TO: The Honorable Senator Joy San Buenaventura, Chair
Senate Committee on Human Services

FROM: Cathy Betts, Director

SUBJECT: SCR 70/SR 52-REQUESTING THE DEPARTMENT OF HUMAN SERVICES TO CONVENE A TASK FORCE TO PLAN THE CERTIFICATION AND TRAINING PROCESS FOR COMMUNITY HEALTH WORKERS TO HELP ADDRESS THE SOCIAL DETERMINANTS OF POOR HEALTH THAT DISPROPORTIONATELY AFFECT LOW-INCOME, MINORITY POPULATIONS.

Hearing: March 16, 2021, 3:00 p.m.
Via Videoconference, State Capitol

DEPARTMENT’S POSITION: The Department of Human Services appreciates the intent of these resolutions and provides comments.

PURPOSE: These resolutions request the Department of Human Services to convene a task force to plan the certification and training process for community health workers to help address the social determinants of poor health that disproportionately affect low-income, minority populations.

DHS appreciates the work of community healthcare workers and supports the promotion of their use as they are an important service for rural communities or those who face language or cultural barriers and is a step toward addressing a more equitable delivery of health care services.
However, DHS is likely not the appropriate entity to lead such a task force as DHS does not provide programming or resources towards the curriculum, certification, or training of community healthcare workers.

However, we do suggest the entities that have current training or certificate programs, like the Department of Health, UH Community College System or Chaminade University, or other institutions of higher education be invited to participate as members, as well as groups that hire Community Healthcare workers, such as health plans, community health centers and/or other health systems.

Thank you for the opportunity to provide testimony to this committee.
Testimony COMMENTING on S.C.R. 70
RELATING TO COMMUNITY HEALTH WORKERS

SENATOR JOY A. SAN BUENAVENTURA, CHAIR
SENATE COMMITTEE ON HUMAN SERVICES

Hearing Date: March 16, 2021
Room Number: Videoconference

Fiscal Implications: None

Department Testimony: The Department of Health (DOH) provides comments on Senate Concurrent Resolution 70 (S.C.R. 70), requiring the Department of Human Services to establish a task force to plan the certification and training process for community health workers (CHW) to help address the social determinants of poor health that disproportionately affect low-income, minority populations, which are magnified during times of crisis. The DOH appreciates the intent of S.C.R. 70, as it acknowledges the critical role that CHW play in linking communities, particularly rural, low-income, homeless, and immigrant/migrant communities, with critical health care services, which have been significantly altered due to the COVID-19 pandemic.

The DOH is committed to maturing the role that CHW have in serving their communities as part of workforce development and improving care. In recent years, the DOH, and other community partners have begun a collaborative process to formalize CHW certification, expand CHW training, and establish a reimbursement process to sustain CHW capacity. However, the CHW group is diverse in their educational attainment and employment, and more time is needed for the overall group’s readiness to participate in a task force and reach consensus about certification.

The DOH is likely not the appropriate entity to establish and convene the task force. The expectations of S.C.R 70 are above and beyond the expertise and personnel capacity available to
effectively coordinate and plan a task force focused on CHW certification and training. The DOH will support and participate in the existing CHW Ally Group and continue to work towards advancing the educational and professional infrastructure for CHW across the state.

Thank you for the opportunity to testify on this measure.

Offered Amendments: None
Testimony to the Senate Committee on Human Services  
Tuesday, March 16, 2021; 3:00 p.m.  
State Capitol, Conference Room 225  
Via Videoconference

RE: SENATE CONCURRENT RESOLUTION NO. 070/SENATE RESOLUTION NO. 052 -- REQUESTING THE DEPARTMENT OF HUMAN SERVICES TO CONVENE A TASK FORCE TO PLAN THE CERTIFICATION AND TRAINING PROCESS FOR COMMUNITY HEALTH WORKERS TO HELP ADDRESS THE SOCIAL DETERMINANTS OF POOR HEALTH THAT DISPROPORTIONATELY AFFECT LOW-INCOME, MINORITY POPULATIONS

Chair San Buenaventura, Vice Chair Ihara, and Members of the Committee:

The Hawaii Primary Care Association (HPCA) is a 501(c)(3) organization established to advocate for, expand access to, and sustain high quality care through the statewide network of Community Health Centers throughout the State of Hawaii. The HPCA SUPPORTS Senate Concurrent Resolution No. 070 and Senate Resolution No. 052, and proposes an amendment for your consideration.

