



NH CHW Coalition  
Annual Meeting  
October 7<sup>th</sup>, 2020



# 2020-2021 NH CHW Coalition Steering Committee

Co-Chairs: Amber Culver and Nancy Collins

Vice Chairs: Carolyn Schofield and Victoria Adewumi

Secretary: Natalie Walsh

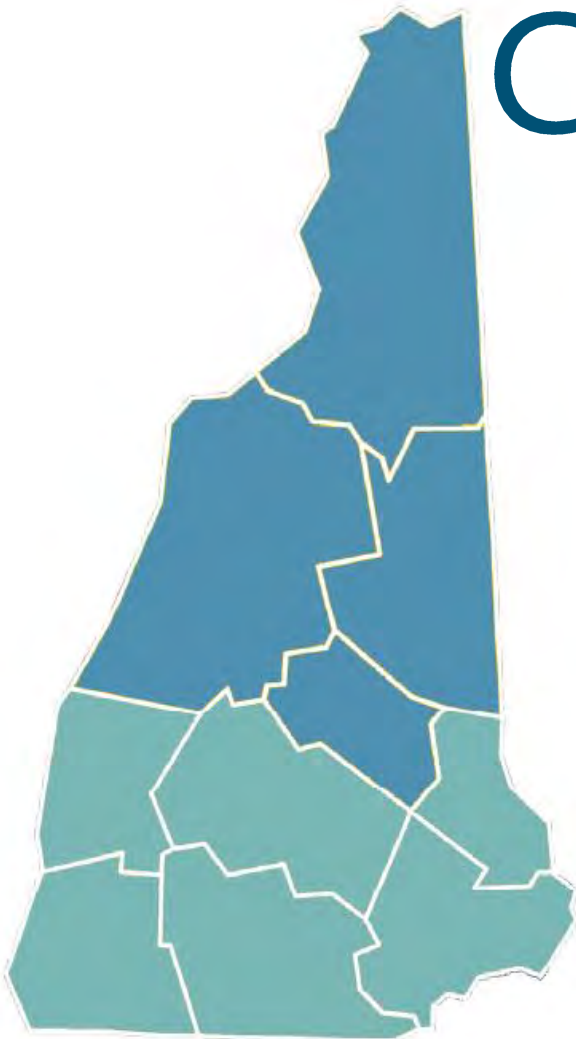


# Coalition Updates!

- Strategic Plan
- National and Regional CHW Involvement
- Trainings held
- Upcoming Events
- What would you like to see next?



# The Path Forward: To Certify or Not Certify?



To participate in this presentation:  
Text : PAULASMITH445      To: 22333 to join  
Or join via the Web:  
<https://PollEv.com/paulasmith445>

**NH CHW Coalition 1<sup>st</sup> Annual Meeting:  
October 7<sup>th</sup>, 2020**



# Goals: It's good to have them

Our goals for this presentation are to:

- Explain the 'why' behind certification
- Educate about certification
- Provide you with an opportunity to have your voice heard

We hope you find this to be:

**Interactive**

**Informational**

**Important**





# What is a Community Health Worker?

A community health worker is a **frontline public health worker** who is a **trusted member** of and/or has an unusually close understanding of the **community served**. This trusting relationship enables the worker to serve as a **liaison/link/intermediary** between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

-American Public Health Association



# Where are CHWs most effective?

- Disease specific programs
- Health Education and Prevention
- Community Outreach
- Reducing Health Disparities
- Social Determinants of Health
- Reduction of health care costs



# What is Certification?

The formal process to define and document skills of an individual certified to perform the role of a CHW.





# What is Certification different from?

- Certificates of Completion
- Licensure: usually clinical



# To Certify? Or Not to Certify?

**First step is to determine IF certification is wanted**

Potential Benefits:

- Professionalism for CHW workforce
- Credibility with other professions
- Potential for increased wages/  
reimbursement
- Increased CHW engagement



# To Certify? Or Not to Certify?

**First step is to determine IF certification is wanted**

Potential Concerns:

- Cost of implementation
- Barriers for CHWs
- Lack of CHW involvement in decision making process for certification



# Why CHW Certification?

- Defining a set CHW scope of practice
- Standardized CHW Skills/Core Competencies
- Potential financing and sustainability of funding

