

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

2016 Annual Report

**Prepared
in compliance with
Chapter 48, Texas Health and Safety Code
Section 48.101(c)**



**Department of State Health Services
April 2017**

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Executive Summary

Background

The 2016 Annual Report of the Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee (Advisory Committee) is prepared in compliance with Chapter 48, Texas Health and Safety Code, Section 48.101(c), and Texas Administrative Code, Title 25, Part 1, Chapter 146¹. The Annual Report describes the Advisory Committee's composition, attendance, accomplishments in 2016, and planned activities for 2017. The report also provides data on certification and renewal rates, trends, curricula, and initial certification and continuing education courses. This data evaluates processes and identifies areas of strength and potential opportunities to improve training and certification of CHWs in Texas.

CHWs, also known as Promotores de Salud, are individuals who, with or without compensation, are liaisons and provide cultural mediation between health care and social services and their communities. They are trusted members and have a close understanding of the ethnicity, language, socio-economic status, and life experiences of the communities they serve. CHWs assist people to gain access to needed services and build individual, community, and system capacity by increasing health knowledge and self-sufficiency through a range of activities.

Promotor(a) or CHW Training and Certification Advisory Committee

The nine-member Promotor(a) or CHW Training and Advisory Committee appointed by the Department of State Health Services' (DSHS) Commissioner is comprised of four certified CHWs, two public members, one member from the Texas Higher Education Coordinating Board or a higher education faculty member, and two professionals who work with CHWs in a community setting.

Key accomplishments in 2016 include:

- Recommended developing a mechanism for training programs to identify and share approved curricula, which resulted in the development of a list of shareable curriculum among training programs posted on the DSHS website: <http://www.dshs.texas.gov/mch/chw/chw-Instructor-Training-Sites.aspx>; and
- Developed and reviewed an oral health curriculum for CHWs in conjunction with the Texas Dental Association (TDA).

¹ <http://www.dshs.state.tx.us/mch/chw/progrule.aspx>

- Provided information to the Association of State and Territorial Health Officials (ASTHO) on CHW training and certification in Texas
- Participated in the nomination and application review process for Advisory Committee vacancies
- Responded to a national survey by the University of Southern Mississippi that will be used to develop a CHW textbook
- Finalized the procedures for the continued use of Guest Instructors to provide continuing education units for both CHWs and CHW Instructors

Certification

The CHW program in Texas saw an increase in the number of CHW and instructor graduates and certified CHWs. As of December 31, 2016, there were 3,956 certified CHWs, a 9 percent increase from the 3,628 individuals who were certified in 2015. Training programs graduated 596 CHWs and 49 instructors in 2016. In 2015, there were 533 CHWs and 13 instructors who graduated.

The number of CHWs and instructors who do not renew their certifications also increased. A total of 848 CHWs and 63 instructors did not renew their certification in 2016 as compared to 2015 when 690 CHWs and 35 instructors did not renew their certification.

CHW Evaluation Survey

The CHW Evaluation Survey saw an increase in the response rate. Of the 1,829 CHWs who were asked to complete the 2016 survey, DSHS received 342 completed English surveys (23 percent return rate) and 98 completed Spanish surveys (29 percent return rate). In 2015, of the 1,476 CHWs who were asked to complete the survey, DSHS received 215 completed English surveys (18 percent return rate) and 53 completed Spanish surveys (20 percent return rate). The Advisory Committee will continue to address CHW concerns such as lack of employment opportunities.

Conclusion

Advisory Committee efforts helped increase public awareness of CHW roles in Texas and the positive impact CHWs have to create healthier communities. The number of certified CHWs is expected to continue to grow as CHWs are increasingly integrated in health and social service systems across the state. Incentivizing CHW training and workforce collaborative opportunities and creating compelling calls to action for CHW employers on CHWs' roles and value in the health care workforce are among the goals for 2017.

Introduction

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

Section 48.101(c) makes the Advisory Committee subject to [Chapter 2110, Texas Government Code](#). Specifically, Section 2110.005 requires a state agency that establishes an advisory committee to describe, by rule, the manner in which the committee reports to the agency. Accordingly, 25 Texas Administrative Code, Section 146.3 specifies those requirements, which include:

- The meeting dates of the committee and any subcommittees, the attendance records of its members, a brief description of actions taken by the committee, a description of how the committee has accomplished the tasks given to the committee by the department and the commission, the status of any rules which were recommended by the committee to the department and the commission, anticipated activities of the committee for the next year, and any amendments to this section requested by the committee; and
- The costs related to the committee's existence.

Additionally, the report evaluates processes, certification and renewal rates, and trends. It also identifies areas of strength and potential opportunities to improve training and certification of CHWs in Texas.

Section 1: Background

The nine-member Advisory Committee, composed of representatives from relevant entities, is appointed by the DSHS Commissioner. The Division for Family and Community Health administers the Promotor(a) or CHW Training and Certification Program.

Definition and Core Competencies

Also known as *promotores de salud*, CHWs are individuals who, with or without compensation, are liaisons between health care and social services and their communities. They are trusted members and have a close understanding of the ethnicity, language, socio-economic status, and life experiences of the communities they serve.

CHWs assist people to gain access to needed services and build individual, community, and system capacity by increasing health knowledge and self-sufficiency through a range of activities. These activities include outreach, patient navigation and follow-up, community health education and information, informal counseling, social support, advocacy, and participation in clinical research. The following eight core competencies form the foundation for skills and knowledge needed by CHWs:

- Communication;
- Interpersonal skills;
- Service coordination;
- Capacity building;
- Advocacy;
- Teaching;
- Organizational skills; and
- A knowledge base related to specific health issues.

Program History

With the passage of HB 1864, 76th Legislature, Regular Session, 1999,² Texas became the first state to pass legislation creating a statewide CHW or promotores training and certification program. This was the culmination of efforts that began in the mid-1990s, which provided the context for the initial legislation.³

Promotor(a) or CHW Training and Certification Advisory Committee

The Promotor(a) or CHW Training and Certification Advisory Committee includes nine appointed members.

- Four DSHS certified CHWs;
- Two public members, which may include consumers of community health work 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; and
- Two professionals who work with CHWs in a community setting, including employers and representatives of non-profit community-based organizations or faith-based organizations.

² <http://www.legis.state.tx.us/tlodocs/76R/billtext/html/HB01864F.htm>

³ http://www.cdc.gov/pcd/issues/2005/nov/05_0059.htm

Advisory Committee members serve as the voice of CHWs in their communities and assist DSHS and HHSC with the CHW training and certification process to meet the needs in Texas. The Advisory Committee meets six times per year in Austin, Texas, either in person or via conference call and webinar. In 2016, the Advisory Committee met two times in Austin, Texas, and four times via conference call and webinar.

