

California's Community Health Worker/Promotora/ Representative (CHW/P/R) Certification Online Listening Session – Round 2

February 13 to February 17, 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/R to describe this
workforce.*



Agenda

- **Welcome and Meeting Purpose**
- **Who is in the Room**
- **Stakeholder Engagement Process Overview**
- **Highlights from Round 1**
- **CHW/P/R Certification Considerations**
- **CHW/P/R Certification Requirements**
- **CHW/P/R Training Programs**
- **Wrap Up and Next Steps**



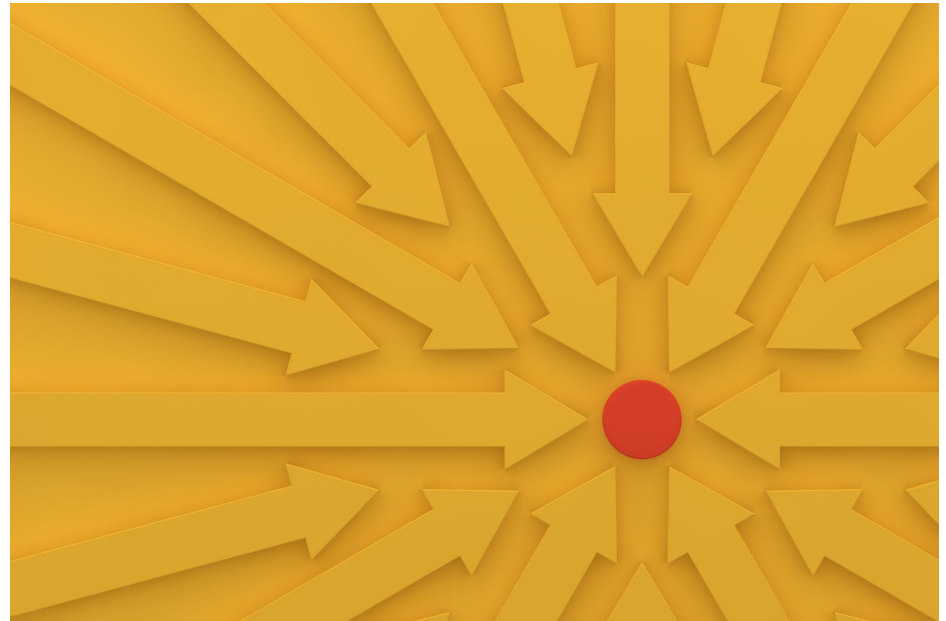
Please feel free to ask questions and share input in the chat. We will compile all feedback!

Meeting Purpose

- Inform on HCAI's stakeholder engagement process for the California's CHW/P/R Certification
- Hear highlights from Round 1 Listening Sessions
- Collect input on additional certification considerations
- 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 #1-3:

1. Describe **your current role**.
 - *Choices include:* employed CHW/P/R, volunteer CHW/P/R, CHW/P/R supervisor or manager, CHW/P/R trainer, policy advocate, government organization representative, health care provider/healthcare leader, health plan representative, academic advisor, foundation representative
2. Describe **where you are joining us from**.
 - *Choices include:* Southern California, Central California, Northern California
3. Did you join us for **Round 1 Listening Sessions?**
 - *Choices include:* Yes, No



