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**STATE OF HAWAII  
OFFICE OF THE DIRECTOR  
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS**

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**Testimony of the Department of Commerce and Consumer Affairs**

**Before the  
House Committee on Health, Human Services, and Homelessness  
Thursday, April 14, 2022  
9:00 a.m.  
Conference Room 329 and Videoconference**

**On the following measure:**

**S.C.R. 2, S.D. 1, REQUESTING THE AUDITOR TO CONDUCT A SUNRISE REVIEW  
OF THE CERTIFICATION AND REGULATION OF COMMUNITY HEALTH WORKERS**

Chair Yamane and Members of the Committees:

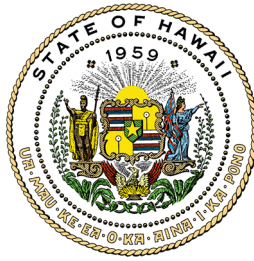
My name is Ahlani Quiogue, and I am the Licensing Administrator of the Department of Commerce and Consumer Affairs' (Department) Professional and Vocational Licensing Division. The Department supports this resolution.

The purposes of this resolution are to request that the Auditor: (1) conduct a sunrise review of the certification of community health workers; (2) solicit and incorporate input from current community health workers in the State and consider the potential cost burdens to community health workers resulting from the certification and regulation of community health works as proposed by S.B. 2282; and (3) submit findings and recommendations, including any proposed legislation, to the Legislature no later than twenty days prior to the convening of the Regular Session of 2023.

The Department supports this resolution as it complies with Hawaii Revised Statutes (HRS) section 26H-6, which requires that new regulatory measures being considered for enactment be referred to the State Auditor for a sunrise analysis. HRS

section 26H-6 also requires that the Auditor's analysis shall set forth the probable effects of regulation, assess whether its enactment is consistent with the legislative policies of the Hawaii Regulatory Licensing Reform Act, and assess alternative forms of regulation. The Department would like to avoid any regulation with requirements that would adversely impact existing community health workers and the communities they serve.

Thank you for the opportunity to testify on this resolution.



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HOUSE COMMITTEE ON HEALTH, HUMAN SERVICES, & HOMELESSNESS  
The Honorable Ryan I. Yamane, Chair  
The Honorable Adrian K. Tam, Vice Chair

**S.C.R. NO. 2, S.D. 1 REQUESTING THE AUDITOR TO CONDUCT A SUNRISE  
REVIEW OF THE CERTIFICATION AND REGULATION OF COMMUNITY  
HEALTH WORKERS**

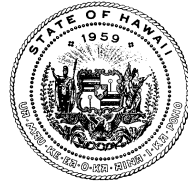
Hearing: Thursday, April 14, 2022, 9:00 a.m.

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The Office of the Auditor appreciates the opportunity to testify on S.C.R. No. 2, S.D. 1, requesting the auditor to conduct a sunrise review of the certification and regulation of community health workers, and offers the following comments.

The resolution requests the auditor conduct a sunrise review of the certification and regulation of community health workers as proposed by "S.B. No. 2882, Regular Session of 2022." We note S.B. No. 2882 was amended by the Senate Committees on Health, Commerce and Consumer Protection, and Ways and Means, and in its present form is presented as S.B. No. 2882, S.D. 2. We suggest any references to S.B. No. 2882 in the resolution be amended to reflect the most current version of the bill.

Thank you for considering our testimony related to S.C.R. No. 2, S.D. 1.



**STATE OF HAWAII**  
**DEPARTMENT OF HEALTH**  
P.O. Box 3378  
Honolulu, HI 96801-3378  
doh.testimony@doh.hawaii.gov

**Testimony in SUPPORT of S.C.R. 2, S.D. 1**  
**REQUESTING THE AUDITOR TO CONDUCT A SUNRISE REVIEW OF THE**  
**CERTIFICATION AND REGULATION OF COMMUNITY HEALTH WORKERS**

REPRESENTATIVE RYAN I. YAMANE, CHAIR  
HOUSE COMMITTEE ON HEALTH, HUMAN SERVICES, & HOMELESSNESS

Hearing Date: April 14, 2022

Room Number: Conference Room 329  
& Videoconference

1 **Fiscal Implications:** The Department of Health (DOH) defers to the Office of the State Auditor  
2 on the fiscal implications of conducting a sunrise review.

