



# **2018 Annual Report**

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**25 Texas Administrative Code,  
Section 146.3**

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

**April 2019**

# Table of Contents

Table of Contents .....	i
Executive Summary .....	1
1. Introduction .....	3
2. Background .....	4
3. Promotor(a) or CHW Training and Certification Advisory Committee and Program Activities .....	6
2018 Advisory Committee Activities .....	6
2019 Advisory Committee Activity Plan .....	8
Expense Reporting .....	9
4. Program Milestones and Outcomes .....	10
DSHS Certified Community Health Workers .....	10
DSHS Certified Community Health Worker Instructors .....	11
CHW and Instructor Certification Renewals and Expirations .....	13
Training Programs .....	14
Community Mapping .....	16
5. Conclusion .....	18
List of Acronyms .....	19
Appendix A. Advisory Committee Membership .....	A-1
Appendix B. Advisory Committee Attendance .....	B-1
Appendix C. CHW Funding Letter .....	C-1
Appendix D. CHW Certification Training .....	D-1
Appendix E. Certified Continuing Education for CHWs .....	E-1
Appendix F. Certified Continuing Education for Instructors .....	F-1
Appendix G. Counties with Certified CHWs .....	G-1
Appendix H. Map of Counties with Certified CHWs .....	H-1
Appendix I. Map of Counties with CHW Training Programs .....	I-1

## Executive Summary

The Promotor(a) or Community Health Worker Training and Certification Advisory Committee (Committee) is required to submit an annual report to the Health and Human Services Commission Executive Commissioner by April 30 of each year, in accordance with 25 Texas Administrative Code, Chapter 146.<sup>1</sup> The annual report describes the Committee's composition, attendance, accomplishments in 2018, planned activities for 2019, and cost related to the committee.

Key Committee activities for 2018 include:

- Develop a letter to the Department of State Health Services (DSHS) Commissioner outlining recommendations for supporting CHW funding opportunities.
- Participate in the review process for the Promotor(a) or CHW Training and Certification Program Rules.
- Draft a newsletter template to recognize CHWs and their work, as well as to provide an update on regional initiatives.
- Review training program applications and recommended the approval of three new training programs.
- Participation in the review process for Advisory Committee vacancies.

Proposed activities for 2019 include:

- Creation of a newsletter to highlight CHWs and provide statewide information about initiatives involving CHWs.
- Assist in creating guidelines to develop quality instructor continuing education curricula.
- Promote and explore employment and funding opportunities for CHW services.

The Committee is supported by the DSHS Promotor(a) or CHW Training and Certification Program (CHW Program) as authorized by Health and Safety Code, [Chapter 48](#). The rule allows for the reporting of data related to CHW certification,

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<sup>1</sup> <http://www.dshs.texas.gov/mch/chw/progrule.aspx>

renewal rates and trends, as well as initial certification and continuing education courses for CHWs and CHW Instructors (Instructors).

As of December 31, 2018, there were 3,957 certified CHWs - a decrease of two percent compared to 4,033 certified CHWs at the end of 2017 and an overall increase of 47 percent over the past five years. A total of 1,113 CHWs did not renew their certification in 2018 - an increase from 920 in 2017.

In 2018, there were a total of 260 certified CHW Instructors, including 39 newly certified Instructors. This is a decrease from the 48 newly certified Instructors in 2017. The number of Instructors who did not renew their certification increased from 46 in 2017 to 82 in 2018.

The Committee's efforts helped increase awareness of CHW roles in Texas and the positive impact CHWs have on creating healthier communities. The Committee expects the number of certified CHWs to continue to grow as CHWs are increasingly integrated in health and social service systems across the state.

# 1. Introduction

House Bill 2610, 82<sup>nd</sup> Legislature, Regular Session, 2011, amended Health and Safety Code (HSC) [Chapter 48](#), to establish a statewide Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee (Committee).<sup>2</sup> Statute requires the Committee to advise the Department of State Health Services (DSHS) on issues such as implementation of standards, guidelines, and requirements, as well as employment and funding strategies for CHWs.

In compliance with HSC [Section 48.053](#), the Executive Commissioner adopted rules outlining committee membership requirements, duties, and the responsibility of producing a report to the Executive Commissioner.

As required by rule, this report will summarize meeting activities, Committee accomplishments, the status of any recommendations made by the Committee, planned upcoming activities, and Committee costs. The report also evaluates CHW program certification and renewal rates and trends, as well as initial certification and continuing education courses for CHWs and Instructors.

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<sup>2</sup> [House Bill 2610, 82nd Legislature, Regular Session, 2011](#)

## 2. Background

Community Health Workers (CHWs), also known as Promotores de Salud, are individuals who serve as liaisons and cultural mediators between health care and social services and the communities they serve. CHWs are members of the community and have a deep understanding of the ethnicity, language, socio-economic status, and life experiences of the community members. CHWs assist people with access to needed services and build individual, community, and system capacity by increasing health knowledge and self-sufficiency through various activities. CHWs demonstrate skills in the following eight core competencies: Communication, Interpersonal Skills, Service Coordination, Capacity Building, Advocacy, Teaching, Organizational Skills, and Knowledge Base in Specific Health Issues.

House Bill 1864, 76<sup>th</sup> Legislature, Regular Session, 1999, directed the Department of State Health Services (DSHS) to establish a temporary committee to study issues related to the development of outreach and education programs for CHWs, making Texas the first state to pass legislation towards creating a statewide CHW or promotores training and certification program.<sup>3</sup>

As a result of Senate Bill 1051, 77<sup>th</sup> Legislature, Regular Session, 2001, DSHS established the Promotor(a) or Community Health Worker Training and Certification Program (CHW program) in May 2001. Senate Bill 1051 directed DSHS to develop and implement a promotor(a) or CHW training and certification program to enhance the development and implementation of statewide training and certification standards.<sup>4</sup>

House Bill 2610, 82<sup>nd</sup> Legislature, Regular Session, 2011, established the Promotor(a) or Community Health Worker Training and Certification Advisory Committee (Committee).<sup>5</sup>

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<sup>3</sup> [House Bill 1864, 76th Legislature, Regular Session 1999](#)

<sup>4</sup> [Senate Bill 1051, 77th Legislature, Regular Session, 2001](#)

<sup>5</sup> [House Bill 2610, 82nd Legislature, Regular Session, 2011](#)

The Committee consists of nine appointed members:

- Four DSHS-certified CHWs.
- Two public members, which may include consumers of CHW services or individuals with paid or volunteer experience in community health care or social services.
- One member from the Texas Higher Education Coordinating Board or a higher education faculty member who has teaching experience in community health, public health, or adult education and has trained CHWs.
- Two professionals who work with CHWs in a community setting, including employers and representatives of non-profit, community-based organizations or faith-based organizations.

See [Appendix A](#) for a list of current Committee Membership.