The Resolutions request the Department of Human Services to establish a Community Health Worker Certification Task Force (Task Force) to plan the certification and training process for community health workers, and ask the Task Force to report the status of the certification and training process to the 2022 Legislature.

By way of background, the HPCA represents Hawaii Federally-Qualified Health Centers (FQHCs). FQHCs provide desperately needed medical services at the frontlines in rural and underserved communities. Long considered champions for creating a more sustainable, integrated, and wellness-oriented system of health, FQHCs provide a more efficient, more effective and more comprehensive system of healthcare.

Community Health Workers (CHWs) have long been active health care providers in rural and underprivileged communities throughout the State. However, because this profession is not licensed by the Department of Commerce and Consumer Affairs, in accordance with Section 26H-6, Hawaii Revised Statutes, among others, their services are not reimbursable under private nor public insurance. This has greatly diminished the services that they can provide, especially in areas that are experiencing a critical lack of health care professionals to provide basic services for our citizens.
The HPCA asserts that CHWs are well skilled professionals that can perform an array of essential services. However, because CHWs are geared to working in communities and areas that FQHCs are situated, and that in all likelihood, FQHCs will continue to be employing CHWs for their services, **we ask that a representative from the HPCA be added to the Task Force.** That way, the HPCA would be able to participate in the discussion moving forward.

Thank you for the opportunity to testify. Should you have any questions, please do not hesitate to contact Public Affairs and Policy Director Erik K. Abe at 536-8442, or eabe@hawaiipca.net.
Aloha,

On behalf of the community health workers and social workers based in Papakolea, we support the need for further discussion on the need for recognition of those workers based in their respective communities that have proven their value in meeting the needs of the most vulnerable in our communities. Across the country there are different models that have been considered from certification of individual workers to certification of organizations that are not federally qualified health clinics that need to be reviewed to impact the disparities faced in the various communities across our islands. There are too many academics on the suggested tasks force and once again the community voice seems to be unrecognized as important to come to the table. The idea of the task force we support, who they deem to be important to make the determination for all of us is once again short sighted and one of the reasons we will continue to be challenged as we seek health equity for our Native Hawaiian and Pacific Island populations. Respectively Submitted. Dr. Adrienne Dillard, Executive Director
Date: March 15, 2021

To: Senator Joy A. San Buenaventura, Chair
    Senator Les Ihara, Jr., Vice Chair
    Members of the Senate Committee on Human Services

Re: Support for SCR 70/SR 52

Hrg: March 16, 2021 at 3:00 PM via Videoconference

The Hawai‘i Public Health Institute (HIPHI) Supports the intent of SCR 70/ SR 52 which establishes a task force of stakeholders to plan the certification and training process for community health workers and to provide a report to the legislature prior to the 2022 legislative session.

Since 2018, HIPHI has convened a network of community health workers (CHW) from across the state and a network of CHW allies dedicated to supporting CHWs. The long-term goal of most CHWs is to have services provided by CHWs to be reimbursable. This would likely provide for more job stability and better pay for CHWs. However, it is of upmost importance that CHWs are provided the opportunity to weigh in on a certification process prior to its establishment.

We appreciate the Legislature’s commitment to community health workers and humbly request that additional CHWs be represented on the task force and to add a representative from the Department of Health and Hawai‘i Primary Care Association. It may also be beneficial to include health insurance plans on the task force to ensure that any certification process established would lead to reimbursable services. HIPHI would also like to recommend that a process be put in place to gather additional input from CHWs on any recommendations put forward from the task force.

We defer to the State Department of Human Services as to their capacity to support the task force without additional resources. In addition, a task force through legislation may not be necessary, as CHW allies and the CHW network convene voluntarily on a regular basis and plan to make this a priority in the upcoming year.
Mahalo for the opportunity to provide testimony in support of **SCR 70/ SR 52**.

Mahalo,

Jessica Yamauchi  
Executive Director

---

1 Hawai‘i Public Health Institute is a hub for building healthy communities, providing issue-based advocacy, education, and technical assistance through partnerships with government, academia, foundations, business, and community-based organizations.
Chair San Buenaventura, Vice Chair Ihara, and members of the Committee:

The University of Hawai‘i (UH) supports the intent of Senate Concurrent Resolution 70/ Senate Resolution 52 (SCR 70/SR 52), which requests the establishment of a community health worker certification task force to plan the certification and training process for community health workers.