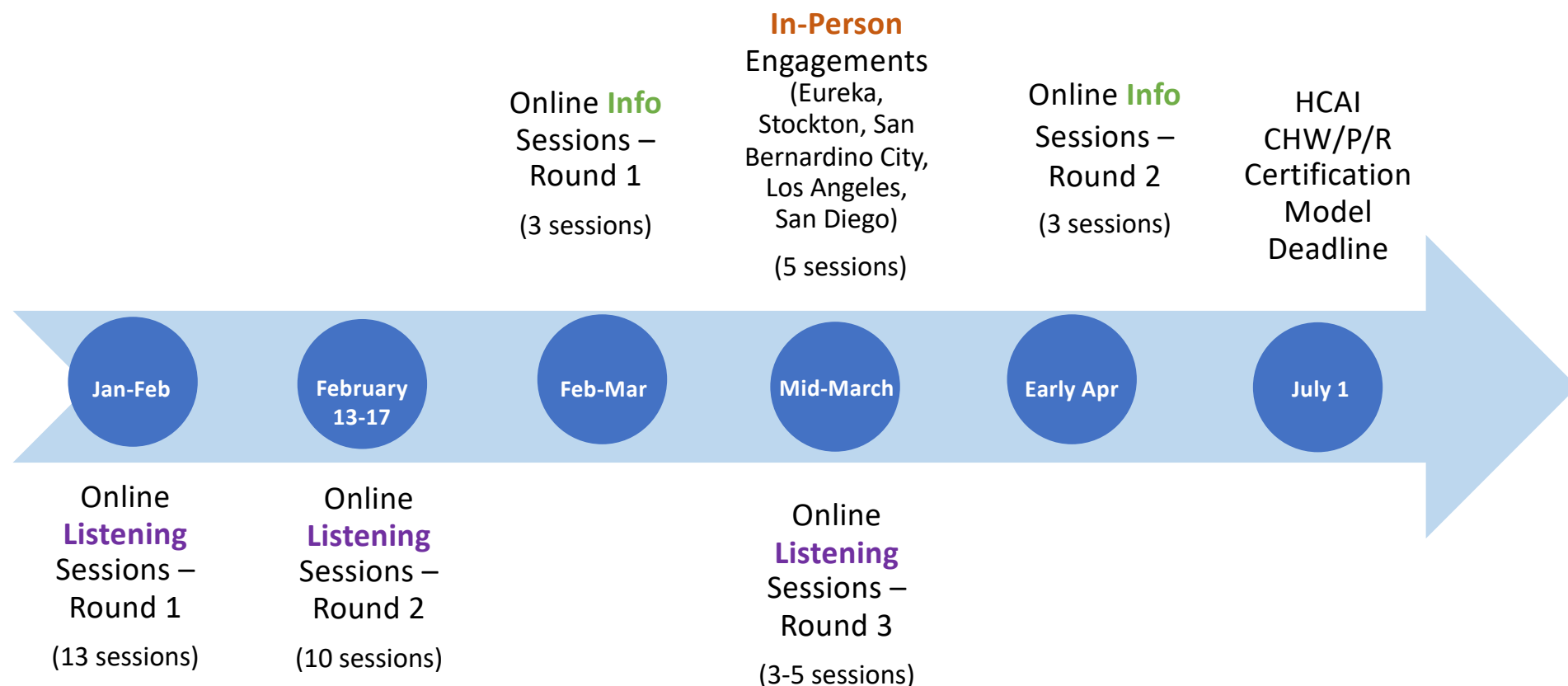
Who is in the room?

Chat Questions:

- Tell us your name, organization, what are you most excited about for the future of CHW/P/Rs in California?



Community Engagement Timeline - 2023



Community Engagement Timeline - 2023

Round 2 (10):