The Advisory Committee is charged with:

- Advising DSHS and HHSC on the implementation of standards, guidelines, and requirements adopted under the Health and Safety Code, Chapter 48, relating to the training and regulation of persons working as CHWs;
- Advising DSHS on matters related to the employment and funding of CHWs;
- Providing recommendations to DSHS for a sustainable program for CHWs consistent with the purposes of Health and Safety Code, Chapter 48, Subchapter C;
- Reviewing applications from training programs/sponsoring organizations, and recommending certification to DSHS, if program requirements are met; and
- Carrying out any other tasks given to the committee by the Commissioner or Executive Commissioner.

The Commissioner appoints Advisory Committee members after August 31st of each year. In December 2015, S. Kim Bush, Rosilia Guerrero, and Jeri Hallberg Harmon Griffin were appointed to serve a three-year term starting January 1, 2016.

The Commissioner appoints Advisory Committee officers after August 31st of each year. In October 2016, Claudia Bustos and Bobby Hansford were appointed to serve as the presiding officer and assistant presiding officer, respectively, with their terms expiring in September 2017.

Table 1. 2016 Advisory Committee Membership

Member	Position	County	Affiliation	Term
Claudia Bustos, Presiding Officer	CHW	Lubbock	Outreach Coordinator, Community Health Center of Lubbock	1/1/2015 - 1/1/2018
Jeri Hallberg Harmon Griffin, M.Ed.	CHW	El Paso	Vantage College in El Paso	3/1/2016 - 1/1/2019
Gary Eagleton	CHW	Harris	Instructor, U.T. School of Public Health	1/1/2014 - 1/1/2017

Member	Position	County	Affiliation	Term
Mérida Escobar, Assistant Presiding Officer	CHW	Hidalgo	President, South Texas Promotora Association, Inc.	1/1/2014 - 1/1/2017
Sonja Kim Bush	Public	Smith	University of Texas Health Northeast	3/1/2016 - 1/1/2019
Bobby D. Hansford	CHW	Harris	Eligibility Specialist, Harris Health System	1/1/2015 - 1/1/2018
Oscar J. Muñoz, MPA	Professional Working with CHWs	Bexar	Director, Colonias Program, Texas A&M University	1/1/2015 - 1/1/2018
Rosalía Guerrero- Luera	Higher Education	Harris	University of Texas School of Public Health	3/1/2016 - 1/1/2019
Julie Parrish St. John, DrPH, MPH, MA	Professional Working with CHWs	Jones	Assistant Professor, Texas Tech University Health Sciences Center	1/1/2014 - 1/1/2017

Table 2. 2016 Advisory Committee Attendance

Committee Member	Jan 29	Mar 11	May 20	July 29	Sept 23	Nov 18
S. Kim Bush	N/A	✓	✓	✓	✓	✓
Claudia Bustos, Presiding Officer	✓	✓	✓	✓	✓	✓
Gary Eagleton	✓	✓	✓	✓	✓	X
Mérida Escobar	✓	✓	✓	✓	✓	✓
Jeri Harmon Hallberg Griffin de Tamez	N/A	✓	✓	✓	X	X
Rosalía Guerrero	N/A	✓	✓	✓	✓	✓
Bobby D. Hansford, Assistant Presiding Officer	✓	X	✓	✓	✓	✓
Oscar J. Muñoz, MPA	✓	✓	✓	✓	✓	✓
Julie Parrish St. John, DrPH, MPH, MA	✓	✓	✓	✓	✓	✓

Key

✓ Attended in person or by webinar/phone

Key

X Absent

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

2016 Advisory Committee Activities

Advisory Committee members participated in the following activities in calendar year 2016.

Program Rules

The Program Rules sub-committee determined that no rule changes were needed in 2016 because new rules were adopted in June 2015.

Communication and Outreach

- Assist with the development of the Annual Report
 - Advisory Committee members identified accomplishments for 2016 and proposed activities for 2017.
- Increase communication with CHWs.
 - The Advisory Committee participated in conference calls and provided contact information for individuals who expressed an interest in a statewide network group.
 - Advisory Committee members met with training programs and CHW associations to discuss taking over the CHW affinity group previously facilitated by Texas Medical Foundation (TMF) Health Quality Institute. The affinity group gives CHWs a platform to share ideas and network.
- Identify and explore additional opportunities for outreach and information regarding the Promotor(a) or CHW Training and Certification Program and the Advisory Committee.
 - Advisory Committee members participated in the nomination and application review process for Committee vacancies.
 - Advisory Committee member, Dr. Julie St. John, served as a Section Council for the CHW Section of the American Public Health Association (APHA).
 - The Advisory Committee encouraged nominations for APHA awards for CHWs and CHW groups in Texas.
- The Advisory Committee increased stakeholder participation in meetings through the use of webinars. A total number of 362 individuals attended the Committee meetings in 2016, an increase of 9.4 percent from 2015 when 331 individuals participated in the meetings.
- Advisory Committee members participated in a national survey conducted by the University of Southern Mississippi and which will be used for a textbook on CHWs.

Certification and Training

- Make recommendations to the department concerning qualifying training programs/ sponsoring organizations.
 - The Advisory Committee reviewed training program applications and recommended that DSHS approve adding instructor continuing education programs for two existing training programs: Gateway to Care and West Texas Area Health Education Center (AHEC). The

Advisory Committee also recommended that DSHS approve South Texas College's and Texas AHEC East – Waco's application to provide CHW certification training and continuing education.

- Increase access to CHW training and continuing education.
 - The Advisory Committee reviewed the results of the six-month pilot for the Guest Instructor Procedure to allow qualified individuals with topic expertise (but who are not certified CHW instructors) to provide instruction for CHWs or CHW instructors within the DSHS certified hours allotted to the course. Advisory Committee members voted to continue utilization of the procedure beyond the pilot period to allow approval for other qualified speakers by DSHS.
 - The Advisory Committee participated in the development and review of an oral health curriculum for CHWs created by the Texas Dental Association.
 - Advisory Committee members recommended that DSHS develop a mechanism for training programs to identify and share approved curricula. DSHS approved that recommendation and has developed and posted a list of shareable curriculum and training program contact information on its website.
- Refine the CHW/Promotor(a) Evaluation Survey and process to improve response rates.
 - The Advisory Committee reviewed results for the 2015 CHW/Promotor(a) Evaluation Survey and mid-year results for the 2016 survey.

