

Community Health Worker Certification: Effective Strategies and Potential Challenges

OSTLTS Generic Information Collection Request
OMB No. 0920-0879

Supporting Statement – Section B

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Section B – Information Collection Procedures

1. Respondent Universe and Sampling Methods

The respondent universe for this information collection consists of a total of 49 state health department staff and their delegates in 7 selected states (Arizona, Minnesota, Oregon, Pennsylvania, Rhode Island, Texas, and Washington). Respondents, acting in their official capacities, include 14 State Health Department staff (two from each selected state), 7 state Medicaid office staff (one in each selected state), and 28 delegates (four in each selected state). The delegates included in this information collection consist of CHW-related commission, advisory body, or task force members tasked by the state health or Medicaid departments (through state law and/or endorsement) to implement CHW certification. The specific delegates will vary slightly based on the unique state approach to CHW certification. For example,

- In 2005, the Pennsylvania Department of Health, Office of Rural Health, and the East Central Pennsylvania Area Health Education Center worked with the Jewish Healthcare Foundation to launch three CHW task forces and a steering committee to address training, employer, and other issues. Delegates from each of the three task forces and the steering committee will be invited to participate in this information collection.
- In 2016, Arizona lawmakers decided that while the state health department will maintain a registry of certified CHWs, administration of the state’s certification program will be delegated to the state CHW Association. In this example, up to four delegates who are recent members of this association and are working on certification program development would be invited to participate in the information collection.

The decision to select these 7 states as a sample was purposeful. States were selected to ensure a diversity of state-level actions and organizing structures relevant to CHW certification. Selection criteria included: current status of CHW certification, state government administrative role in CHW certification, type of CHW certification approach, and current CHW-related contextual issues.

To identify respondents within the selected states, CDC will partner with the Association of State and Territorial Health Officials (ASTHO). ASTHO, an established leader in legislative tracking related to CHW certification and financing, will facilitate contact with the Senior Deputy (Commissioner) at the State Department of Health within each of the selected states and assist with identifying appropriate contacts based on CHW certification role and knowledge of the certification decision process within the state. Respondents will include State Health Department staff that are leading efforts on CHW certification, State Medicaid office staff involved in CHW certification-related issues, and representatives from state authorized CHW certification task forces, workgroups, and organizations which may include practicing CHWs, CHW employers, payers, and educators,

Should any of the individuals invited to participate not respond to the invitation they will receive a reminder email (see **Attachment C—Email Reminder**) urging them to do so. If any of the

respondents invited are unable or unwilling to participate, they will be allowed to designate a substitute staff member to respond in their stead.

2. Procedures for the Collection of Information

Information will be collected through telephone informant interviews. A recruitment email will be sent by project staff from Community Resources, LLC, and Tulane University to all potential respondents (see **Attachment B – Recruitment Email**) seeking response within a period of 10 business days. The recruitment email will explain:

- The purpose of the assessment, and why their participation is important
- Method to safeguard their responses
- That participation is voluntary
- The expected time to complete the assessment
- Contact information for the assessment team

Following the recruitment email, those who do not respond within 10 business days will receive a reminder email (see **Attachment C– Email Reminder**) from Community Resources, LLC/Tulane University staff asking those who have not scheduled an interview date/time to do so. Two business days following the email reminder, remaining non-responders will receive a follow-up telephone call (see **Attachment D–Telephone Reminder**). Respondents who agree to participate will be sent a confirmation email (see **Attachment E– Confirmation Email**) from Community Resources, LLC/Tulane University staff with additional information about the content of the telephone interview and scheduling request. Respondents declining to participate will be thanked via email and will receive no further communication.

Interviews will be conducted over the span of approximately 8 weeks. The telephone informant interviews will be conducted with each respondent individually by a two-member team: one interviewer and one note taker. Data collection teams will consist of project team members including Community Resources LLC, Tulane University and CDC staff. The interviewer will read the consent script (see **Attachment A – Telephone Interview Guide**) to the respondent prior to beginning of the interview, and obtain verbal consent. The note taker will initiate recording using a commercial conference calling service and take written notes as back up. When the telephone interviews are completed, a follow up email (see **Attachment F – Follow-up email**) will be sent to each respondent thanking them for their participation and letting them know whom to contact with further questions.

Once the information collection period has closed, interview audio files and supporting documents shared by respondents will be assigned an ID number. Interview files will then be transcribed, cleaned and analyzed using Atlas.ti software. A qualitative analysis approach will be used to conduct a thematic analysis of responses to open-ended questions.

3. Methods to Maximize Response Rates Deal with Nonresponse

Although participation in the assessment is voluntary, every effort will be made to maximize the rate of response. The interview guide (see **Attachment A – Telephone Interview Guide**) was

designed to collect the minimum information necessary for the purposes of this project (i.e., limited to 23 questions). A reminder email (see **Attachment C – Email Reminder**) and brief telephone call (see **Attachment D – Telephone Reminder**) will be sent to those who have not responded to initial invitation within 10 business days. Additionally, in the case of a decline, an appropriate substitute will be recruited whenever possible.

4. Test of Procedures or Methods to be Undertaken

The estimate for burden hours is based on a pilot test of the information collection instrument by 3 public health professionals. In the pilot test, the average time to complete the instrument including time for reviewing instructions, gathering needed information and completing the instrument, was approximately 60 minutes (range: 45 to 90 minutes). For the purposes of estimating burden hours, the upper limit of this range (i.e., 90 minutes) is used.

5. Individuals Consulted on Statistical Aspects and Individuals Collecting and/or Analyzing Data

The following individuals were involved in the design of the interview guide and will be assisting with data collection and analysis. Additional Tulane staff may assist with analysis.

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LIST OF ATTACHMENTS – Section B

Note: Attachments are included as separate files as instructed.

- B. Attachment B- Recruitment email**
- C. Attachment C- Email Reminder**
- D. Attachment D- Telephone reminder**
- E. Attachment E- Confirmation email**
- F. Attachment F- Follow-up email**

REFERENCE LIST

1. East Central Pennsylvania Area Health Education. Pennsylvania Community Health Worker Steering, Policy, Training, and Employer Task Forces: <http://www.ecpaahec.org/PATaskForceWorkgroups.htm>
2. Arizona Community Health Worker Association. <http://www.azchow.org/home/news/>