



TEXAS DEPARTMENT OF STATE HEALTH SERVICES  
**Promotor(a) or Community Health Worker  
 Training and Certification Advisory Committee  
 Meeting Minutes**  
**Friday, September 25, 2015**  
**10:00 a.m. – 12:30 p.m.**

Texas Department of State Health Services  
 Moreton Building  
 Conference Room M-100  
 1100 W 49<sup>th</sup> Street  
 Austin, Texas 78756

**Table 1:** Promotor(a) or Community Health Worker Training and Certification Advisory Committee member attendance at the Thursday, September 25, 2015 meeting.

MEMBER NAME	YES	NO	MEMBER NAME	YES	NO
Bustos, Claudia	P		Eagleton, Gary Glenn		X
Diebolt, Jean Youngstrom	X		Rosing, Richard	X	
Escobar, Mérida	X		Muñoz, Oscar J.	X	
Ginés, Venus	P		St. John, Julie	P	
Hansford, Bobby D.	X				

Yes: Indicates attended the on-site meeting      No: Indicates did not attend the meeting  
 P: Indicates attended meeting via phone/webinar

**Agenda Item 1: Welcome and Introductions**

The Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee meeting commenced with Ms. Mérida Escobar serving as chair. Ms. Escobar welcomed participants to the meeting. Table 1 notes committee member attendance at the meeting.

**DSHS Staff present:** Caly Fernández, Monica Maldonado, Beverly MacCarty, Paige Menking, Beatrice Smith

**Stakeholders present:** 22 stakeholders attended the meeting in person and an additional 51 stakeholders joined the meeting via webinar/phone.

Ms. Cassandra Marx gave protocol review for participants and webinar attendees.

**Agenda Item 2: Approval of Minutes**

The committee reviewed minutes from meetings held March 27, 2015; May 29, 2015; and July 31, 2015. Ms. Venus Ginés moved to approve the minutes from all three meetings, and Ms. Claudia Bustos seconded the motion. With no nays and no abstentions, the motion was approved with a unanimous voice vote.

### **Agenda Item 3: Public Comment**

Ms. Rosalia Guerrero, UT School of Public Health - Houston (UTSPH) and a member of the Gulf Coast Community Health Worker Association provided public comment.

- Ms. Guerrero encouraged the committee to continue to consider a Guest instructor protocol, noting that the procedure could be implemented and revisited at a later date.
- UTSPH is concerned with the low CHW renewal rate and wants to start gathering information. Next month they will be reaching out to CHWs and try to do a survey to find out why CHWs are not renewing.
- UTSPH has had requests for high school students wanting to complete the CHW certification training course. In Galveston, they are working with Health Occupations Students of America (HOSA) advisors. High school seniors can complete the CHW certification course and apply for certification when they turn 18 years of age.

### **Agenda Item 4: Committee Business**

#### *a. Advisory Committee Officers*

Mr. Oscar Muñoz noted that September is the time to nominate next year's officers. New officers will not take effect until DSHS Interim Commissioner Kirk Cole makes the official appointments. There were two nominees for two available positions: Ms. Bustos for Presiding Officer and Ms. Escobar for Assistant Presiding Officer. Both candidates spoke briefly about their qualifications for the position.

#### **Motion:**

Ms. Ginés moved to recommend the slate as presented. Ms. Jean Diebolt seconded the motion. With no nays and no abstentions, the motion passed with a unanimous voice vote. Ms. Bustos and Ms. Escobar were congratulated. DSHS staff will submit the Committee's recommendation to Interim Commissioner Cole.

#### *b. Review of draft CHW Guest Instructor Procedure*

Ms. Beverly MacCarty reviewed the draft CHW Guest Instructor Procedure. The draft procedure is based on Committee and other stakeholder input received during the rule review process. Input indicated the need for a procedure whereby in certain circumstances, DSHS can approve certified contact hours provided by a qualified guest instructor who is not a certified instructor. Ms. MacCarty referred them to the draft procedure in their packets. Highlights of the member discussion were as follows:

- The draft procedure was divided into two areas, the certification course and continuing education, each with their own sets of qualifications for guest speakers.
- Continuing education (CE) course – The draft noted that no more than 25% of a CE course could be provided by a guest instructor. Feedback indicated that stating a time limit in terms of a percentage may not be as helpful as listing a flat amount of time.
- While the importance of guest instructors was echoed, a concern was raised that 25% of a course provided by a guest instructor was too high. A suggestion was made to reduce the percentage of time allotted and to only allow guest instructors for courses of at least eight hours in length. This is to ensure that CHWs are for the most part being trained uniformly and with certified instructors and programs.

