

California's Community Health Worker/Promotor (CHW/P) Certification

Online Listening Session – Round 1

January and February 2023

*Hosted by California State University
Sacramento on behalf of the Department of
Health Care Access and Information (HCAI)*



Note: For the purposes of stakeholder engagement, we will be using the term CHW/P to describe this workforce.

Agenda

- **Welcome and Meeting Purpose**
- **Who is in the Room**
- **Stakeholder Engagement Process Overview**
- **CHW/P Certification Model Overview**
- **The CHW/P Medi-Cal Benefit**
- **Who can deliver CHW/P services?**
- **What CHW/P Skills are Needed?**
- **Wrap Up and Next Steps**



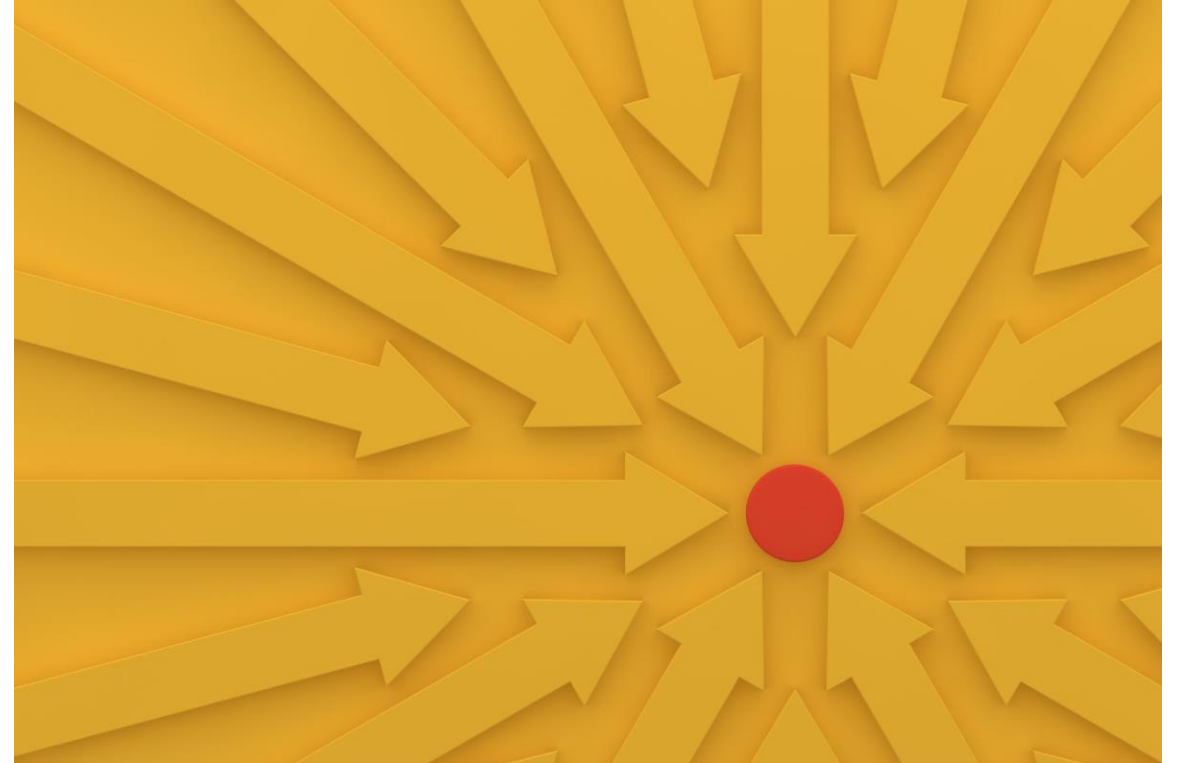
Please feel free to ask questions and share input in the chat. We will compile all feedback!

Meeting Purpose

- Inform on HCAI's stakeholder engagement process for the California's Community Health Worker/Promotor (CHW/P) Certification
- Collect input from listening session participants on some certification elements
- Present next steps

Reminders:

- This meeting will be recorded.
- This will be a participatory meeting. Please be ready to respond to polls and chat questions when prompted.
- The chat will be saved, and notes will be taken throughout the listening session.



Who is in the room?

Polling Questions:

- Are you a **current CHW/P or have ever been a CHW/P**?
 - *Choices include:* Yes, No
- Describe your **current role**.
 - *Choices include:* employed CHW/P, volunteer CHW/P, CHW/P supervisor, CHW/P program manager, CHW/P trainer, policy advocate, government organization representative, health care provider/healthcare leader, health plan representative, academic advisor, foundation representative
- If you are a current CHW/P, **describe your employer**.
 - *Choices include:* Community Based Organization (CBO), clinic, hospital, managed care plan, volunteer, other.
 - Describe the **area you work in**.
 - *Choices include:* Urban, rural, suburban, a combination of areas.