Committee members represent promotores or CHWs in their communities and provide recommendations to DSHS and the Health and Human Services Commission (HHSC) in accordance with Texas Health and Safety Code, Chapter 48, which states the committee shall:

- Advise DSHS and HHSC on the implementation of standards, guidelines, and requirements relating to the training and regulation of persons working as CHWs;
- Advise DSHS on matters related to the employment and funding of CHWs; and,
- Provide DSHS with recommendations on a sustainable program for CHWs.

### **3. Promotor(a) or CHW Training and Certification Advisory Committee and Program Activities**

The Promotor(a) or Community Health Worker Training and Certification Advisory Committee (Committee) met six times during calendar year 2018: three meetings were in person at the DSHS main campus in Austin, and three via conference call. All meeting dates, agendas and minutes can be found on the committee [website \(dshs.texas.gov/mch/chw/advMEM\)](https://dshs.texas.gov/mch/chw/advMEM) and [Appendix B](#) lists the attendance record for the 2018 Committee meetings.

#### **2018 Advisory Committee Activities**

To successfully carry out its charges, the Committee developed four sub-committees to address key topics: CHW Training and Certification Program Rules, Communication and Outreach, Certification and Training, and Workforce Solutions/Employment Opportunities. These sub-committees meet separately from the full Committee but provide updates and recommendations to the full Committee for consideration.

Committee and sub-committee members participated in the following activities during calendar year 2018.

##### **Full Advisory Committee**

- Reviewed training program applications and recommended that DSHS approve the following applications:
  - ▶ Texas A&M Center for Population Health and Aging to provide CHW and Instructor continuing education.
  - ▶ LW Pharmacy School to provide CHW certification training and continuing education.
  - ▶ Central Texas College, Mental Health Services Department to provide CHW certification training and continuing education.
- Participated in the review process for Advisory Committee vacancies for two public members and one higher education member.

##### **Program Rules Sub-Committee**

- Developed a definition for Community Health Worker Instructor.

- Discussed changes to the Promotor(a) or CHW Training and Certification Program Rules, making the following recommendations to DSHS:
  - ▶ Increase the number of CHW members on the Committee from 4 to 5 so that they are the majority.
  - ▶ Require at least one Committee officer position be filled by a CHW member.
  - ▶ Decrease the number of years of experience required to be certified from six years to the last three years to ensure that experience is recent and reflects skills that keep up with a dynamic set of public health and prevention methods, policies, and techniques.
  - ▶ Remove the self-study option from the continuing education options.
  - ▶ Add that a certified Instructor must be affiliated with a certified training program in order to provide DSHS-certified training.

### **Communication and Outreach Sub-Committee**

- Developed a template for a CHW Newsletter that will highlight CHWs and their work, as well as provide information on regional CHW initiatives.
- Developed a nomination form to submit CHW recognitions.
- Distributed information regarding continuing education opportunities and local and national conferences.
- Encouraged stakeholder participation in Committee meetings through the use of webinars (a total of 228 individuals attended Committee meetings in 2018).

### **Certification and Training Sub-Committee**

- Increased access to CHW and Instructor training and continuing education by sharing upcoming conferences for CHWs and Instructors through the DSHS website.
- Discussed current Advisory Committee Review Checklist for reviewing a CHW training program application for initial certification.
- Reviewed and provided feedback on changes to rules regarding the training and certification of Promotores or CHWs, Instructors, and training programs.
- Recommended developing a status report on training programs for CHWs and Instructors certified by DSHS.
- Recommended setting up a task force to put together guidelines to build a quality skill-based instructor continuing education curricula.

## **Workforce Solutions and Employment Opportunities Sub-Committee**

- Engaged with partners and stakeholders to consider potential reimbursement for CHW services.
- Wrote letter addressed to the DSHS Commissioner to provide recommendations for funding and employment in Medicaid and other funding sources for CHWs based on the educational paper, *Medicaid/CHIP Reimbursement of CHW Services in Texas*, developed by the subcommittee in 2017 (see [Appendix C](#)).

## **2019 Advisory Committee Activity Plan**

The Committee and its sub-committees plan to participate in the following activities in calendar year 2019.

### **Full Advisory Committee**

- Make recommendations to the Department concerning qualifying training programs/sponsoring organizations.
- Participate in the review process for Advisory Committee vacancies for two CHW members and one professional member who works with CHWs.

### **Program Rules Sub-Committee**

- Continue to review and make recommendations for Promotor(a) or CHW Training and Certification Program Rules.
- Review re-certification requirements for Instructors.
- Review Advisory Committee member applications.

### **Communication and Outreach Sub-Committee**

- Create and manage a statewide newsletter for CHWs.
- Create and manage an Outstanding Promotor(a)/CHW Recognition to honor current or deceased CHWs.
- Continue to distribute information on education opportunities as well as on local, state and national conferences, and scholarship opportunities.

### **Certification and Training Sub-Committee**

- Increase access to CHW and Instructor certification training and continuing education.

- Explore most effective technology to better provide continuing education opportunities to CHWs and Instructors.
- Promote messaging to connect training of CHWs to improving health outcomes in the community.
- Put together guidelines to build quality skill-based Instructor continuing education curricula.
- Develop a status report on training programs for CHWs and Instructors certified by DSHS.
- Develop educational and awareness materials on the CHWs definition, their roles, and value in the community.

### **Workforce Solutions and Employment Opportunities Sub-Committee**

- Promote and explore employment and funding opportunities for CHW services.
- Continue discussion with the DSHS Commissioner to promote the recommendations for Medicaid funding and employment of CHWs.
- Engage stakeholders to consider potential reimbursement for CHW services.
- Assess the funding, transition, and evaluation of the Delivery System and Reform Incentive Payment (DSRIP) CHW Projects funded by the 1115 Medicaid Transformation Waiver.
- Hold discussions with stakeholders on ways to utilize CHWs to decrease health disparities, address social determinants of health, and improve health outcomes.
- Identify and share CHW services/programs that demonstrate cost avoidance, cost savings, and return on investment.
- Review annual data from the U.S. Department of Labor, Bureau of Labor Statistics related to the CHW standard occupational classification code.

## **Expense Reporting**

In accordance with the requirements set forth in the Government Code, [Chapter 2110](#), a committee member may receive reimbursement for the member's expenses incurred for each day the member engages in official committee business if authorized by the General Appropriations Act (GAA). For the 2018-2019 biennium, the GAA authorizes reimbursement limited to committee members who represents either the general public or consumer. Committee expenses, including travel reimbursement, totaled \$712.32 in 2018.