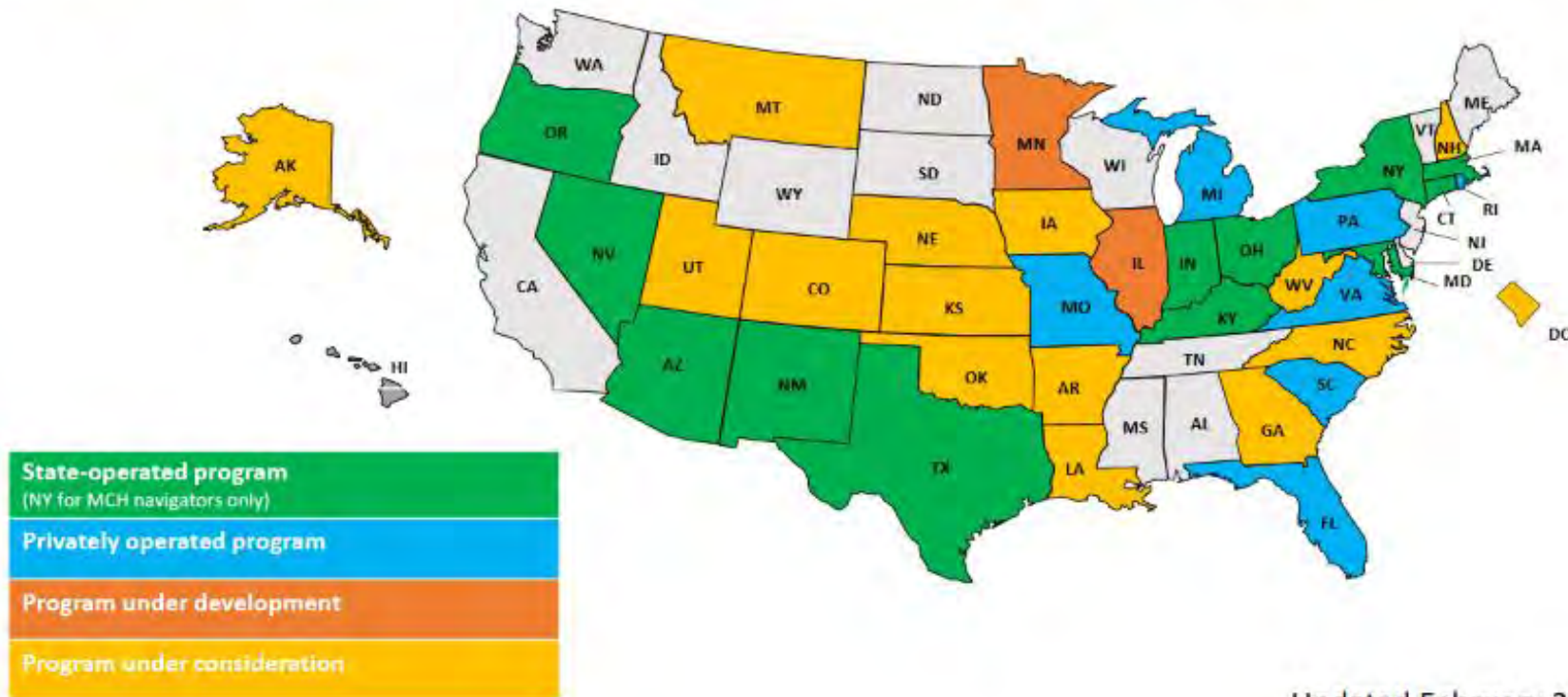
<https://www.astho.org/Community-Health-Workers/CHW-Certification-Financing/>

