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Services

Texas Department of State
Health Services

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

January 24, 2024

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

FOR QUESTIONS AND COMMENTS:

You may submit your questions/comments to

CHW@dshs.texas.gov

Thank you.



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

AGENDA

Wednesday, January 24, 2024, 10:00 A.M. – 12:35 P.M. CST

1. Welcome and Introductions ←
2. Consideration of October 27, 2023, draft meeting minutes
3. Health Promotion and Chronic Disease Prevention Section Update
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13. Adjourn



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Health Services



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Welcome

Marlen Ramirez, CHW

Our Story

- Saw the need for community health
- Experience firsthand the power of health education
- Realized that we were losing certified professionals
- Took action to provide opportunities and bring resources

Where We Are

- Eagle Pass, Texas – Home Base
- Virtual Setting
- Family/Community Based



Why We Do What We Do

Making a difference in the overall wellness of communities by empowering communities.

2016

Introduced to
Community
Health
/Community
Health Workers

2016

Created a local
youth group to
help bring
awareness on
"taboo" subjects.

2017

Launched Save
the
Teens

2018 - 2019

Save the
Teens Received
Funding

2020

Covid put a hold
on Save the Teens
lead to create
programs to help
train CHWs and/or
provide
professional
development.

YTD

Help bring
services to
communities by,
creating
community-based
programs,
empower the CHW
profession, work
with multiple
partners to create
resources and
opportunities.



Working High School Students

Programs for high school students include:

- Build community based programs to target topics affecting teens.
- Giving teens a voice in health education with the Community Health Worker Certification program.

Key People

Better Futures Forever could not have been possible without the role these 3 components:



Members of the Community



**Support from Professionals in the
Community Health Worker
Profession (CHW/CHWI/ CHW
Training Centers)**



**Organizations that have the power
to help provide resources and/or
financial support.**

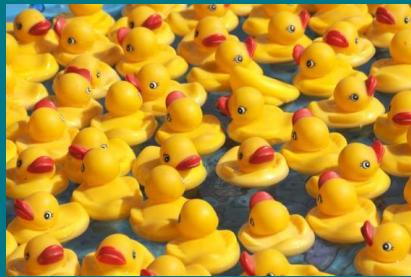
How to celebrate

- Seeing an increase in the Community Health Workers profession.
- Seeing the desire to change health behaviors and create community awareness
- Seeing communities grow and improve overall health



How Can You Support Us

- Connect With Us
- Join Our Network
- Share Resources / Opportunities
- Help Promote CHW Profession
- Follow Us on Social Media Platforms



**Thank
you!**


Connect with us at:

betterfuturesforever@gmail.com

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Welcome

Dr. Carolina Schlenker

University of Texas Health Science Center

Promotores/Community Health Workers Contribution to Quality in Healthcare

Carolina González Schlenker MD MPH
Family and Community Medicine
UT Health San Antonio

4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

5 SECTION 1. Subchapter A, Chapter 533, Government Code, is
6 amended by adding Section 533.021 to read as follows:

7 Sec. 533.021. COMMUNITY HEALTH WORKERS. (a) In this
8 section, "community health worker" has the meaning assigned by
9 Section 48.001, Health and Safety Code.

10 (b) The commission shall allow each Medicaid managed care
11 organization providing health care services under the STAR Medicaid
12 managed care program to categorize services provided by a community
13 health worker as a quality improvement cost, as authorized by
14 federal law, instead of as an administrative expense.

