

California's Community Health Worker/Promotora/ Representative (CHW/P/R) Certification Discussion

Online Listening Session – Round 3

March 13 to March 17, 2023



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

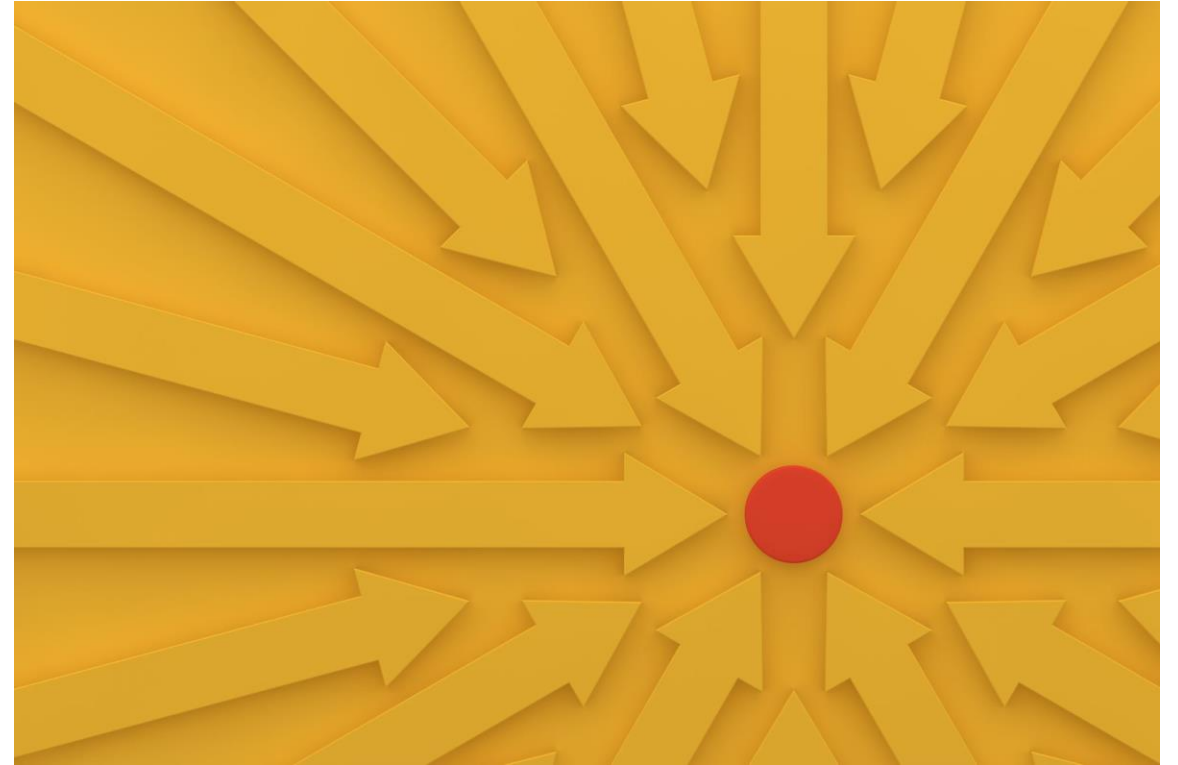
*Note: For the purposes of stakeholder engagement, we will be using the term CHW/P/R to
describe this workforce.*

Meeting Purpose

- Clarify context on California's CHW/P/R Certification Option
- Receive input on certification items
- Present next steps for HCAI's stakeholder engagement process

Please note these sessions have been organized per stakeholder type thus we hope to make space for said voices:

- Employers and Supervisors
- Training Entities
- Community Coalitions
- Tribal Groups
- CHW/P/Rs English
- CHW/P/Rs Spanish



Agenda

- **Welcome and Meeting Purpose**
- **Who is in the Room**
- **CHW/P/R Certification Context**
- **Stakeholder Engagement Process**
- **Draft Certification Model**
- **Stakeholder Input via Polls**
- **Stakeholder Input via Conversation**
- **Wrap Up and Next Steps**



Who is in the room?