## 4. Program Milestones and Outcomes

Texas Administrative Code, Title 25, Part 1, [Section 146.3\(n\)](#) allows this report to include data, results, milestones, and outcomes of the Department of State Health Services (DSHS) Promotor(a) or Community Health Worker (CHW) Training and Certification Program (CHW Program). The CHW Program was established by DSHS, in accordance with Health and Safety Code Chapter 48, to operate a program designed to train and educate persons who act as promotoras or CHWs. The following key statistics indicate the volume of initial and renewal applications and continuing education courses certified by the CHW Program as well as the continued growth of the CHW infrastructure in Texas:

- The number of DSHS certified CHWs in the state;
- The number of DSHS certified CHW instructors;
- The number of certification renewals;
- The number of DSHS certified training programs; and,
- Certified continuing education.

### DSHS Certified Community Health Workers

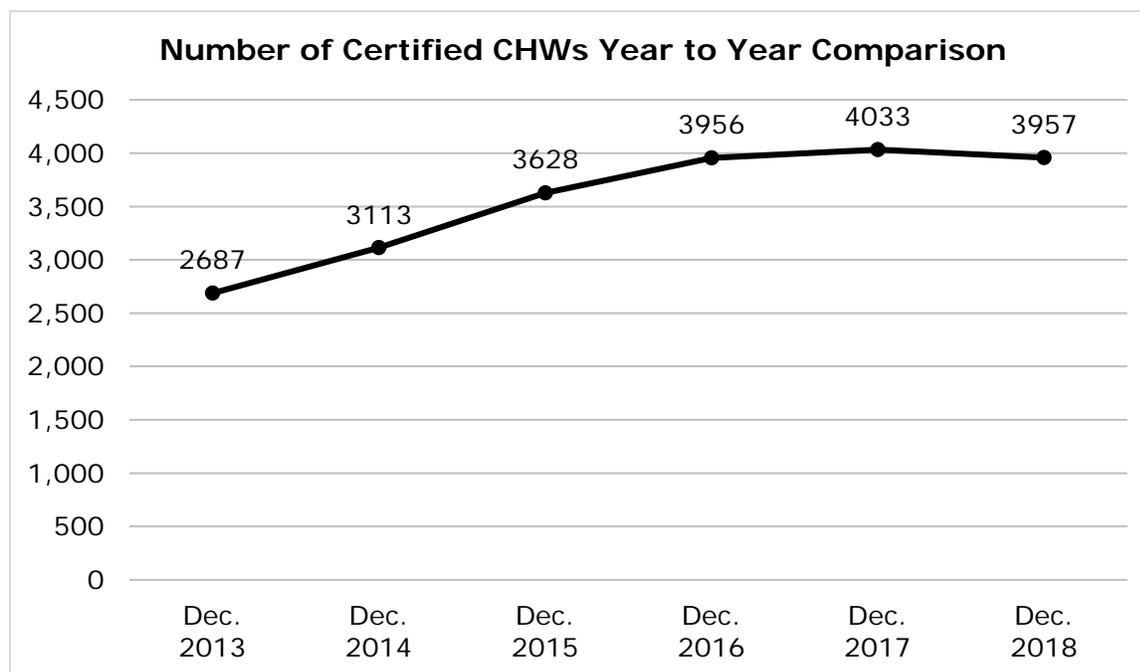
The number of DSHS certified CHWs in Texas remains consistent. As of December 31, 2018, there were 3,957 certified CHWs. This is a decrease of two percent compared to 4,033 certified CHWs at the end of 2017 (Figure 1) and an increase of 47 percent over the past five years.<sup>6</sup>

A total of 904 new CHWs were certified in 2018. Of these, 421 (47 percent) were certified through training. This is a decrease from 56 percent in 2017. The remaining 483 (53 percent) became certified based on experience. This represents an increase of one percent compared to 2017 when 891 CHWs received their initial certification.

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<sup>6</sup> CHWs are eligible to be certified in Texas by completing a DSHS-certified training course of at least 160 hours, or based on experience, through verification of at least 1,000 hours of community health work experience demonstrating mastery in the eight core competencies in the most recent six years.

**Figure 1. Number of Certified CHWs, 2013-2018**



### **Community Health Worker Certification Training Graduates**

CHW certification training programs graduated 531 individuals in 2018. The number of graduates increased slightly compared to 2017 when 519 individuals graduated from a DSHS-approved CHW certification training program. See Appendix D for information about the number of certification training courses and graduates by county.<sup>7</sup>

## **DSHS-Certified Community Health Worker Instructors**

Instructors can be certified in Texas by completing a DSHS-certified instructor training course of at least 160 hours or based on experience through verification of

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<sup>7</sup> Some graduates from DSHS-approved training programs did not apply for certification; therefore, the number of graduates is not the same as the number that applied for certification based on training.

at least 1,000 hours of providing training to CHWs or other health care professionals and paraprofessionals in the most recent six years.

### **Community Health Worker Instructors Newly Certified in 2018**

As of December 31, 2018, there were 260 certified Instructors as compared to 285 at the end of 2017. There was a total of 39 newly certified Instructors in 2018, a decrease from the 48 newly certified Instructors in 2017. Of the newly certified Instructors, 28, or approximately 72 percent, were certified based on experience and 11, or 28 percent, were certified based on completion of training. The percentage of Instructors newly certified based on completion of training reflects a decrease from the percentage certified in 2017 when 65 percent of Instructors were certified based on training.

### **Community Health Worker Instructor Certification Training Graduates**

In 2018, there were 13 graduates of DSHS-approved instructor certification training programs (Table 1). This is a decrease from the 27 graduates from DSHS-approved instructor certification training programs in 2017.

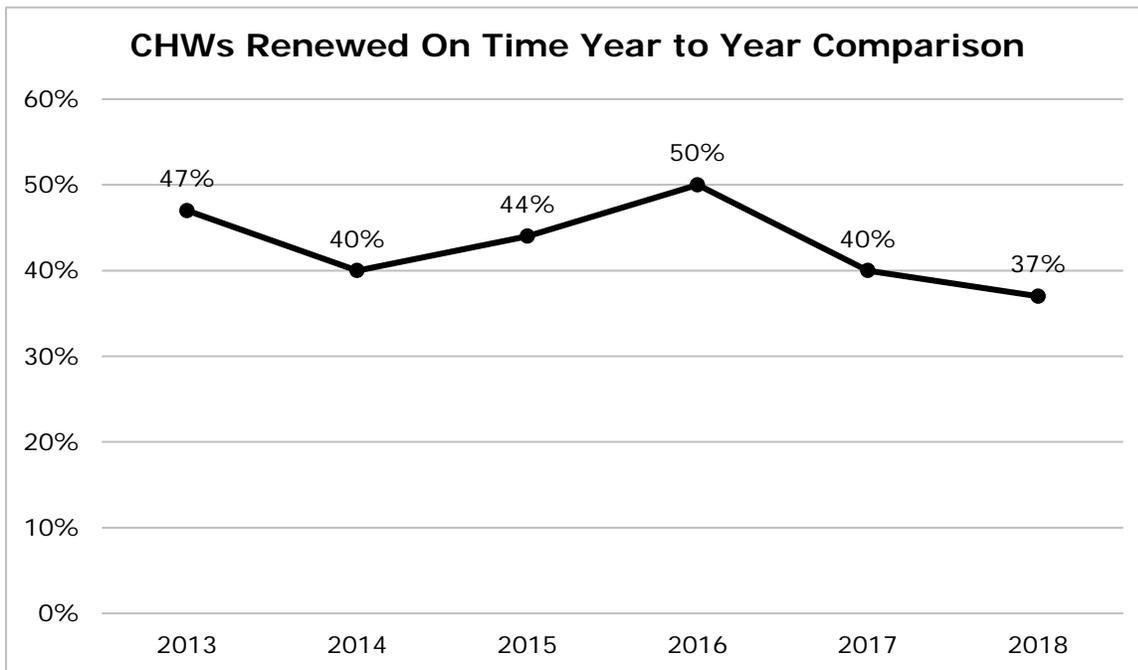
**Table 1. 2018 Instructor Certification Training**

