



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Promotor(a) or Community Health Worker Training and Certification Program Advisory Committee Meeting

July 22, 2024

Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee Meeting

FOR QUESTIONS AND COMMENTS:

You may submit your questions/comments to

CHW@dshs.texas.gov

Thank you.



TEXAS
Health and Human Services

Texas Department of State
Health Services

Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee Meeting

AGENDA

Monday, July 22, 2024, 10:00 A.M. – 12:30 P.M. CST

1. Welcome and Introductions ←
2. Consideration of April 22, 2024, draft meeting minutes
3. Health Promotion and Chronic Disease Prevention Section update
4. 2023 CHW Annual Report
5. Updates on HB 1575 and the Texas Association of Promotores & Community Health Workers (TAPCHW) March Meeting
6. Familias Truinfadoras and CHWs on the Texas-Mexico Border
7. Advisory subcommittee updates
8. Committee member sharing
9. Public Comment
10. Agenda items for next meeting
11. Adjourn



TEXAS
Health and Human Services

Texas Department of State
Health Services

Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee Meeting

AGENDA

Monday, July 22, 2024, 10:00 A.M. – 12:30 P.M. CST

1. Welcome and Introductions
2. Consideration of April 22, 2024, draft meeting minutes ←
3. Health Promotion and Chronic Disease Prevention Section update
4. 2023 CHW Annual Report
5. Updates on HB 1575 and the Texas Association of Promotores & Community Health Workers (TAPCHW) March Meeting
6. Familias Truinfadoras and CHWs on the Texas-Mexico Border
7. Advisory subcommittee updates
8. Committee member sharing
9. Public Comment
10. Agenda items for next meeting
11. Adjourn



TEXAS
Health and Human Services

Texas Department of State
Health Services

Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee Meeting

AGENDA

Monday, July 22, 2024, 10:00 A.M. – 12:30 P.M. CST

1. Welcome and Introductions
2. Consideration of April 22, 2024, draft meeting minutes
3. Health Promotion and Chronic Disease Prevention Section update
4. 2023 CHW Annual Report
5. Updates on HB 1575 and the Texas Association of Promotores & Community Health Workers (TAPCHW) March Meeting
6. Familias Truinfadoras and CHWs on the Texas-Mexico Border
7. Advisory subcommittee updates
8. Committee member sharing
9. Public Comment
10. Agenda items for next meeting
11. Adjourn



TEXAS
Health and Human Services

Texas Department of State
Health Services

Health Promotion and Chronic Disease Prevention Section Updates

July 22, 2024

Raiza Ruiz, MPA, CPM

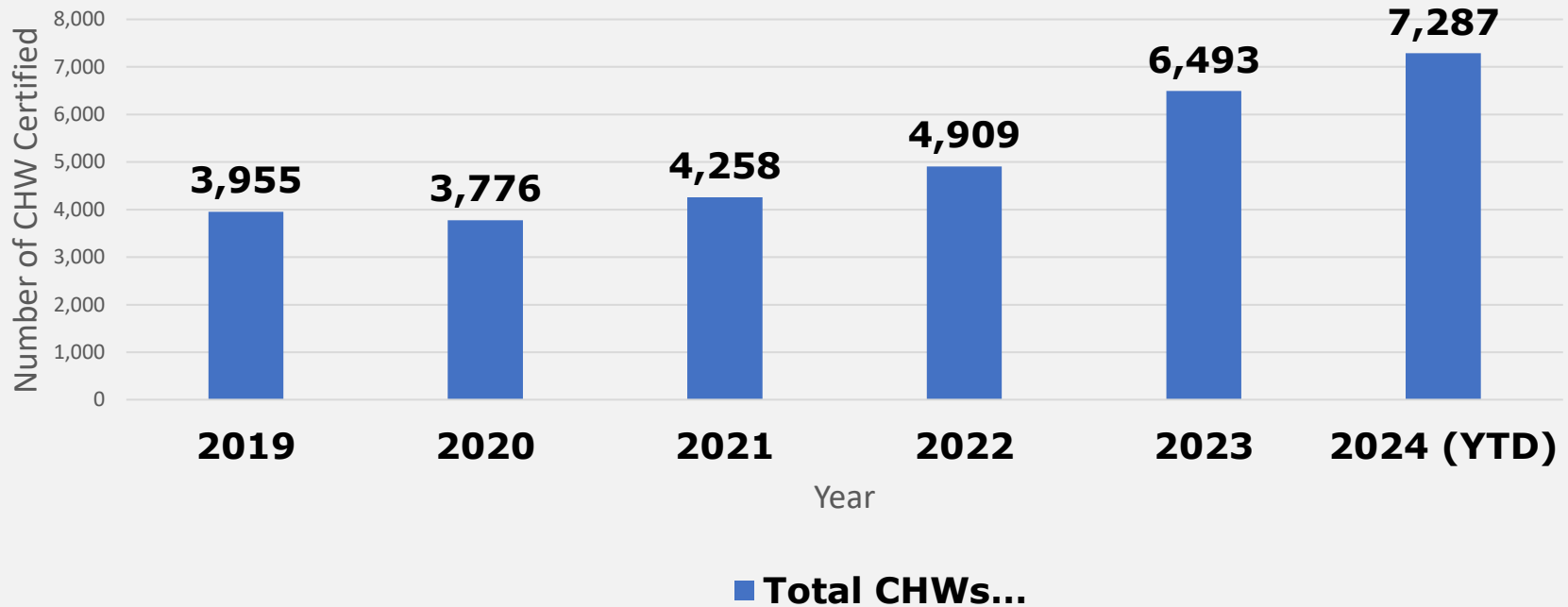
Community Health Worker and School Health Branch Manager