<https://www.cdc.gov/dhdsp/pubs/toolkits/chw-ta-background.htm>



# What states already have CHW Certification?

## Ever-Changing Picture: State Approaches to CHW Certification



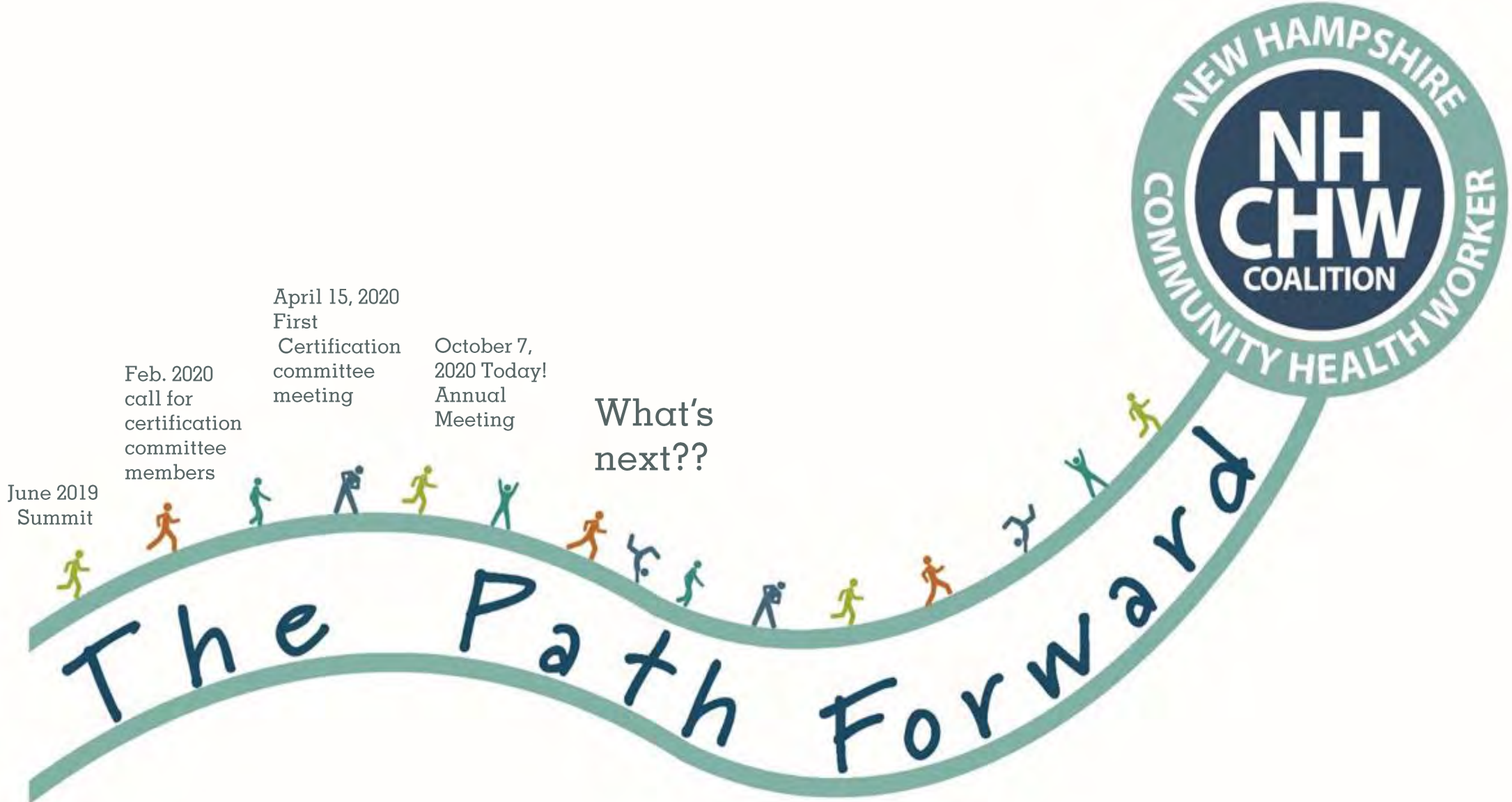
Map from ASTHO

Updated February 2020





# Our Journey Has Just Begun...





# What are some components of Certification?

- Certifying Entity/Issuing Authority
- Voluntary or Mandatory
- Training
- Costs
- Models of Certification
- Defining requirements of Certification
- "Credit" for work experience
- Fee Structures
  
- And there's more!



# What does a Certifying Entity or Issuing Authority do?

- Process applications for certification
- Issue certification
- Data tracking and reporting
- Set and regulate guidelines for certification
- Keep a database of CHWs
- Monitor Continuing Educational Units (CEUs) for recertification



# What are options for Certifying Entities/Issuing Authorities?

*Some states use:*

- Professional Boards such as: Board of Nursing, Board of Mental Health...
- State Departments: Dept of Public Health, Dept of Health & Human Services...
- Offices of Professional Licensures and Certifications
- Advisory Committees & Panels
- CHW Associations: CHW Coalitions, Statewide Associations of CHWs...