Community health workers assist individuals and communities to adopt healthy behaviors via outreach to promote, maintain and improve individual and community health. Labor market information about community health workers, including employment projections and average wages may be found on the UH Community Colleges’ Career Explorer site: http://go.hawaii.edu/tdJ.

During this pandemic, community health workers have served as community navigators, working with clinical healthcare professional contact tracers to reach high risk populations affected by COVID-19, such as Pacific Islanders and homeless individuals. During pandemic, as part of its contract for contact tracing funded by federal Coronavirus Relief Funds, the State of Hawai‘i Department of Health contracted UH to train 100 community health workers.

UH has two Community Health Worker training programs: one at Kapi‘olani Community College and one at Maui College. Both programs award Certificates of Competence to students who successfully complete the program of 4 courses plus a practicum of field experience. Students who complete the program may continue in their education via Maui College’s Associate in Science for Human Services or UH West O‘ahu Bachelor of Arts in Public Administration with a concentration in Community Health.

The Community health worker occupation is a broad title that also encompasses outreach workers, patient navigators, community health educators, and case managers. A recent survey of employers by the Hawai‘i Public Health Institute (February 2021) indicated that most responding employers required a high school diploma or GED as a minimum
qualification though at least one responding employer required an Associate’s degree. Wages can also range widely with 25% of employers indicating compensation at $12-15 per hour to 17% compensating at more than $20 per hour.

If a task force is convened, UH recommends that the task force include leaders from UHCCs’ Community Health Worker training programs and a range of employers of community health workers.

Thank you for this opportunity to provide testimony on SCR 70/SR 52.
Aloha Sen. Joy A San Buenaventura, Chair of Human Services and Committee Members

I am a Community Health Worker student enrolled at UH Kapiolani Community College, Community Health Worker (CHW) Certificate Program and support SCR70/SR52 because it supports the development of a CHW Task Force; and addresses workforce development, training, certification and licensure.

Workforce development, training, certification and licensure are very important initiatives to move CHWs forward in conjunction with legislative support, so we can establish a workforce of CHWs in Kay. As a resident of Kau, a rural underserved, economically distressed and isolated community, I support establishing a workforce of CHWs in Kau so we can help keiki, families, kupuna and our community stay healthy.

CHWs are trusted members of our community and understand the needs of our families; we build individual community capacity by increasing health literacy and self sufficiency through outreach, community education, advocacy and social support. CHW have demonstrated that we not only improve health outcomes, reduce costs of healthcare, address social determinants of health by working with public/private healthcare systems, public health and social services.

SCR70/SR52 will help CHWs to move forward and organize a state CHW association, and establish an economic workforce in rural underserved communities like Kau.

Thank you for this opportunity to share my thoughts in support of CHWs training, certification and licensure.
TESTIMONY IN FAVOR OF SCR70 / SR52
REPORT TITLE:  DEPT OF HUMAN SERVICES; TASK FORCE; COMMUNITY HEALTH WORKERS

Aloha Sen. Joy A. San Buenaventura, Chair of Human Services and Committee Members

As a Community Health Worker (CHW), and the executive director for the Kau Rural Health Community Association, I am in support of SCR70/SR52 because it:

1) Requests the Dept. of Human Services to convene the Task Force;
2) Addresses Workforce development, training, certification and licensure:

Your committee’s consideration to include the Task Force “to plan workforce development, training, certification and licensure process” for community health workers to help address the social determinants of poor health that disproportionately affect low income, minority populations would validate social economic justice and workforce equity of CHWs.

I would like to reference Hawaii Primary Care’s testimony to WAMs / CCP Committees stating that, “this profession is not licensed by the Dept. of Commerce and Consumer Affairs, in accordance with Section 26H-6, Hawaii Revised Statutes, among others, their services are not reimbursable under private nor public insurance”. SCR70/SR52 provides the Task Force an opportunity to explore HRS on licensure, certification, and

3) Identifies CHWs impact on social determinants, reduction of healthcare costs and return on investments:

According to the American Public Health Association (APHA), CHWs serve as frontline public health workers who are trusted members of their community with a unique understanding of the needs of the community they serve. CHWs build individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, social support and advocacy. CHWs demonstrated that they not only improve health outcomes, reduce costs of healthcare, generate state revenues through Medicaid reimbursements, address social determinants of health by collaborating with healthcare systems, public health and social services.