Workforce Solutions/Employment Opportunities

- Promote and explore employment and funding opportunities for CHW services.
 - The Advisory Committee reviewed annual data from the U.S. Department of Labor, Bureau of Labor Statistics, related to the CHW standard occupational classification code.
 - The Advisory Committee continued discussions with stakeholders to consider potential reimbursement for CHW services through sub-committee meetings and three Advisory Committee meetings that included presentations by Health and Human Services Commission (HHSC) Medicaid staff. Presentations discussed the results of a survey for Medicaid/CHIP Managed Care Organizations related to CHW utilization, and an overview of research related to Medicaid financing of CHW services.
 - Advisory Committee members participated in key informant interviews to provide information on CHWs in Texas. The Association of State and Territorial Health Officials (ASTHO) is developing a series of state stories

to highlight state strategies for utilizing promotores or community health workers (CHWs). This is intended to improve access to care and continuity of care for pregnant women and children through the Alliance for Innovation on Maternal and Child Health project, funded by the Health Resources and Services Administration (HRSA).

- The Sub-committee drafted proposed recommendations for reimbursement of CHWs by Texas Medicaid/Children's Health Insurance Program (CHIP) that will be presented to the Advisory Committee in 2017 for discussion and action.

2017 Advisory Committee Activity Plan

Program Rules

The Program Rules sub-committee will reconvene in 2017 if needed to review rules but no activity is currently planned.

Communication and Outreach

- Assist with the development of the Annual Report.
- Increase communication with CHWs.
- Consider mechanisms to support CHW leadership in Texas.
- Identify and explore additional opportunities for outreach and information regarding the CHW Program and the Advisory Committee.

Certification and Training

- Make recommendations to the department concerning qualifying training programs and sponsoring organizations.
- Increase access to CHW certification training and continuing education
- Evaluate the CHW Common Core (C3) Project findings and recommendations on CHW skill development and core competencies when released to consider which, if any, can be implemented in Texas.
- Develop guidelines to build a quality skill-based instructor continuing education curricula.
- Refine the CHW/Promotor(a) Evaluation Survey and process to improve response rates.
- Develop a flyer on CHW's definition, roles and value in the community.

Workforce Solutions and Employment Opportunities

- Promote and explore employment and funding opportunities for CHW services.

- Review annual data from the U.S. Department of Labor, Bureau of Labor Statistics, related to the CHW standard occupational classification code.
- Continue discussions with stakeholders to consider potential reimbursement for CHW services.
- Discuss with stakeholders ways to utilize CHWs to decrease health disparities, address social determinants of health, and improve health outcomes.
- Submit recommendations to the full Advisory Committee that address feedback that CHWs provided in response to the CHW Evaluation Survey. Recommendations focus on funding and employment opportunities for CHWs and how best to integrate them into the current Texas Medicaid system and promote health workforce innovation involving CHWs.

Section 2: Certification

CHWs

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

Total Number of Certified CHWs

The number of certified CHWs in Texas continues to increase steadily. As of December 31, 2016, there were 3,956 certified CHWs, an increase of 9 percent, as compared to 3,628 certified CHWs at the end of 2015.

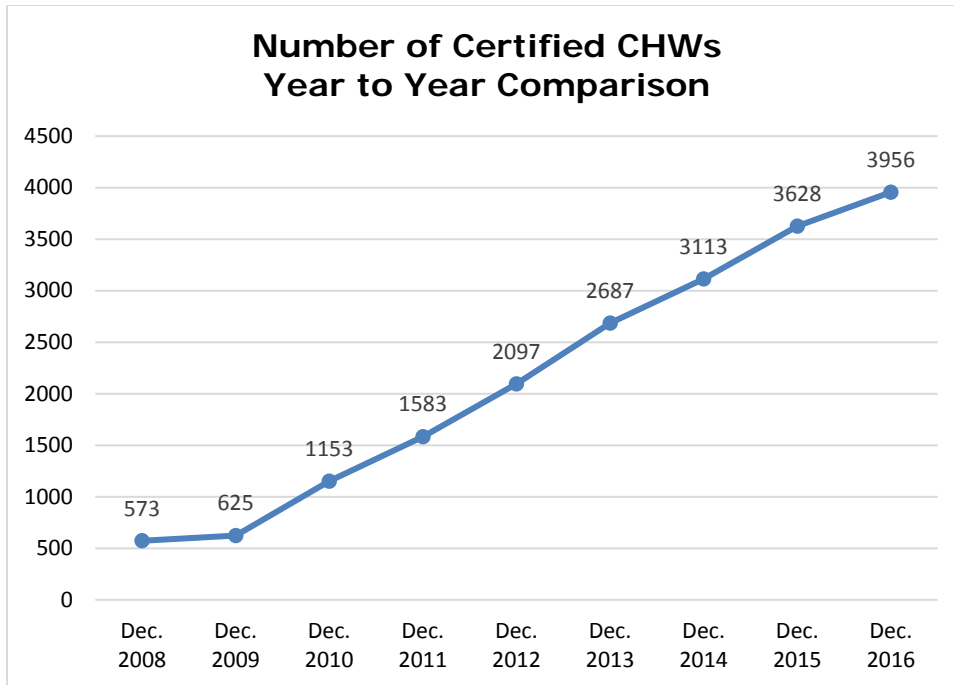


Figure 1. Certified CHWs, 2008 - 2016

CHWs Newly Certified in 2016

A total of 1,086 CHWs were newly certified in 2016. Of these, 589 were based on experience and the remaining 497 became certified through training. The 1,086 represents a decrease of 6 percent as compared to 2015 when 1,150 CHWs received their initial certification.

CHW Certification Training Graduates 2016

CHW certification training programs graduated 596 individuals in 2016. The number of graduates increased by 12 percent as compared with 2015 when 533 individuals graduated from a DSHS-approved CHW certification training program. See Appendix A for information about the number of certification training courses and graduates by county.

Note: Some graduates from DSHS-approved training programs did not apply for certification; therefore, the number of graduates does not reflect the number that applied for certification based on training.

CHW Certification Based on Completion of Training or Experience

Approximately 46 percent of CHWs newly certified in 2016 were certified based on completion of training. The percentage of certification based on

training increased slightly as compared to 2015 when 45 percent of newly certified CHWs were certified based on completion of training. Approximately 54 percent of newly certified CHWs in 2016 were certified based on experience.

Instructors

Instructors can be certified in Texas by completing DSHS-certified instructor training 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 paraprofessionals and professionals in the most recent six years. As of December 31, 2016, there were 269 certified instructors as compared to 241 certified instructors at the end of 2015. In comparison to the 41 instructors newly certified in 2015, there were a total of 82 newly certified instructors in 2016.