<b>Location</b>	<b>Training Program/Sponsoring Organization</b>	<b>Graduates</b>
Dallas	Baylor Scott & White Health and Wellness Center	4
Distance Learning	The National CHW Training Center, Center for Community Health Development, Texas A&M School of Public Health	9
<b>Total Instructor Graduates</b>		<b>13</b>

## CHW and Instructor Certification Renewals and Expirations

The percentage of CHWs renewing their DSHS certifications decreased from 40 percent in 2017 to 37 percent in 2018 (Figure 2).<sup>8</sup>

**Figure 2. CHW Renewal Rates, 2013-2018**



A total of 1,113 CHW certifications expired in 2018 – an increase from 2017 when 920 certifications expired.<sup>9</sup> The total number of certified CHWs was also lower in 2018 (3,957) than in 2017 (4,033). The majority of certifications that expired in 2018 were for CHWs initially certified in 2016 (64 percent). Of those expired in 2018, 51 percent of individuals were certified as CHWs based on experience, while 49 percent of expired certifications were initially certified based on completion of training programs.

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<sup>8</sup> CHWs must complete at least 20 hours of continuing education every two years to renew their certificates, including at least ten DSHS-certified contact hours.

<sup>9</sup> CHWs may renew a certificate that has been expired for less than one year by submitting a renewal application documenting the completion of the required continuing education.

There is a pattern in the number of expired certifications in 2018 when comparing CHWs based on language preference (Table 2). Expired CHW certification initially based on training where Spanish was the preferred language had a higher percentage (82 percent) than those with English as a preferred language (42 percent). Expired CHW certifications initially certified based on experience was higher for those with English as the preferred language (58 percent) than those with Spanish as a preferred language (18 percent).

**Table 2. 2018 Expired CHW Certifications by Preferred Language**

CHW Certification	Spanish	Spanish Percentage	English	English Percentage
Experience	18	18%	355	58%
Training	82	82%	252	42%
<b>Total</b>	100		607	

### **Community Health Worker Instructor Renewals and Expired Certificates**

In 2018, 55 percent of Instructors renewed their certification compared to 63 percent in 2017.<sup>10</sup> Individuals who were first certified in 2016 comprised 51 percent of those who allowed their certification to expire in 2018. There were 82 certified Instructors who did not renew their instructor certifications in 2018, compared to 46 in 2017.

## **DSHS-Certified Training Programs**

Organizations approved to provide training for CHWs and Instructors include: community colleges, other academic centers such as health science centers, Area Health Education Centers (AHECs), Federally Qualified Health Centers (FQHCs), regional CHW associations, and community-based programs.

CHWs residing in rural areas may be unable to attend on-site training located in urban areas. Some training programs provide training in areas other than their primary locations to address this. Additionally, several training programs have

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<sup>10</sup> An instructor may renew a license if a renewal application is submitted within one year of the expiration date and documents the completion of the required continuing education.

implemented training through distance learning to increase access for CHWs in all parts of the state.

Training programs have expanded the availability of certification training courses and continuing education opportunities for CHWs and Instructors. As of December 31, 2018, there were 39 DSHS certified training programs in Texas. Of these training programs, 28 provided both certification training courses and continuing education for CHWs. An additional 10 training programs provided only continuing education for CHWs. Additionally, five training programs provided both certification training courses and continuing education for Instructors.

Texas Health Steps offers free online modules for healthcare providers, including CHWs and Instructors. These courses offer updated clinical, regulatory, and best practice guidelines for a range of topics including preventive health, oral health, mental health, and case management.

HHSC Early Childhood Intervention (ECI) introduced their *Early Childhood Intervention 101* module in 2018. This is an online module available to CHWs that provides an overview of ECI services and service requirements.

In 2018, the Texas A&M Center for Population Health and Aging was approved to provide continuing education for both CHWs and Instructors. The LW Pharmacy School was approved in 2018 to provide certification training courses and continuing education to CHWs. The Central Texas College – Mental Health Services Department was also approved to provide certification training courses and continuing education to CHWs. Gateway to Care closed in 2018 and is no longer a DSHS-approved training program.

### **Opportunities for Certified Continuing Education**

In 2018, DSHS-approved training programs or sponsoring organizations provided 273 continuing education opportunities for CHWs, offering over 800 DSHS-certified contact hours, including face-to-face events and distance learning continuing education. Appendix E provides a breakdown of providers and continuing education hours provided. Training occurred in 14 counties and through distance learning. Over 10,000 participants attended continuing education in 2018. Not all participants attending continuing education events were certified CHWs.

DSHS-approved training programs or sponsoring organizations provided 28 continuing education opportunities for Instructors in 2018, offering 636 DSHS-certified instructor contact hours. Both distance learning and on-site opportunities

were available for instructor continuing education. See Appendix F for additional information about certified continuing education for Instructors provided in 2018.

## Community Mapping

### Location of DSHS-Certified Community Health Workers

As of December 31, 2018, Texas had 3,957 certified CHWs in 144 counties (by county of residence). Harris County has the most certified CHWs with 893 and Bexar County has the second largest number of certified CHWs with 382. See [Appendix G](#) for information on counties with certified CHWs and [Appendix H](#) for a map of these counties.

### Certified Community Health Worker Demographics

Approximately 88 percent of Texas certified CHWs are women and 12 percent are men. Certified CHWs in Texas are racially and ethnically diverse. See Table 3 below for a breakdown of CHW demographics by ethnicity and gender.

**Table 3. Ethnicity Breakdown for Certified CHWs, By Gender**

Ethnicity	Male	Female	Total
Hispanic (64%)	271	2,274	2,545
Black (22%)	114	739	853
White (11%)	54	371	425
Asian (2%)	12	77	89
Native American (<1%)	3	13	16
Other (1%)	5	24	29
<b>Total</b>	<b>459</b>	<b>3,498</b>	<b>3,957</b>

### **DSHS-Certified Instructors Location and Demographics**

As of December 31, 2018, Texas had 260 certified CHW Instructors in 46 counties (based on county of residence). Fourteen percent of CHW Instructors reside in Harris County. Approximately 89 percent of Texas CHW Instructors are women and 11 percent are men. Certified CHW Instructors in Texas are also racially and ethnically diverse: Hispanic, 58 percent; White – 20 percent; Black, 18 percent; Asian, 2 percent; Other, one percent; and Native American, less than one percent.