In the chat, let us know:

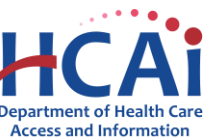
- Your name
- Your organization
- Your role
- Please share if you have joined either our previous listening sessions or information sessions



CHW/P/R Certification

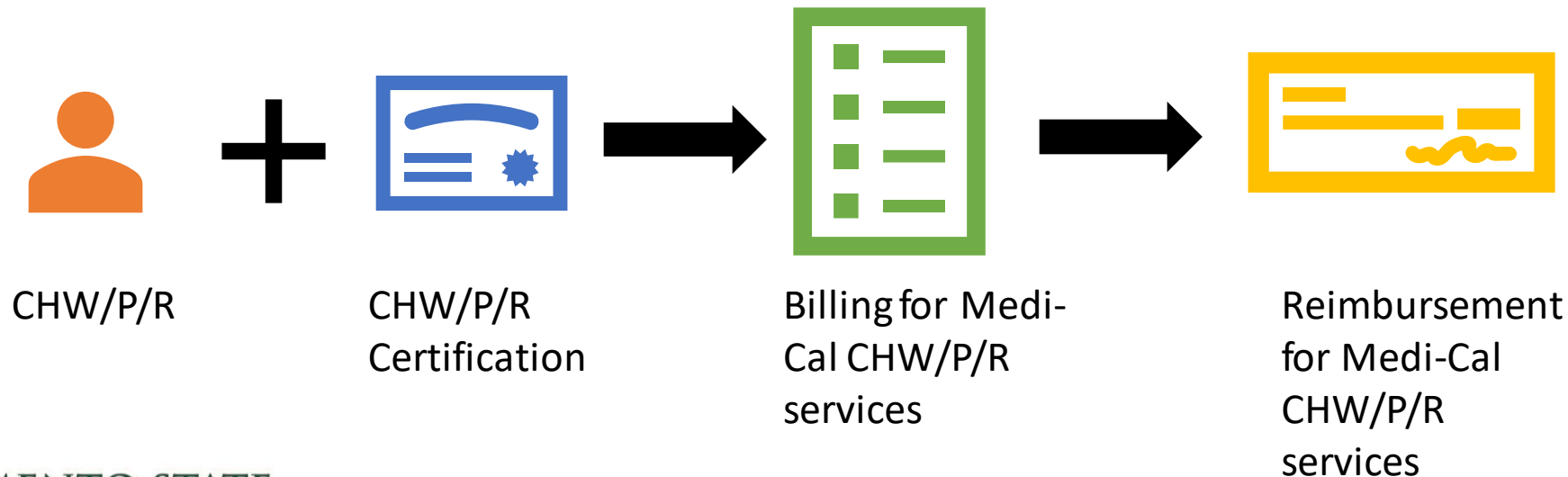


SACRAMENTO STATE
COLLEGE OF CONTINUING EDUCATION



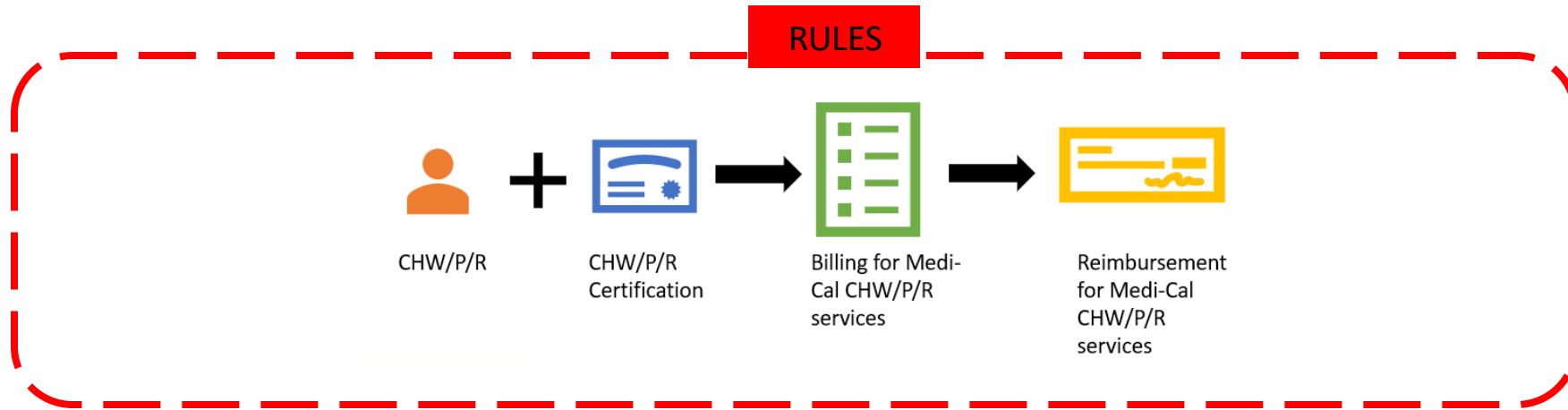
Important Clarifications about CHW/P/R Certification

- Certification is **only required** to bill Medi-Cal for Medi-Cal reimbursable CHW/P/R services, as of **January 1, 2024**.
- Certification indicates that an individual has received training and education approved by the state for a CHW/P/R.
- CHW/P/Rs **can** continue to work without certification.