Instructor Certification Training Graduates 2016

In 2016, there were 49 graduates of the DSHS-approved instructor certification training programs. This is a significant increase from the 13 who graduated in 2015 and the 17 who graduated in 2014 from DSHS-approved instructor certification training programs.

Table 3. 2016 Instructor Certification Training

Location	Training Program/Sponsoring Organization	Graduates
Distance Learning	Día de La Mujer Latina, Inc.	1
Distance Learning	Diabetes Health & Wellness Institute at Juanita J. Craft Recreation Center	6
Distance Learning	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	16
Distance Learning	Texas AHEC East – Coastal Region	12
Harlingen	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	14
Total Instructor Graduates		49

Instructor Certification Based on Completion of Training or Experience

In 2016, there were 82 newly certified instructors, approximately 45 percent were certified based on completion of training, while 55 percent were certified based on experience. The percentage of instructors newly certified based on completion of training reflects an increase from the percentage certified in 2015 (29 percent), and in 2013 and 2014, 42 percent and 24 percent, respectively.

Section 3: Renewals

CHW Renewals and Expired Certificates

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.

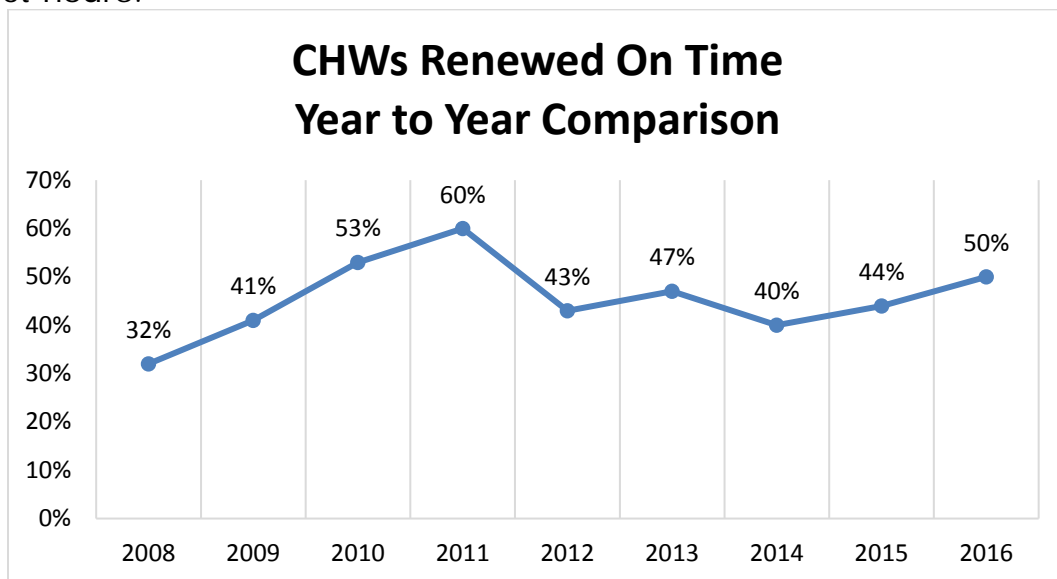


Figure 2. CHW Renewal Rates, 2008 - 2016

The percentage of CHWs renewing their certifications increased from 44 percent in 2015 to 50 percent in 2016. DSHS and the Advisory Committee surveyed CHWs in 2015 and again in 2016 on their perspectives regarding the value and benefits of certification. Survey results will assist the Advisory Committee to develop additional strategies to improve initial and renewal rates.

A CHW 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. When a certificate has been expired for one

year or more, a CHW may request to regain certification by submitting a new initial application.

A total of 848 CHW certifications expired in 2016 which is a slight increase from 2015 when 692 certifications expired and 2014 (690 expired CHW certificates). The total number of certified CHWs was also higher in 2016 (3,956) than in 2015 (3,628). In 2013, the number of CHWs who allowed their certification to expire was 372. The majority of certifications that expired in 2016 were for CHWs initially certified in 2014 (76 percent). Of those expirations in 2016, the majority were for individuals certified as CHWs based on experience (60 percent), while 40 percent of expired certifications were initially certified based on completion of training.

Expired certifications in 2016 reflected a different pattern when comparing CHWs based on language preference. Expired CHW certifications initially certified based on training where Spanish was the preferred language had a higher percentage (71 percent) than those with English as a preferred language (34 percent). Expired CHW certifications initially certified based on experience was higher for those with English as the preferred language (66 percent) than those with Spanish as a preferred language (29 percent).

Table 4. 2016 Expired CHW Certifications by Preferred Language

CHW Certification	Spanish	Spanish Percentage	English	English Percentage
Experience	41	29%	467	66%
Training	99	71%	241	34%
Total	140		708	

Instructor Renewals and Expired Certificates

An instructor may renew a license if a renewal application is submitted within one year of expiration date and documents the completion of the required continuing education. In 2016, more instructors renewed their certification than in 2015. Individuals who were first certified in 2014 comprised 49 percent of those who allowed their certification to expire in 2016. There were 32 certified instructors who did not renew their instructor certifications in 2016, compared to 39 instructors who did not renew in 2015.

Section 4: Training Programs

Training Programs 2016

Training programs have expanded the availability of certification training courses and continuing education opportunities for CHWs. As of December 31, 2016, there were 39 training programs in Texas - 29 provide both certification training courses and continuing education for CHWs and an additional 10 training programs provide only continuing education for CHWs.

As of December 31, 2016, five training programs were available to provide both certification training courses and continuing education for instructors. Four training programs were available to provide only continuing education for instructors. South Texas College in McAllen, Texas and Texas AHEC East – Waco Region in Waco, Texas, were approved as new training programs to provide both certification training courses and continuing education for CHWs.

Organizations approved to provide training for CHWs 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. However, some training programs also provide training in areas other than their primary locations. Additionally, several training programs have implemented training through distance learning to increase access for CHWs in all parts of the state.

Continuing Education for CHWs

DSHS-approved training programs or sponsoring organizations provided 352 continuing education opportunities for CHWs, offering over 1,075 DSHS-certified contact hours, including face-to-face events and distance learning continuing education. Training occurred in 23 counties and through distance learning. Over 12,000 participants attended continuing education classes. See Appendix B for information regarding this breakdown of providers and continuing education hours provided. Several of the courses were offered at larger events or conferences. Not all participants attending continuing education events were certified CHWs.