# Should Certification in NH be...

VOLUNTARY

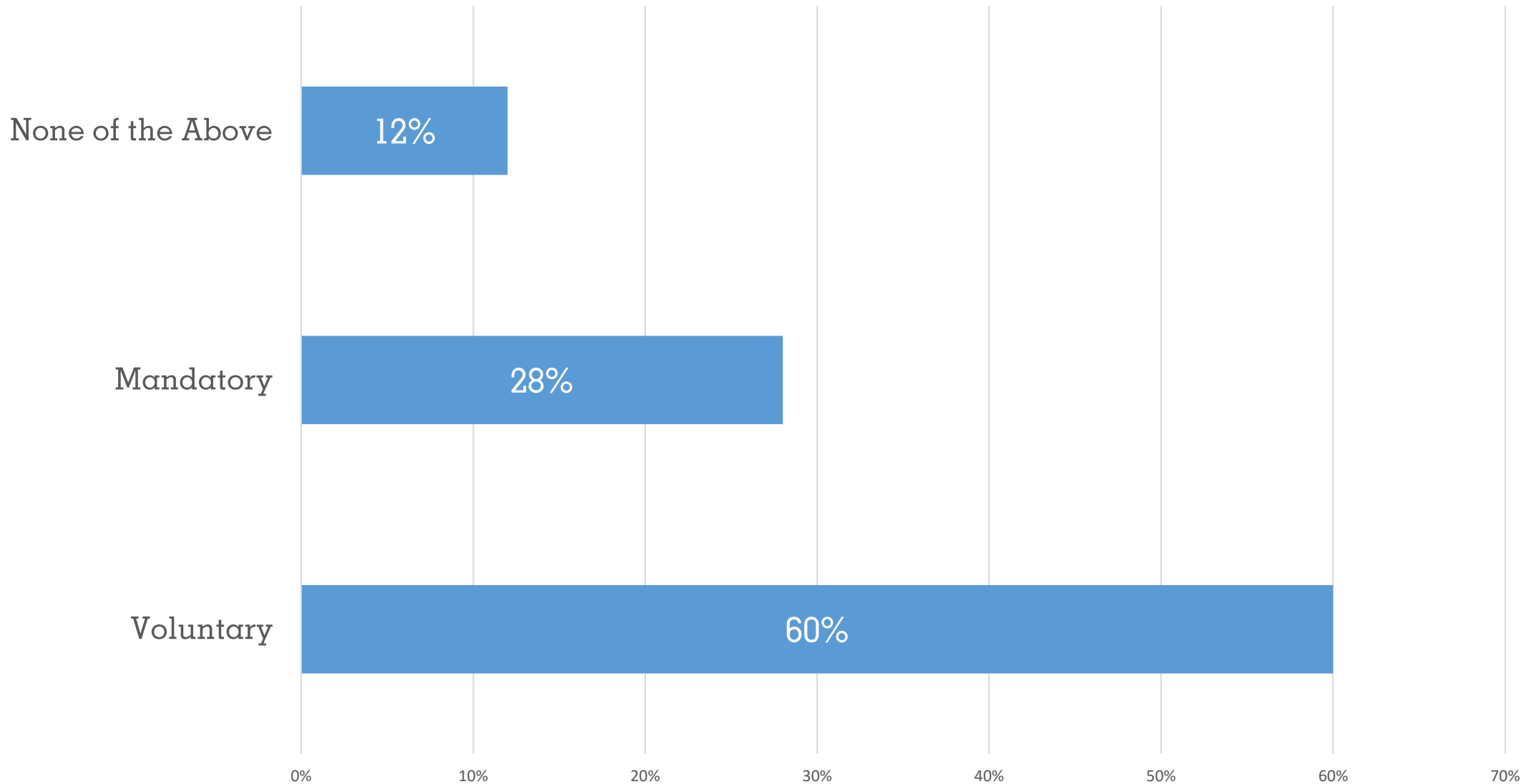
OR

MANDATORY



# Should CHW Certification in NH be voluntary or mandatory?

*Live poll during  
Annual Meeting*



# What could CHW Training look like?

- Required hours can vary, 14-160 hours
- In-person, online/virtual format, or a hybrid
- Core competencies determined by certifying entity

*Remember!*

Each organization can choose how it wants to deliver it's CHW training, as long as it meets the approved requirements.



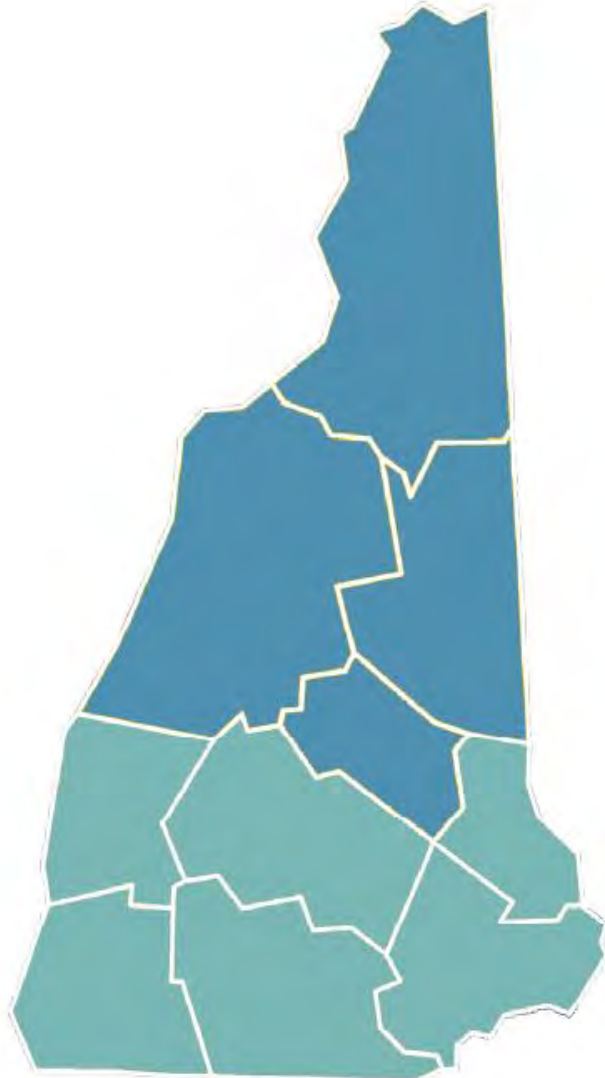


# Who could teach the CHW trainings?

- Colleges
- State Departments
- Contracted Agencies
- Anyone who's course meets the required competencies and has been approved by the certifying entity!



# What NH currently has for CHW Training!



- Northern AHEC
- Southern AHEC
- Employers



# CORE COMPETENCIES/CORE CHW SKILLS

*CHW Competencies/Core CHW Skills that are included in the C3 Project*

- **Communication Skills**
- **Interpersonal and Relationship-Building Skills**
- **Service Coordination and Navigation Skills**
- **Capacity Building Skills**
- **Advocacy Skills**
- **Education and Facilitation Skills**
- **Individual and Community Assessment Skills**
- **Outreach Skills**
- **Professional Skills and Conduct**
- **Evaluation and Research Skills**
- **Knowledge Base**



# How much could CHW Training cost?

The cost of CHW Training can vary greatly, depending on the specific state's certification requirements and can be set by the organization/institution providing the training.



# Different ways to certify through training!

- Individual Certification
- Approved Training Certification
- Employer/Organization Certification



# Individual Certification

- Complete approved CHW training
- Follow certification process, could include: application, reference letters, background check, work experience
- Pay applicable fees

Congratulations, you're certified!





# Approved/ Accredited Training program Certification

- Programs are approved by certifying entity/governing board. Graduates of these programs are considered CHW Certification eligible.