Community Health Worker (CHW) services as a Medi-Cal benefit

California legislature and the Administration wanted to provide payment for CHW services through our state's Medi-Cal program. To do so, DHCS, the state's Medi-Cal department, had to define the CHW benefit and create the rules for payment of services including certification through a State Plan Amendment.



For more information on the DHCS Medi-Cal Benefit, please visit:

- [DHCS Community Health Workers Page](#)
- [SPA 22-0001 Approval \(ca.gov\)](#)

Draft CHW/P/R Certification Model

CHW/P/R Certification to enable CHW Medi-Cal billing :

CHW/P/Rs will apply with the certifying agency (HCAI) to verify the below requirements are met and receive documentation to share with employers.

- 1 CHW/P/R self-attestation of lived experience
- 2 CHW/P/R demonstrates possession of core competencies through one of the below pathways:
 - a Training Pathway:
 - CHW/P/R will complete an HCAI-approved training program to receive a certificate

*Stakeholder input desired
 - b Legacy Pathway:
 - For existing CHW/P/Rs to receive a certificate based on past experience

*Stakeholder input desired

Important Clarifications:

- HCAI will certify individual CHW/P/Rs.
- HCAI will approve training programs as it relates to item 2a above.

Draft Specialty Certification Model

OPTIONAL ADD-ON SPECIALTY CERTIFICATION:

CHW/P/Rs will apply with certifying agency (HCAI) to verify the below requirements are met and receive documentation of specialty certification.

- 1 CHW/P/R meets requirements for CHW/P/R certification
- 2 Demonstrate completion of HCAI approved specialty CHW/P/R training program *Stakeholder input desired

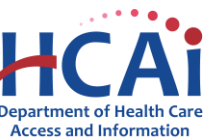
Important Clarifications:

- Specialty Certification is OPTIONAL. Only the Base Certification will be required to provide Medi-Cal reimbursable CHW/P/R services.
- HCAI will certify individual CHW/P/Rs.
- HCAI will approve training programs as it relates to item 2 above.

Stakeholder Input via Polls



SACRAMENTO STATE
COLLEGE OF CONTINUING EDUCATION



Stakeholder Input via Polls: Instructions

- The following slides contain a certification topic, context and a question that will be answered via Zoom polls.
 - The Zoom polls will include selection options and opportunity for text entry.
- Please be ready to respond to each poll and if you experience technical difficulties please respond via Chat.
- Verbal feedback will be collected in smaller discussions.

Who is in the room?

Context: Please note these sessions have been organized per stakeholder group. This session is specifically for , and therefore we hope to make space for those voices today.

Question: Please indicate the stakeholder group you are a part of.

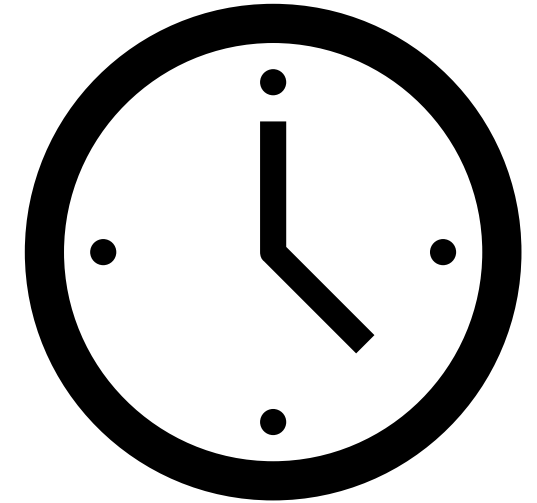
- Employers and Supervisors
- Training Entities
- Community Coalitions
- Tribal Groups
- CHW/P/Rs

Topic: Training Requirements – Hours

Context: HCAI is recommending 80 hours as the minimum number of training hours to ensure core competencies are covered by CHW/P/R training programs.