Continuing Education for Instructors

DSHS-approved training programs or sponsoring organizations provided 39 continuing education opportunities for instructors in 2016, offering 143 DSHS-certified instructor contact hours. This is a notable increase when

compared with 2015 when only 15 instructor continuing education courses were offered. Both distance learning and on-site opportunities were available for instructor continuing education in 2016 as they were in 2015. See Appendix C for a list of certified Continuing Education for Instructors.

Section 5: Community Mapping

Location of Certified CHWs

As of December 31, 2016, Texas had 3,956 certified CHWs in 143 counties (by county of residence). Harris County has the most certified CHWs with 1,014 and Bexar County has the second largest number of certified CHWs with 374. See Appendix D for information on counties with certified CHWs and Appendix E for a map of these counties.

Certified CHW Demographics

Approximately 88 percent of Texas certified CHWs are women and 12 percent are men. Certified CHWs in Texas are racially and ethnically diverse: Hispanic – 61 Percent, Black – 24 percent, White – 11 percent, Asian – 2 percent, Other – 2 percent and Native American – less than 1 percent, and other – 1 percent.

Table 5. Ethnicity Breakdown of Certified CHWs, By Gender

Ethnicity	Male	Female	Total
Hispanic	238	2178	2416
Black	127	838	965
White	75	359	434
Asian	21	74	95
Native American	1	9	10
Other	8	28	36
Total	470	3486	3956

Certified Instructors Locations/Demographics

As of December 31, 2016, Texas had 269 certified CHW instructors in 84 counties (based on county of residence). Seventeen percent of CHW instructors reside in Harris County. Approximately 87 percent of Texas CHW instructors are women and 13 percent are men. Certified CHW instructors in Texas are also racially and ethnically diverse: Hispanic - 58 percent, White -

22 percent, Black - 19 percent, Asian - 1 percent, Native American – less than 1 percent and also Other - less than 1 percent.

Certified Training Programs

As of December 31, 2016, there were 39 CHW certified training programs across the state. Ten programs were available to provide only continuing education units (CEUs) for CHWs. Twenty-eight programs provide CHW certification and CEU classes. Of the 28 programs, 5 also provide instructor certification training or instructor CEU classes. In addition, Texas Health Steps (THSteps) offers free online modules for healthcare providers, including CHWs. These courses offer updated clinical, regulatory, and best practice guidelines for a range of preventive health, oral health, mental health, and case management topics. See Appendix F for a map of counties with a CHW training program.

Section 6: 2016 CHW Evaluation Survey

The Advisory Committee continues to explore CHWs' perspective on the benefits of certification and the reasons that affect their decision to renew. The survey which was first conducted in 2015 was disseminated again in 2016.

A total of 1,829 surveys in English and Spanish were disseminated to CHWs whose certification was due in 2016. DSHS emailed CHWs a link to the online survey or mailed a paper survey and collected responses throughout 2016. Preliminary findings indicate that CHWs consider their certification meaningful or valuable and makes a difference in the community. Ninety percent of English respondents (n=342) and 98 percent of Spanish respondents (n=98) indicated that their certification is meaningful or valuable.

The Advisory Committee and the Program staff will continue to explore ways to improve overall survey return rates, and to increase the number of surveys completed by CHWs whose certification expired. The full report of the 2016 CHW Evaluation Survey will be shared with the Advisory Committee and posted on the CHW Program website:

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

Section 7: Expense Reporting

Pursuant to Health and Safety Code, Section 1001.027, reimbursement of expenses for advisory committee members, out of funds appropriated, is limited to members who represent either the general public or consumers.

These include two public members and four certified CHW members. Three other members provide in-kind contribution to the work of the committee by paying their own travel and related expenses while serving on the committee.

Advisory Committee expenses, including airfare and other travel reimbursement, totaled \$3,796 in 2016.

Section 8: CHW Program Rules

On June 24, 2015, new rules were adopted that reflect the Committee's input. Rules will be reviewed in 2017 as needed.

Conclusion

The number of certified CHWs in Texas continues to increase over time as awareness and utilization of the CHW workforce grows. In December 2009, Texas had 625 certified CHWs, by the end of 2016 the total was 3,956. Survey results will help identify areas to develop or strengthen retention and training efforts. Incentivizing CHW training and workforce collaborative opportunities and creating compelling calls to action for CHW employers on CHWs' roles and value in the health care workforce are among the goals for 2017.

Appendix A: 2016 CHW Certification Training

County	Name of Training Program/ Sponsoring Organization	Graduates
Health Service Region 1		
Lubbock	Texas Tech Health Sciences Center - School of Nursing	23
Health Service Region 2/3N		
Dallas	Diabetes Health and Wellness Institute at Juanita J. Recreation Center	29
Dallas	El Centro College	7
Dallas	Texas AHEC East - DFW Region	22
Tarrant	Community Health Training Center	3
Health Service Region 4/5N		
Nacogdoches	Texas AHEC East – Piney Woods Region	9
Smith	Texas AHEC East – Northeast Region	21
Health Service Region 6/5S		
Galveston	University of Texas School of Public Health - Houston	3
Harris	Día de la Mujer Latina, Inc.	40
Harris	Texas AHEC East – Greater Houston	2
Harris	Houston Community College – Coleman College for Health Sciences	7
Harris	Gateway to Care	17
Harris	University of Texas School of Public Health - Houston	145
Health Service Region 7		
Travis	EBS Leadership Institute - Samaritano Episcopal Mission	5
Travis	PromoSalud	24
Travis	Texas A&M University Colonias Program Training Academy	5

County	Name of Training Program/ Sponsoring Organization	Graduates
Travis	Texas AHEC East – Capital Region	6
Health Service Region 8		
Bexar	Northwest Vista College	42
Bexar	Presa Community Center	15
Maverick	Texas AHEC South - South Coastal Region	24
Health Service Region 9/10		
El Paso	Familias Triunfadoras, Inc.	17
El Paso	Texas A&M University Colonias Program Training Academy	10
Midland	West Texas AHEC	8
Health Service Region 11		
Cameron	Texas A&M University Colonias Program Training Academy	35
Cameron	Texas AHEC South - South Coastal Region	12
Nueces	Texas AHEC South - South Coastal Region	20
Distance Learning		
	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center 28	31
	Texas AHEC East - Coastal Region 9	14
Total CHW Graduates		596