# Employer Based Certification

- The employer has ability to certify CHWs, but certification is not transportable for the CHW.



# What are specific examples of state certifications?

- Tiered Approach
- Pathways



# Tiered Approach

## Maryland

- Tier 1 – pre-certified CHW requiring 80 hours of training
- Tier 2 – Certified CHW requiring 160 hours of training including a flexible combination of classroom and practicum



# Tiered Approach

## Nevada

- CHW 1: Nevada Division of Public and Behavioral Health (DPBH) approved CHW Training
- CHW 2 : Nevada Division of Public And Behavioral Health (DPBH) approved CHW training plus
- 44 hours of approved continuing education:
  - 20 hours general CEUS
  - 6 hours of ethics trainings
  - 8 hours of mental health (MH) training
  - 9 hours of alcohol, tobacco, and other drugs (ATOD) training
  - 1 hour HIPPA training
- 500 hours of relevant work experience
- 50 hours of closely supervised hours in CHW competency areas



# PATHWAYS

- The Work Experience Pathway- 4,000 hrs of CHW work over 10 years (MA)
- The Training and Work Experience Pathway (MA- not yet available)- 2,000 hrs of CHW work over 10 years and completion of training.





# What is work experience for certification?

- CHW work within approved timeline
- Number of work hours vary between states
- Varying definitions of what counts as work experience



# Different views on allowing work experience:

- + Allowing work experience to count towards certification allows for CHWs who have many years of experience to apply for certification without needing to backtrack and redo any training.
- Not all CHWs who have prior work experience are necessarily 'proficient' in all of the competencies that may be required for certification.



# States that consider work experience.

- FLORIDA
- TEXAS
- SOUTH CAROLINA
- NEW MEXICO
- OREGON
- MASSACHUSETTS

*This is not a complete list, there are others. These are just states that we used in our research!*



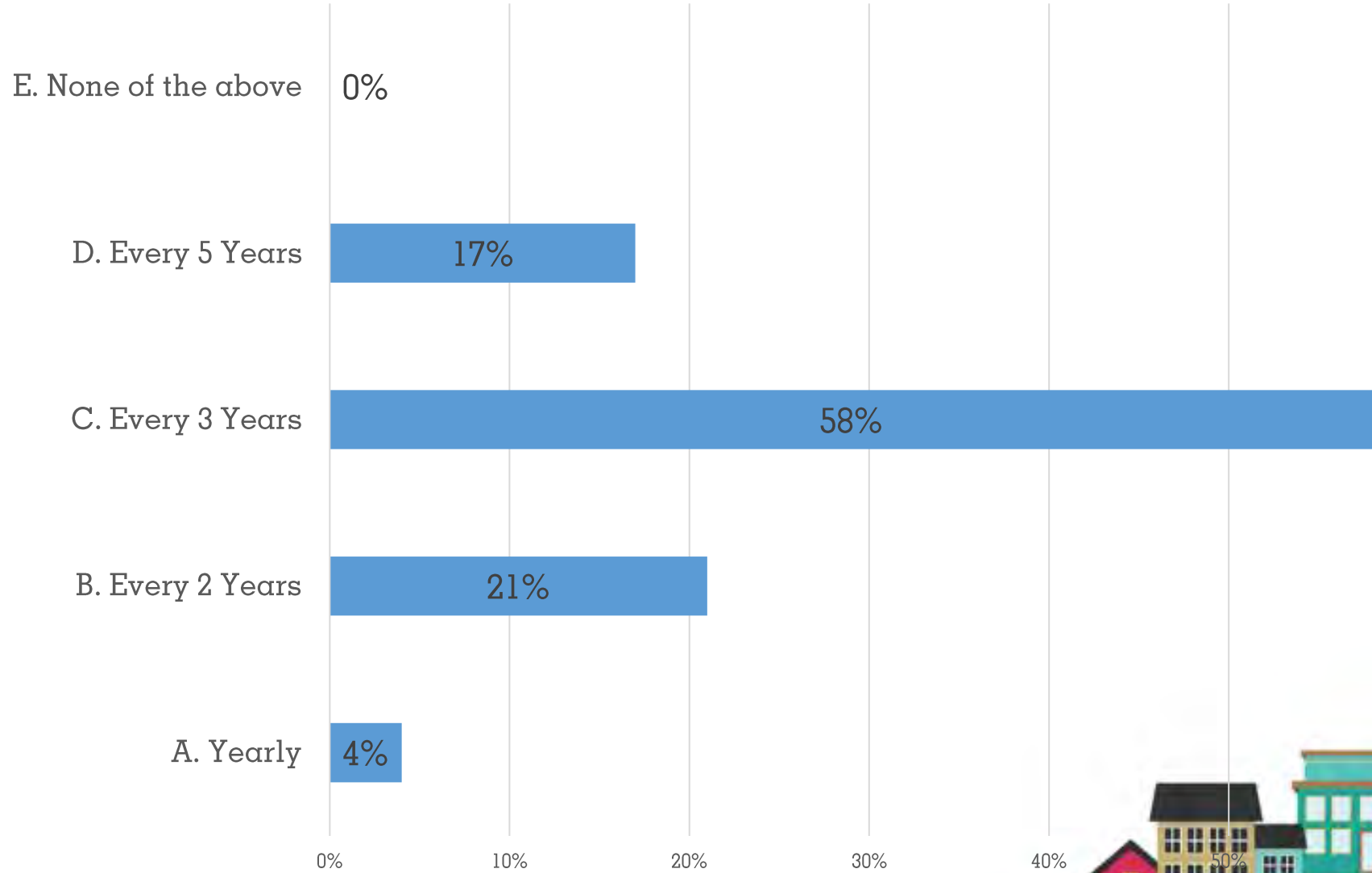
# What are some requirements for Recertification?