Community Health Worker (CHW) Training and Certification Program Updates

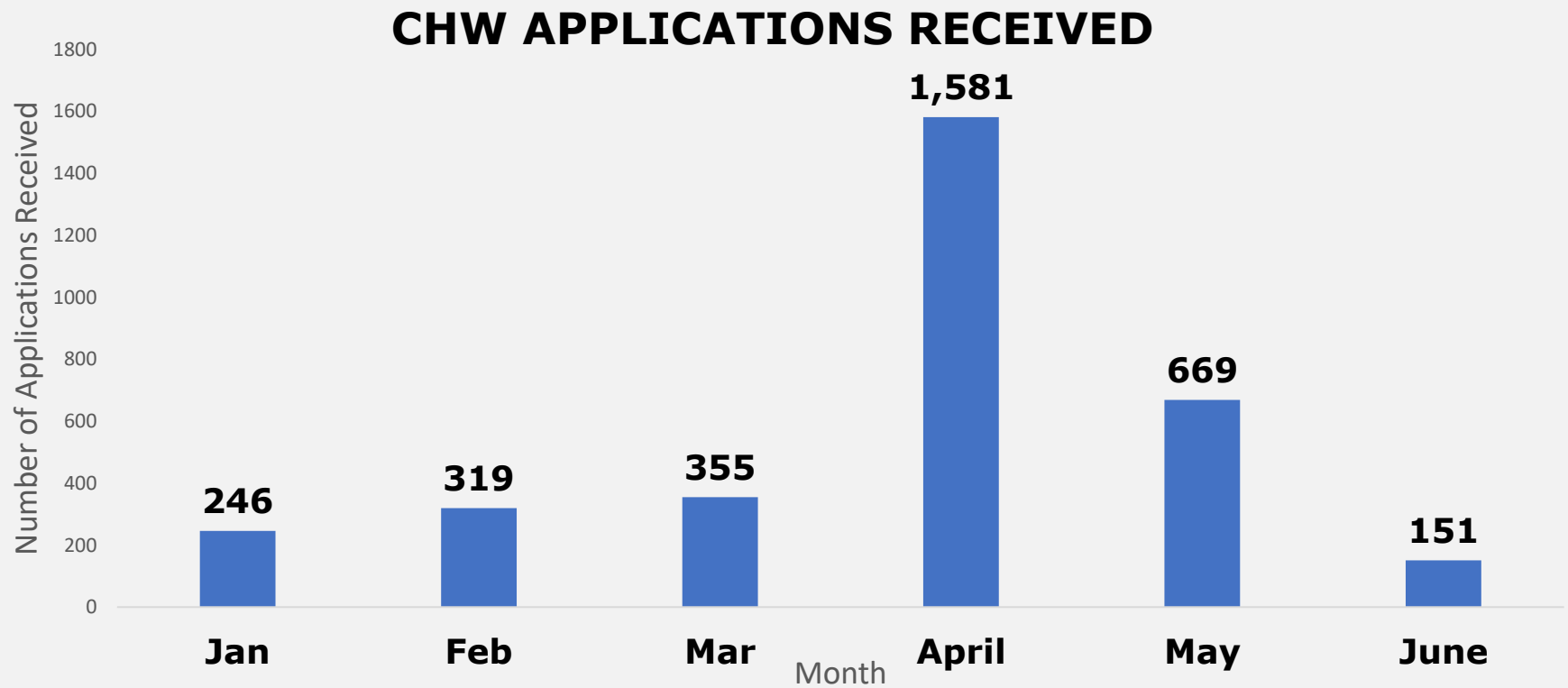


CHW Certification

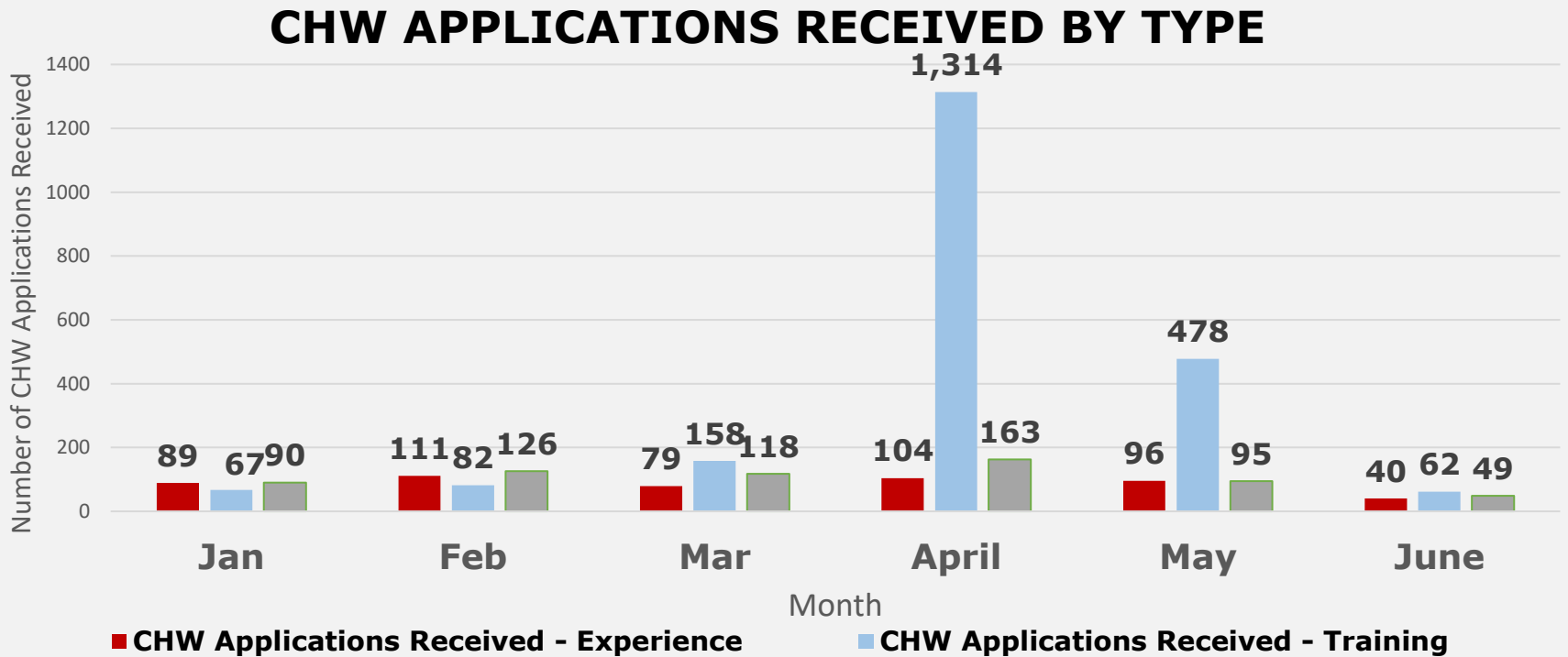
Total CHWs Certified by Year



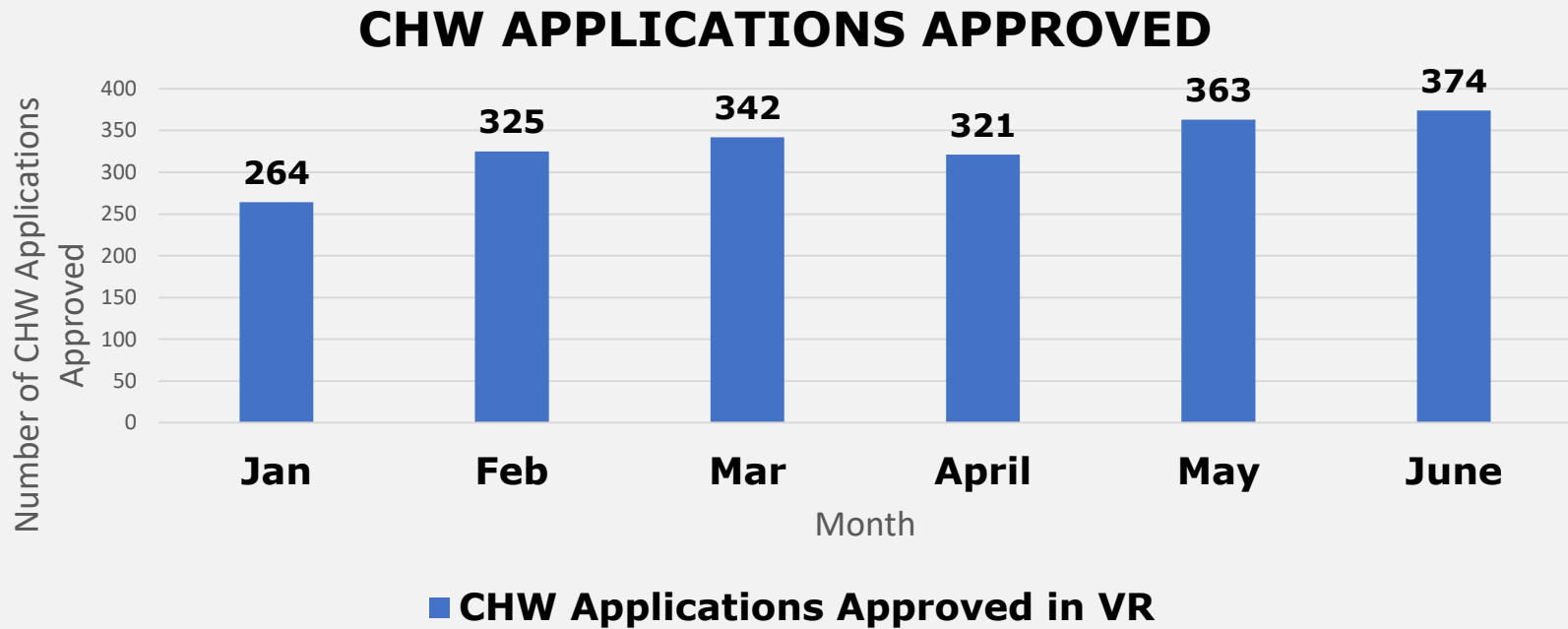
CHW Applications Received



Applications Received by Type

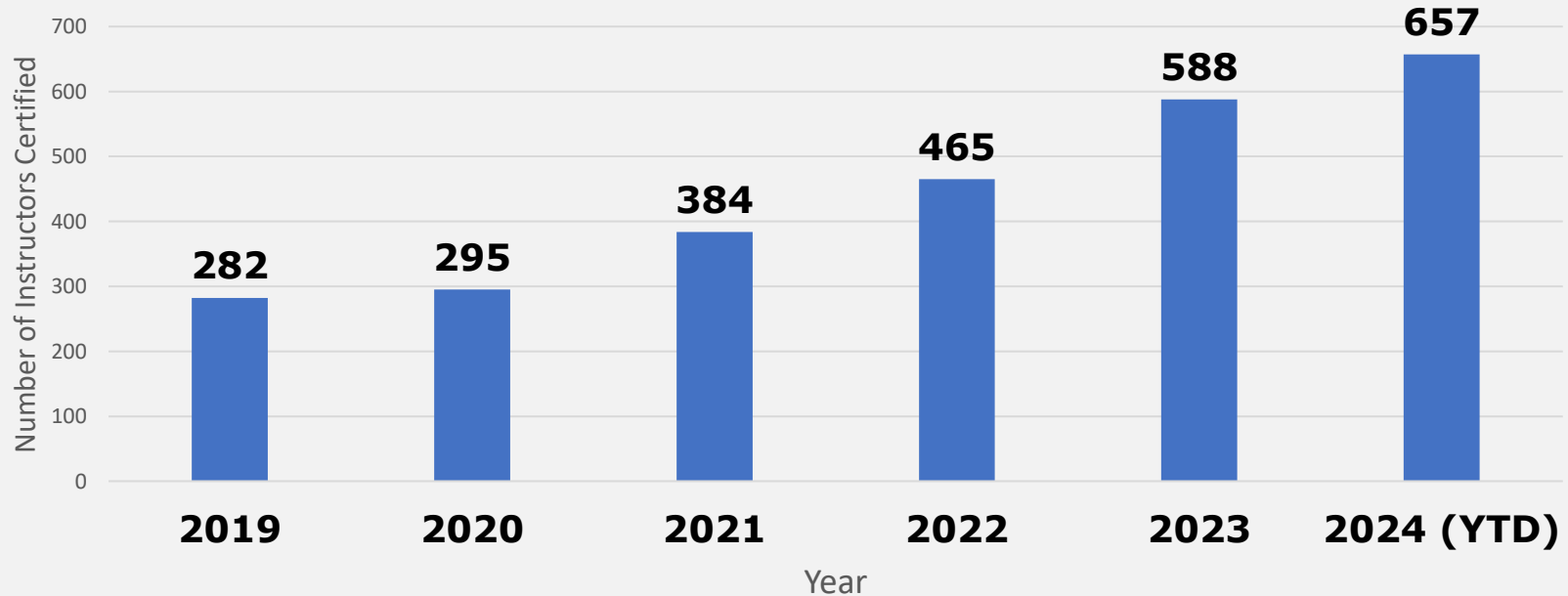


CHW Certification (Cont.)



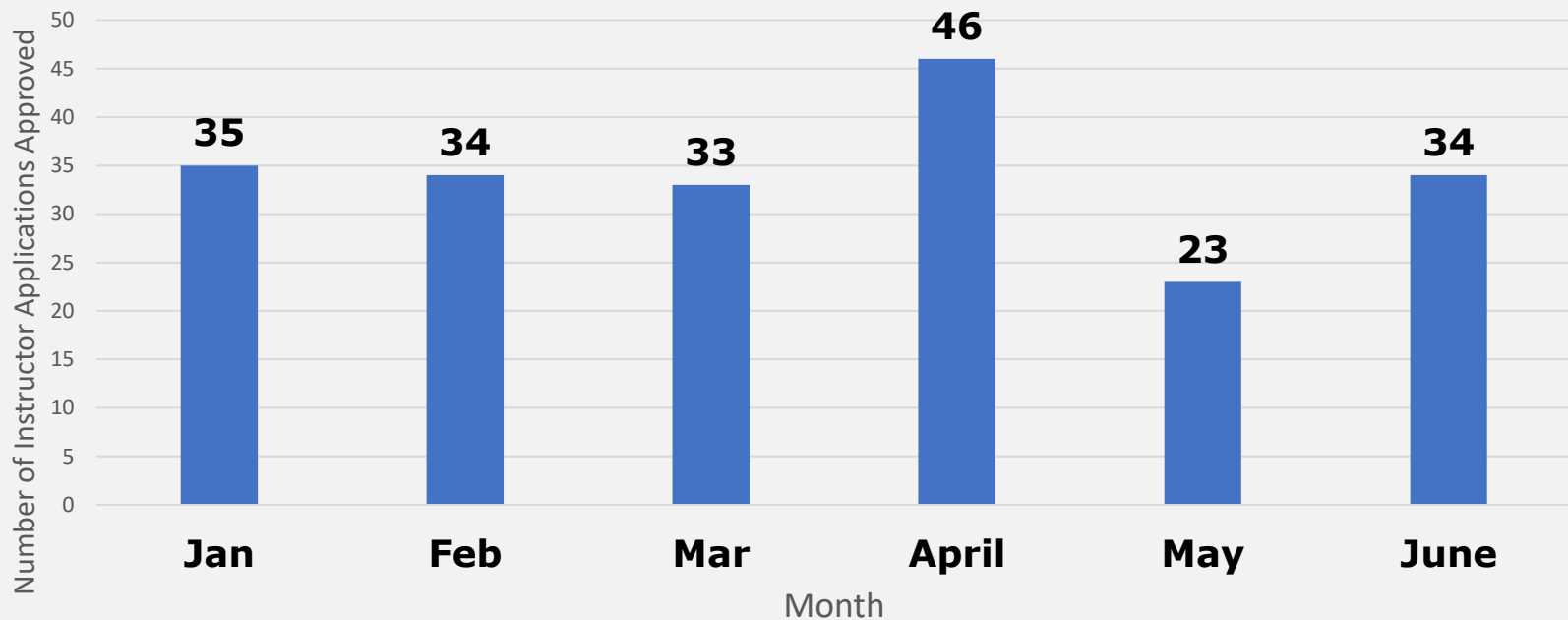
CHW Instructor Certification

Total Instructors Certified by Year



CHW Instructor Certification (Cont.)

Instructor Applications Approved



Curriculums

- Curriculums under review:
 - Currently, the CHW Program has 8 curriculums under review totaling 24.5 credits hours.
- Newly approved curriculums:
 - From April 1 to June 30, 2024, the program has approved 36 curriculums totaling 66 credit hours.



Thank you!

Community Health Worker Training and Certification Program

chw@dshs.texas.gov

512-776-2576

Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee Meeting

AGENDA

Monday, July 22, 2024, 10:00 A.M. – 12:30 P.M. CST

1. Welcome and Introductions
2. Consideration of April 22, 2024, draft meeting minutes
3. Health Promotion and Chronic Disease Prevention Section update
4. 2023 CHW Annual Report ←
5. Updates on HB 1575 and the Texas Association of Promotores & Community Health Workers (TAPCHW) March Meeting
6. Familias Truinfadoras and CHWs on the Texas-Mexico Border
7. Advisory subcommittee updates
8. Committee member sharing
9. Public Comment
10. Agenda items for next meeting
11. Adjourn



TEXAS
Health and Human Services