Appendix B: Certified Continuing Education for CHWs

2016 DSHS-Certified Continuing Education for CHWs

County	Name of Training Program/Sponsoring Institution	# of CEU classes offered	# of CEU contact hours	# of participants
Health Service Region 1				
Lubbock	Community Health Center of Lubbock	1	3	22
Lubbock	Diabetes Health & Wellness Institute at Juanita J. Craft Recreation Center	2	8	74
Lubbock	DSHS – HSR 1	2	7.25	59
Lubbock	West Texas AHEC	5	8	51
Randall	DSHS – HSR 1	1	1	6
Health Service Region 2/3				
Dallas	Children's Medical Center	1	7	37
Dallas	Community Health Training Center	2	11	8
Dallas	Día de la Mujer Latina, Inc.	1	3	19
Dallas	Diabetes Health & Wellness Institute	1	1	16
Dallas	El Centro College	1	4	13
Dallas	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	4	16
Dallas	Texas AHEC East – DFW Region	2	4.5	62
Tarrant	Community Health Training Center	5	20	37

2016 DSHS-Certified Continuing Education for CHWs

County	Name of Training Program/Sponsoring Institution	# of CEU classes offered	# of CEU contact hours	# of participants
Tarrant	Diabetes Health & Wellness Institute at Juanita J. Craft Recreation Center	8	8	57
Tarrant	Texas AHEC East – DFW Region	1	2	36
Tarrant	University of Texas School of Public Health - Houston	1	6.5	35
Health Service Region 4/5 N				
Smith	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	8	44
Smith	Texas AHEC East - Northeast Region	8	8.5	247
Smith	University of Texas School of Public Health - Houston	1	6.5	8
Health Service Region 6/5 S				
Brazoria	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	8	47
Galveston	Texas AHEC East – Coastal Region	1	2	8
Harris	Día de la Mujer Latina. Inc.	19	54	324
Harris	El Buen Samaritano	1	4	11
Harris	Gateway to Care	22	91	539
Harris	Harris Health System	19	48	429
Harris	Texas AHEC East – Coastal Region	5	8	463

2016 DSHS-Certified Continuing Education for CHWs

County	Name of Training Program/Sponsoring Institution	# of CEU classes offered	# of CEU contact hours	# of participants
Harris	Texas AHEC East – Greater Houston	2	8	56
Harris	University of Texas School of Public Health - Houston	25	96	460
Jefferson	University of Texas School of Public Health - Houston	1	3	17
Health Service Region 7				
Bell	PromoSalud	1	24	5
Brazos	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	2	11	17
Travis	Día de la Mujer Latina, Inc.	1	6	7
Travis	El Buen Samaritano	2	5	51
Travis	Gateway to Care	1	4	11
Travis	PromoSalud	2	3	8
Travis	South Texas Promotora Association. Inc.	2	6	18
Travis	Texas A&M University Colonias Program Training Academy	1	1.5	199
Health Service Region 8				
Bexar	Día de la Mujer Latina	1	3	45
Bexar	Northwest Vista College	4	19	195
Bexar	Presa Community Center	2	26	37
Bexar	Texas A&M University Colonias Program Training Academy	7	21	154
Bexar	Texas AHEC South – South Coastal Region	1	3	9

2016 DSHS-Certified Continuing Education for CHWs

County	Name of Training Program/Sponsoring Institution	# of CEU classes offered	# of CEU contact hours	# of participants
Bexar	University of Texas School of Public Health - Houston	1	9	22
Maverick	Texas AHEC South – South Coastal Region	2	5	54
Uvalde	Texas AHEC South – South Coastal Region	1	3	4
Val Verde	Texas A&M Colonias Program Training Academy	1	3	36
Victoria	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	7	40
Health Service Region 9/10				
El Paso	Diabetes Health & Wellness Institute at Juanita J. Craft Recreation Center	1	4	66
El Paso	Familias Triunfadoras	4	27	98
El Paso	Texas AHEC East – DFW Region	1	4.5	19
El Paso	University of Texas School of Public Health - Houston	2	6	114
Health Service Region 11				
Cameron	MHP Salud	1	6	11
Cameron	Proyecto Juan Diego	1	3	4
Cameron	South Texas Promotora Association, Inc.	3	16	391
Cameron	Texas A&M University Colonias Program Training Academy	3	9	48

2016 DSHS-Certified Continuing Education for CHWs

County	Name of Training Program/Sponsoring Institution	# of CEU classes offered	# of CEU contact hours	# of participants
Cameron	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	3	13	115
Cameron	Texas AHEC East – DFW Region	1	4.5	30
Cameron	Texas AHEC South – Coastal	4	15	187
Cameron	University of Texas School of Public Health – Houston	1	9	28
Hidalgo	South Texas Promotora Association, Inc.	5	16	317
Hidalgo	Texas A&M University Colonias Program Training Academy	12	49.5	391
Hidalgo	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	5	13	167
Hidalgo	University of Texas School of Public Health – Houston	1	6.5	38
Nueces	Día de la Mujer Latina. Inc.	1	3	1
Nueces	Texas A&M University Colonias Program Training Academy	3	9	22

2016 DSHS-Certified Continuing Education for CHWs

County	Name of Training Program/Sponsoring Institution	# of CEU classes offered	# of CEU contact hours	# of participants
Nueces	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	10	65
Nueces	University of Texas School of Public Health – Houston	1	9	9
Starr	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	5	32
Webb	South Texas Promotora Association, Inc	1	3	55
Webb	Texas A&M University Colonias Program Training Academy	5	15	101
Webb	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	2	12	69
Distance Learning				
	Cardea Services	3	3	309
	Community Health Center of Lubbock	1	4	48
	Dia de la Mujer Latina, Inc.	2	2	365
	Migrant Clinicians Network	6	6	218
	Texas AHEC East - Coastal Region	2	2	393
	Texas AHEC East – Northeast Region	1	1	360

2016 DSHS-Certified Continuing Education for CHWs

County	Name of Training Program/Sponsoring Institution	# of CEU classes offered	# of CEU contact hours	# of participants
	Texas A&M Health Science Center School of Public Health, Office of Special Programs	12	38	1096
	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	11	47	541
	THSteps Online Provider Education Modules	73	96	1907
	University of Texas School of Public Health - Houston	3	3	402
	West Texas AHEC	1	3	70
Total		352	1,075.75	12,200