### **DSHS-Certified Training Programs**

By the end of 2018, there were 39 CHW and Instructor training programs in 19 counties across the state. See [Appendix I](#) for a map of counties with a CHW training program.

## **5. Conclusion**

The number of certified CHWs in Texas remains steady as awareness and utilization of the CHW workforce grows. The Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee continues to dedicate time and effort to creating awareness of the CHW workforce to the public and employers, while also acting as a voice for the CHW communities they represent.

## **List of Acronyms**

<b>Acronym</b>	<b>Full Name</b>
AHEC	Area Health Education Center
CHW	Community Health Worker
CHWI	Community Health Worker Instructor
DSHS	Department of State Health Services
FQHC	Federally Qualified Health Center
HHSC	Health and Human Services Commission

## Appendix A. Advisory Committee Membership

Member	Position	County	Affiliation	Term
Sonja Kim Bush, MPA  Presiding Officer	Public	Smith	University of Texas Health Science Center at Tyler	3/1/2016- 1/1/2019
Merida Escobar	CHW	Hidalgo	South Texas Promotora Association, Inc.	1/1/2017- 1/1/2020
Carolina Gonzalez Schlenker, MD, MPH	Professional Working with CHWs	Bexar	University of Texas Health Science Center San Antonio	3/1/2018- 1/1/2021
Rosalia Guerrero-Luera	Higher Education	Harris	University of Texas School of Public Health	3/1/2016- 1/1/2019
Jeri Hallberg Harmon Griffin, M.Ed.	Public	El Paso	International Business College	3/1/2016- 1/1/2019
Costa N. Ndayisabye	CHW	Bell	Master Word	3/1/2018- 1/1/2021
Ibeth P. Parra	CHW	Brazos	Texas A&M Health Science Center	3/1/2018- 1/1/2021
Julie St. John, MA, MPH, DrPH	Professional Working with CHWs	Taylor	Texas Tech University Health Sciences Center	1/1/2017- 1/1/2020
Tasha Whitaker  Assistant Presiding Officer	CHW	Dallas	Baylor Scott and White Health System	1/1/2017- 1/1/2020

## Appendix B. Advisory Committee Attendance

Committee Member	Jan 26	Mar 22	May 18	July 27	Sep 28	Nov 16
Sonja Kim Bush, MPA Presiding Officer	✓	✓	✓	✓	✓	✓
Merida Escobar	✓	✓	✓	X	✓*	✓
Carolina Gonzalez Schlenker, MD, MPH	N/A	N/A	✓	✓	✓*	✓
Rosalia Guerrero-Luera	✓	✓	✓	✓	✓	✓
Jeri Hallberg Harmon Griffin, M.Ed.	X	✓	✓*	✓	✓*	✓
Costa N. Ndayisabye	N/A	N/A	✓	✓	✓	✓
Ibeth P. Parra	N/A	N/A	✓	X	✓	✓
Julie St. John, MA, MPH, DrPH	✓*	X	✓*	✓	✓*	✓
Tasha Whitaker Assistant Presiding Officer	✓	✓	✓	✓	✓	✓

**Key:**

✓ = **Attended**

X = **Absent**

N/A = **Not Applicable (vacant position or not yet appointed)**

✓\* = **Unable to attend in person**

## Appendix C. CHW Funding Letter

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

October 15, 2018

Texas Department of State Health Services (DSHS)  
Commissioner Dr. John Hellerstedt  
Texas Department of State Health Services  
P.O. Box 149347 MC1945  
Austin, TX 78714-9347

Dear Dr. Hellerstedt,

The Promotor(a) Community Health Worker (CHW) Training and Certification Advisory Committee requests your guidance and leadership in identifying new funding avenues for CHWs in order to improve the health and well-being of Texans.

One of the essential tasks of the CHW Advisory Committee is to advise DSHS on matters related to the funding and employment of CHWs. To that effect, in 2017, the Committee developed an educational paper entitled "Medicaid/CHIP Reimbursement of CHW Services in Texas" including recommendations for funding and employment of CHWs in Texas. At the July 28, 2017 meeting, the Committee voted to approve the recommendations for funding and employment of CHWs based on the educational paper, and submission of these recommendations to DSHS for further consideration and future action.

CHWs have been employed nationally and in Texas for many years. Among many roles, CHWs provide cultural mediation between health care and social service providers and patients, community outreach, health education, social support, advocacy for those less empowered, and facilitate clinical research. Although services provided by CHWs have been shown to be cost effective, reimbursement mechanisms are lacking.<sup>1</sup>

Most CHWs in Texas are paid with grants and other temporary funding sources such as the 1115 Medicaid Transformation Waiver. Approximately 130 Delivery System and Reform Incentive Payment (DSRIP) projects funded by the Waiver included CHWs in their scope of care to address disparities in communities throughout Texas.<sup>2</sup> Results from metrics were reviewed and proved impactful in improving patient experiences through quality and satisfaction, the health of populations and reducing cost. The DSRIP renewal (DY 7-11) projects including CHWs should prove to be even more transformational, effective and worthy of sustainability. As more value based payment models are adopted by Managed

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<sup>1</sup> Lin, M.P., Blanchfield, B.B., Kakuza, R.M., Vaidya, V., Price, C., Goldner, J.S., Higgins, M., Lessenich, E., Laskowski, K., and Schuur, J.D. (2017). ED-based care coordination reduces costs for frequent ED users. *American Journal of Managed Care*, (12), 762-766. Retrieved from <http://www.policyprescriptions.org/keeping-it-in-the-community-2/>

<sup>2</sup> Design and Implementation of the Texas Medicaid DSRIP Program. (n.d.). Retrieved July 09, 2017, from <https://www.readbvqxmd.com/read/27454025/design-and-implementation-of-the-texas-medicaid-dsrp-program>

Care Organizations (MCOs) and Medicaid providers, these CHW-related DSRIP projects will become more attractive.

As in a few other states (e.g., Minnesota, New Mexico, etc.), the Texas Medicaid CHIP program permits contracted MCOs to claim CHW services as administrative costs subject to the MCO's administrative cap. As a result of the 2016 Centers for Medicare & Medicaid Services (CMS) ruling on modernizing Medicaid managed care (45 CFR 158.150 May 2016), on May 15, 2018, the Health and Human Services Commission (HHSC) provided guidance on Quality Improvement (QI) activities<sup>3</sup> and costs in the HHSC Uniform Managed Care Manual (UMCM)<sup>4</sup>. The guidance specifies that some QI costs, previously accounted for as administrative expenses, can be treated as medical expenses. Because activities performed by CHWs are consistent with the broad definitions of QI activities, the CHW activities may qualify as medical expenses.