4) Supports CHWs engagement in the taskforce selection and input in policy and decision making process:

The NACHW Policy Committee recommends that 51% of CHWs are engaged in the representation of task force members; and equitable representation of CHWs throughout the island communities from both public/private sectors; provide CHWs input in policy and decision making process. KRHCAI supports having a representative from healthcare systems (Hawaii Health Systems Corporation, HMSA, Kaiser, Papa Ola Lokahi); Hawaii Primary Care Association, Dept. of Human Services Med-Quest Division, Dept. of Labor and Industrial Relations, Dept. of Commerce and Consumer Affairs Regulator Agency, UH West Oahu, Kapiolani and Maui Community Colleges, UHM School of Public Health, and Hawaii Public Health Institute,

Mahalo, for providing me this opportunity to share my mana’o in support of SCR70/SR52. Please feel free to call me at (808) 928-8206 should you have any questions.
Aloha Sen. Joy A. San Buenaventura, Chair of Human Services Committee:

I am a graduate of Kau Rural Health Academy, a place based “Community Health Workers Program”, and presently serve as President of Kau Rural Health Community Association, Inc. (KRHCAI). I support SCR70/SR52 because, it will help KRHCAI move forward with establishing a workforce of CHWs in our rural underserved community of Kau, especially where many kupuna are in need of care and families have limited resources to healthcare services and job opportunities.

CHWs are considered essential frontline public health workers who are trusted members of their community, and understand the needs of the community they serve. As a CHW I’ve built individual and community capacity by increasing health literacy, knowledge and self sufficiency through outreach, community education, social support and advocacy.

SCR70/SR52 request to have the Dept. of Human Services is appropriate, because it has human resources, experience, knowledge and capacity to oversee the Task Force. As a government program DHS is familiar with policies and workforce regulations, that impact workforce development, training, certification, licensure, reimbursement and sustainability. This kind of resource and government support is important to move forward with policy and decision making impacting CHWs.

Mahalo, for providing me this opportunity to testify in support of SCR70/SR52. Should you have any questions, please feel free to call email or call me.

Stacyn Sakuma, President
Kau Rural Health Community Association, Inc.
Dear Sen. Joy A. San Buenaventura, Chair of Human Services Committee

As the Program Assistant for Kau Rural Health Association, Inc. (KRHCAI) “Community Health Workers Program”, I’m familiar with many of the workforce development issues and concerns of CHWs. I support SCR70/SR52 because it provides the opportunity for KRHCAI to move forward with legislative support and establish a workforce of CHWs in Kau that is sustainable.

As essential frontline public health outreach workers, CHWs are trusted members in the community and are able to work with many different ethnicities, community leaders, churches and community organizations that serve low income and minority populations such as Native Hawaiians and Pacific Islanders. KRHCAI is also a trusted community based organization, and a pro active advocate of health, education, research and economic sustainable programs to help keep our community healthy.

SCR70/SR52 is in alignment with KRHCAI’s mission, supports engagement and input of CHW in policy and decision making process, addresses social economic disparities, workforce development, training, certification, licensure, reimbursement and sustainability. This kind of legislative support is not only beneficial to establishing a workforce of CHWs in Kau, it establishes a foundation to support all CHWs workforce development in the State of Hawaii.

Thank you for providing me this opportunity to share my experience as a program assistant and hope this was helpful.

Theresa Richardson, Program Assistant
Kau Rural Health Community Association
Mabuhay,

As a pediatrician and medical director at 3 different community health centers in Hawaii, I have worked with community health workers for my entire 40-year career. They are our “interface” between our patients and the providers. Community health workers are able to get to know the people, places, resources, needs and threats in a way that no other health care worker can assess.

I have relied on community health workers to enable the homeless, track down non-compliant patients, check on the elderly and intervene during family emergencies. I teach my pre-med students that the most important thing you need to have with a patient is “trust”. Only with trust will the patient feel free enough to tell the truth and only with trust will the patient be fully complaint with the treatment. Many times, the community health workers act as a bridge to build that trust between the patients and myself.

I fully support SCR 70. Please do not hesitate to contact me if you have any questions.

