



**STATE OF HAWAII  
DEPARTMENT OF HEALTH  
KA 'OIHANA OLAKINO  
P.O. BOX 3378  
HONOLULU, HI 96801-3378**

**MEETING MINUTES**

**SCR16 SD1 Community Health Worker Professional Standards Task Force**

<https://zoom.us/j/92287834041?pwd=jv0aBEzBbnbxujnIRz4BSH7y94QzQI.1>

Meeting ID: 922 8783 4041  
Passcode: 247590

Thursday, October 30, 2025, 1:30 p.m. via Zoom

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**1. Call to Order, Public Notice, and Quorum**

- a. Quorum established

**2. Approval of Minutes, September 25, 2025 Meeting**

- a. No objections, the minutes were adopted.

**3. Task Force Discussion**

- i. Final report process and timeline for Task Force closure:
  - 1. Task Force members will be given an opportunity to review the final draft which will be circulated via email. The final report will then be routed through DOH leadership for finalization and transmission to the legislature on or before December 24<sup>th</sup>.
  - 2. Task Force to sunset on December 24<sup>th</sup>.
- ii. Information that has been collected includes orientation interviews and the voluntary certification program specifics survey.
  - 1. Common themes of the orientation interviews: Need for recognition and sustainability; compensation and living wage; certification benefits and risks; CHW involvement in decision-making; cultural competence and community focus; reimbursement and funding barriers; core competencies and standards, avoiding over-regulation.
    - a. Auntie Jessie Marques, Ka'u Rural Health Community Association: Inquiring about some agencies abstaining from previous meetings, wanting to know why they abstained and how CHWs can work with them?

- b. Florlyn Taflinger, DOH: Some organization representatives aren't authorized to take an official position and therefore abstained from voting. Then gave time on the call for any organizations to respond to Auntie Jessie's inquiry.
  - c. Marcie Healey from Med-QUEST: Her agency support and recognize CHWs and their role in the health care community. As far as what the Task Force was asked to do, they defer to CHWs on how they want to be recognized, certified or not certified, and how they can support them.
- 2. Common themes of the voluntary certification program specifics survey:
  - a. Entities or interest holders ("collaborators"): DOH, Papa Ola Lōkahi, Hawai'i Public Health Institute, Hawai'i Primary Care Association, Native Hawaiian Health Systems and Health Plans and FQHCs.
    - i. Must be co-designed with CHWs, Native Hawaiian-serving organizations, and community-rooted institutions to ensure cultural relevance and trust.
  - b. Timeframe: Planning now, with implementation by January 2027. Allows time for consensus-building, infrastructure development, and inclusive design.
  - c. Basic Knowledge, Skills or Abilities that should constitute standardized core competencies: Cultural and contextual fluency; Health system navigation; Communication and listening; Documentation and care team integration; Advocacy and outreach.
  - d. Advanced Knowledge, Skills or Abilities that should constitute specialization: Trauma-informed care & behavioral health; Chronic disease management; 'Āina-based health facilitation; Motivational interviewing; Community-based program design.
  - e. Existing CHWs with prior work experience need to take any courses or training. Grandfathering Experienced CHWs = No mandatory coursework for experienced CHWs. Avoid barriers for rural, Indigenous, and under-resourced CHWs; honor legacy work and lived experience
  - f. Ways collaborators could increase awareness and recognition of CHWs among the general public: Multimedia Campaigns; Youth Engagement; Policy Advocacy; Community Visibility.
  - g. Payment of certification fees. Some support fees to reinforce professionalism (e.g., LCSWs, RNs). Others caution against financial burden on low-paid CHWs = Sliding scale or waived fees; Employer/state-funded; Tie recertification to continuing education, not just payment.

- h. Ideas for certified CHW title: 1) HI-Certified Community Health Worker (HI-CCHW); 2) Certified Community Health Worker (CCHW); 3) State-Certified CHW.

iii. Open discussion

1. Auntie Jessie Marques: Stated that she supports the recommendations. Mentioned that APHA has a report that she would like to share with the Task Force. She was asked to email it to Danny de Gracia for transmission.
2. David Mamae, City and County of Honolulu representative / HICHTWA: Stated that he worries about what he's seen happen in other states regarding CHW compensation and recommend there be an entity, whether that be DOH or another body, who can be the steward to oversee these standards but to also allow other organizations be certification providers. That would allow various organizations that are already content experts to use existing curriculum to provide content specific to certain communities and leverage their expertise.
3. Nicole Moore, Hui Mālama Ola Nā 'Ōiwi: Mentioned that NACHW has invested significant time in developing CHW core competencies. Suggests the Task Force considers reviewing that resource and tailoring it to the specific needs of Hawaii.
4. Auntie Jessie Marques: Asked if DOH will support the results of the recommendations of this Task Force.
  - a. Florlyn Taflinger, DOH: DOH has been supporting CHW initiatives with for example, the CDC 2109 grant, and will support the results of the Task Force final report. Reiterated the sunset of this Task Force on December 24<sup>th</sup> and encourages members to continue the discussions.
  - b. Lola Irvin, DOH: Echoed that DOH is supportive and is encouraged by the collaboration of this Task Force. DOH will continue to be involved if the Task Force members continue to reconvene and wish for the DOH to be involved. Additionally, she described that the Senate did not provide appropriations to DOH for this Task Force, but that the DOH team is supportive of this important effort.
  - c. Auntie Jessie Marques: What can we do to help get DOH funding from the legislature?
  - d. Lola Irvin: DOH turns to the Task Force organizations to advise efforts such as if and how to certify CHWs. Funding will be needed for implementing services such as CHW training.
5. Adrienne Dillard, UH JABSOM-DNHH: Inquired if the final report can include language regarding CHW supervision and payment. Suggested that a licensed clinical social worker (LCSW) is an option to supervise CHWs and get a provider number. Her understanding is that this is possible in the state of Hawaii. This would provide a route to bill for services.

6. Auntie Jessie Marques asked if Kula would be able to support Ka'u Rural Health Association with this process. Adrienne responded that she is unsure and still exploring this information.
7. Crystal Caday-Bargayo, Kauai County representative: Asked if Hawaii has enough LCSW available to oversee CHW.
8. David Mamae: Mentioned that some states have tiers of community support, such as CIS. For example, in California a CHW can show a certain level of experience/core competencies and get reimbursed for services.
9. Ritabelle Fernandes, Hawaii Association of Health Plans: Asked if it's possible to have a presentation from California experts so that Hawaii can learn more.
  - a. David Mamae did not have a specific contact; Auntie Jessie asked for Chauncey to respond.
  - b. Chauncey Hautico, HICHWA: Serving as the Hawaii Ambassador for NACHW.

#### **4. New Business**

- a. Auntie Jessie inquired if prior to the final report transmission to legislature, inquired if there are further opportunities to review the results. Florlyn responded that members will have an opportunity to review the minutes from today (on the [website](#)) and the draft of the final report (via email).

#### **5. Announcements**

- a. Reminder to review the website housing agendas, minutes, and supplemental resources: <https://health.hawaii.gov/chronic-disease/chw-task-force/>
- b. Reminder: recording and Microsoft Teams transcript will be shared.

#### **6. Adjournment**