15 SECTION 2. If before implementing any provision of this Act
16 a state agency determines that a waiver or authorization from a
17 federal agency is necessary for implementation of that provision,
18 the agency affected by the provision shall request the waiver or

WORLD HEALTH ORGANIZATION INSTITUTE OF MEDICINE

QUALITY

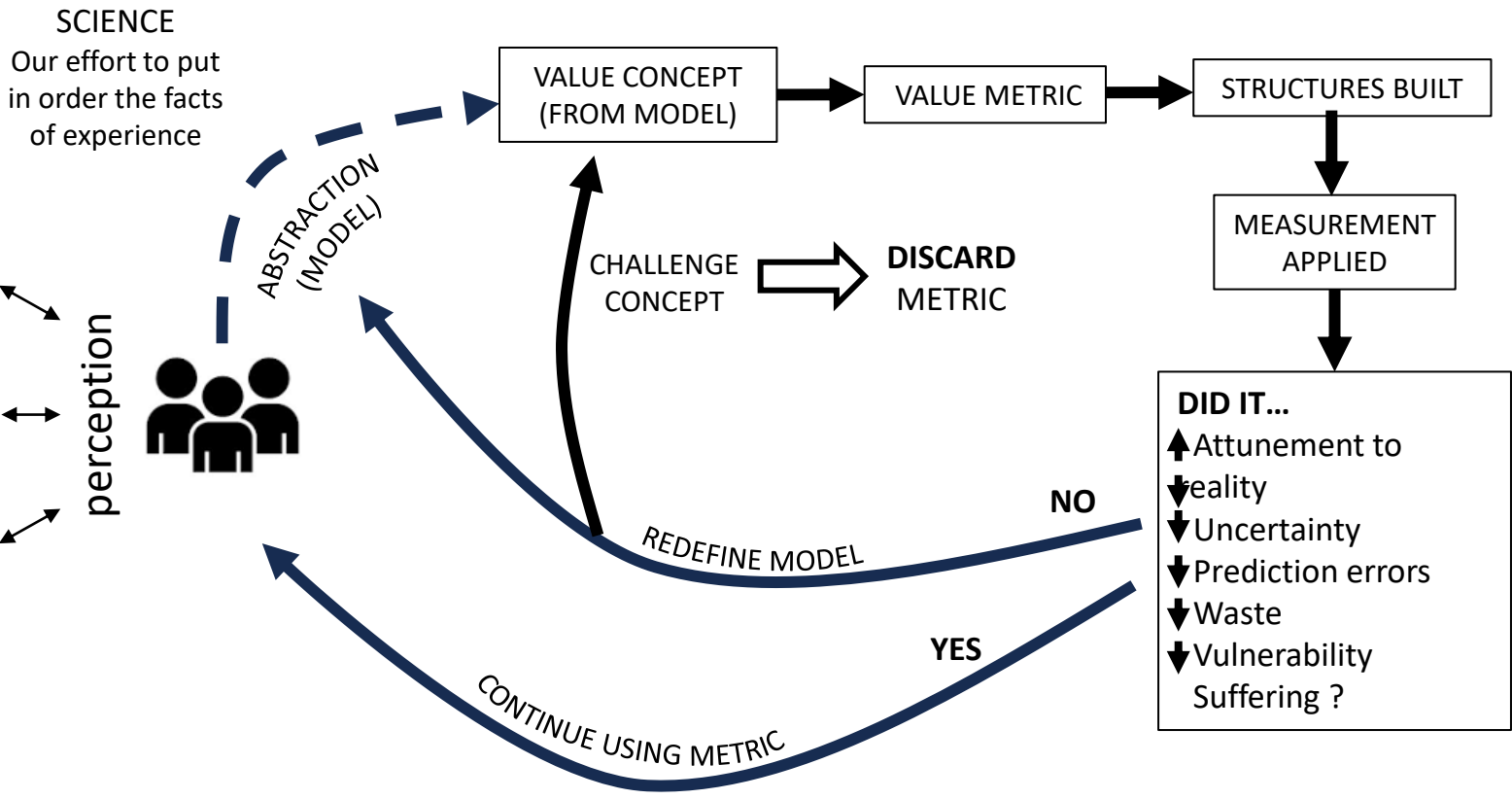
the degree to which **health** services for individuals and populations increase the likelihood of desired **health** outcomes.