Appendix C: 2016 DSHS-Certified Continuing Education for Instructors

Location	Training Program/ Sponsoring Organization	# of CEU classes offered	# of CEU contact hours	# of participants
Health Service Region 2/3				
Dallas	Día de le Mujer Latina, Inc.	2	5	12
Tarrant	Diabetes Health & Wellness Institute at Juanita J. Craft Recreation Center	1	2	8
Health Service Region 4/5 N				
Smith	The National CHW Training Center- Center for Community Health Development, Texas A&M Health Science Center	1	5	13
Health Service Region 6/5 S				
Harris	Día de la Mujer Latina, Inc.	5	13	36
Harris	Texas Area Health Education Center East – Coastal Region	3	6	48
Harris	University of Texas School of Public Health - Houston	3	15	22
Jefferson	University of Texas School of Public Health - Houston	1	3	2
Health Service Region 7				
Travis	South Texas Promotora Association, Inc.	2	6	3
Health Service Region 8				
Bexar	University of Texas School of Public Health – Houston	2	12	6
Victoria	The National CHW Training Center- Center for Community Health Development, Texas A&M Health Science Center	1	3	2

Location	Training Program/ Sponsoring Organization	# of CEU classes offered	# of CEU contact hours	# of participants
Health Service Region 11				
Cameron	South Texas Promotora Association, Inc.	1	8	3
Cameron	The National CHW Training Center- Center for Community Health Development, Texas A&M Health Science Center	1	5	14
Hidalgo	South Texas Promotora Association, Inc.	1	3	5
Hidalgo	The National CHW Training Center- Center for Community Health Development, Texas A&M Health Science Center	3	8	20
Nueces	Día de la Mujer Latina, Inc.	1	3	5
Nueces	The National CHW Training Center- Center for Community Health Development, Texas A&M Health Science Center	1	5	6
Nueces	University of Texas School of Public Health - Houston	2	12	6
Webb	South Texas Promotora Association, Inc.	1	3	6
Distance Learning				
	Día de la Mujer Latina, Inc.	4	13	13
	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	2	10	36
	West Texas Area Health Education Center	1	3	4
Total		39	143	270

Appendix D: Counties with Certified CHWs

By County of residence, as of December 31, 2016

County	#	County	#	County	#	County	#
HARRIS	1014	BASTROP	8	HOCKLEY	3	ARCHER	1
BEXAR	374	UPSHUR	8	SAN JACINTO	3	HOPKINS	1
DALLAS	290	KAUFMAN	8	ANDERSON	3	MOTLEY	1
TARRANT	244	MIDLAND	8	VAN ZANDT	3	MADISON	1
EL PASO	242	KLEBERG	7	RED RIVER	3	KERR	1
CAMERON	242	GUADALUPE	7	DE WITT	3	MOORE	1
HIDALGO	153	CHEROKEE	7	TRINITY	3	FAYETTE	1
TRAVIS	147	UVALDE	7	HENDERSON	3	HOUSTON	1
FORT BEND	122	RANDALL	7	CALLAHAN	3	ERATH	1
SMITH	114	ANGELINA	6	ORANGE	3	WILLACY	1
NUECES	113	SHELBY	6	CALDWELL	3	TERRY	1
LUBBOCK	80	PARKER	6	WALKER	2	BLANCO	1
MAVERICK	55	WOOD	6	BURLESON	2	GILLESPIE	1
JEFFERSON	52	TAYLOR	5	ROCKWALL	2	WISE	1
WEBB	51	STARR	5	MARION	2	GOLIAD	1
DENTON	40	ELLIS	5	KENDALL	2	YOUNG	1
BRAZORIA	33	CORYELL	5	HALE	2	NAVARRO	1
GALVESTON	32	WILSON	5	WHARTON	2	IRION	1
WILLIAMSON	31	HARRISON	5	BOWIE	2	DUVAL	1
COLLIN	21	MATAGORDA	5	BROOKS	2	SHERMAN	1
MONTGOMERY	20	ARANSAS	5	CAMP	2	BAILEY	1
WICHITA	19	COMAL	5	TYLER	2	CASTRO	1
GREGG	19	BELL	5	DEAF SMITH	2	LAMPASAS	1
BRAZOS	17	CHAMBERS	5	AUSTIN	2	JACK	1
MCLENNAN	15	BEE	4	FRIO	2	CALHOUN	1
HAYS	14	MORRIS	4	COLORADO	2	SWISHER	1
VICTORIA	12	CASS	4	PARMER	2	MILLS	1
NACOGDOCHES	12	LAMAR	4	LAVACA	2	JACKSON	1
JOHNSON	11	WALLER	4	ROBERTSON	2	BREWSTER	1
SAN PATRICIO	10	LIBERTY	4	HUDSPETH	2	LIMESTONE	1
ECTOR	10	TITUS	4	WASHINGTON	1	HUNT	1
JASPER	10	RUSK	4	GRIMES	1	LLANO	1
JIM WELLS	10	ATASCOSA	4	FANNIN	1	SAN SABA	1
VAL VERDE	8	HARDIN	3	PRESIDIO	1	BURNET	1
TOM GREEN	8	PALO PINTO	3	GRAYSON	1	SHACKELFORD	1
POTTER	8	GRAY	3	BANDERA	1		