- Length of Certification – 1-3 years
- Recertification fees
- 7-24 hours of continuing education each year
- Proof of continuing education
- Work experience



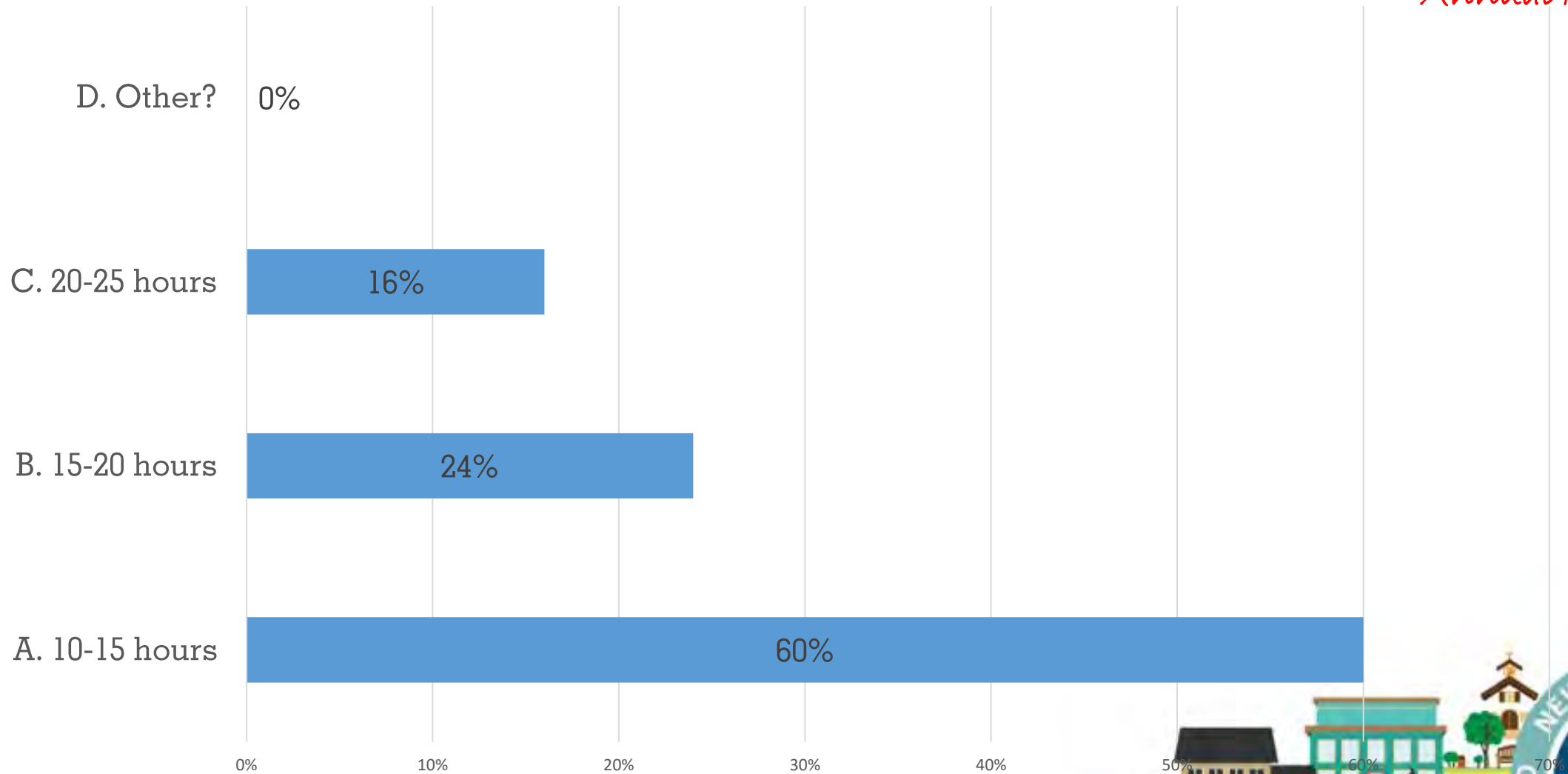
# How often should CHWs be recertified?