Texas Department of State
Health Services

Promotor(a) or Community Health Worker Training and Certification Program 2023 Annual Report

Raiza Ruiz, MPA, CPM
Community Health Worker and School Health Branch Manager

Community Health Worker (CHW) Advisory Committee
July 22, 2024

Presentation Overview

- Background
- Program Milestones and Outcomes
 - Certified Community Health Workers (CHWs)
 - Certified CHW Instructors (CHWIs)
 - Certified CHW Training Programs
- Community mapping for CHWs and CHWIs
- Conclusion

Background

- In 2001, Texas became the first state to establish statewide training and credentialing standards for CHWs.
- DSHS oversees the development and implementation of certification standards, guidelines, and requirements for CHWs.
 - Mandated by [Health and Safety Code, Chapter 48](#)
- To evaluate program implementation, the CHW Program tracks the following:
 - Number of newly certified CHWs and CHWIs
 - Total number of CHWs
 - CHWs and CHWIs demographics
 - Rate of CHWs and CHWIs certification renewals
 - Number of certified training programs
 - Number of certified continuing education courses
 - Location of certified CHWs, CHWIs and training programs in Texas

Certified CHWs

Milestones and Outcomes



CHW Certification

- CHW certification is received through:
 - Successful completion of a DSHS core competency certification course of at least 160 hours
 - Verification of at least 1,000 hours of community health worker experience demonstrating proficiency in the eight core competencies in the past three years.

Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee Meeting

AGENDA

Monday, July 22, 2024, 10:00 A.M. – 12:30 P.M. CST

1. Welcome and Introductions
2. Consideration of April 22, 2024, draft meeting minutes
3. Health Promotion and Chronic Disease Prevention Section update
4. 2023 CHW Annual Report
5. Updates on HB 1575 and the Texas Association of Promotores & Community Health Workers (TAPCHW) March Meeting ←
6. Familias Truinfadoras and CHWs on the Texas-Mexico Border
7. Advisory subcommittee updates
8. Committee member sharing
9. Public Comment
10. Agenda items for next meeting
11. Adjourn



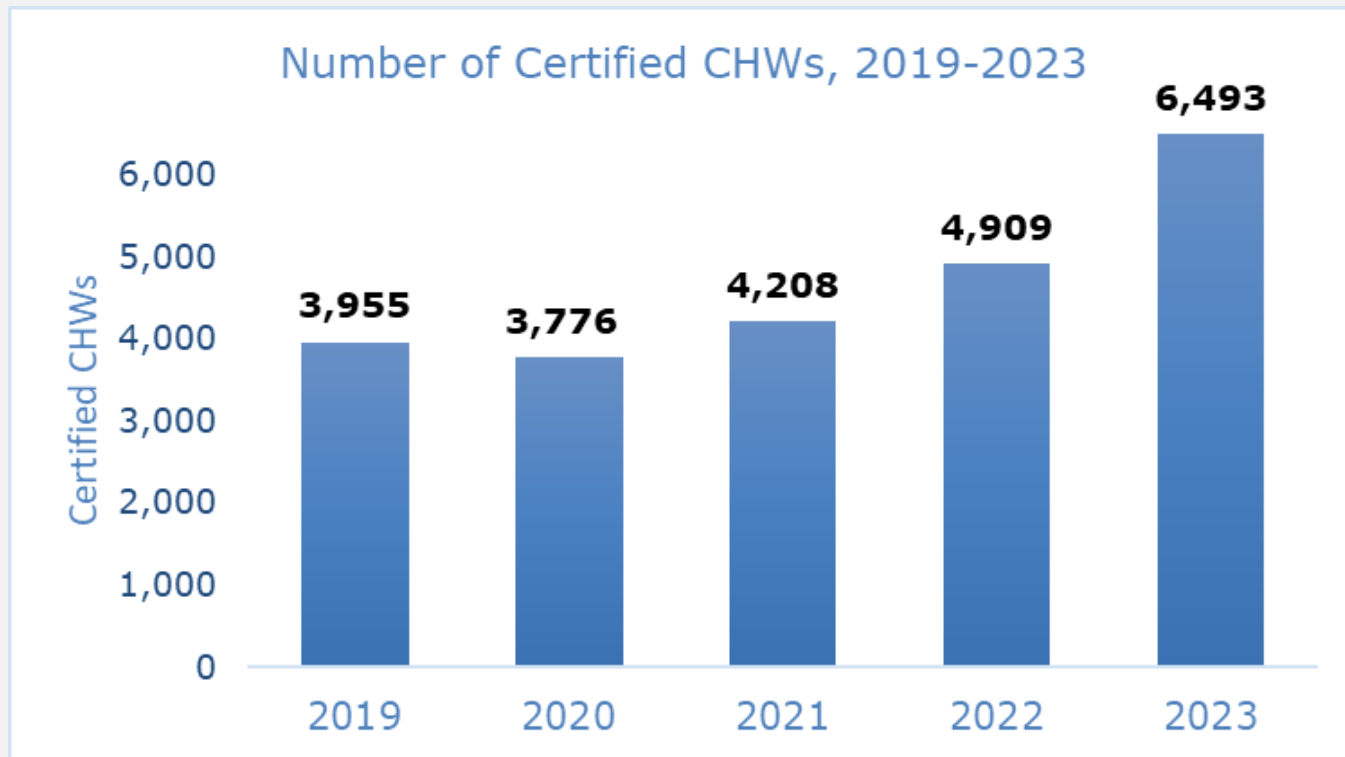
TEXAS
Health and Human Services

Texas Department of State
Health Services

Core Competencies

- CHWs have skills in the following eight core competencies:
 - Communication
 - Interpersonal skills
 - Service coordination
 - Capacity building
 - Advocacy
 - Teaching
 - Organizational skills
 - Knowledge base in specific health issues

Number of Certified CHWs, 2019-2023



CHWs Newly Certified

CHW Certification	2022 (%)	2023 (%)
Experience	608 (42%)	869 (30%)
CHW Certification Course	849 (58%)	2,028 (70%)
Total	1,457 (100%)	2,897 (100%)



Training programs graduated 2,897 individuals in 2023

- 99 percent increase from 2022 (1,457 graduates).
- These graduates were eligible to apply for CHW certification.

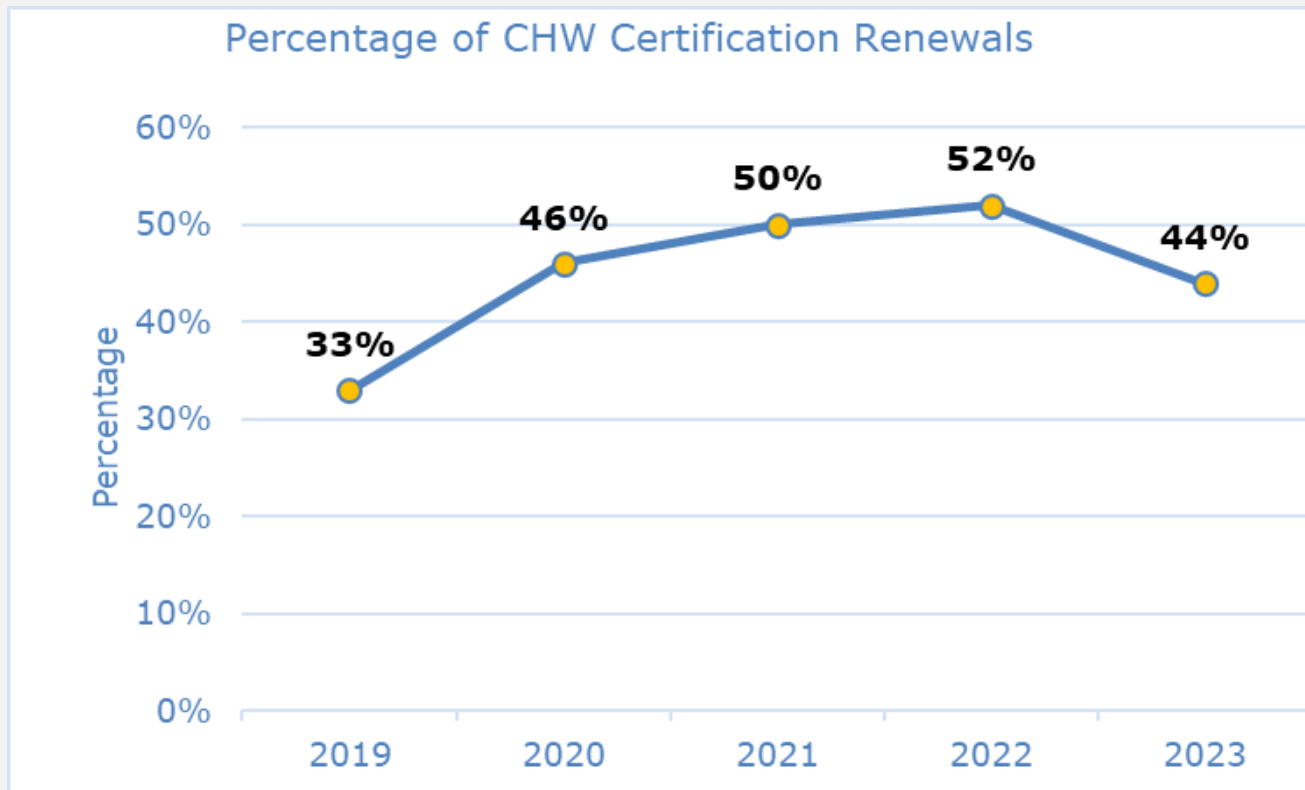
Certified CHW Demographics

Race/Ethnicity	Sex			
	Female	Male	Total	Total Percentage
Hispanic	3,418	453	3,871	60%
Black	1,265	184	1,449	22%
White	684	148	832	13%
Asian	202	45	247	4%
American Indian/Alaska Native	16	2	18	(<1%)
Native Hawaiian/ Pacific Islander	2	2	4	(<1%)
Other	64	8	72	1%
Total	5,651	842	6,493	100%