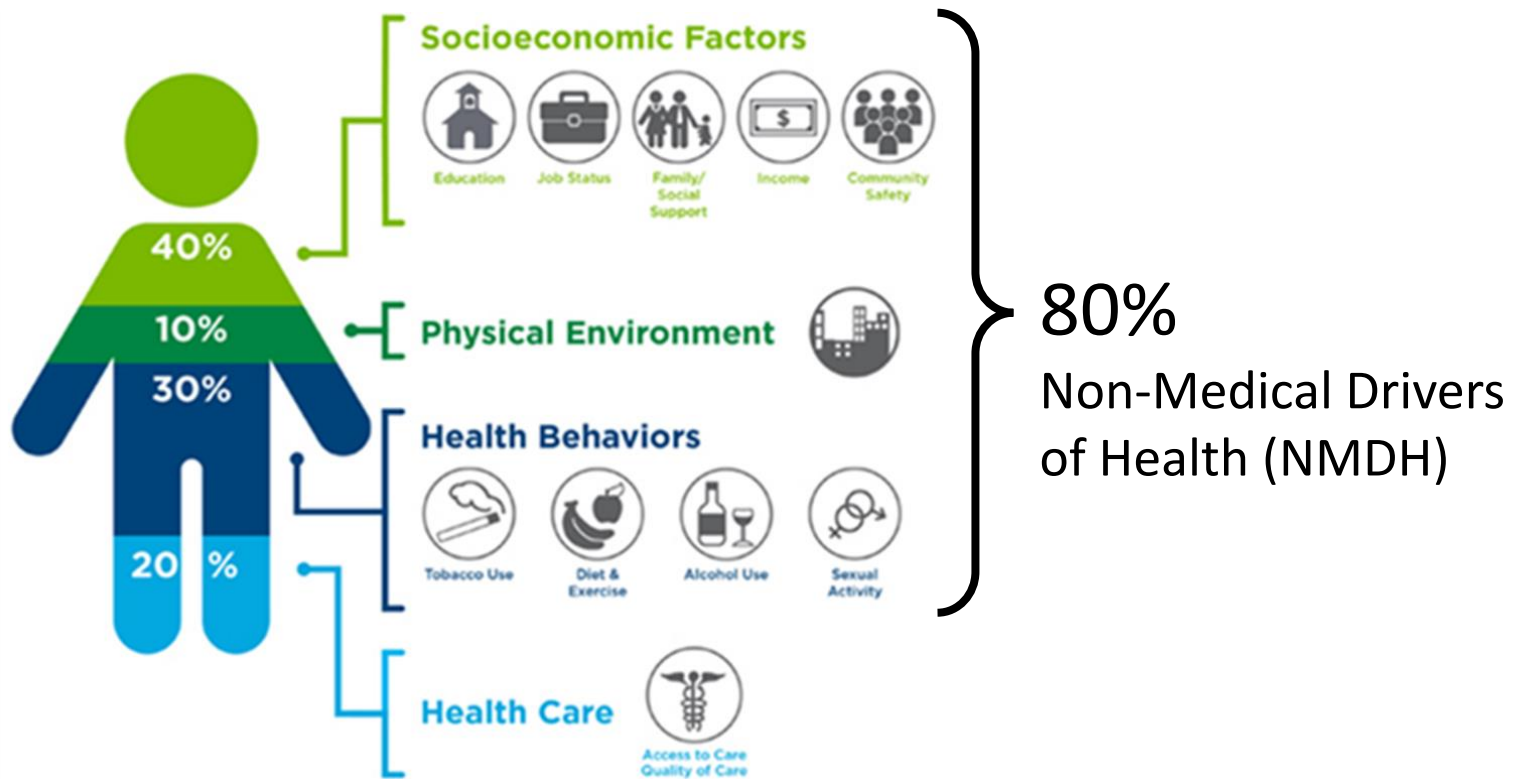
WIKIPEDIA

QUALITY

Health care quality is a level of value provided by any health care resource, as determined by some **measurement.**