The Promotor(a)/Community Health Worker (CHW) Training and Certification Advisory Committee recommends DSHS guidance and leadership to:

- Identify and encourage new sustainable funding avenues for CHWs in order to improve the health and well-being of Texans;
- Allow MCOs to reimburse CHWs as a Medicaid/CHIP QI activity in order to better support the CHW workforce;
- Develop legislative and/or policy initiatives and procedures needed to establish Medicaid/CHIP reimbursement for CHWs.

Sincerely,



Kim Bush

Promotor(a)/Community Health Worker (CHW) Training and Certification Advisory Committee  
Presiding Officer

Enclosures:

1. Medicaid/CHIP Reimbursement of CHW Services in Texas
2. HHSC Uniform Managed Care Manual, Chapter 6.1

<sup>3</sup> Retrieved from <https://hhs.texas.gov/sites/default/files/documents/laws-regulations/policies-rules/1115-waiver/waiver-renewal/1115-waiver-draft-measure-bundle-protocol.pdf> and Cornell Law School, Legal Information Institute. (n.d.).

<sup>4</sup> Retrieved from <https://hhs.texas.gov/sites/default/files/documents/laws-regulations/handbooks/umcm/6-1.pdf> pages 31-32

## Appendix D. CHW Certification Training

Health Service Region	County	Name of Training Program/Sponsoring Organization	Graduates
1	<b>Lubbock</b>	Texas Tech Health Sciences Center – School of Nursing	14
2/3	<b>Dallas</b>	Baylor Scott & White Health and Wellness Center	3
2/3	<b>Dallas</b>	Baylor Scott & White Health and Wellness Center	3
2/3	<b>Dallas</b>	Baylor Scott & White Health and Wellness Center	15
2/3	<b>Dallas</b>	Baylor Scott & White Health and Wellness Center	14
2/3	<b>Dallas</b>	Baylor Scott & White Health and Wellness Center	8
2/3	<b>Dallas</b>	El Centro College	10
2/3	<b>Dallas</b>	El Centro College	6
2/3	<b>Tarrant</b>	Community Health Training Center	1
2/3	<b>Taylor</b>	West Texas Area Health Education Center	2
4/5N	<b>Nacogdoches</b>	Texas Area Health Education Center East – Piney Woods	2
4/5N	<b>Smith</b>	University of Texas Health Science Center at Tyler	11
4/5N	<b>Titus</b>	University of Texas Health Science Center at Tyler	3

<b>Health Service Region</b>	<b>County</b>	<b>Name of Training Program/Sponsoring Organization</b>	<b>Graduates</b>
4/5N	<b>Titus</b>	University of Texas Health Science Center at Tyler	3
6/5S	<b>Harris</b>	Día de la Mujer Latina, Inc.	30
6/5S	<b>Harris</b>	Día de la Mujer Latina, Inc.	11
6/5S	<b>Harris</b>	Gateway to Care	5
6/5S	<b>Harris</b>	Houston Community College	2
6/5S	<b>Harris</b>	Houston Community College	2
6/5S	<b>Harris</b>	Houston Community College	5
6/5S	<b>Harris</b>	Texas Area Health Education Center East – Coastal	9
6/5S	<b>Harris</b>	Texas Area Health Education Center East – Greater Houston	4
6/5S	<b>Harris</b>	Texas Area Health Education Center East – Greater Houston	3
6/5S	<b>Harris</b>	University of Texas School of Public Health	27
7	<b>Brazos</b>	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	12
7	<b>Brazos</b>	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	8
7	<b>Brazos</b>	Center for Community Health Development, National CHW	8

<b>Health Service Region</b>	<b>County</b>	<b>Name of Training Program/Sponsoring Organization</b>	<b>Graduates</b>
		Training Center, Texas A&M School of Public Health	
7	<b>Travis</b>	El Buen Samaritano	9
8	<b>Bexar</b>	Northwest Vista College	10
8	<b>Bexar</b>	Northwest Vista College	13
8	<b>Bexar</b>	Northwest Vista College	3
8	<b>Maverick</b>	Texas Area Health Education Center South - Coastal	4
8	<b>Maverick</b>	Texas Area Health Education Center South - Coastal	22
9/10	<b>El Paso</b>	Familias Triunfadoras	36
9/10	<b>El Paso</b>	Familias Triunfadoras	16
9/10	<b>El Paso</b>	Texas A&M University Colonias Program	12
11	<b>Cameron</b>	Texas A&M University Colonias Program	16
11	<b>Cameron</b>	Texas A&M University Colonias Program	31
11	<b>Cameron</b>	Texas Area Health Education Center South - Coastal	4
11	<b>Hidalgo</b>	South Texas College	3
11	<b>Nueces</b>	Texas Area Health Education Center South – Coastal	4
11	<b>Nueces</b>	Texas Area Health Education Center	5

Health Service Region	County	Name of Training Program/Sponsoring Organization	Graduates
		South - Coastal	
11	Webb	Texas A&M University Colonias Program	9
Distance Learning	Not Applicable	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	16
Distance Learning	Not Applicable	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	28
Distance Learning	Not Applicable	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	29
Distance Learning	Not Applicable	West Texas Area Health Education Center	23
Distance Learning	Not Applicable	West Texas Area Health Education Center	3
Distance Learning	Not Applicable	West Texas Area Health Education Center	5
Distance Learning	Not Applicable	West Texas Area Health Education Center	1
Distance Learning	Not Applicable	West Texas Area Health Education Center	8

**Total CHW Graduates: 531**

## Appendix E. **Certified Continuing Education for CHWs**

<b>Health Service Region</b>	<b>County</b>	<b>Name of Training Program/Sponsoring Organization</b>	<b># of CEU classes offered</b>	<b># of CEU contact hours</b>	<b># of participants</b>
1	<b>Lubbock</b>	DSHS Health Service Region 1	3	5	56
1	<b>Lubbock</b>	Texas A&M Center for Population Health and Aging	2	31	9
1	<b>Lubbock</b>	West Texas Area Health Education Center	11	19	121
2/3	<b>Dallas</b>	Baylor Scott & White Health and Wellness Center	2	8	48
2/3	<b>Dallas</b>	University of Texas School of Public Health	2	3	46
2/3	<b>Tarrant</b>	Community Health Training Center	1	4	11
2/3	<b>Tarrant</b>	Día de la Mujer Latina, Inc.	4	24	47
2/3	<b>Tarrant</b>	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	2	6	16
2/3	<b>Tarrant</b>	Texas Area Health Education Center East – DFW	4	5	92
2/3	<b>Tarrant</b>	University of Texas Health Science Center at Tyler	3	3	9
2/3	<b>Tarrant</b>	University of Texas School of Public Health	2	2.5	54
4/5N	<b>Smith</b>	Baylor Scott & White Health and Wellness Center	1	1	10
4/5N	<b>Smith</b>	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	3	6	52