Live poll during Annual Meeting



# How many continuing education hours should be required yearly?

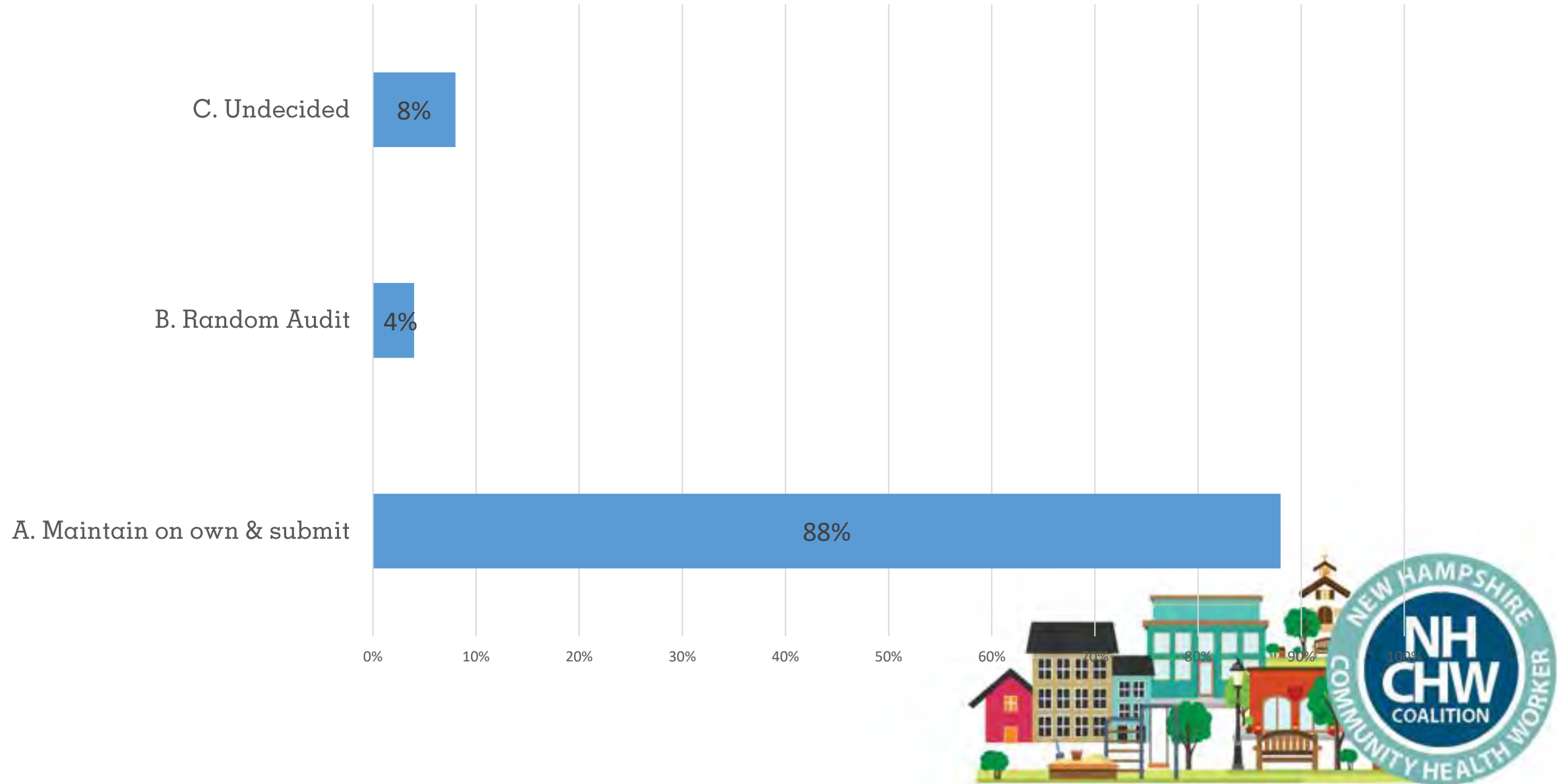
Live poll during Annual Meeting



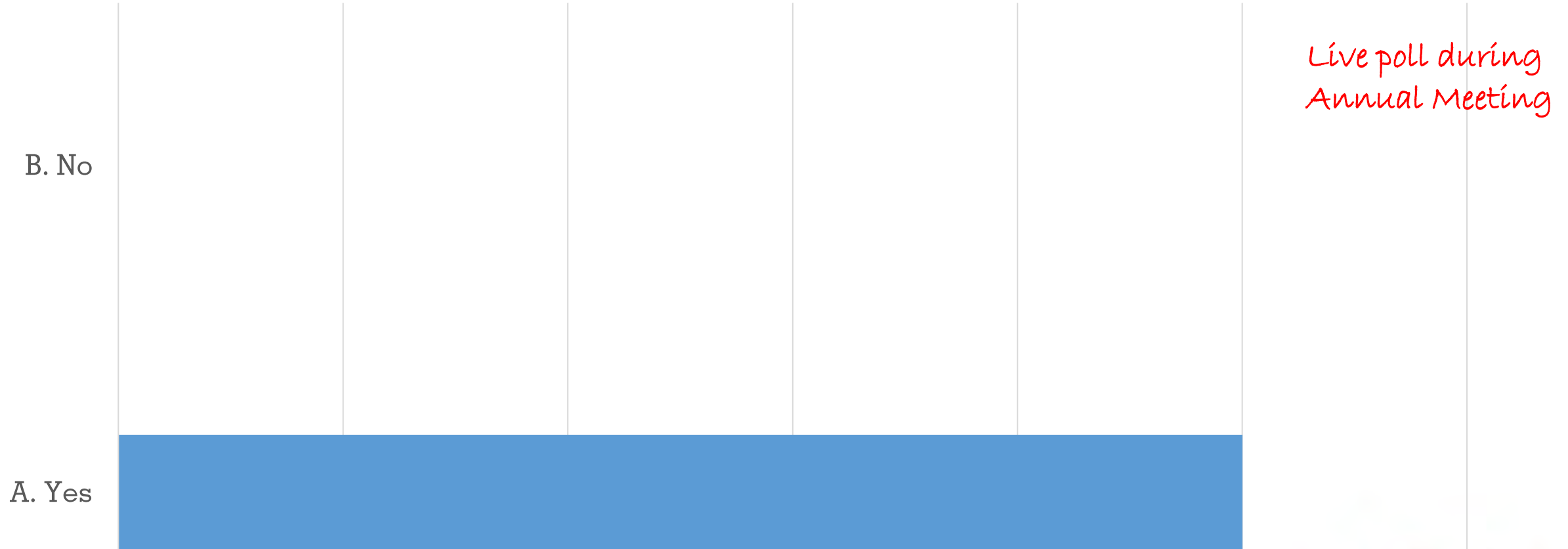


# How would you prefer to submit proof of CHW continuing education requirements?

*Live poll during Annual Meeting*



# Should CHW prior work experience be considered when discussing Certification in NH?



*Live poll during Annual Meeting*



# If Certification were to move forward additional considerations might include:

- Background checks & drug screening
- Assistance with completing applications and materials
- US Citizenship
- Minimum age requirement
- Testing methods (oral, written or practical)
- Accessible & affordable trainings throughout the state
- Revocation & reinstatement of certification



# How did the certification committee get to today?

Researched other states in varying stages of certification processes and learned the different components involved

Created examples of what certification could look like in NH

Participated in calls, webinars, and forums on CHW certification



# The NH CHW Coalition's Sub Committee on Certification

Korina Bazzell

Annette Carbonneau

Nancy Collins

Amber Culver

Florentina Dinu

Beth Wheatley Dyson

Soyla Hernandez

Lindsey Lafond

Carolyn Schofield

Paula Smith

*It's never too late to join!*

Email the Steering Committee to become involved: [NHCHWCoalition@outlook.com](mailto:NHCHWCoalition@outlook.com)



# Next Steps for Certification Committee

- Synthesize feedback
- Respond to questions
- Continuing research & conversations
- Coordinate future listening sessions

*What can you do?*

**Join the NH CHW Coalition!**





# Resources

- [http://www.michwa.org/wp-content/uploads/Regional-Meetings\\_Final-Summary\\_Themes.pdf](http://www.michwa.org/wp-content/uploads/Regional-Meetings_Final-Summary_Themes.pdf)