REALITY





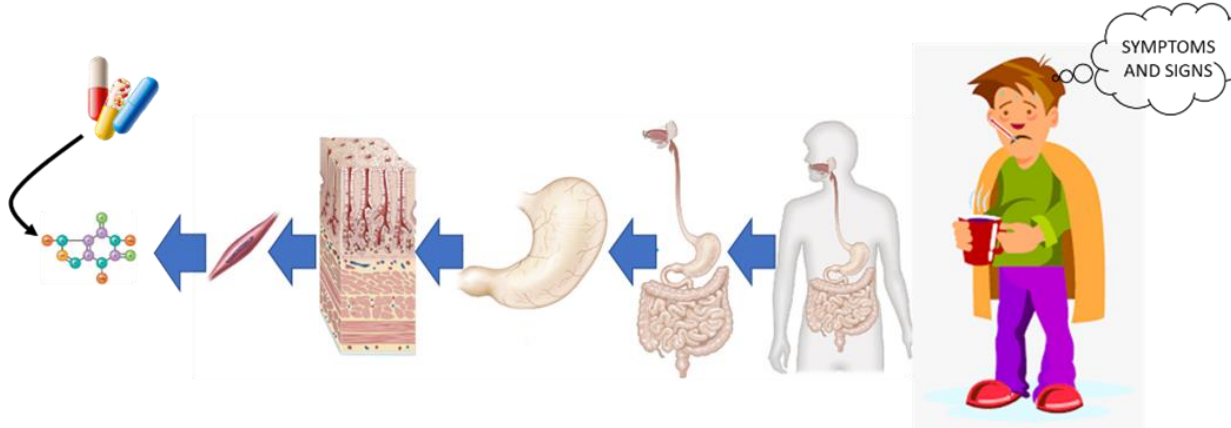
Source: Going Beyond Clinical Walls; Solving Complex Problems. Institute for Clinical Systems Improvement (October 2014)

EVIDENCE-BASED

Follow the protocols
of what we know has
worked in the past



BIOMEDICINE – REMOVING THE CONTEXT OF HEALTH



What
matters...