- Ms. MacCarty requested the committee's input for revisions to the draft procedure and suggested consideration of a trial implementation period to evaluate the procedure
- The procedure should include objective criteria as a "case by case" determination per course is not viable.

**Motion:**

Mr. Muñoz moved to table the discussion until the November committee meeting. Ms. Diebolt seconded the motion. The motion passed with four affirmative votes to table the discussion and three abstentions.

**Action items:**

- The Training and Certification Workgroup will review the draft Guest Instructor Procedure and incorporate feedback from committee members and other workgroup participants. The workgroup will present a revised draft CHW Guest Instructor Procedure at the November 20, 2015 committee meeting.
- c. *Review and Recommend to DSHS applications for certification of training institutions*  
 The committee reviewed an application from the Diabetes Health and Wellness Institute (DHWI) to add CHW instructor certification training and continuing education for instructors to their current CHW training program. Members were referred to review the DHWI Training Program Application information in their packet. Highlights from the presentation were as follows:
- DHWI is an affiliate with Baylor Scott & White Health in Dallas, providing multidisciplinary medical care, wellness programming, and recreation center activities for about 4,100 members.
  - They serve a large percentage of medically underserved individuals who have a high incidence of diabetes and other chronic diseases.
  - With DSHS approval as a site for instructor training, DHWI hopes to start instructor training courses after January 1, 2016.

**Motion:**

Ms. Ginés moved to recommend to DSHS that DHWI be approved to provide CHW instructor certification training and continuing education. Mr. Muñoz seconded the motion. With no nays and no abstentions, the motion carried with a unanimous voice vote.

**Action Items:**

DSHS will approve the DHWI application to provide CHW instructor certification training and continuing education and will mail the approval letter and certificate.

**Agenda Item 5: 2015 CHW Advisory Workgroups**

a. *Program Rules*

- The workgroup has met once and discussed advisory committee member attendance. They will continue to look at attendance and program rules and are excited to hear what other workgroups will be discussing.

b. *Communication and Outreach*

- The workgroup discussed moving forward with a survey for local and regional CHW/ Promotora associations to explore interest in the development of a

statewide CHW association. A survey was developed and sent to the Communication and Outreach Workgroup to review, provide feedback, and discuss at their next meeting.

- The group of Tu Salud Si Cuenta promotores in Brownsville, Texas won the American Public Health Association (APHA) Outstanding CHW Group of the Year award and will be recognized at the APHA annual meeting November 1 in Chicago, Illinois.

*c. Training and Certification*

- The workgroup met on September 9 and continues working on several issues, including draft procedures for a guest instructor.
- The workgroup is interested in increasing access to CHW and instructor certification training and continuing education, including additional online CEU opportunities. The new website portal designed by the University of Texas, School of Public Health will help CHWs and instructors stay informed of available education opportunities. Once fully implemented, this will be a way many of the DSHS certification training programs can also post and update training announcements.
- The South Texas Promotora Association (STPA) will provide a 5-hour CEU training for promotores at the 7<sup>th</sup> Annual GET IT D.O.N.E. (Diabetes, Obesity, Nutrition and Exercise) Conference on October 4-5, 2015.
- Dia de la Mujer Latina (DML) provides a Road to Health online CEU for instructors. Ms. Ginés encouraged other training programs to consider providing online CHW or instructor CEU courses as feedback from instructors, promotores, and CHWs indicate that one challenge to recertifying is there are not many available training programs in their community.
- The CHW Common Core (C3) Project is an effort to take a fresh look at competencies and scope of practice. Currently, the C3 Project is putting out a call to each state to have CHW associations and stakeholders review the initial project report and give feedback in the next couple of months. Part of the work of the workgroup is to follow the C3 Project. Carl Rush and Lee Rosenthal with the C3 Project will provide an update at the November CHW advisory committee meeting.

*d. Workforce Solutions and Employment Opportunities*

The workgroup met in September and is working on four major activities:

- Promote employment opportunities for CHWs and explore opportunities for sustainable funding of CHW services. The workgroup discussed contacting Houston employers who hire CHWs to find out how they are funding the CHW positions. They will also gather information concerning funding for CHW positions from a community clinic in Austin.
  - The workgroup will also be looking closely to the training and certification workgroup, as some potential employers have expressed frustration at not being able to find qualified CHWs.
- Review annual data from the US Department of Labor, Bureau of Labor and Statistics related to the CHW standard occupation classification code. The workgroup will have a conference call with Laura Pittman, Texas Workforce Investment Council, regarding the most recent data on the current CHW standard occupation classification code.
- Participate in discussions regarding development of potential reimbursement mechanisms for CHWs. The workgroup shared information about the Centers

for Medicaid and Medicare Services (CMS) Equity Plan for Improving Quality in Medicare (CMS Equity Plan for Medicare). Priority four is to increase the ability of the healthcare workforce to meet the needs of vulnerable populations which offers opportunities for expanding CHW roles.

