



DAVID Y. IGE
GOVERNOR

JOSH GREEN
LT. GOVERNOR

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

335 MERCHANT STREET, ROOM 310
P.O. BOX 541
HONOLULU, HAWAII 96809
Phone Number: 586-2850
Fax Number: 586-2856
cca.hawaii.gov

CATHERINE P. AWAKUNI COLÓN
DIRECTOR

JO ANN M. UCHIDA TAKEUCHI
DEPUTY DIRECTOR

Testimony of the Department of Commerce and Consumer Affairs

**Before the
Senate Committee on Health
and
Senate Committee on Commerce and Consumer Protection
Thursday, March 31, 2022
10:00 a.m.
Conference Room 329 and Videoconference**

**On the following measure:
S.C.R. 2, REQUESTING THE AUDITOR TO CONDUCT A SUNRISE REVIEW OF THE
CERTIFICATION AND REGULATION OF COMMUNITY HEALTH WORKERS**

Chair Keohokalole, Chair Baker, and Members of the Committees:

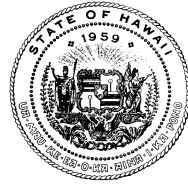
My name is Ahlani Quiogue, and I am the Licensing Administrator of the Department of Commerce and Consumer Affairs' (Department) Professional and Vocational Licensing Division. The Department supports this resolution.

The purposes of this resolution are to request that the Auditor: (1) conduct a sunrise review of the certification of community health workers; and (2) 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 this measure remains compliant 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.



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
REQUESTING THE AUDITOR TO CONDUCT A SUNRISE REVIEW OF THE
CERTIFICATION AND REGULATION OF COMMUNITY HEALTH WORKERS

SENATOR ROSALYN H. BAKER, CHAIR
SENATE COMMITTEE ON COMMERCE AND CONSUMER PROTECTION

SENATOR JARRETT KEOHOKALO, CHAIR
SENATE COMMITTEE ON HEALTH

Hearing Date: March 31, 2022

Room Number: Conference Room 229
& 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 (S.C.R. 2), as it
4 acknowledges the need to increase the number of Community Health Workers (CHW),
5 standardize their training and qualifications, and study the costs related to establishing a
6 certification program for both the State and for CHW seeking professional certification. CHW
7 play a critical role in linking communities, particularly rural, low-income, homeless, and
8 immigrant/migrant communities, with vital health care services and culturally appropriate health
9 care resources.

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

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



HIPHI Board

Kilikina Mahi, MBA
Chair
KM Consulting LLC

JoAnn Tsark, MPH
Secretary
John A. Burns School of Medicine, Native
Hawaiian Research Office

Debbie Erskine
Treasurer

Keshia Adolpho, LCSW
Molokai Community Health Center

Camonia Graham - Tutt, PhD
University of Hawai'i - West O'ahu

Carissa Holley, MEd
Hale Makua Health Services

May Okihira, MD, MS
John A. Burns School of Medicine, Department of
Pediatrics

Misty Pacheco, DrPH
University of Hawai'i at Hilo

Michael Robinson, MBA, MA
Hawai'i Pacific Health

Kathleen Roche, MS, RN, CENP
Kaiser Permanente

Dina Shek, JD
Medical-Legal Partnership
For Children in Hawai'i

Garret Sugai
Pharmacare Hawai'i

Titilimaea 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

Healthy Eating + Active Living

Kūpuna Food Security Coalition

Date: March 29, 2022

To: Senator Rosalyn H. Baker, Chair
Senator Stanley Chang, Vice Chair
Members of the Committee on Health

Re: Comments Supporting the Intent of, with a Suggested
Amendment to SCR2, Relating to Community Health Workers

Hrg: March 31, 2022 at 10:00 AM via Videoconference

The Hawai'i Public Health Institute (HIPHI)¹ **supports the intent of, with one requested amendment to SCR2**, 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. To strengthen the measure and allow proper consideration of the impact of certification on CHW's, HIPHI respectfully requests the Committee to insert language requiring the State Auditor to solicit and incorporate input from CHWs as part of the sunrise analysis.

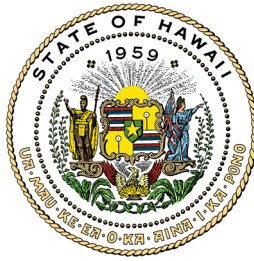
Thank you for the opportunity to testify.

Mahalo nui loa,

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

Rosilyn Handy
Community Health Worker Liaison

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.



SENATE COMMITTEE ON COMMERCE AND CONSUMER PROTECTION

The Honorable Rosalyn H. Baker, Chair
The Honorable Stanley Chang, Vice Chair

SENATE COMMITTEE ON HEALTH
The Honorable Jarrett Keohokalole, Chair
The Honorable Rosalyn H. Baker, Vice Chair

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

Hearing: Thursday, March 31, 2022, 10:00 a.m.