Question: Do you agree with the 80 hours as the minimum?

- Agree
- Disagree
- If you selected “Disagree,” please share why.



Topic: Training Requirements – CHW/P/Rs as trainers/co-trainers

Context: Per stakeholder input received in this stakeholder engagement process and practices in other states like New Mexico and Texas, HCAI is considering requiring training programs to include CHW/P/Rs as trainers, co-trainers, or part of the training team.

Question: Do you agree it is reasonable to require that approved training programs include at least one CHW/P/R as a trainer/co-trainer/part of the training team?

- Agree
- Disagree
- If you selected “Disagree,” please share why.



Topic: Training Requirements – Field Experience

Context: HCAI is recommending 5 hours as the minimum for field experience hours.

- Field experience hours are hours in the field training as a CHW/P/R under supervision.
- The minimum of 5 hours will be included in the 80 training hours and as such HCAI will not require training programs to compensate for field experience.
- HCAI is considering counting past experience.

Question: Do you agree with the 5 hours of field experience as the minimum?

- Agree
- Disagree
- If you selected “Disagree,” please share why.



Topic: Training Requirements – Field Experience

Context: HCAI will require approved programs to build in field experience hours into their training hours.

Question: Knowing this will be a requirement, what is your program's readiness level to implement this requirement?

- Ready
- Not Ready
- If you selected "Not Ready," please share why.



Topic: Legacy Pathway

Context: The **Legacy pathway** allows CHW/P/Rs to be certified based on documentation indicating they meet CHW/P/R core competencies and have previous employment or volunteer experience, without completing HCAI approved training. HCAI is proposing submission of the following for CHW/P/Rs to get certified:

Letters of Recommendation attesting to
CHW/P/R Core Competencies

2



From a Direct Supervisor



From an Organizational Leader

Documented Hours of CHW/P/R
Work (employment or volunteer) in
the past 3 years.

At least
2,000





*About 1 year of full time or 2
years of part-time work*

Please note the above model is building on a previous legacy process in Missouri.


Topic: Legacy Pathway – Letters of Recommendation

Context: The **Legacy pathway** allows CHW/P/Rs to be certified based on documentation indicating they meet CHW/P/R core competencies and have previous employment or volunteer experience, without completing HCAI approved training. HCAI is proposing submission of the following for CHW/P/Rs to get certified:

2 Letters of Recommendation attesting to CHW/P/R Core Competencies

-  From a Direct Supervisor
-  From an Organizational Leader

At least 2,000 Documented Hours of CHW/P/R Work (employment or volunteer) in the past 3 years.

 *About 1 year of full time or 2 years of part-time work*

Question: Employers, the model above requires you to complete letters of recommendation for current or previous CHW/P/Rs. Do you have any concerns on meeting this ask?



Have No Concerns

- Have Concerns
- If you selected “Have Concerns,” please share why.

Topic: Legacy Pathway – Letters of Recommendation

Context: The **Legacy pathway** allows CHW/P/Rs to be certified based on documentation indicating they meet CHW/P/R core competencies and have previous employment or volunteer experience, without completing HCAI approved training. HCAI is proposing submission of the following for CHW/P/Rs to get certified:

2 Letters of Recommendation attesting to CHW/P/R Core Competencies

-  From a Direct Supervisor
-  From an Organizational Leader

At least 2,000 Documented Hours of CHW/P/R Work (employment or volunteer) in the past 3 years.

 *About 1 year of full time or 2 years of part-time work*



Question: CHW/P/Rs, the model above requires you to submit two (2) letters of recommendation, one (1) from a direct supervisor and one (1) from an organizational leader. Do you have any concerns on meeting this ask?

- Have No Concerns
- Have Concerns
- If you selected “Have Concerns,” please share why and suggest an alternative way that a CHW/P/R can demonstrate that they meet the core competencies to be a certified CHW/P/R.

Topic: Legacy Pathway – 2,000 Hours

Context: The **Legacy pathway** allows CHW/P/Rs to be certified based on documentation indicating they meet CHW/P/R core competencies and have previous employment or volunteer experience, without completing HCAI approved training. HCAI is proposing submission of the following for CHW/P/Rs to get certified:

2 Letters of Recommendation attesting to CHW/P/R Core Competencies

-  From a Direct Supervisor
-  From an Organizational Leader

At least 2,000 Documented Hours of CHW/P/R Work (employment or volunteer) in the past 3 years.

