



**Promotor(a) or Community Health Worker  
 Training and Certification Advisory Committee  
 Meeting Minutes  
 October 25, 2019  
 10:00 a.m.**

**Department of State Health Services – DSHS Central Office  
 1100 West 49th Street, Austin, TX 78756  
 Conference Room M-100**

Table 1: Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee member attendance at the October 25, 2019 meeting.

MEMBER NAME	IN ATTENDANCE
Kim Bush	Yes, arrived at 10:36 a.m.
Merida Escobar	Yes
Carolina Gonzalez Schlenker	Yes
Julie St. John	No
Linda McMurry	No
Costa Ndayisabye	No
Ibeth Parra	No
Alma G. Swisher	No
Tasha Whitaker	By Phone

**Agenda Item 1: Welcome and Introductions**

Ms. Merida Escobar, chair, called the meeting to order at 10:05 a.m. Ms. Escobar requested members introduce themselves. Ms. Escobar turned the floor over to Mr. John Chacon, HHSC, Advisory Committee Coordination Office. Mr. Chacon provided meeting logistics, called roll, and determined there was not a quorum.

**Agenda Item 2: Approval of July 26, 2019 Meeting Minutes**

This item was postponed to the next meeting due to lack of quorum.

### **Agenda Item 3: Health Promotion and Chronic Disease Prevention Section Update**

Ms. Escobar introduced and turned the floor over to Mr. Brett Spencer, DSHS, Manager, Community Health and Wellness Branch. Mr. Spencer referenced the PowerPoint, *2020 CHW Advisory Committee Vacancies and Solicitation Process*.

Mr. Spencer informed members there are two vacancies within the program area. Interviews are scheduled for the Program Specialist III. The Program Specialist V position will be posted soon. An Administrative Assistant has been hired, Ms. Ashley Kannegieser.

Mr. Spencer gave an update on the first Inaugural Texas Statewide CHW Conference which took place on August 22 and 23, 2019. 170 certified CHW instructors and staff across Texas were present. Dr. John Hellerstedt, DSHS Commissioner, gave opening remarks and debuted a video that highlights Texans to become promotoras and community health workers. Continuing education credits were provided.

Mr. Spencer stated the appointment process for new committee members will soon take place for three vacant positions. Ms. Tasha Whitaker is eligible for re-appointment to the committee, but Ms. Merida Escobar and Ms. Julie St. John are completing their second term as members of the committee and are no longer eligible for re-appointment.

The rules revision process is complete, and the new rules went into effect in August 2019. Mr. Spencer stated the Officer Election Process will be postponed to the next meeting, so rules can be clarified through legal regarding which positions are eligible to be elected as an officer of the committee.

Members discussed:

- The rule creation and revision process
- Soliciting promotoras in addition to community health workers

### **Agenda Item 4: MAXIMUS – Promotoras de Salud/CHW Field Operations**

Ms. Escobar introduced and turned the floor over to Ms. Peggy Gullede, Texas Enrollment Broker Maximus. Ms. Gullede referenced the PowerPoint and handout, *Maximus Promotores de Salud/CHW Field Operations Overview*.

Members discussed:

- How Maximus works with Superior Healthcare as a contractor for Medicaid
- Maximus is an impartial party to assist a client enroll in available health plans

Mr. Chacon requested Ms. Kim Bush introduce herself.

### **Agenda Item 5: Election of Advisory Committee Officers**

This item was postponed to the next meeting due to lack of quorum and for clarification of rule.

**Agenda Item 6: DSHS approved application for certification and training institution: Mental Health America of Greater Houston – provide continuing education for CHWs**

Ms. Escobar introduced and turned the floor over to Ms. Cecilia Hoeft, Center for School Behavioral Health. Ms. Hoeft referenced the PowerPoint and handout, *Center for School and Behavioral Health Promoting Children’s Behavioral Health Through System Change*.

The phone line failed, and no discussion was able to take place.

Ms. Escobar stated for the record DSHS has received and reviewed the training program application. The application meets DSHS requirements. A training program certification will be mailed when approved.

**Agenda Item 7: Advisory Committee Subcommittee Updates**

Ms. Escobar stated for the record, to align with the updated Texas Administrative Code, subcommittees shall be composed of no more than four members of the committee and no more than three nonmembers. The program in collaboration with the subcommittee chairs will look into aligning the subcommittees according to the Texas Administrative Code by removing nonmembers on subcommittees with more than three.

- a. *Workforce Solutions and Employment Opportunities*  
Ms. Escobar stated the subcommittee has not met and does not have anything to report to the full committee.
- b. *Program Rules*  
Ms. Escobar stated due to new legislation and a change to the rule, the subcommittee, Program Rules will be temporarily inactive until 2021.
- c. *Communication and Outreach*  
Ms. Tasha Whitaker could not give her subcommittee report due to a failed phone line.
- d. *Training and Certification*  
Ms. Escobar introduced and turned the floor over to Dr. Carolina Gonzalez Schlenker, subcommittee chair. Dr. Schlenker stated that the subcommittee had a conference call meeting on October 23, 2019, and discussed prior activities of the subcommittee to honor previous efforts during the transition of chair.