CHW Certification Renewals

- CHWs must renew their DSHS certification every two years. To renew, CHWs must submit:
 - A complete DSHS renewal application;
 - A headshot color photo that clearly shows all facial features; and
 - Proof of completion of the required 20 continuing education hours, including ten hours of DSHS-certified CEUs for CHWs.

CHW Renewal Rates, 2019-2023



Certified CHWIs

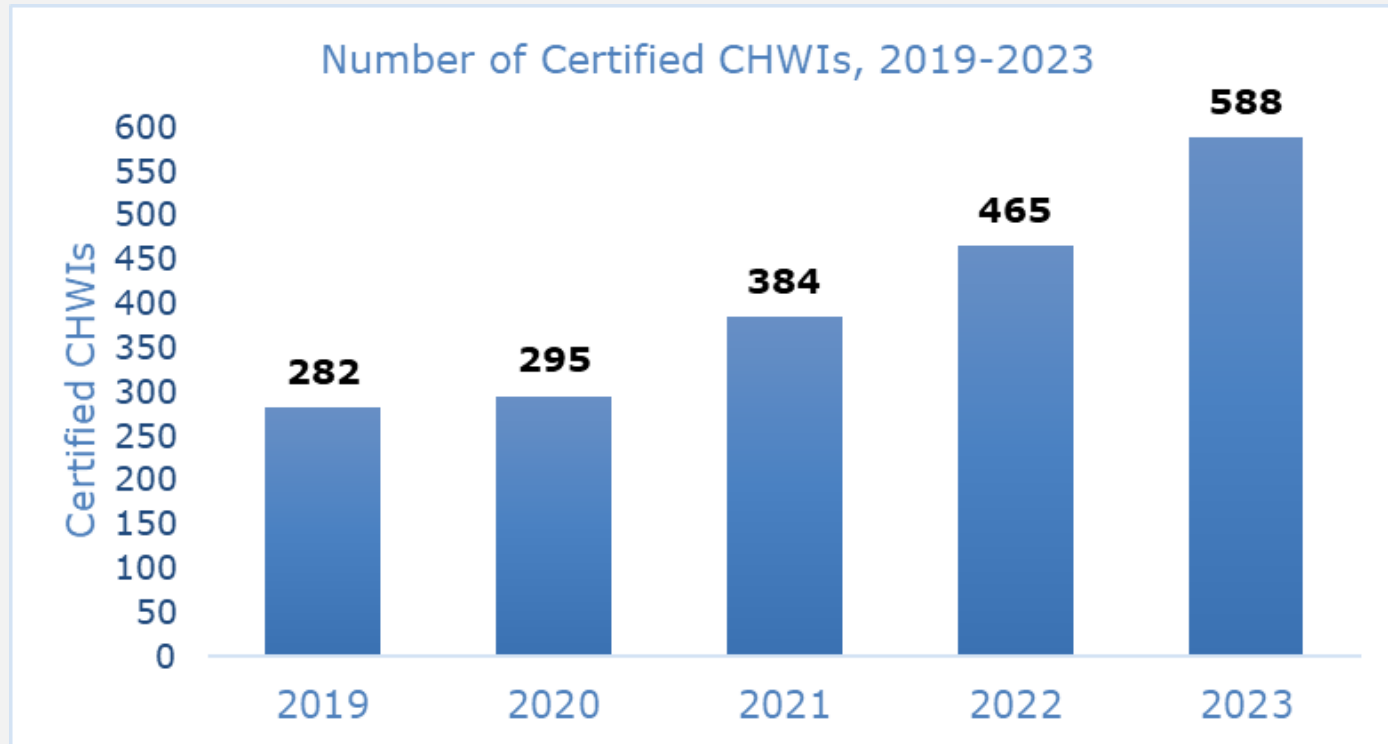
Milestones and Outcomes



CHWI Certification

- CHWIs can become certified in Texas by:
 - Completing a certification course of at least 160 hours; or
 - Based on experience through verification of at least 1,000 hours of providing training to CHWs or other health care professionals and paraprofessionals in the last three years.

Number of Certified CHWIs, 2019-2023



CHWI Newly Certified

CHWI Certification	2022	2023
Experience	50 (36%)	58 (33%)
Training	90 (64%)	117 (67%)
Total	140 (100%)	175 (100%)



99 individuals graduated from a CHWI initial certification course

- 14 percent increase from the 87 individuals that graduated in 2022
- These graduates were eligible to apply for CHWI certification.