 *About 1 year of full time or 2 years of part-time work*

Question: CHW/P/Rs, the model above requires you to submit documentation on at least 2,000 hours within the past 3 years. Do you have any concerns on meeting this ask?

Have No Concerns

- Have Concerns
- If you selected “Have Concerns,” please share why.

Topic: Continuing Education

Context: HCAI is requiring a minimum of 6 hours of Continuing Education each year.

- CHW/P/Rs will be required to submit documentation every two years
- HCAI is recommending having approved CHW/P/R training programs offer Continuing Education, with more guidance to follow.
- HCAI is recommending continuing education units to be related to core competencies, changes in laws, such as new individuals eligible for Medi-Cal and CHW/P/R best practices.

Question: While all core competencies will be considered for continuing education, pick 3 core competencies that you think should be prioritized?

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

Topic: Continuing Education

Context: HCAI is requiring a minimum of 6 hours of Continuing Education each year.

- CHW/P/Rs will be required to submit documentation every two years
- HCAI is recommending having approved CHW/P/R training programs offer Continuing Education, with more guidance to follow.
- HCAI is recommending continuing education units to be related to core competencies, changes in laws, such as new individuals eligible for Medi-Cal and CHW/P/R best practices.

Question: Training Entities, do you have any concerns if HCAI requires approved training programs to develop/offer the 6 hours of Continuing Education curriculum?

- Have No Concerns
- Have Concerns
- If you selected “Have Concerns,” please share why.

Topic: Specialty Certificate

Context: Specialty Certification is OPTIONAL.

- HCAI is considering the expectations around specialty certification curriculum.

Question: While a range of topics will be considered for specialty certificates, pick 3 topics that you think should be prioritized in the two categories listed.

- Poll 1 (Conditions): Alzheimer's and other related dementia, climate impact on health, disability, mental health conditions, substance use, pregnancy, birth, control and prevention of chronic conditions or infectious diseases, behavioral health conditions, and need for preventive services
- Poll 2 (Populations): People in foster system placement, People experiencing homelessness, Justice-Involved Population, LGBTQ+ Community, Military Service Community
- Poll 3: If your priority topic is not listed, please list the topic.

Topic: Training Programs

Context: HCAI will approve CHW/P/R training programs to offer training for CHW/P/Rs interested in getting certified through the training pathway. Guidance on the approval process for CHW/P/R training programs is under development.

(Important Clarification: If a CHW/P/R is not interested to become certified, they may attend any training program, not just those that are HCAI-approved.)



Question: In the chat, please submit names of current CHW/P/R training programs that you recommend HCAI outreach to.

Stakeholder Input via Conversation



SACRAMENTO STATE
COLLEGE OF CONTINUING EDUCATION

Stakeholder Input via Conversations: Instructions

- The following slides contain a certification topic, context and discussion questions.
- The 3 topics covered are:
 - Training Requirements – Hours, Trainers, and Field Experience
 - Legacy Pathway (**NOT FOR training entities**)
 - Continuing Education

Topic: Training Requirements – Hours, Trainers, and Field Experience

Context: HCAI is considering the following training requirements:

- **Hours:** 80 hours as the minimum number of training hours to ensure core competencies are covered by CHW/P/R training programs.
- **CHW/P/Rs as trainers/co-trainers:** Per stakeholder input received in this stakeholder engagement process and practices in other states like New Mexico and Texas, HCAI is considering requiring training programs to include CHW/P/Rs as trainers, co-trainers, or part of the training team.
- **Field Experience:** 5 hours as the minimum for field experience hours. Field experience hours are hours in the field training as a CHW/P/R under supervision. The minimum of 5 hours will be included in the 80 training hours and as such HCAI will not require training programs to compensate for field experience. HCAI is considering counting past experience.

Discussion question: Is there any specific feedback you want to provide to HCAI on the above?

Topic: Legacy Pathway

Context: The **Legacy pathway** allows CHW/P/Rs to be certified based on documentation indicating they meet CHW/P/R core competencies and have previous employment or volunteer experience, without completing HCAI approved training. HCAI is proposing submission of the following for CHW/P/Rs to get certified:

Letters of Recommendation attesting to CHW/P/R Core Competencies

2



From a Direct Supervisor



From an Organizational Leader

Documented Hours of CHW/P/R Work (employment or volunteer) in the past 3 years.