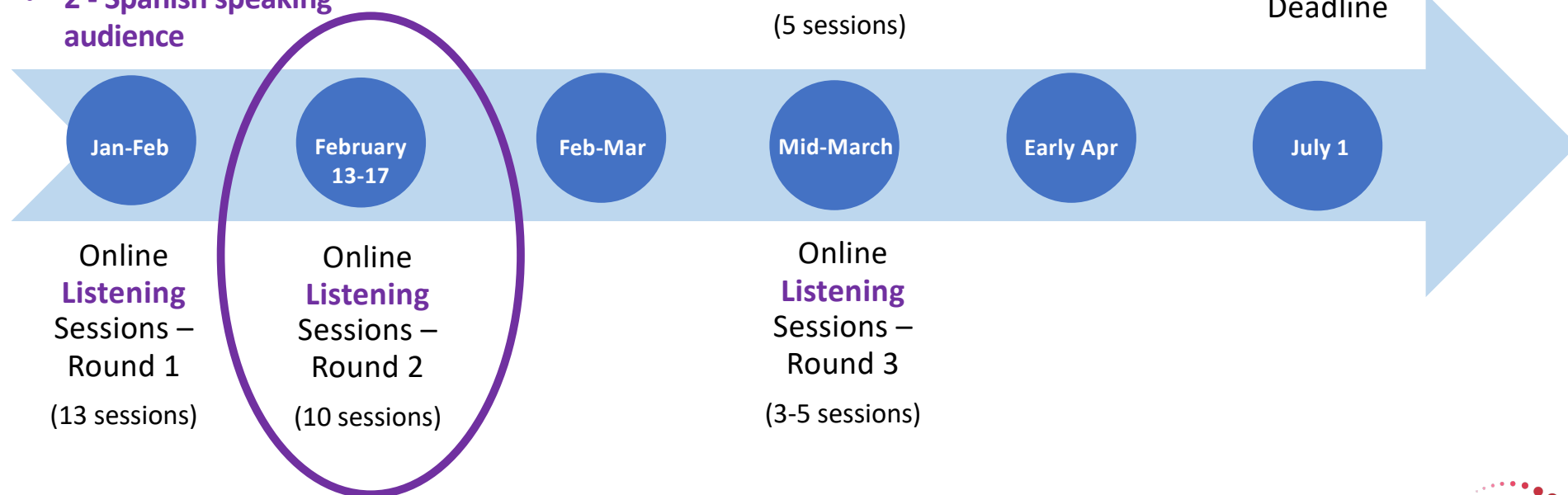
- 5 - General audience
- 2 - Active CHW/P/R audience
- 1 - Tribal audience
- 2 - Spanish speaking audience

Online **Info**
Sessions –
Round 1
(3 sessions)

In-Person
Engagements
(Eureka,
Stockton, San
Bernardino City,
Los Angeles,
San Diego)
(5 sessions)

Online **Info**
Sessions –
Round 2
(3 sessions)

HCAI
CHW/P/R
Certification
Model
Deadline



Highlights from Listening Session Round 1

Over **141 participants** joined across the 13 sessions.

Stakeholders provided input on:

- CHW/P/R Qualities and Characteristics
- Lived experience
- CHW/P/R Skills (including Specialty skills)

Listening session summaries (for both Round 1 and Round 2) will be presented during the Information Sessions later this month and an FAQ is being developed to coincide with the Information Sessions.



CHW/P/R Medi-Cal Benefit

- DHCS added CHW/P/R services as a Medi-Cal benefit starting July 1, 2022.
- CHW/P/Rs 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/R by their provider.
- **According to the California State Plan Amendment for Medi-Cal approved by the federal government, in order to provide those Medi-Cal services, CHW/P/Rs will need a certificate, starting January 1, 2024.** They must also:
 - Be supervised by a Medi-Cal enrolled community-based organization, local health jurisdiction, licensed provider, hospital, or clinic.
 - Have lived experience that aligns with and provides a connection between the CHW/P/R and the community they are serving.
- CHW/P/Rs 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/R who have paid or volunteer work experience may be able to provide Medi-Cal CHW/P services for a maximum period of 18 months without the certification.

Per California code, HCAI must...

- (a) Develop **statewide requirements for CHW/P/R 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 CHW/P/Rs
- (c) **Approve the curriculum required for programs to certify CHW/P/Rs.**
- (d) **Review, approve, or renew evidence-based curricula and community-defined curricula for core competencies, specialized programs, and training.**

https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=WIC&division=9.&title=&part=6.&chapter=16.5.&article=

Given California code and SPA language, CHW/P/Rs must undergo a certification process in which they...