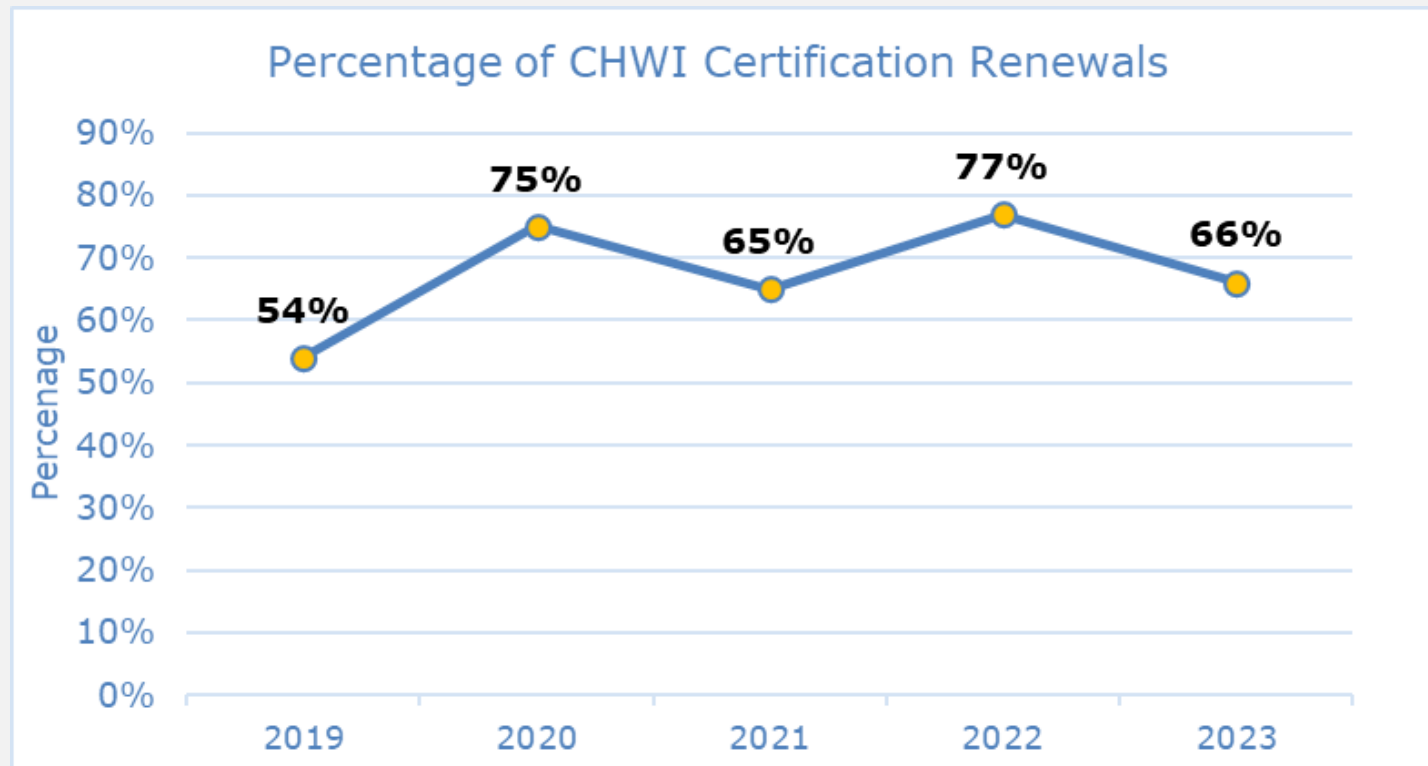
Certified CHWI Demographics

Race/Ethnicity	Sex			
	Female	Male	Total	Total Percentage
Hispanic	243	44	287	49%
Black	133	15	148	25%
White	122	13	135	23%
Asian	10	1	11	2%
American Indian/Alaska Native	2	1	3	(<1%)
Native Hawaiian/ Pacific Islander	0	0	0	(<1%)
Other	4	0	4	1%
Total	514	74	588	100%

CHWI Renewals

- CHWIs must renew their DSHS certification every two years. To renew, they must submit:
 - A complete DSHS renewal application within one year of their certification's expiration date;
 - A headshot color photo that clearly shows all facial features; and
 - Documents showing completion of 20 hours of continuing education, including ten hours of DSHS certified CEUs for CHWIs.

CHWI Renewal Rates, 2017-2022



Certified CHW Training Programs

Milestones and Outcomes



Certified Training Programs

- Certified training programs are organizations approved by DSHS to provide training for certified CHWs and CHWIs.
- Certified training programs include:
 - Community colleges
 - Health science centers
 - Area Health Education centers
 - Federally Qualified Health Centers
 - Regional CHW associations
 - Community-based programs



A list of approved certified training programs is available on the DSHS CHW Program website.

Type of Training Delivered by Certified Training Programs

Type of Approved Training	# of Training Programs
CHW Certification Initial Training Course and Certified CHW Continuing Education: Initial and Continuation Education courses	23
CHW Certification Initial Training Course and CHW and CHWI Certified Continuing Education	7
CHW and CHWI Initial Training Courses and CHW and CHWI Certified Continuing Education	7
Certified CHW Continuing Education Only	11
Certified CHW and CHWI Continuing Education Only	12
Total	60

Continuing Education for CHWs

- Certified training programs provided 406 continuing education opportunities for CHWs.
 - These CE opportunities totaled 1,108 DSHS-certified hours in the form of in-person classes and distance learning.
- A total number of 15,220 unduplicated participants attended DSHS-approved continuing education.
 - This total includes non-certified CHWs, CHWs with expired certification and professionals in fields whose work closely align with the work of CHWs.

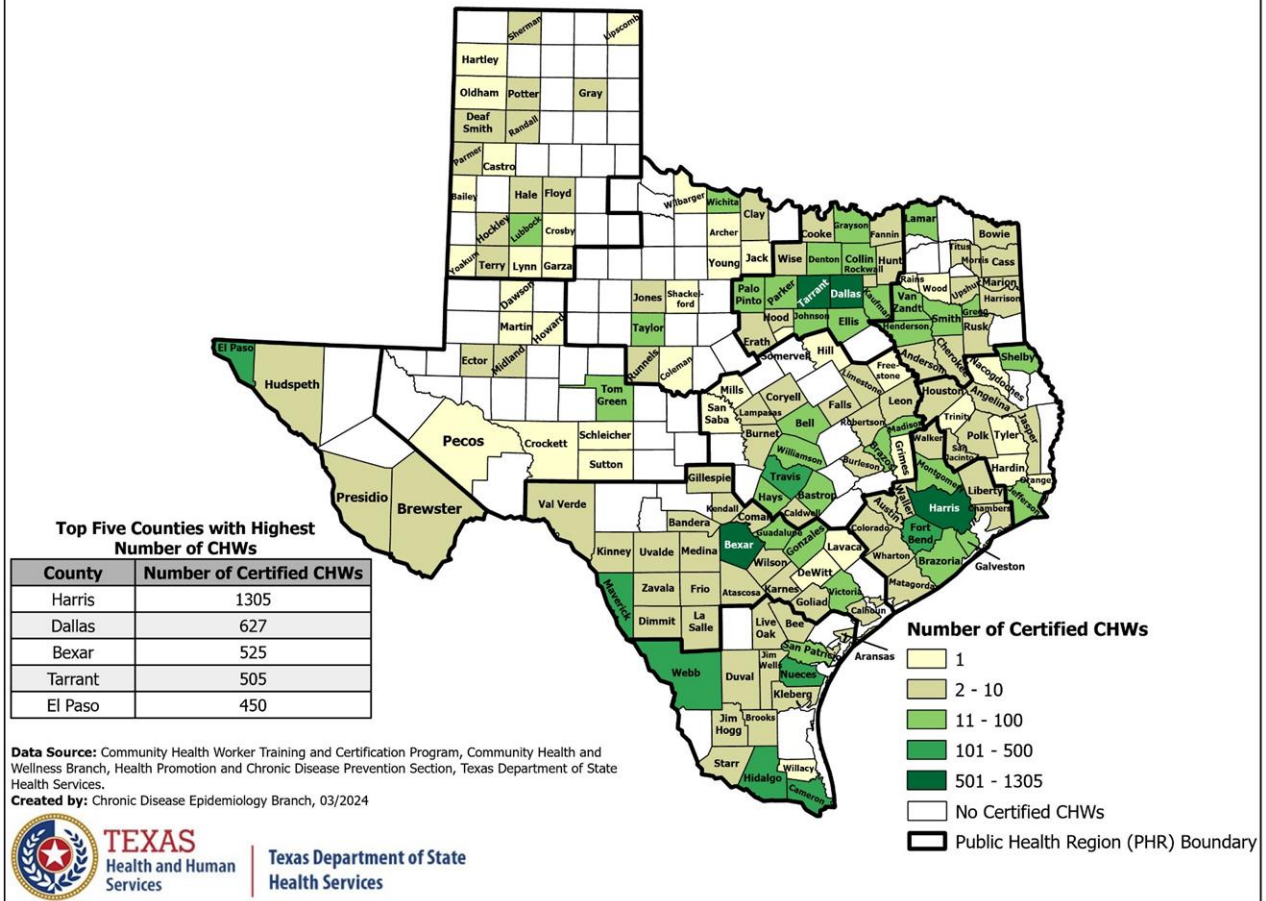
Continuing Education for CHWIs

- Certified training programs provided 81 in-person and distance learning continuing education opportunities for CHWIs.
 - These CE opportunities totaled 262 CHWI continuing education hours.
- 860 certified CHWIs attended these courses.
 - This total includes CHWIs whose certifications expired and CHWIs who completed multiple in-person and distance learning continuing education courses for CHWIs.