Health Service Region	County	Name of Training Program/Sponsoring Organization	# of CEU classes offered	# of CEU contact hours	# of participants
4/5N	<b>Smith</b>	University of Texas Health Science Center at Tyler	7	7	164
4/5N	<b>Smith</b>	West Texas Area Health Education Center	1	1	34
6/5S	<b>Harris</b>	Día de la Mujer Latina, Inc.	7	16	176
6/5S	<b>Harris</b>	El Buen Samaritano	1	7	33
6/5S	<b>Harris</b>	Gateway to Care	2	4	59
6/5S	<b>Harris</b>	Harris Health System	8	22	179
6/5S	<b>Harris</b>	South Texas Promotora Association, Inc.	1	7	79
6/5S	<b>Harris</b>	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	3	18	177
6/5S	<b>Harris</b>	Texas Area Health Education Center East – Coastal	11	13	432
6/5S	<b>Harris</b>	University of Texas School of Public Health	13	40	465
7	<b>Brazos</b>	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	2	7	9
7	<b>McLennan</b>	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	3	14	12
7	<b>Travis</b>	El Buen Samaritano	1	7	35
7	<b>Travis</b>	HHSC Behavioral Health Services	1	3	17
7	<b>Travis</b>	Migrant Clinicians Network	3	9	23

<b>Health Service Region</b>	<b>County</b>	<b>Name of Training Program/Sponsoring Organization</b>	<b># of CEU classes offered</b>	<b># of CEU contact hours</b>	<b># of participants</b>
7	<b>Travis</b>	PromoSalud	1	2	29
7	<b>Travis</b>	Texas A&M University Colonias Program	1	5	12
8	<b>Bexar</b>	Baylor Scott & White Health and Wellness Center	2	12	35
8	<b>Bexar</b>	Northwest Vista College	3	12	113
8	<b>Bexar</b>	DSHS Office of Border Public Health	1	14	12
8	<b>Bexar</b>	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	2	12	135
8	<b>Bexar</b>	Texas Area Health Education Center South – Coastal	1	2	9
9/10	<b>El Paso</b>	Familias Triunfadoras	1	1	36
9/10	<b>El Paso</b>	Texas A&M University Colonias Program	1	3	75
9/10	<b>El Paso</b>	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	1	6	31
11	<b>Cameron</b>	Proyecto Juan Diego	1	24	14
11	<b>Cameron</b>	South Texas Promotora Association, Inc.	5	12	470
11	<b>Cameron</b>	Texas A&M University Colonias Program	6	33	166
11	<b>Cameron</b>	Texas Area Health Education Center South – Coastal	8	24	267
11	<b>Cameron</b>	University of Texas School of Public Health	1	4	52

Health Service Region	County	Name of Training Program/Sponsoring Organization	# of CEU classes offered	# of CEU contact hours	# of participants
11	<b>Hidalgo</b>	MHP Salud	2	36	52
11	<b>Hidalgo</b>	Texas A&M University Colonias Program	15	42	106
11	<b>Hidalgo</b>	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	4	44.5	102
11	<b>Hidalgo</b>	Texas Area Health Education Center South – Coastal	3	6	32
11	<b>Nueces</b>	Texas Area Health Education Center South – Coastal	2	7	59
11	<b>Webb</b>	Gateway Community Health Center	3	24	149
11	<b>Webb</b>	Texas A&M University Colonias Program	3	12	58
Distance Learning	Not Applicable	Cardea Services	9	11.5	1505
Distance Learning	Not Applicable	Día de la Mujer Latina, Inc.	1	5	9
Distance Learning	Not Applicable	Early Childhood Intervention	1	1	4
Distance Learning	Not Applicable	Gateway to Care	1	20	2
Distance Learning	Not Applicable	Migrant Clinicians Network	1	1	46
Distance Learning	Not Applicable	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	15	76	680
Distance Learning	Not Applicable	Texas A&M School of Public Health, Office of Special	15	42	1260

Health Service Region	County	Name of Training Program/Sponsoring Organization	# of CEU classes offered	# of CEU contact hours	# of participants
		Programs			
Distance Learning	Not Applicable	Texas Health Steps	59	76	1363
Distance Learning	Not Applicable	University of Texas Health Science Center at Tyler	1	1.5	131
Distance Learning	Not Applicable	University of Texas School of Public Health	9	12.5	756

**TOTALS: Classes – 283, Contact Hours – 876.5, Participants – 10,235**

## Appendix F. Certified Continuing Education for Instructors

Health Service Region	County	Name of Training Program/Sponsoring Organization	# of CEU classes offered	# of CEU contact hours	# of participants
2/3	Dallas	Baylor Scott & White Health and Wellness Center	1	6	30
2/3	Tarrant	Día de la Mujer Latina, Inc.	1	7	8
2/3	Tarrant	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	2	2	41
2/3	Tarrant	University of Texas Health Science Center at Tyler	2	2	7
4/5N	Smith	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	3	4.5	39
4/5N	Smith	University of Texas Health Science Center at Tyler	4	4	120
6/5S	Galveston	South Texas Promotora Association, Inc.	1	4	7
6/5S	Galveston	Texas Area Health Education Center East – Coastal	1	2	1
6/5S	Harris	Día de la Mujer Latina, Inc.	4	8	56

Health Service Region	County	Name of Training Program/Sponsoring Organization	# of CEU classes offered	# of CEU contact hours	# of participants
6/5S	Harris	South Texas Promotora Association, Inc.	1	7	19
6/5S	Harris	Texas Area Health Education Center East – Coastal	5	7	58
6/5S	Harris	University of Texas School of Public Health	1	3	9
8	Bexar	Baylor Scott & White Health and Wellness Center	2	12	35
11	Cameron	South Texas Promotora Association, Inc.	1	3	69
Distance Learning	N/A	Cardea Services	2	3	42
Distance Learning	N/A	Día de la Mujer Latina, Inc.	1	7	9
Distance Learning	N/A	Center for Community Health Development, National CHW Training Center, Texas A&M School of Public Health	2	13	85
Distance Learning	N/A	Texas Area Health Education Center East – Coastal	1	5	1

**TOTALS: Classes – 35, Contact Hours – 99.5, Participants – 636**

## Appendix G. Counties with Certified CHWs

County	#	County	#	County	#
HARRIS	893	BRAZORIA	32	GUADALUPE	9
BEXAR	382	DENTON	32	JOHNSON	9
EL PASO	275	WILLIAMSON	30	HALE	8
DALLAS	258	GREGG	23	JASPER	8
TARRANT	255	MONTGOMERY	22	UPSHUR	8
CAMERON	206	HAYS	17	CHEROKEE	7
HIDALGO	192	MCLENNAN	15	HOUSTON	7
NUECES	148	TAYLOR	15	KAUFMAN	7
TRAVIS	122	STARR	14	LAMAR	7
FORT BEND	116	SAN PATRICIO	13	VAL VERDE	7
LUBBOCK	107	VICTORIA	13	MATAGORDA	6
SMITH	103	BELL	12	RUSK	6
WEBB	77	TOM GREEN	12	ANGELINA	5
MAVERICK	75	WICHITA	11	ARANSAS	5
BRAZOS	40	HOCKLEY	10	BASTROP	5
GALVESTON	35	KLEBERG	10	BEE	5
COLLIN	34	NACOGDOCHES	10	BURLESON	5
JEFFERSON	33	POTTER	10	COMAL	5