One of the topics of discussion was the national CHW Core Consensus (C3) Project. The project has emphasis on and updates of roles and skills of CHWs, endorsing previously considered CHW “qualities”. The study develops a framework that considers CHW work settings in a community-clinical continuum. It also uses a health equity lens. CHW Advisory Committee member, Dr. Julie St. John, is involved in the C3 project.

The subcommittee analyzed the concepts of CHW and Promotor(a) and the essential unique qualities of the Promotor(a) including trust-building capacity, cultural competency and compassion. Support was solicited for the Promotor(a) foundation on which CHW certification was originated and encouraged the utilization of the term “Promotor(a)” statewide and nationally.

The subcommittee also discussed the new regulations and the Summary of Rule being a concern but was assured that her voice would be heard.

During calendar year 2019, Training and Certification Subcommittee members also made the following recommendations:

- Improve and increase the online continuing education resources for Promotores and CHWs and CHW Instructors in the Spanish language.
- Develop guidelines for continuing education curriculum for CHWs and for CHW Instructors.

That was addressed at the August CHW conference, that there was input coming for instructors, and that input will be reviewed and shared in the future.

- Develop a model to measure how CHW trainings are impacting community health outcomes
- Develop a status report on training programs for CHWs and Instructors certified by DSHS.

In 2020, Ms. Debra Flores will develop a questionnaire and survey of a small sample of 35 CHWs and instructors to evaluate trainings. The questionnaire will also be shared with the advisory committee.

#### **Agenda Item 8: Program Update**

Ms. Escobar introduced and turned the floor over to Ms. Monica Maldonado, DSHS, Promotor(a)/CHW Training and Certification Program. Ms. Maldonado referenced the PowerPoint and handout, *Promotor(a)/Community Health Worker Training and Certification Program Update July 26, 2019*.

#### **Agenda Item 9: Committee Member Sharing**

Ms. Escobar opened the floor to members for sharing information from their region.

- Dr. Schlenker stated when a promotora walks into a household, the entire home becomes the unit of care. This is called Home Futuring. Home Futuring is when people inside the home can connect their hearts and imagine a life together.
- Ms. Bush stated she will be training high school students at age 16 where the students can work in the schools and function as mentors. Ms. Bush is also working with community volunteers to promote passion work. Ms. Bush is collaborating this spring with partners in northeast Texas to promote community health worker workforce.
- Ms. Escobar stated at her annual conference in October there were over 230 promotoras in attendance. Ms. Escobar thanked everyone who helped with the conference. Ms. Escobar stated on November 7, 2019 there will be an event called, Vaping and Teens Awareness. Promotoras and families with teens already vaping are welcome to attend. Ms. Escobar stated there will be another conference in Laredo, Texas on November 15, 2019 with CEUs provided.

### **Agenda Item 10: Public Comment**

Mr. Chacon announced there is public comment. Mr. Chacon read the public comment logistical announcement then opened the floor.

- Ms. Esther Valdez from South Texas addressed members in Spanish. In South Texas, promotores are important in providing health information and coordinating health care services in the community. There are many promotores who work on a volunteer basis who would like to work in paid positions but there are not enough paid jobs. Having a certificate to be a promotora does not guarantee work. After a while, volunteer promotores realize that this opportunity never arrives, and think of getting trained in other health care fields. Volunteering as promotores is good work but with limited resources for gas and other supplies to do the job. There is a large number of promotores that work as volunteers and do not have work opportunities.
- Ms. Lupita Valero representing members from South Texas addressed members in Spanish. Promotores in South Texas go in the colonias, knock on the doors informing community members on all programs and services available to the community. Promotores are well-trained and have the passion to serve all the community members.
- Ms. Kathy Johnston stated a promotora and CHW should be placed in every health service organization in rural communities. Ms. Johnston also stated that promotoras and CHWs should be paid for their services.
- Mr. Ray Calloway extended his skills to members regarding assisting with reducing stress for promotoras and CHWs who face racism on the job. Mr. Calloway requested this topic be placed on the agenda at the next meeting.

### **Agenda Item 11: Agenda items for next meeting & 2020 Meeting Dates**

Ms. Escobar opened the floor to discuss meeting topics for the January 30, 2020 meeting.

Members discussed:

- Racism and exclusion training
- Health outcomes
- Asking promotoras to present about their experiences after training

Ms. Escobar announced the next meeting is January 30, 2020 located in M-100.

### **Agenda Item 12: Adjournment**

Ms. Escobar adjourned the meeting at 12:05 p.m.

Webcast Archive of the meeting: <https://texashhsc.swagit.com/play/10252019-736>