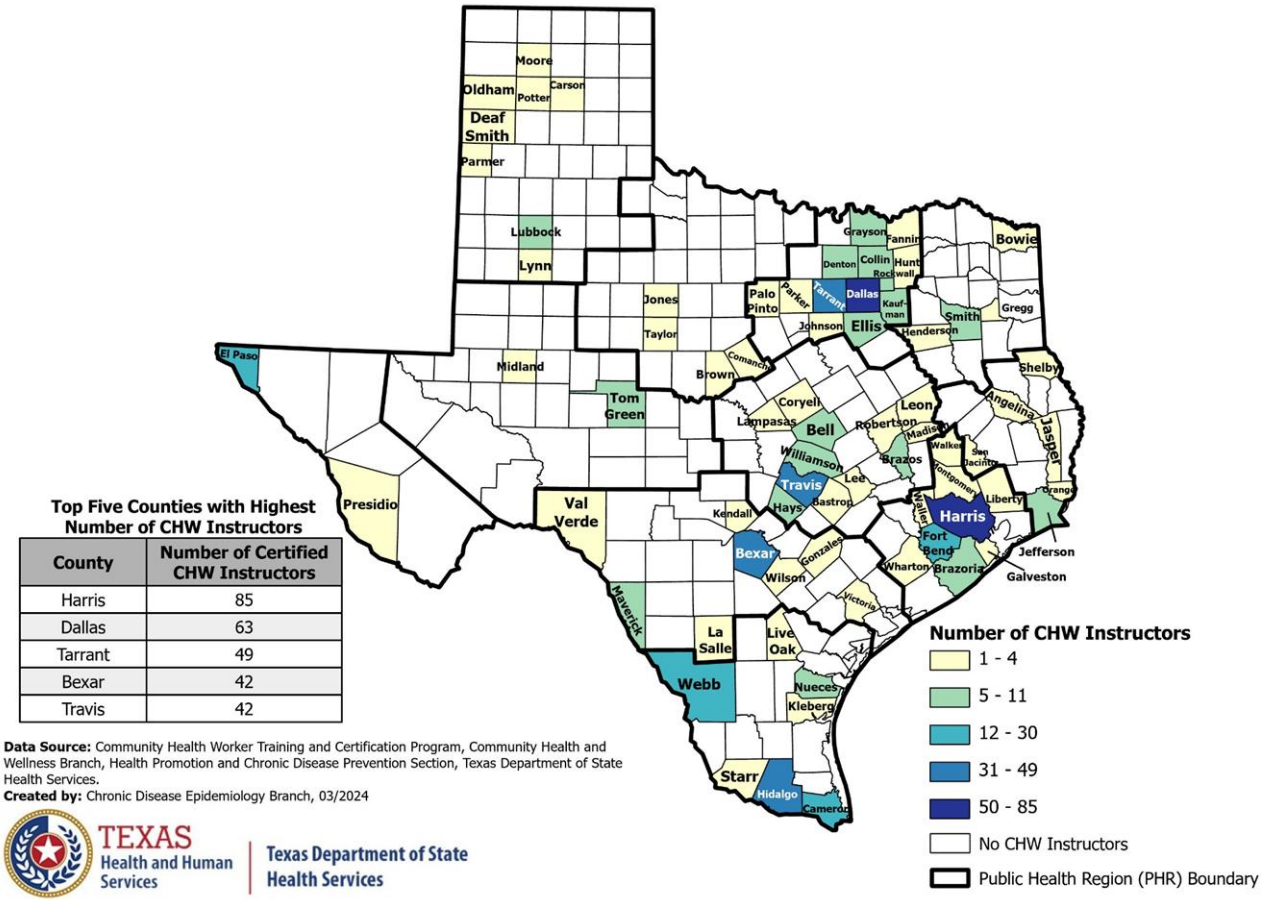
Community Mapping



Certified CHWs by County of Residence



Certified CHW Instructors by County of Residence



Summary

- The number of CHWs in Texas continues to increase over time.
 - In 2022, Texas had 4,909 CHWs; by the end of 2023, the total was 6,493 CHWs, which is an increase of 32 percent.
 - The number of certified CHWs has increased 72 percent from December of 2020 to the end of 2023, from 3,776 certified CHWs to 6,493 CHWs.
 - This is the largest growth of certified CHWs in Texas in the last decade.
- Through retention and training efforts, DSHS has worked to support CHWs in all regions of Texas.
- The CHW Program continues to collaborate with state-level organizations to increase and promote job opportunities, continuing education and training opportunities with CHWs in all regions of Texas.
- The Texas CHW workforce continues to strengthen and grow as a result these efforts.

Reference

[Promotor\(a\) or Community Health Worker Training and Certification Program 2023 Annual Report](#). Prepared by the Community Health Worker Training and Certification Program, Health Promotion and Chronic Disease Prevention Section, Texas Department of State Health Services.

Thank you!

Promotor(a) or Community Health Worker Training and Certification Program
2022 Annual Report

Contact Information:

Email: chw@dshs.texas.gov

Phone: 512-776-2570



TEXAS
Health and Human
Services

Welcome

Roxana Lopez, CHW

**Texas Association of Promotores &
Community Health Workers**



UPDATES ON HB 1575 – A REVIEW OVER THE MARCH MEETING

Roxana Lopez, CHWI, CHW

President of the Board of Directors of Texas Association of Promotores/CHWs

WHAT IS HB 1575

- HB 1575 allows doulas and community health Workers to receive reimbursement for providing Case management services to individuals in Medicaid through the Case Management for Children and Pregnant Women's Program.



INITIAL MEETING

- TAPCHW leadership, Episcopal Health Foundation, DSHS leads and Funders were invited to the initial meeting.
- This meeting was the beginning to shedding light on the Community Health Worker profession.
- Was able to brain-storm and get the information on what CHWs can do.
- Discussed those who needed to be in the next meeting.

MARCH MEETING OBJECTIVES

ENGAGE WITH the Health and Human Services Commission (HHSC) staff and learn about implementation of HB 1575 and timeline.

BETTER UNDERSTAND provider enrollment, contracting, and credentialing and working with Medicaid Managed Care Organizations (MCOs).

LEARN DIRECTLY from Community Health Worker's (CHWs) about their models of care, concerns, questions, comments, and considerations.

WHO WAS IN ATTENDANCE OR HAD INPUT

- Episcopal Health Foundation (EHF)
- Methodist Healthcare Ministries (MHM)
- Michael & Susan Dell Foundation (MSDF)
- St. David's Foundation
- Health & Human Services Commission & Department of State Health Services
- CHW Representatives
- MCO Representatives
- Texas Association of Health Plans (TAHP)
- Texas Association of Community Health Plans (TACHP)
- Meeting facilitators and EHF consultants

MINUTES FROM THE MEETING

- CHWs can be their own provider
- CHWs will need to be credentialed
- CHWs will need to contact the local MCOs

NEXT STEPS

- TAPCHW would love to have anyone interested in this implementation to get together to have a taskforce of different agencies to work together on the items to come down the line.
- Utilize the training center call to set up a Taskforce meeting.
- Spread the word across Texas.
- Having the knowledge to decide if this is “right” for you as a CHW.

COMMENTS ON DRAFT RULES

- DFW Community Health Worker Association
- Día De la Mujer Latina y Su Familia
- Texas Association of Promotores & Community Health worker (board)

NEXT STEPS

- Formal Comments
- Advocate, Update and Educate the CHWs of Texas
- Collaboration/ Discussions Across Texas

THANK YOU!

Roxana Lopez, CHWI,
CHW

President of the
TAPCHW Board of
Directors



Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee Meeting

AGENDA

Monday, July 22, 2024, 10:00 A.M. – 12:30 P.M. CST

1. Welcome and Introductions
2. Consideration of April 22, 2024, draft meeting minutes
3. Health Promotion and Chronic Disease Prevention Section update
4. 2023 CHW Annual Report
5. Updates on HB 1575 and the Texas Association of Promotores & Community Health Workers (TAPCHW) March Meeting
6. Familias Truinfadoras and CHWs on the Texas-Mexico Border
7. Advisory subcommittee updates
8. Committee member sharing
9. Public Comment
10. Agenda items for next meeting
11. Adjourn



TEXAS
Health and Human Services

Texas Department of State
Health Services





TEXAS
Health and Human
Services

Welcome

Maria Ortiz, CHWI

Executive Director, Familias Triunfadoras

Familias Triunfadoras, Inc.



María Covernali

CHW-CHWI

Executive Director of Familias Triunfadoras, Inc.