County	#	County	#	County	#
LIBERY	5	GRIMES	3	MADISON	2
MIDLAND	5	HARRISON	3	MARION	2
MOORE	5	HENDERSON	3	PALO PINTO	2
PARKER	5	JIM WELLS	3	PRESIDIO	2
RANDALL	5	TYLER	3	RED RIVER	2
TITUS	5	UVALDE	3	WILLACY	2
TRINITY	5	WALKER	3	WILSON	2
WALLER	5	WOOD	3	ZAVALA	2
ANDERSON	4	ATASCOSA	2	BAILEY	1
CHAMBERS	4	BROOKS	2	BANDERA	1
COLORADO	4	CASTRO	2	BLANCO	1
ELLIS	4	FLOYD	2	BOWIE	1
LAMB	4	FRIO	2	BURNET	1
MORRIS	4	GONZALES	2	CALLAHAN	1
TERRY	4	GRAYSON	2	COCHRAN	1
AUSTIN	3	HUDSPETH	2	COLEMAN	1
CALDWELL	3	KENDALL	2	CRANE	1
CASS	3	LAMPASAS	2	CROSBY	1
CORYELL	3	LYNN	2	DE WITT	1

County	#	County	#	County	#
DEAL SMITH	1	HUNT	1	RAINS	1
DIMMIT	1	HUTCHINSON	1	ROBERTSON	1
ECTOR	1	IRION	1	ROCKWALL	1
ERATH	1	JACK	1	RUNNELS	1
FALLS	1	JACKSON	1	SABINE	1
FANNIN	1	JEFF DAVIS	1	SAN JACINTO	1
FREESTONE	1	LAVACA	1	SAN SABA	1
GARZA	1	LIMESTONE	1	SHELBY	1
GILLESPIE	1	MILLS	1	VAN ZANDT	1
GOLIAD	1	ORANGE	1	WHARTON	1
HOOD	1	PARMER	1	WISE	1

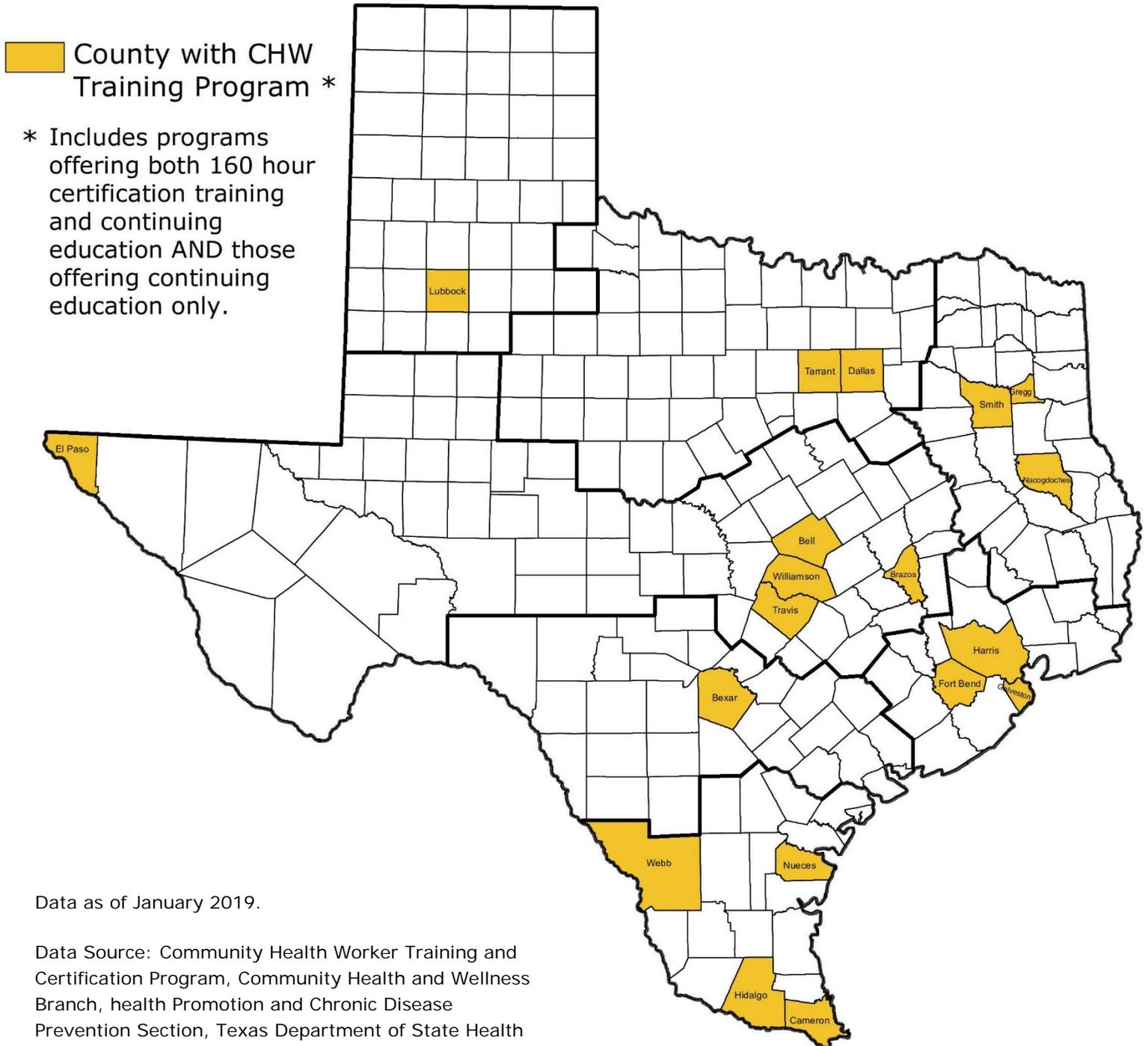
**Total Counties with Certified CHWs            144**



# Appendix I. Map of Counties with CHW Training Programs

## Promotor(a)/Community Health Worker (CHW) Training and Certification Program, 2018

Location of CHW Certification and Continuing Education Training Programs



Data as of January 2019.

Data Source: Community Health Worker Training and Certification Program, Community Health and Wellness Branch, health Promotion and Chronic Disease Prevention Section, Texas Department of State Health Services.

