IV: Evaluation and Assessment

A. Student Evaluation and Assessment as outlined in the regulations (272 CMR 5.04 (1))

- 1) Training program has sound evaluation process for graduating students, that incorporates current relevant recommended methodologies for the emerging CHW profession as outlined by 272 CMR 5.04(1)
- 2) Program has an appropriate method for assessing student understanding of core competencies
- 3) Program has a process for tracking student performance and record maintenance, and is able to produce these records for ten years from graduation date

Commented [GH3]: The regs: 5.04 (1) (g) 2:: Published specific, non-discriminatory criteria for 'Systematic and objective evaluation of students' acquisition of the knowledge and skills related to the 10 core competencies for CHWs...'

B. Program Evaluation as outlined in the regulations (272 CMR 5.04 (1))

- 1) Program has processes in place for faculty and trainer evaluations
- 2) Program has processes in place for assessing participant satisfaction

Draft Criteria for CHW Training Program Approval; 7/10/18 1:43 PM5/11/18 9:24 AM5/9/18 3:36 PM8/17/17 10:07 AM

- 3) Program demonstrates that it uses evaluation to improve courses and program
- 4) Program has process for tracking retention and completion rates and has process for improving these rates, if applicable

DRAFT