- ✓ **Demonstrate lived experience** that aligns with and provides a connection between the CHW/P/R and the community being served.
- ✓ **Demonstrate minimum qualifications** through one of the following pathways:
 - **CHW/P/R training completion**
 - Which includes completing curricula that attests to demonstrated skills and/or practical training
 - Which includes a field experience as a requirement
 - **Legacy CHW/P/R work experience**
- ✓ **Apply with the certifying agency to verify the above and receive a certificate to share with employers.**

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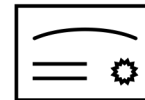
Will complete training that meets statewide requirements from an **approved** training entity.

CHW/P/R Certification



CHW/P/R Qualities and Characteristics

- CHW/P/R Qualities/Characteristics
- Lived Experience Requirement



Required CHW/P/R Skills

- Mandated CHW/P/R Skills
- Requirements for Training Curriculum



CHW/P/R Certificate Requirements

- CHW/P/R Training and Field Experience
- Work Experience/Legacy
- Application to receive a certificate
- Continuing Education Requirement



CHW/P/R Training Programs

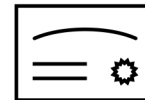
- Requirements for State Approved CHW/P/R Training Program

CHW/P/R Certification - Today's Focus



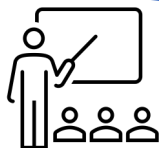
CHW/P/R Qualities and Characteristics

- CHW/P/R Qualities/Characteristics
- Lived Experience Requirement



Required CHW/P/R Skills

- Mandated CHW/P/R Skills
- Requirements for Training Curriculum



CHW/P/R Certificate Requirements

- CHW/P/R Training and Field Experience
- Work Experience/Legacy
- Application to receive a certificate
- Continuing Education Requirement



CHW/P/R Training Programs

- Requirements for Training Program



CHW/P/R Certificate Requirements

We hope to get your input today on the following certificate requirements:

- CHW/P/R Training and Field Experience
- Work Experience/Legacy
- Application to receive a certificate
- Continuing Education Requirement

We will also inquire about accessibility.



CHW/P/R Training Requirement

According to the National Association of Community Health Workers, statewide CHW core competency trainings typically range from **60 to 120 hours**, with the exception of Texas, which is 160 hours.

According to the California Health Care Foundation, the duration of current CHW/P/R training programs in California varies between college/university-based programs and organization-based programs.

- College/university-based programs ranged from 8 weeks to 3 semesters in length **and averaged 283 didactic hours/program** (range: **80-816 hours**).
- Organization-based programs ranged from **1 to 12 weeks in length and averaged 87 didactic hours/program** (range: **10-400 hours**).



CHW/P/R Training Requirement

Discussion Question #1:

Based on what we shared around training hour requirements, what is your recommendation for required hours of training? Tell us why?



CHW/P/R Training Requirement

Verbal Polling Question #4:

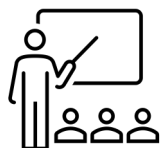
How should skill attainment be confirmed at the end of training?

Choices include:

- *Test per topic,*
- *final certification exam,*
- *skill assessment by the training faculty,*
- *other*

Discussion Question #2:

Tell us why you chose a particular method.

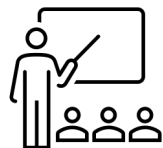


CHW/P/R Field Experience Requirement

Per the SPA, Certificate programs shall include a training curriculum plus "field experience" as a requirement. The goal is to ensure the training program has provided the individual with enough skills to be an effective CHW/P/R however it is not meant to be a barrier.

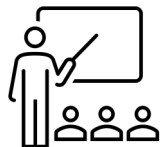
Discussion Questions #3-4 and Polling Question #5:

3. In your opinion, what does the field experience requirement look like?
4. Might prior work/field experience be counted instead for field experience?
5. Should the field experience be limited to a certain number of hours? If so, how many?
 - 60-100 hours
 - 100-200 hours
 - 200-300 hours
 - 300-400 hours



Work Experience/Legacy

- There are active CHW/P/Rs that will be seeking certification.
- HCAI wants your input on what the certification process should look like for this group of CHW/P/Rs.
- This work experience pathway is intended to demonstrate that the applicant has the same level of experience as someone that is certified through the regular pathway.