Salamat,

Dr. Ric
Ricardo C. Custodio, M.D., M.P.H.
Tenured Associate Professor of Health Science, UH West O'ahu
Co-Lead / Co-Faculty, DOH-UH Community Contact Tracer Training Program
Practicing Pediatrician and Former Medical Director, Kalihi-Palama Health Center
Reede Scholar in Minority Health Policy, Harvard Medical School
Address: 91-1001 Farrington Highway, Kapolei, HI 96707
Email: ricardo8@hawaii.edu
Phone: 808-799-8634
Dear Chair Buenaventura, Vice Chair Ihara, and members of the committee:

This testimony is in support of SCR 70 and SR 52. Community Health Workers (CHW) are a critical part of health care and public health systems in our state and elsewhere.

I serve as a professor at the University of Hawai‘i at Mānoa and Chair/Director of the Office of Public Health Studies in the Thompson School of Social Work and Public Health. This testimony represents my personal views and not those of the University of Hawai‘i at Mānoa or the Office of Public Health Studies. The mission of the Office of Public Health Studies is to advance the health of the peoples of Hawai‘i, the nation, and the Asia-Pacific region through knowledge, discovery, innovation, engagement, inclusion, and leadership.

Beginning in 2017, I have been part of a research team that among other policy relevant topics has provided a scoping review of the existing evidence of the roles and responsibilities of CHWs in Hawai‘i and examples from other states for legislative pathways for CHW reimbursement. This was part of a special issue around community clinical linkages in 2018, in collaboration many stakeholders, including the Hawai‘i Department of Health and CHWs towards the goals of landscaping options and considering history towards supporting the CHW workforce in Hawai‘i legislatively and otherwise. This issue can be found here: https://hawaiijournalhealth.org/past_issues/HJMPH_Jun19.Suppl1.pdf

In the diversity of representative entities and organizations on the proposed task force, I believe the Office of Public Health Studies can bring relevant expertise and important public health perspectives to the proposed task force. Best practices at the state and national levels strongly support CHW leadership in the legislative process of issues that concern them. Strong inclusion of community health worker representatives on this task force, including at least 51% CHWs, would be useful. Representation from Medicaid, health plans, and the Hawaii Primary Care Association could also ensure relevant perspectives.

Community health workers have done so much to keep communities and individuals safe and informed in the COVID-19 pandemic and across decades of hard work and
commitment. Their extraordinary time and commitment should be recognized and compensated. I look forward to continuing and supporting any such planning, landscaping, and listening towards building this workforce in collaboration with visionary and committed CHW leaders, dedicated CHWs, CHW allies, and other stakeholders.

Thank you for the opportunity share these perspectives.
Aloha Sen. Joy A San Buenaventura, Chair of Human Services and Committee Members

As a Community Health Worker student that graduated from Kau Rural Health Community Association, Inc., “Community Health Worker Program”, I support SCR70 / SR52 because it will provide CHWs an opportunity to move forward with developing a workforce of CHWs in Kau; promote training, certification, licensure and reimbursement.

Having the Dept. of Human Services convene the Task Force is a better match for addressing CHWs initiatives; and provides CHWs the opportunity to participate in policy and decision making affecting workforce development.

CHWs are essential frontline public health workers that are trusted members of their community and understand the multi cultural needs of different ethnic populations. As a rural underserved community, Kau has limited access to healthcare, social services, transportation, vocational training and job opportunities. Many kupuna are left home alone to care for grandchildren, inspite of their chronic condition that often leave them incapacitated.

SCR70/SR52 would help KRHCAI create a workforce of CHWs that live in the community, and are desperarately looking for employment opportunities to work in Kau and be near their families.

Thank you for letting me share my views and support for SCR70/SR52.
Aloha Sen. Joy A. San Buenaventura, Human Services Chair and Committee Members:

As a Community Health Worker student that graduated from Kau Rural Health Academy “Community Health Worker Program”, I support SCR70/SR52 because it will provide KRHCAI an opportunity to move forward in developing a workforce of CHW in Kau; and it promotes training, certification, licensure and reimbursement.

CHWs are known as essential frontline public health workers that are trusted members of our community and are culturally sensitive to the different ethnic populations. As a rural underserved community, Kau has limited access to healthcare, social services, education, vocational training, technology, and job opportunities. Establishing a workforce of CHWs in Kau would increase and improve access to healthcare, health literacy, outreach, prevention, social services, education, technology and job opportunities.

SCR70/SR52 is an essential part of supporting a community based driven career pathway and employment opportunity for those who live in Kau, and have children or Kupuna dependent on their assistance. KRHCAI is a proactive community based advocate and leader in Kau, and could use legislative support to move forward with economic and workforce development.

Mahalo for providing me this opportunity to share my thoughts and support for SCR70/SR50.