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

The concurrent resolution does not identify “a specific legislative bill to be analyzed,” as section 26H-6, Hawai‘i Revised Statutes (HRS), requires. Without specific information about the proposed new regulatory measures being considered, we will not be able to meaningfully address and satisfy the requirements of section 26H-6, HRS, which include determining the probable effects of proposed regulatory measures and whether such measures would be consistent with the policies set forth in section 26H-2, HRS.

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



**HICHW Association
Leadership Council**

Claudia Hartz, CHW
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: March 29, 2022

To: Senator Rosalyn H. Baker, Chair
Senator Stanley Chang, Vice Chair
Members of the Committee on Health

Re: Comments on SCR2, Relating to Community Health Workers

Hrg: March 31, 2022 at 10:00 AM via Videoconference

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, and offers the following comments:

- 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.
- We want to ensure that CHW input is included when conducting the sunrise review, and
- Considerations are made regarding potential cost burdens to CHWs resulting from the certification.

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

Mahalo nui loa,

Claudia Hartz

Claudia Hartz, CHW

Chair

cphartz@westhawaiiichc.org

*The Hawai'i Community Health Worker Association is convened under
Hawai'i Public Health Institute, a 501(c)(3) Non-Profit organization.*

hichw.org • Claudia Hartz: cphartz@westhawaiiichc.org • Rosi Handy, Community Health Worker Liaison: rosilyn@hiphi.org



**Testimony to the Senate Joint Committee on Health and Commerce and Consumer
Protection
Thursday, March 31, 2022; 10:00 a.m.
State Capitol, Conference Room 229
Via Videoconference**

**RE: SENATE CONCURRENT RESOLUTION NO. 2, REQUESTING THE AUDITOR TO CONDUCT A
SUNRISE REVIEW OF THE CERTIFICATION AND REGULATION OF COMMUNITY HEALTH
WORKERS.**

Chair Keohokalole, Chair Baker, and Members of the Joint 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, 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.

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
Thursday, March 31, 2022; 10:00 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
Thursday, March 31, 2022; 10:00 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.

DATE: March 24, 2022

TO: Senator Rosalyn H. Baker, Chair
Senator Stanley Chang, Vice Chair
COMMITTEE ON COMMERCE AND CONSUMER PROTECTION

Senator Jarrett Keohokalole, Chair
Senator Rosalyn H. Baker, Vice Chair
COMMITTEE ON HEALTH

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, March 31, 2022, at 10:00 AM, Conference Room 229 & Videoconference

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

808-535-1167

SCR-2

Submitted on: 3/29/2022 3:11:01 PM

Testimony for HTH on 3/31/2022 10:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Angie Onaka	Individual	Support	Written Testimony Only

Comments:

03/29/2022

To: Senator Rosalyn H. Baker, Chair

Senator Stanley Chang., Vice Chair

Senator Jarrett Keohokalole, Chair Senator

Senator H Baker, Vice Chair

Re: Testimony in support of SCR2

Hrg: Thursday, March 31, 2022 @ 10:00 AM; Conference Room 229 & Video Conference

Aloha,

I have served the community of Hawaii County as a Community Service Worker/Community Health Worker for approximately 25 years. I have performed all facets of a Community Health/Service Worker including hands on direct services, community education/outreach, home visits/assessments, advocacy, obtaining and coordinating vital benefits and services for our elderly and disabled population and case management. I am testifying in support of SCR2 because I believe our State is very much in need of an established, recognized certification program that addresses the core roles and competencies of Community Health workers. I believe this is needed to further clarify Community Health Worker as a vocation, establish uniform guidelines and bring very long overdue recognition to the vital contribution the role of a Community Health Worker plays to individuals, families, our communities, our health care and

service systems. I am also hopeful that a recognized certification would help to encourage consistent and stable sources of funding for these positions.

As stated above; Community Health Workers help individuals, families, and communities to enhance access to benefits and health care services. This, in turn, allows our health care systems and various service agencies to become more effective and efficient. Community Health Care Workers are the vital link providing a wide range of services including, but not limited to, outreach, home visits, education, client-centered counseling, case management and advocacy. The work Community Health Workers perform reduces persistent inequalities, especially within disadvantaged populations.

The American Public Health Association along with researchers and advocates adopted an official definition of Community Health Workers during their annual meeting in 2009:

“A Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has an usually close understanding of the community served. This trusting relationship enable the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy (APHA 2009)”

In conclusion, I am in support of SCR2 in hopes that a review of the certification and regulation of Community Health Workers will allow The Legislature of the State of Hawaii to enact a Bill to establish a suitable and statewide accepted Community Health Worker Certification Program.

Thank you for the opportunity to submit my testimony.

Mahalo Nui,

Angie Onaka, Community Health Worker/Social Service Assistant IV

AIRS Certified, Certificate of Competence Community Health Worker/Health Navigator