- <https://pophealth.health.maryland.gov/Community-Health-Workers/Documents/CHW-Code-13-37.pdf>
- <https://www.cthealth.org/wp-content/uploads/2016/02/CHW-Certificaiton-by-State-Final-Final.pdf>
- <https://www.dshs.texas.gov/chw/CertRenewal.aspx>
- <https://machw.org/uFAQs/how-long-is-the-chw-certification-valid-for-how-do-i-renew-it/>
- <https://floridachw.org/wp-content/uploads/2016/07/CCHW-Candidate-Guide-7-1-16.pdf>
- <https://peernetworkindiana.org/renew-your-certification/>
- <https://www.nmhealth.org/publication/view/form/3466/>
- <http://nursing.ohio.gov/wp-content/uploads/2019/07/OhioBoardCHWRenewApp1.2.pdf>
- <https://www.oregon.gov/oha/OEI/Pages/THW-CHW.aspx>
- <https://medium.com/@nriley/words-matter-why-we-should-put-an-end-to-grandfathering-8b19efe08b6a>
- [www.dshs.texas.gov/chw.aspx](http://www.dshs.texas.gov/chw.aspx)
- <https://www.cdc.gov/dhdsp/pubs/toolkits/chw-checklist.htm>
- <https://www.nmhealth.org/about/phd/pchb/ochw/>
- <https://www.nmhealth.org/publication/view/form/4808/>
- <https://www.mass.gov/how-to/apply-for-community-health-worker-certification>
- <https://www.oregon.gov/oha/OEI/Pages/THW-CHW.aspx>
- <http://chwari.org/certification/>
- [https://www.ricertboard.org/sites/default/files/RICB\\_RecertApplication\\_4.pdf](https://www.ricertboard.org/sites/default/files/RICB_RecertApplication_4.pdf)
- <https://www.dshs.texas.gov/mch/chw/chwdocs.aspx>
- <https://www.manchester.edu/academics/colleges/college-of-pharmacy-natural-health-sciences/academic-programs/population-health/special-study-opportunities/certified-community-worker-training>
- <https://www.hvusa.org/index.php/training>
- <https://www.aspinchw.org/>





# Thank you!

For more information on the NH CHW Coalition  
visit [NHCHW.org](http://NHCHW.org) or find us on Facebook  
[@NHCHWCoalition](https://www.facebook.com/NHCHWCoalition)