3 **Department Testimony:** The DOH supports Senate Concurrent Resolution 2, Senate Draft 1  
4 (S.C.R. 2, S.D. 1), as it acknowledges the need to increase the number of Community Health  
5 Workers (CHW), standardize their training and qualifications, study the costs related to  
6 establishing a certification program for both the State and for CHW seeking professional  
7 certification, solicit and incorporate input from current CHW, and consider the potential cost  
8 burdens of certification and regulation to CHW as proposed by Senate Bill 2882 (S.B. 2882).  
9 CHW play a critical role in linking communities, particularly rural, low-income, homeless, and  
10 immigrant/migrant communities, with vital health care services and culturally appropriate health  
11 care resources.

12 The DOH is committed to maturing the role that CHW have in serving their communities  
13 as part of workforce development and improving care. S.C.R. 2, S.D. 1 aligns with ongoing  
14 efforts within the DOH and with community stakeholders to expand CHW training, advance the  
15 educational and professional infrastructure for CHW across the state, and establish a  
16 reimbursement process to sustain CHW capacity.

17 Thank you for the opportunity to testify on this measure.



**Testimony to the House Committee on Health, Human Services, and Homelessness  
Thursday, April 14, 2022; 9:00 a.m.  
State Capitol, Conference Room 329  
Via Videoconference**

**RE: SENATE CONCURRENT RESOLUTION NO. 002, SENATE DRAFT 1, REQUESTING THE AUDITOR TO CONDUCT A SUNRISE REVIEW OF THE CERTIFICATION AND REGULATION OF COMMUNITY HEALTH WORKERS.**

Chair Yamane, Vice Chair Tam, 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. 002, Senate Draft 1, REQUESTING THE AUDITOR TO CONDUCT A SUNRISE REVIEW OF THE CERTIFICATION AND REGULATION OF COMMUNITY HEALTH WORKERS.

By way of background, the HPCA represents Hawaii's 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.

This Concurrent Resolution would request the Auditor to conduct a sunrise review of the certification and regulation of community health workers as proposed by Senate Bill No. 2882, Senate Draft 1, Regular Session 2022. In addition, the Auditor is requested to solicit and incorporate input from current community health workers in the State and consider the potential cost burdens to community health workers resulting from the certification and regulation of community health workers.

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.

**Testimony on Senate Concurrent Resolution No. 002, Senate Draft 1**

**Thursday, April 14, 2022; 9:00 a.m.**

**Page 2**

During the interim prior to the 2022 Regular Session, the HPCA participated in a series of meetings organized by Senate Majority Leader Dru Kanuha with representatives from DCCA, the Department of Health, and various stakeholders, including CHWs, to investigate the feasibility of establishing professional regulation for CHWs. These discussions were extremely productive in fostering common understanding of the issues surrounding CHWs and the need for more diverse health care and human services in underprivileged and isolated communities.

The enactment of such legislation faces numerous challenges:

- (1) The "sunrise" of a new professional regulatory scheme requires going through a two-year process of adopting a Concurrent Resolution calling for a sunrise analysis on the need for regulation followed the next year with the enactment of the statutory provisions;
- (2) Even if licensure requirements are established, discussions with the insurers are needed to ensure that the CHW scope of practice will be included as part of contract law for reimbursement for services to be allowed. Only with their acceptance would CHW services be reimbursable;
- (3) For Medicaid reimbursement, CHW scope of practice would have to be integrated into the State Medicaid Plan, which would also require approval by the Centers for Medicare and Medicaid Services;
- (4) Each regulatory program must be self-sustaining. As such, are there a sufficient number of CHWs in Hawaii to justify regulation and what fees would be levied to regulate this new profession? If there are only a few CHWs, the licensure or certification fees will likely be very expensive; and
- (5) For persons currently employed on the neighbor islands, if regulation should include educational or training requirements for certification or licensure, are there sufficient places of higher learning on these islands where current employees are able to obtain the necessary education and training needed for certification or licensure? If not, then certification or licensure would effectively force many good employees out of their profession.

While the HPCA greatly appreciated the opportunity to participate in these discussions, we note the absence of representatives from the insurance industry and the University of Hawaii System or other institutions of higher learning.

**Testimony on Senate Concurrent Resolution No. 002, Senate Draft 1**  
**Thursday, April 14, 2022; 9:00 a.m.**  
**Page 3**

Pursuant to these meetings, the HPCA had discussions with DCCA to share our concerns for the plight of existing CHWs at FQHCs. These employees are key members of our teams. **It would truly be unfortunate if in our mutual and sincere desire to promote the credentials of this profession, we inadvertently force many loyal, hardworking, and essential workers out of their jobs.**

DCCA assured the HPCA that they too share these concerns and will proceed cautiously should the Legislature choose to proceed with this Legislation.