- Explore CHW roles in telemedicine. The workgroup held a conference call with Dr. Debra Flores, Director of the West Texas Area Health Education Center in Lubbock, who shared information on how telemedicine is currently being used and will be used by CHWs in the future, especially in rural areas. Dr. Billy Phillips and Ms. Diebolt will also be invited to join the conversation on CHW roles in telemedicine.
- The City of Houston Health and Human Services Department is requiring CHW certification for certain positions. The hope is that this sets the pace for other health departments and federally qualified health centers to look at the importance of hiring CHWs and promotores.

**Action Items:**

- Carl Rush and Lee Rosenthal will provide an update on the CHW Common Core Project at the November CHW advisory committee meeting.

**Agenda Item 6: CHW Spotlight: Texas DSHS-Certified CHWs from the Ismaili Muslim Community**

Ms. Parveen Kabani, Ms. Nargis Mithani, and Ms. Zubaida Prasheed presented on the Shia Ismaili Muslim Community.

- Shia Muslims are a community of ethnically and culturally diverse people living in over 25 countries around the world. Modern Ismaili women seek to break out of the traditional role of caring for the household and are looking for ways to enhance their skills and challenge themselves.
- Shia Ismaili Muslims are united in allegiance to his Highness, Prince Karim Aga Khan. Based on the ethos of his teaching, the Skill Development Initiative is one of the programs that focus on enhancing the quality of life of the Ismaili community so they are empowered to become contributing members of the larger community in which they live, while increasing income potential and reducing poverty.
- The importance of continuing education is seen as a means to improve the quality of life for their families and future generations.
- Considering their previous healthcare experience, the growing demand of healthcare services, and their passion for serving others, several women completed the community health worker certification program at the University of North Texas Health Science Center.
- Catholic Charities of Ft. Worth and Tarrant County Project Access provided internship opportunities for the students to apply the core competencies learned in the CHW training program and to further their skills. The training program graduates have taken different paths in their lives, including pursuing a career in nursing, being self-employed as a CHW, or attending courses and continuing education to further strengthen skills and help community members.

**Agenda Item 7: Border Binational Health Week**

Ms. Kathie Martinez, DSHS Office of Border Health gave an overview of the Office of Border Health and Border Binational Health Week activities, happening the first week of October. Highlights of the discussion were as follows:

- The Office of Border Health was created to coordinate and promote health and environmental issues between Texas and Mexico and focuses on four areas:
  - Binational and border health, including partnerships and building networks to secure services for the border areas;
  - Data and information clearinghouse, to gather data and, along with partners in Mexico, assess and monitor what is going on along the border in Texas and Mexico, provide surveillance/surge capacity in the event of an outbreak, or enforce laws and regulations;
  - Community-based Healthy Border Initiatives, including partnerships, networks, and interventions in the form of trainings, forums, classes, conferences, etc. Additionally, they may link someone with a service or ensure that people are trained properly;
  - Border Health Best Practices and Evaluation, to evaluate their interventions, as well as those of their partners, to better serve the people living on the border.
- Funding to achieve their goals comes from general revenue and a cooperative agreement from the United States-Mexico Border Health Commission (BHC). The mission is to provide international leadership to optimize health and quality of life along the US-Mexico border. In 2004, the BHC established Border Binational Health Week to form partnerships and bring awareness about border health. This week is focused on building partnerships, network, and collaboration in education and information to bring awareness of the commission and its mission to promote border health.
- To date Border Binational Health Week (BBHW) is celebrated in Texas, New Mexico, Arizona, California, and their respective partners in Mexico and has reached 1.3 million border residents.
- In support of a joint declaration made by the Border Governor's Conference, the theme of BBHW has been expanded to "Families in Action for Health - Preventing Obesity and Diabetes."
- In Texas, they have 31 activities scheduled, six of which are trainings for CHWs and promotores. Most of these are sponsored by STPA.
- Additional information on activities can be obtained from the US-Mexico Border Health Commission website at.  
[http://www.borderhealth.org/border\\_binational\\_health\\_week.php?curr=bhc\\_initiatives](http://www.borderhealth.org/border_binational_health_week.php?curr=bhc_initiatives).