At least

2,000



About 1 year of full time or 2 years of part-time work

Discussion questions:

- If you have concerns around the letters of recommendation and suggested an alternative methodology, please share more.
- Is there any specific feedback you want to provide to HCAI?

Topic: Continuing Education

Context: HCAI is requiring a minimum of 6 hours of Continuing Education each year.

- CHW/P/Rs will be required to submit documentation every two years in order to renew CHW/P/R Certification.
- HCAI is considering having approved CHW/P/R training programs offer Continuing Education, with more guidance to follow.
- HCAI is considering continuing education units to be related to core competencies, health specific trainings or trainings relevant to CHW/P/R specific work.

Discussion question: Is there any specific feedback you want to provide to HCAI?



Wrap Up

Wrap Up and Next Steps

- Please share the invite to the remaining Round 3 Listening Sessions this week with your network.
- In-Person Sessions will be March 20th through March 29th. The purpose of these sessions is to engage with the local community, particularly CHW/P/Rs, and hear input and feedback.

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

Stakeholder Engagement Timeline - 2023

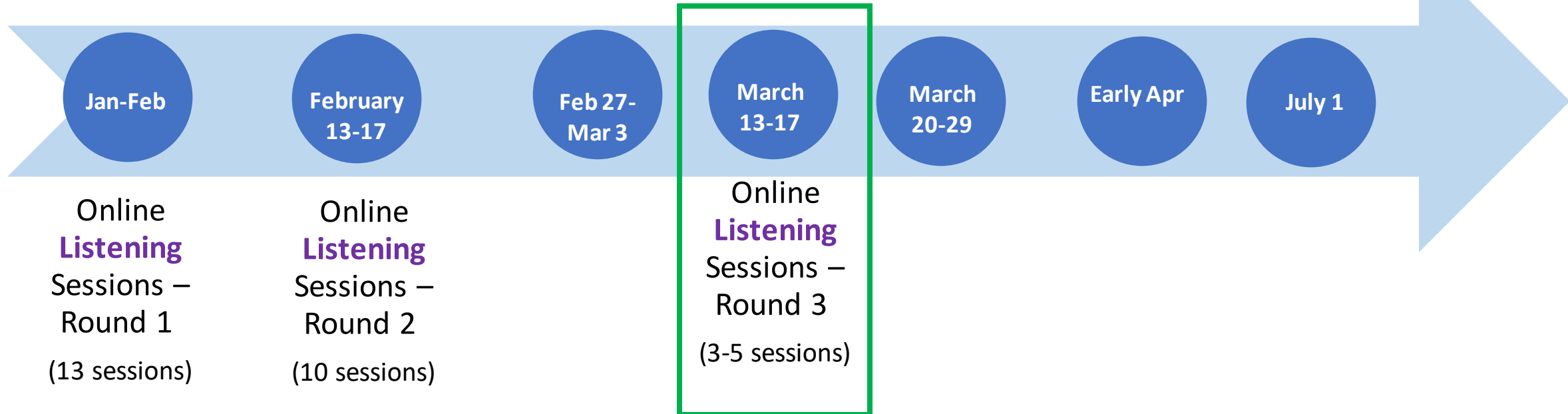
In-Person

Engagements
(Eureka,
Stockton,
Salinas, San
Bernardino City,
Los Angeles,
San Diego)
(6 sessions)

Online **Info**
Sessions
(3 sessions)

HCAI
CHW/P/R
Certification
Model
Deadline

Online **Info**
Sessions
(3 sessions)



Thank you!



Appendix

Timeline: CHW Medi-Cal Benefit and CHW/P/R Certification

Aug 2021-Feb 2022

DHCS conducted stakeholder engagement to develop the CHW Medi-Cal benefit

July 1, 2022

CHW/P/R services were added as a Medi-Cal benefit

Dec 2022-Apr 2023

HCAI is conducting stakeholder engagement to develop CHW/P/R Certification that enables Medi-Cal billing

January 1, 2024

CHW/P/Rs will be certified through HCAI to provide reimbursable CHW/P/R Medi-Cal services

Per California statute, HCAI **must develop statewide requirements** for community health worker certificate programs **in consultation with stakeholders.**



Through this stakeholder engagement, stakeholders will help HCAI develop requirements for:

- Self-attestation of lived experience
- CHW/P/R training programs
- Legacy CHW/P/R work experience
- Specialty programs

For more information on the statute and HCAI requirements, please visit:

- [Welfare and Institutions Code](#)