

Frequently Asked Questions

Promotor(a)/Community Health Worker (CHW) Training and Certification Program

Q: Who is a Promotor(a) or Community Health Worker (CHW)?

A: A person who, with or without compensation is a liaison and provides cultural mediation between health care and social services, and the community. For the complete definition, visit:

<https://www.dshs.state.tx.us/mch/chw.shtm>

Q: What if I have questions or want more information?

A: E-mail program staff at chw@dshs.state.tx.us or call us at (512)776-2570 or (512) 776-2624. Visit the website at: <http://www.dshs.state.tx.us/mch/chw.shtm> to find applications, requirements, training, and more.

Q: Will my CHW certification expire?

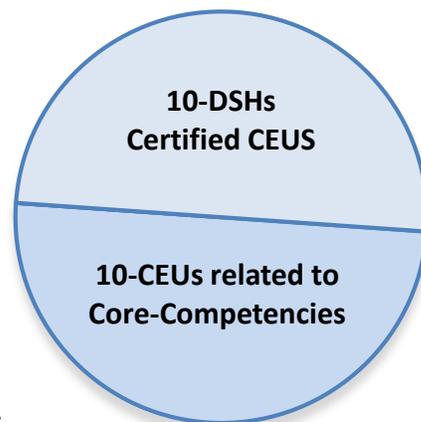
A: Yes, your certification will expire two (2) years from the date issued. Your expiration date is on your CHW certificate and ID badge.

Q: What should I do to renew my CHW certification?

A: You should complete 20 hours of continuing education units (CEUs).

- At least 10 CEU hours for CHWs must come from a DSHS approved training program. These are called DSHS-certified continuing education hours (CEUs) or DSHS-certified CEUs.
- The other 10 CEUs may come from any course taken that is related to the CHW core-competencies (Communication, Interpersonal, Service Coordination, Capacity Building, Advocacy, Teaching, Organization and Knowledge base on health issues.)
- Complete a CHW renewal application. Download a form at <http://www.dshs.state.tx.us/mch/chw/chwdocs.aspx> or call 512-776-2570, 512-776-2624 to ask for a copy.
- Email the signed and dated application and your photo to chw@dshs.state.tx.us or mail these to the address on the form.

20 HOURS NEEDED TO RENEW



Q: Where do I find information about CHW courses?

A: A list of DSHS-certified Training Programs and Announcements can be found at <http://www.dshs.state.tx.us/chw/Training-Announcements.aspx>. Some Texas CHW association/networks may provide DSHS certified CEUs at meetings a list can be found at <http://www.dshs.state.tx.us/mch/chw.shtm>

Q: Why and how do I need to update my personal information?

A: Email changes in your address, phone, or email to chw@dshs.state.tx.us. This is important so you can get reminders when your certification is going to expire and e-mails about upcoming training with DSHS-certified CEUs to help you keep your certification.