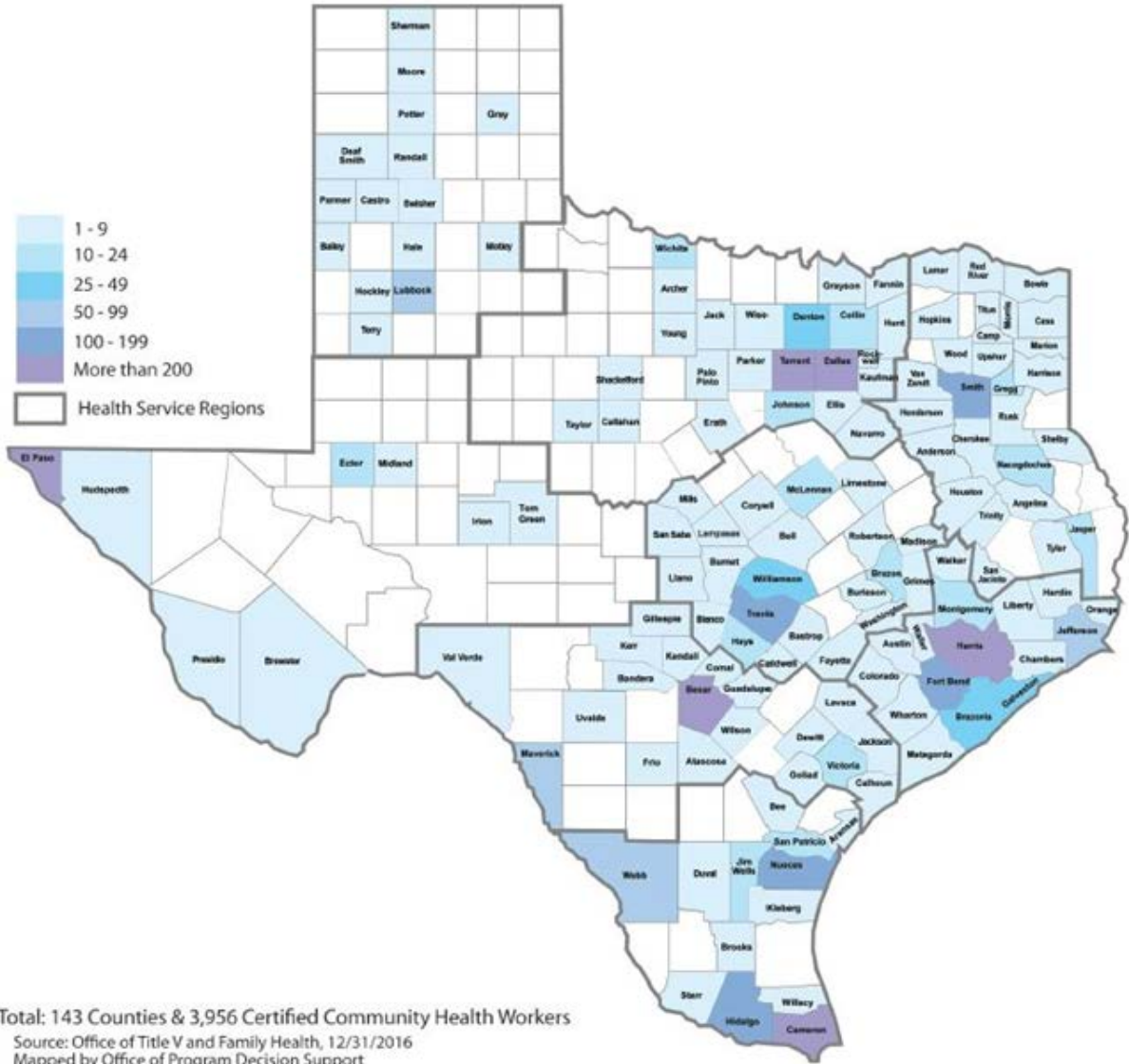
Total Counties

143

Appendix E: Map of Counties with Certified CHWs

Promotor(a)/Community Health Worker Training and Certification Program Location of Certified Community Health Workers by county of residence

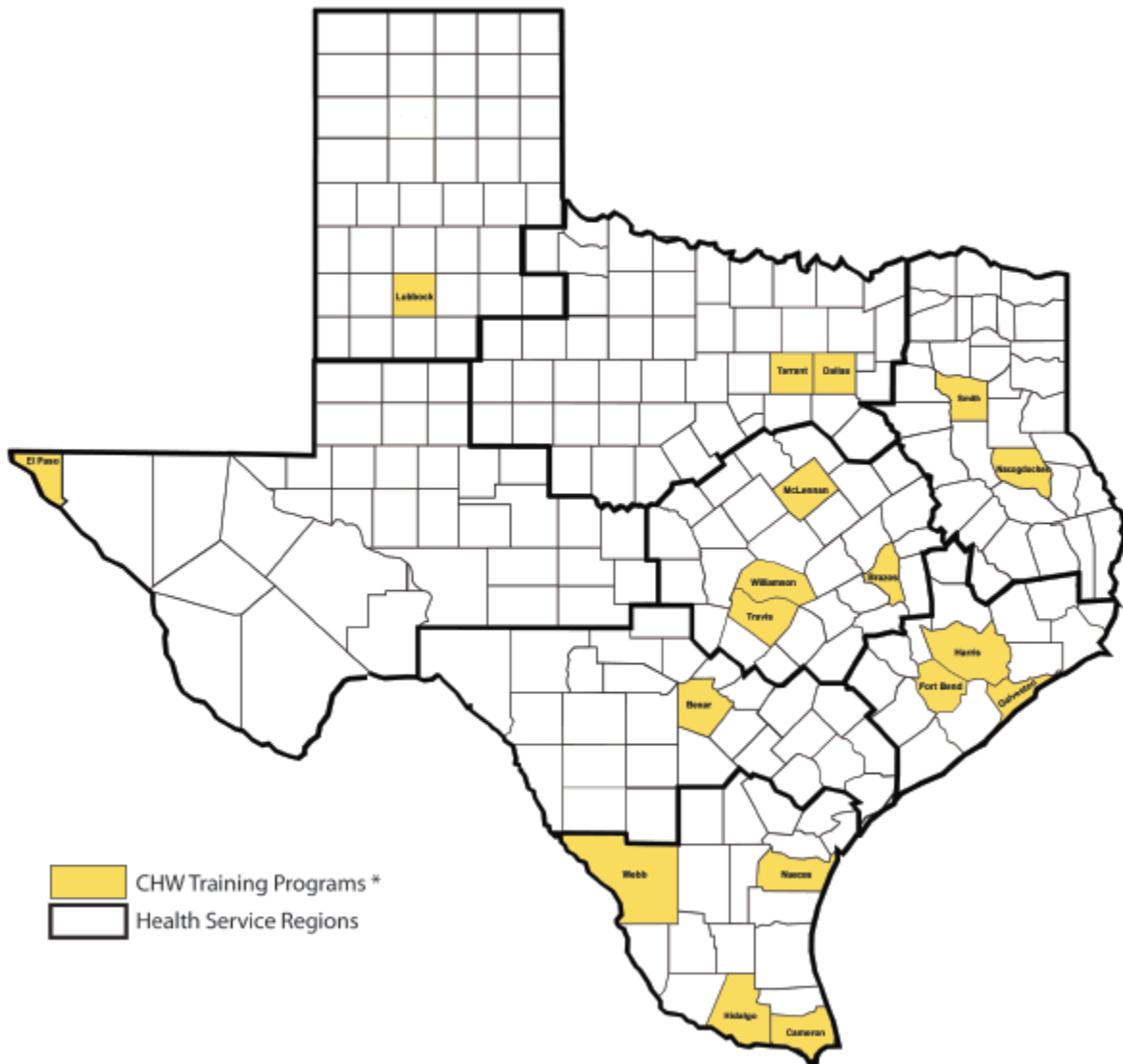
Data as of December 31, 2016





Appendix F: Map of Counties with CHW Training Programs

Promotor(a)/Community Health Worker Training and Certification Program Location of CHW Certification and Continuing Education Training Programs

Data as of December 31, 2016



 CHW Training Programs *
 Health Service Regions

* includes programs offering both 160 hour certification training and continuing education, and those offering continuing education only.

Source: Office of Title V and Family Health, January, 2017
Mapped by Office of Program Decision Support