Ultimately, the HPCA defers to your wisdom on the best approach in expanding the reach of CHWs throughout the State. The HPCA continues to assert that CHWs are well skilled professionals that can perform an array of essential services. The HPCA stands committed to participating in the discussions with Senator Kanuha and willing to serve as a resource as this issue moves 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@hawaiiipca.net](mailto:eabe@hawaiiipca.net).



## HIPHI Board

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For Children in Hawai'i

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Pharmacare Hawai'i

Titiimaea Ta'ase, JD  
State of Hawai'i, Deputy Public Defender

## HIPHI Initiatives

Coalition for a  
Tobacco-Free Hawai'i

Community Health  
Worker Initiative

COVID-19 Response

Hawai'i Drug & Alcohol Free Coalitions

Hawai'i Farm to School Hui

Hawai'i Oral Health Coalition

Hawai'i Public Health Training Hui

Date: April 12, 2022

To: Representative Ryan I. Yamane, Chair  
Representative Adrian K. Tam, Vice Chair  
Members of the Committee on Health, Human Services, &  
Homlessness

Re: In Support of SCR2 SD1, Relating to Community Health  
Workers

Hrg: April 14, 2022 at 9:00 AM via Videoconference

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The Hawai'i Public Health Institute (HIPHI)<sup>1</sup> **supports SCR2 SD1**, which requests the auditor to conduct a sunrise review of the certification and regulation of Community Health Workers (CHW).

Since 2017, HIPHI has convened a network of CHWs 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. We believe that the sunrise review will provide the needed information regarding benefits, potential drawbacks, and costs related to certification and regulation for CHWs that is necessary to build a framework for the CHW profession. In addition, we believe that by soliciting and incorporating input from CHWs as part of the sunrise analysis will strengthen the measure and allow proper consideration of the impact of certification on CHWs.

Thank you for the opportunity to testify.

Mahalo nui loa,

A handwritten signature in black ink that reads 'Rosilyn Handy'.

Rosilyn Handy  
Community Health Worker Liaison

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<sup>1</sup> 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.





**HICHW Association  
Leadership Council**

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*Chair*

**Gracie Flores, CHW**  
*Vice Chair*

**Nicole Moore, CHW**  
*Treasurer*

**James E. Jones, Jr., CHW-  
DSNP, Culture Ambassador**  
*Secretary*

**HICHW Association  
Island Representatives**

**Ka'apuni Kama, CHW**  
*O'ahu*

**Eugenie Naone, CHW**  
*O'ahu*

**Crystal Caday-Bargayo,**  
*CHW*  
*Kaua'i*

Date: April 12, 2022

To: Representative Ryan I. Yamane, Chair  
Representative Adrian K. Tam, Vice Chair  
Members of the Committee on Health, Human Services, & Homlessness

Re: Comments on SCR2 SD1, Relating to Community Health Workers

Hrg: April 14, 2022 at 9:00 AM via Videoconference

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We are the Hawai'i Community Health Worker Association. The Hawaii CHW Association mission is to bridge the gap to health disparities by empowering Community Health Workers (CHW). Our mission is to offer CHWs the tools of support, education and collaboration needed to serve their communities.

The Hawai'i CHW Association supports the intent of SCR2 SD1, and offers the following comment:

- Page 1, Line 14: "*WHEREAS, community health workers may also offer translation services,...*" - Bilingual CHWs can assist with performing their responsibilities in other languages but are not necessarily trained as professional interpreters. Those who hold a certification for interpretation can assist with interpretation, and those who are not trained or hold certification are more comfortable finding interpretation services.

Thank you committees for hearing this resolution; the Hawaii Community Health Worker Association supports the intent SCR2 SD1.

Mahalo nui loa,

*Claudia Hartz*

Claudia Hartz, CHW

*Chair*

[cphartz@westhawaiiichc.org](mailto:cphartz@westhawaiiichc.org)



**Papa Ola Lokahi**  
Nana I Ka Pono Na Ma

**Papa Ola Lōkahi**

894 Queen Street  
Honolulu, Hawaii 96813

Phone: 808.597.6550 ~ Facsimile: 808.597.6551

**House Committee on Health, Human Services, & Homelessness**

Representative Ryan Yamane, Chair  
Representative Adrian Tam, Vice Chair

**Thursday, April 14, 2022, 9:00 AM, Videoconference**

**Papa Ola Lōkahi**

is the Native Hawaiian Health Board established in 1988 to improve the health and well-being of Native Hawaiians.