### **Agenda Item 8: Northern Texas CHW Training Program Collaboration**

Ms. Bustos presented on the Northern Texas CHW Training Program Collaboration.

Presentation highlights are as follows:

- Their mission is to promote a unified alliance among CHWs and CHW instructors to share and gain knowledge through information exchange, peer support, professional development, and continuing education in the North Texas Region.
- The coalition consists of 250-300 members from Health Service Regions 1, 2, and 3. Coalition meetings are quarterly and all training programs are invited to give updates and share community resources. Coalition CHWs hail from a variety of backgrounds, from patient navigators, to Affordable Care Act certified application counselors, to those who work with health plans.
- CHW instructors also provide trainings at each meeting. The Northern Texas CHW Program has provided training from various resources, such as TMF/Fundamentals of Chronic Disease, Diabetes Empowerment Education Program (DEEP), and the

National Diabetes Education Program, which featured the resource in their newsletter.

- The coalition also volunteers their services and expertise in events such as Back to School, Diabetes Self-Management Classes/Nutrition Classes, and the KEEP Lubbock Healthy event.

### **Agenda Item 9: Program Update**

Ms. Monica Maldonado, CHW program staff, provided an update on the CHW Training and Certification Program. Highlights of the presentation and discussion are as follows:

- As of August 31, 2015
  - Certified CHWs – 3,496
  - Certified CHW instructors – 249
  - Certified training programs – 37
- On time CHW renewal rates: July 2015 – 46%; August 2015 – 36%
- CHW and instructor applications received: July 2015 – 160; August 2015 - 189.
- Initial training courses - January through August 2015
  - CHW training courses – 33
  - Instructor training courses – 5
- Continuing education courses – January through August 2015
  - CHW CEU courses – approximately 150
  - Instructor CEU courses - 16
- The CHW Training and Certification rules will be available in Spanish in October 2015.
- Beatrice Smith will present at the promotores conference in El Paso as part of Border Binational Health Week activities. Paige Menking will provide a presentation at the STPA conference on South Padre Island. Ms. Menking stated that the CHW program and the DSHS Health Service Region 1 training program developed a one-hour certified curriculum related to renewing CHW certification. The CHW program is excited about potential opportunities to provide the curriculum for future conferences and association meetings.
- As a follow up on a presentation from last meeting, the Kickapoo Traditional Tribe in Eagle Pass provided CHW program staff with a contact in Indian Health Services (IHS). Program staff are now working to establish connections with the Alabama-Coushatta tribe.

### **Action items:**

- Continue follow up with IHS and the Alabama-Coushatta tribe and share information at the November advisory committee meeting.

### **Agenda Item 10: Committee Updates**

Highlights from the committee updates are as follows:

- Ms. Bustos updated the committee on a partnership with the National Kidney Foundation and the Northern Texas CHW Training Program Collaboration.
- Ms. Diebolt noted that she is working to develop another community clinic supported by the Episcopal Health Foundation in East Texas.

- Dr. St. John shared that she and Beverly MacCarty will present a session at the APHA Annual Meeting on implementation and preliminary results of the CHW Evaluation Survey. She will also be doing a workshop on the Saturday before APHA on CHW supervision and training.
- Mr. Muñoz informed the committee that the Colonias Program is still working to organize three regional conferences for promotores. Additionally, they have two positions to fill for part-time promotora work.
- Ms. Escobar noted that STPA will be busy with Border Binational Health Week with three conferences and additional community events and training. STPA will present their first Epilepsy Promotora Conference in Laredo November 13-14, 2015. Ms. Escobar also updated the committee regarding teen promotores work to provide free screenings at the grand opening of the Consulates of El Salvador, Honduras, and Guatemala on September 15. Over 1,500 community members from Laredo to Brownsville were screened. STPA plans to continue to provide screening with a focus on diabetes throughout Border Binational Health Week.

**Agenda Item 11: New Business for Consideration at Next Meeting**

The following was listed as new business for consideration at the November meeting:

- Update on the CHW Common Core (C3) Project.
- Continue discussion on guest instructor procedure(s) for certification courses and continuing education.
- Share results of the CHW Evaluation Survey (to be scheduled for January 2016 meeting to include May – December 2015 survey responses)

**Agenda Item 12: Adjourn**

The meeting was adjourned by Ms. Escobar at 12:30.