Who is in the room?

Polling Questions:

- How long have you been a CHW/P?
 - *Choices include:* Less than a year, 1-3 Years, 4-5 Years, 6-10 years, More than 10 years
- If you are a current CHW/P, **describe your employer.**
 - *Choices include:* Community Based Organization (CBO), clinic, hospital, managed care plan, volunteer, other.
- Describe the **area you work in.**
 - *Choices include:* Urban, rural, suburban, a combination of areas.
- Describe the **population you work with.**
 - *Open text*



Tell us about your familiarity with the CHW/P Certification Process

Polling Questions:

- **Are you familiar with the new community health worker/promotor (CHW/P) benefit for Medi-Cal?**
 - *Choices include:* Yes, Somewhat, No
- **Have you participated in other activities related to the CHW/P certification for Medi-Cal or related to the CHW/P field, in general?**
 - *Choices include:* Yes, No



CHW/Ps Stakeholder Engagement Timeline - 2023

Round 1:

- General Audience
- CHW/P specific audience
- Tribal audience
- Spanish speaking audience

Online Mixed
Info Sessions
– Round 1
(3 sessions)

In-Person
Engagements
(5 sessions)

Online Mixed
Info Sessions
– Round 2
(3 sessions)

HCAI CHW/P
Certification
Model
Deadline

Jan-Feb

February

Feb-Mar

Mid-March

Late-Mar

July 1

Online
Listening
Sessions –
Round 1
(10-13 sessions)

Online
Listening
Sessions –
Round 2
(10-13 sessions)

Online Mixed
Listening
Sessions
(3-5 sessions)



HCAI's Focus

Per California's legislature, HCAI shall do all of the following:

- (a) Develop statewide requirements for community health worker certificate programs in consultation with stakeholders, including, but not limited to, the State Department of Health Care Services, the State Department of Public Health, community health workers, Promotores and Promotores de Salud, or representative organizations. In developing the requirements, the department shall do all of the following:
 - (1) Consult evidenced-based and community-defined materials.
 - (2) Determine necessary curriculum to meet certificate program objectives.
 - (3) Determine criteria for specialty certificate programs and specialized training requirements that build on the lived experience of community health workers.
 - (4) Determine a structure of statewide oversight that reduces barriers to training.
 - (5) Determine how past experience as a community health worker may provide a pathway to certification, and how to verify past experience.
- (b) Approve statewide requirements for the development of certificate programs for community health workers.
- (c) Approve the curriculum required for programs to certify community health workers.
- (d) Review, approve, or renew evidence-based curricula and community-defined curricula for core competencies, specialized programs, and training.

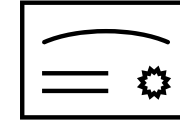
CHW/P Certification Model - Today's Focus



CHW/P Qualifications

Who can deliver CHW/P Medi-Cal services?

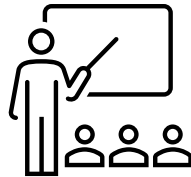
- CHW/P Qualities/Characteristics
- Lived Experience



CHW/P Skills Training

What CHW/P skills are needed to deliver the CHW/P Medi-Cal services?

- CHW/P Skills/Abilities
- Requirements for Training Curriculum



CHW/P Certification Process

How will CHW/P be certified to deliver the CHW/P Medi-Cal service to Medi-Cal beneficiaries?