We are a Non-Profit Organization 501C 3

- Community based organization
- Focused on the empowerment of rural communities in the border area of El Paso, Texas and Ciudad. Juarez, Mexico.
- Focused on implementing the certification of health promoters, or Community Health Workers (CHW) educational program within the 8 core competencies required by the Texas Department of State Health Services.
- Our goal is to improve the quality of life in our communities.
- We implement education in the areas that is required by the DSHS:
 - Communication Skill
 - Interpersonal Relationship Skills
 - Ability to Coordinate Services
 - Ability to Build Community Capacity
 - Ability to Intercede on behalf of families and communities
 - Teaching Ability
 - Ability to Organize
 - Base Knowledge Skill on Specific Health Topics.

The border region between the United States of America and Mexico

- Type 2 diabetes is a serious public health problem in this region and the extent of each country's national diabetes burden is high.
- The border region between the United States of America and Mexico, designated in the 1983 La Paz Agreement, consists of an area of 3,141 km between the Gulf and the Pacific Ocean that extends 100 km into the United States and Mexico north and south of the international border.
- Although the region encompasses 44 United States counties and 80 Mexican municipalities, as defined by the United States-Mexico Border Health Commission, the majority of the population is concentrated in 14 sister county-municipalities along the border. .

Population in the Border Area



- Latinos, who make up a large part of the border population, face health problems and complications from type 2 diabetes, heart disease and strokes.
- They have a higher risk of fatal diseases because they tend to be overweight, have high blood pressure and type 2 diabetes and this is due to poor diet and lack of physical activity.
- The challenge for us as an organization is to prevent, delay or control chronic diseases, to avoid complications and make communities healthier.

Training and Empowerment of CHWs

In the course of training health promoters-CHWs, we have trained and certified 28 groups through the DSHS of the State of Texas, with a total of 740 health promoters, providing at least 1000 volunteer hours of social service to the community each. of them.

They also complete 160 hours of training in the 8 core competencies.

Some of these CHWs carry the educational program The Path Towards Good Health among others.



Strategic Alliances - The Tool to Strengthen Familias Triunfadoras

- Nobody is an island.
- The strategic alliance between Familias Triunfadoras and DSHS helps us maximize the organization's potential and fulfill our mission of educating our community.
- This alliance with DSHS allows us to grow, advance and develop more quickly and in a timely manner, reaching more promoters and more communities.
- It helps us achieve goals that would be difficult to achieve individually.

Strategic Alliances - The Tool to Strengthen Familias Triunfadoras

- This alliance with the DSHS provides us with better opportunities for human development and helps us improve the quality of life of our communities through CHW who are committed and trained in prevention of the 8 skills required by the DSHS, in order to certify as CHW.
- It represents a strategic alliance, because it has led us to become instruments that increase the possibilities of comprehensive development of CHW on the border of the USA and Mexico and helps us multiply strategically and in a timely manner, by transforming at-risk communities into healthy communities.

Learned Lessons

- The education and awareness of all of us, whether we call ourselves CHWs or people in the community, is a very important tool for health prevention and achieving communities with better development.
- We find this certification important because, it helps educate the community on eating a healthy diet and having an active life to achieve our goal.
- CHWs provide valuable assistance.

Thank
You!!!



"Union make force. Learn to create alliances that help you grow faster."

María Covernali

CHW / CHW I

Executive Director of Familias Triunfadoras, Inc

Nobody is an island.....

No Man Is An Island

No man is an island,
Entire of itself,
Every man is a piece of the continent,
A part of the main.
If a clod be washed away by the sea,
Europe is the less.
As well as if a promontory were.
As well as if a manor of thy friend's
Or of thine own were:


Any man's death diminishes me,
Because I am involved in mankind,
And therefore never send to know for whom the bell tolls;
It tolls for thee.

John Donne

Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee Meeting

AGENDA

Monday, July 22, 2024, 10:00 A.M. – 12:30 P.M. CST

1. Welcome and Introductions
2. Consideration of April 22, 2024, draft meeting minutes
3. Health Promotion and Chronic Disease Prevention Section update
4. 2023 CHW Annual Report
5. Updates on HB 1575 and the Texas Association of Promotores & Community Health Workers (TAPCHW) March Meeting
6. Familias Truinfadoras and CHWs on the Texas-Mexico Border
7. Advisory subcommittee updates 
8. Committee member sharing
9. Public Comment
10. Agenda items for next meeting
11. Adjourn



TEXAS
Health and Human Services

Texas Department of State
Health Services

Workforce Solutions and Employment Opportunities Sub-Committee



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Chair	Jometra Hawkins
Membership (advisory member):	Jessica Arriola
Membership (non-advisory members):	Marlen Ramirez

- Sub-Committee update

Next meeting: Please contact Ms. Jometra Hawkins

Communication and Outreach



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Chair	Jessica Arriola
Membership (advisory member):	Jose Rucobo
Membership (non-advisory members):	Vacant

- Sub-Committee update

Next meeting: Please contact Ms. Jessica Arriola

CHW Training and Certification Sub-Committee



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Chair	Vacant
Membership (advisory members):	Otila Garcia and Minerva Garcia
Membership (non-advisory members):	Merida Escobar


- Sub-Committee update

Next meeting: Please contact Ms. Otila Garcia

Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee Meeting

AGENDA

Monday, July 22, 2024, 10:00 A.M. – 12:30 P.M. CST

1. Welcome and Introductions
2. Consideration of April 22, 2024, draft meeting minutes
3. Health Promotion and Chronic Disease Prevention Section update
4. 2023 CHW Annual Report
5. Updates on HB 1575 and the Texas Association of Promotores & Community Health Workers (TAPCHW) March Meeting
6. Familias Truinfadoras and CHWs on the Texas-Mexico Border
7. Advisory subcommittee updates
8. Committee member sharing 
9. Public Comment
10. Agenda items for next meeting
11. Adjourn



TEXAS
Health and Human Services

Texas Department of State
Health Services

Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee Meeting

AGENDA

Monday, July 22, 2024, 10:00 A.M. – 12:30 P.M. CST

1. Welcome and Introductions
2. Consideration of April 22, 2024, draft meeting minutes
3. Health Promotion and Chronic Disease Prevention Section update
4. 2023 CHW Annual Report
5. Updates on HB 1575 and the Texas Association of Promotores & Community Health Workers (TAPCHW) March Meeting
6. Familias Truinfadoras and CHWs on the Texas-Mexico Border
7. Advisory subcommittee updates
8. Committee member sharing
9. Public Comment ←
10. Agenda items for next meeting
11. Adjourn



TEXAS
Health and Human Services

Texas Department of State
Health Services

Public Comment Procedures



TEXAS

Health and Human Services


Texas Department of State
Health Services

- All speakers must identify themselves and the organization they are representing before speaking
- Three-minute time limit
- Do not include health or other confidential information
- Rules of conduct apply to public comments made

Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee Meeting

AGENDA

Monday, July 22, 2024, 10:00 A.M. – 12:30 P.M. CST

1. Welcome and Introductions
2. Consideration of April 22, 2024, draft meeting minutes
3. Health Promotion and Chronic Disease Prevention Section update
4. 2023 CHW Annual Report
5. Updates on HB 1575 and the Texas Association of Promotores & Community Health Workers (TAPCHW) March Meeting
6. Familias Truinfadoras and CHWs on the Texas-Mexico Border
7. Advisory subcommittee updates
8. Committee member sharing
9. Public Comment
10. Agenda items for next meeting 
11. Adjourn



TEXAS
Health and Human Services

Texas Department of State
Health Services

Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee Meeting

AGENDA

Monday, July 22, 2024, 10:00 A.M. – 12:30 P.M. CST

1. Welcome and Introductions
2. Consideration of April 22, 2024, draft meeting minutes
3. Health Promotion and Chronic Disease Prevention Section update
4. 2023 CHW Annual Report
5. Updates on HB 1575 and the Texas Association of Promotores & Community Health Workers (TAPCHW) March Meeting
6. Familias Truinfadoras and CHWs on the Texas-Mexico Border
7. Advisory subcommittee updates
8. Committee member sharing
9. Public Comment
10. Agenda items for next meeting
11. Adjourn ←



TEXAS
Health and Human Services

Texas Department of State
Health Services



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Thank you

chw@dshs.texas.gov