Peer Support Specialist – Example

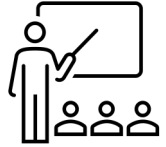
Most recently, California has launched a Medi-Cal Peer Support Specialists in California One certification process that includes a “grandparenting certification.”

Per the Medi-Cal Peer Support specialist certification, these are the requirements:

- 1 year of paid or unpaid work experience (1550 hours) as a peer specialist AND 20 hours of continuing education (CEs), including law and ethics. CEs can be in relevant professional competencies obtained via relevant in-state, out of state or national educational forums. OR
- 1550 hours in 3 years, with 500 hours completed within the last 12 months, working as a peer specialist AND 20 hours of continuing education (CEs), including law and ethics. CEs can be in relevant professional competencies obtained via relevant in-state, out of state or national educational forums.

AND has all of the following:

- Completion of a peer training(s)
- 3 Letters of Recommendation as outlined:
 - One from a supervisor
 - One from a colleague/professional
 - One self-recommendation describing their current role and responsibilities as a peer support specialist
- Pass the Medi-Cal Peer Support Specialist Certification Program Exam



Peer Support Specialist – Example (continued)

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Please note this process is time limited as "Peers employed as a peer January 1, 2022 and seeking certification through the grandparenting process must complete or begin the process by December 31, 2022. **After this date, peers seeking certification under a Medi-Cal Peer Support Specialist Certification Program must complete the initial certification process.**



Work Experience/Legacy

Discussion Questions #5:

Given the Peer Support Specialist model we walked through, does creating a parallel program for CHW/P/Rs make sense? What other suggestions do you have?



Continuing Education Requirement

In order to meet requirements for the Medi-Cal benefit, CHW/P/Rs will need at least 6 hours of continuing education annually.

Per the [Medi-Cal Peer Support specialist certification](#), these are the requirements for continuing education:

- Standards for Biennial Renewal A Medi-Cal Peer Support Specialist Certification Program must provide a process for biennial certification renewal for certified peer support specialists. This process must include making available continued education trainings and ensuring that renewal candidates perform 20 hours of continuing education every two years. The continuing education must include updates on applicable laws and evidence based best practices. A Medi-Cal Peer Support Specialist Certification Program must also ensure that certified peer support specialists reaffirm in writing the most recent version of the MediCal Code of Ethics for Peer Support Specialists in California every two years.

Discussion Question #6:

In your opinion, what should be required for continuing education for CHW/P/Rs?



Requirements for Training Program

As shared earlier, HCAI will be approving current or new training programs that meet certification expectations.

During the earlier stages of the engagement process, stakeholders shared the following:

- HCAI or another State entity should not be the trainer but should be the oversight body to assure that the quality of the training programs is consistent across training providers and meeting the criteria outlined as part of this process.
- HCAI should invest in review of current training programs and support them.
- Training entity applications should be reviewed by a committee of seasoned CHW/P/Rs.

Discussion Question #7:

Are there any other recommendations HCAI should consider for training programs?



Requirements for Training Program

Chat Questions #8-9 (Please provide your responses directly into the chat dialogue or by email to HCAI (CHW@hcai.ca.gov):

- 8. What existing training programs have you worked with/received training from that you would recommend being part of the approved training programs? Please indicate their name and any detail.**
- 9. What qualities make a good training program?**

Discussion Questions #10-11:

- 10. What should be required from training programs? Is there a difference if they are new or existing programs?**
- 11. How should CHW/P/R input support the approval process for CHW/P/R programs?**

Wrap Up and Next Steps

- Key Take-Aways from today
- Please share the invite to the remaining Round 2 Listening Sessions with your network.
- Additional comments will be welcomed via a survey on the project website: <https://hcai.ca.gov/workforce-capacity/community-health-workers-promotores-chw-p/>
- Please join us for Information Sessions starting in late February.
- For questions on this stakeholder engagement process, please reach out to CHW@hcai.ca.gov

Thank you!