- Requirements
- Process



CHW/P Training Delivery

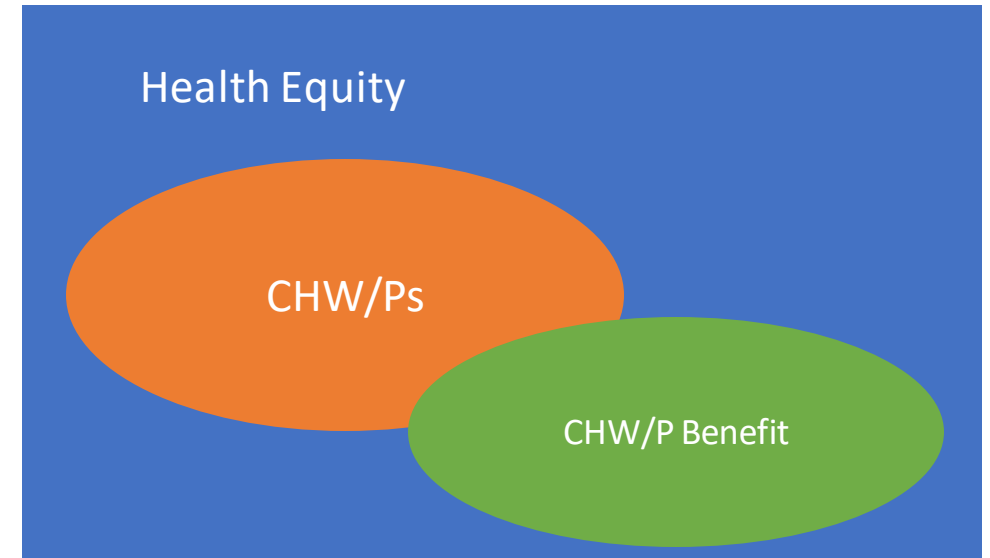
Where will CHW/Ps be trained for CHW/P certification to deliver the Medi-Cal CHW/P services?

- Requirements for Training Program
- Requirements for Training Process
- Defining Training Entity Qualities



CHW/P Benefit

- To promote health equity, Medi-Cal has added a new **community health worker/promotor (CHW/P) benefit**.
- CHW/Ps will be able to offer **Health Education, Health Navigation, Screening and Assessment, and Individual Support or Advocacy** for beneficiaries who are referred to a CHW/P by their provider.
- **CHW/Ps will need a certificate to provide these CHW/P Medi-Cal services**, starting January 1, 2024.
- CHW/Ps can continue to work without the certification, they just won't be able to provide the Medi-Cal service for eligible Medi-Cal beneficiaries.
- CHW/P who have paid or volunteer work experience may provide CHW/P services for a maximum period of 18 months without the certification
- **This stakeholder engagement effort is designed to inform the CHW/P certification.**



Chat Question

For CHW/Ps: What would motivate and excite you to get certified?

For Others: What would motivate a CHW/P to get certified?



Chat Question

For all: Are there any other important CHW/P qualities that must be required, but are not indicated here?



Who Can Deliver CHW/P Services?

CHW/Ps must have **lived experience** that aligns with and provides a connection between the CHW/P and the community or population being served, such as: **lived experience** related to incarceration, military service, pregnancy and birth, disability, foster system placement, homelessness, mental health conditions or substance use, or being a survivor of domestic or intimate partner violence or abuse and exploitation.

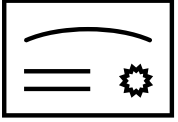
Lived experience may also include shared race, ethnicity, sexual orientation, gender identity, language, or cultural background of one or more linguistic, cultural, or other groups in the community for which the CHW/P is providing services.

“**Lived experience**” means personal knowledge of a specific health condition or circumstance, which may include, but not be limited to, Alzheimer’s and other related dementia, climate impact on health, disability, foster system placement, homelessness, justice involved, IGRTN+ status, mental health conditions, substance use, military

Chat Question

For all: Could employers define the nature of lived experience that is most relevant for the given program and position? Could they state this as a preference within the qualifications for a CHW/P position?

What legal or human resources issues might arise?



What CHW/P Skills Are Needed?

Based on state guidance and some stakeholder input, these are the desired skills for CHW/Ps (alphabetical order, no priority)

- **Advocacy Skills ***
- **Capacity Building Skills ***
- **Communication Skills***
- **Cultural Humility/Humbleness****
- **Education and Facilitation Skills***
- **Evaluation and Research Skills***
- **Individual and Community Assessment Skills***
- **Interpersonal and Relationship Building Skills***
- **Knowledge Base - *basic knowledge in public health principles and social determinants of health, as determined by the supervising provider.****
- **Outreach Skills***
- **Professional Skills and Conduct***
- **Service Coordination and Navigation Skills ***

Certificate programs shall also include field experience as a requirement.*

Chat Question

For all: For what specific populations or conditions would CHW/Ps need specialized training? What does the specialized training include?



Wrap Up and Next Steps

- Please share the invite with your network.
- Additional comments will be welcomed via a survey [\(link here\)](#)
- Please join us for Listening Session Round 2 (dates to be confirmed)
*Listening Session 2 will focus on the **CHW/P Certification Process** (Who will CHW/Ps be certified to deliver the CHW/P Medi-Cal service to Medi-Cal beneficiaries) and **CHW/P Training Delivery** (Where will CHW/Ps be trained for CHW/P certification to deliver the Medi-Cal CHW/P services?)*

For questions on this stakeholder engagement process, please reach out to CHW@hcai.ca.gov.

Thank you!