**Board of Directors**

*Member Organizations*

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*Hui No Ke Ola Pono*

*Hui Mālama Ola Nā 'Ōiwi*

*ALU LIKE*

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*University of Hawai'i*

*Hawai'i State Department of Health*

*Nā Pu'uwai*

*Office of Hawaiian Affairs*

**Executive Director**

*Sheri-Ann Daniels, EdD*

**RE: SCR 2 SD 1 – REQUESTING THE AUDITOR TO CONDUCT A SUNRISE REVIEW OF THE CERTIFICATION AND REGULATION OF COMMUNITY HEALTH WORKERS.**

**Position: PROVIDING COMMENTS**

Dear Chair Yamane, Vice-Chair Tam, and Members of the Committee on Health, Human Services, & Homelessness,

Papa Ola Lōkahi offers the following **comments** on SCR 2 SD1, which seeks to better understand regulation of community health worker (CHWs). More information can be helpful to create better systems for this vital link in the health workforce to ultimately advance community health in effective, culturally relevant ways.

CHWs play an integral role in connecting Native Hawaiians to critical and culturally appropriate health care resources. Thus, the need to have robust and iterative discussions – as each community health worker can have vastly different experiences, needs, and ideas – is vital when proposing actions that will impact all CHWs across the State. We urge the Legislature to call for equity in SCR 2 SD 1 so that the work of the Auditor reflects feedback from a variety of stakeholders throughout the State that would be impacted by SB 2882.

Thank you for the opportunity to **provide comments** on this critical legislation.

*Papa Ola Lōkahi, the Native Hawaiian Health Board, authorized by the federal Native Hawaiian Health Care Improvement Act, is charged with raising the health status of Native Hawaiians to the highest possible level, which we achieve through strategic partnerships, programs, and public policy. Our workforce development program includes scholarships across 20 different health professions and education and training for community-based allied health professionals.*



COMMITTEE ON HEALTH, HUMAN SERVICES, & HOMELESSNESS

Rep. Ryan I. Yamane, Chair

Rep. Adrian K. Tam, Vice Chair

TESTIMONY

We, Dr. Adrienne Dillard, Ph.D., LSW, MSW; Executive Director and B. Puni Kekauoha, Associate Director of Kula no na Po'e Hawaii o Papakōlea, Kewalo, Kalāwahine (KULA), **WE STRONGLY SUPPORT SCR2 SD1 – REQUESTING THE AUDITOR TO CONDUCT A SUNRISE REVIEW OF THE CERTIFICATION AND REGULATION OF COMMUNITY HEALTH WORKERS** and submit findings to determine what is in the best interest of the many community based health workers who provide countless hours to serve their community without the needed recognition and compensation of this highly regarded workforce across our state.

We submit this on behalf of our team, serving the Papakōlea, Kewalo, Kalāwahine Hawaiian Homesteads.

Respectfully Submitted,

Dr. Adrienne Dillard, Ph.D., LSW, MSW

B. Puni Kekauoha

DATE: April 12, 2022

TO: Rep. Ryan I. Yamane, Chair  
Rep. Adrian K. Tam, Vice Chair  
Rep. Cedric Asuega Gates  
Rep. Scott Y. Nishimoto  
Rep. Sharon E. Har  
Rep. Gene Ward  
Rep. Jeanne Kapela  
COMMITTEE ON HEALTH, HUMAN SERVICES, & HOMELESSNESS

RE: Testimony in Support for SCR2  
REQUESTING THE AUDITOR TO CONDUCT A SUNRISE REVIEW OF THE  
CERTIFICATION AND REGULATION OF COMMUNITY HEALTH WORKERS.

HRG: Thursday, April 14, 2022, at 9:00 A.M. VIA VIDEOCONFERENCE Conference Room  
329 State Capitol 415 South Beretania Street

Aloha! My name is Gracie Flores, and I have been working as a CHW in the state of Hawai'i for the last 6.5 years for a Medicaid health plan. I was also elected as Vice Chair for the Hawai'i CHW Association Leadership Council. I am testifying in support for SCR2, requesting the auditor to conduct a sunrise review of the certification and regulation of Community Health Workers.

Conducting a sunrise review would give CHWs a better picture on how a certification process would affect or benefit our workforce. I feel an analysis should take place before any certification process is even considered for CHWs. I would recommend that if SCR2 passes that the analysis be conducted involving the voices of all CHWs in Hawai'i, as it is our workforce that will ultimately be affected. I would also like to see how this review will address the burden of cost, if any, to CHWs if a certification process is put in place as CHWs tend to earn less than traditional health care workers.

Mahalo for the opportunity to provide my written testimony in support for SCR2.

Gracie Flores, Community Health Worker

[gracie\\_flores@uhc.com](mailto:gracie_flores@uhc.com)

808-535-1167