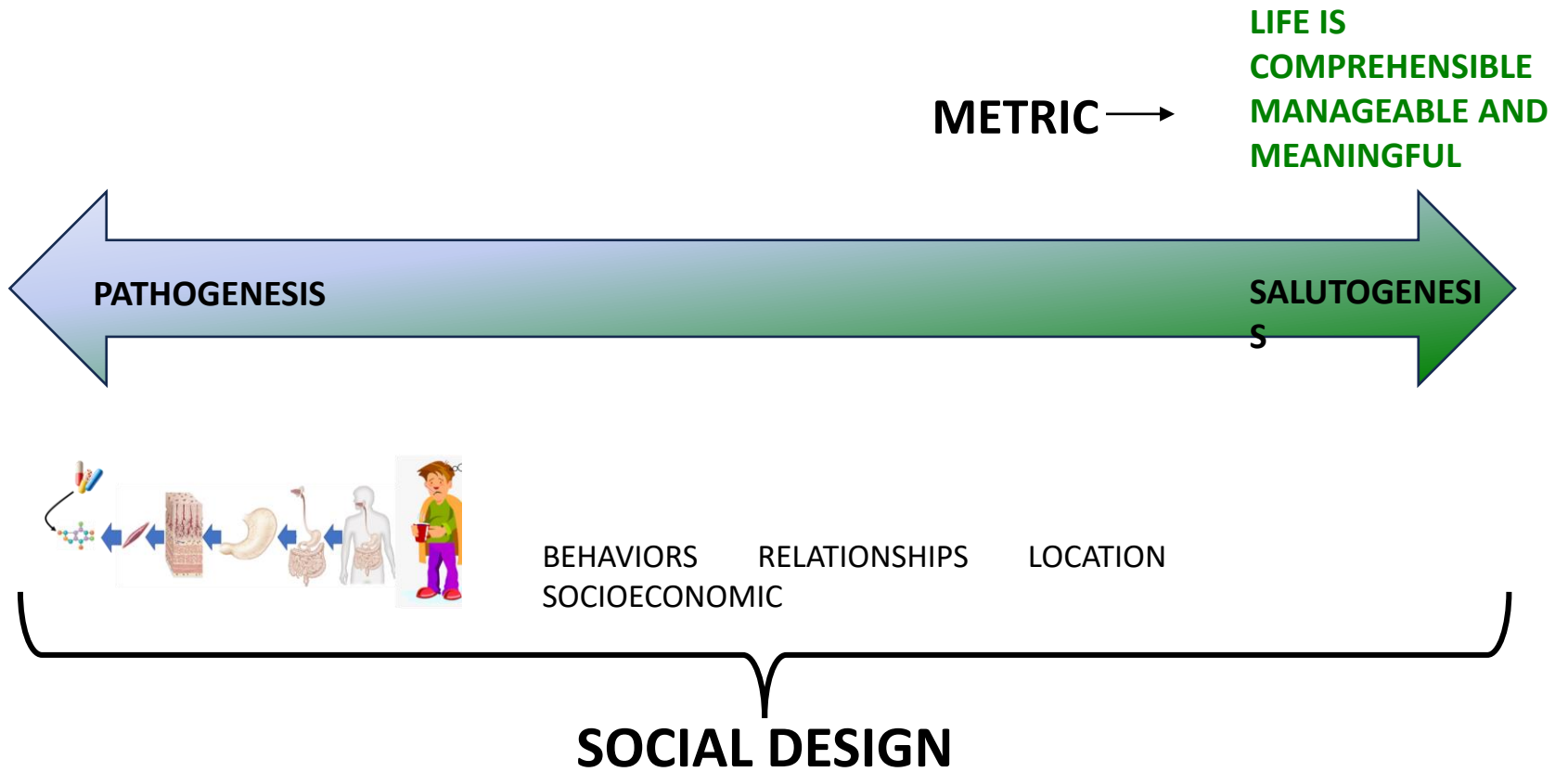
**PATIENTS IN
LIFE'S CONTEXT**



**CLINICIANS IN
PRACTICE**



↑
CHW
health
resource



Antonovsky, A. (1987). Unraveling the mystery of health: How people manage stress and stay well. San Francisco, 175.

Story of Care

**PATIENTS IN
LIFE'S CONTEXT**



**CHW
braiding**

**COMPREHENSIBLE
MANAGEABLE AND
MEANINGFUL**



QUALITY

Story of Care

**CLINICIANS
IN PRACTICE**

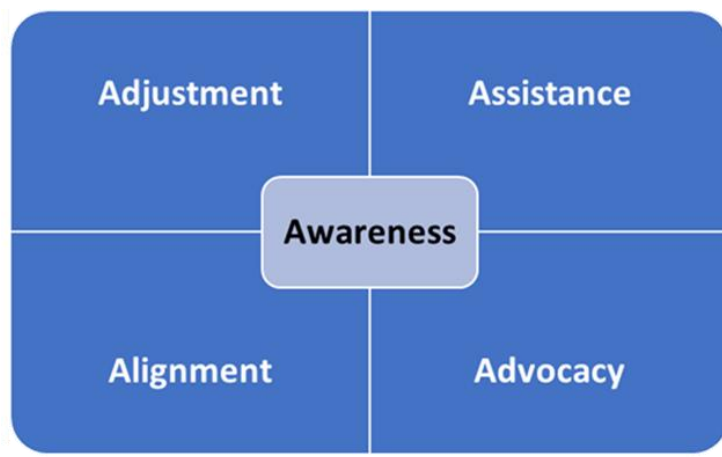


The National Academies of
SCIENCES • ENGINEERING • MEDICINE

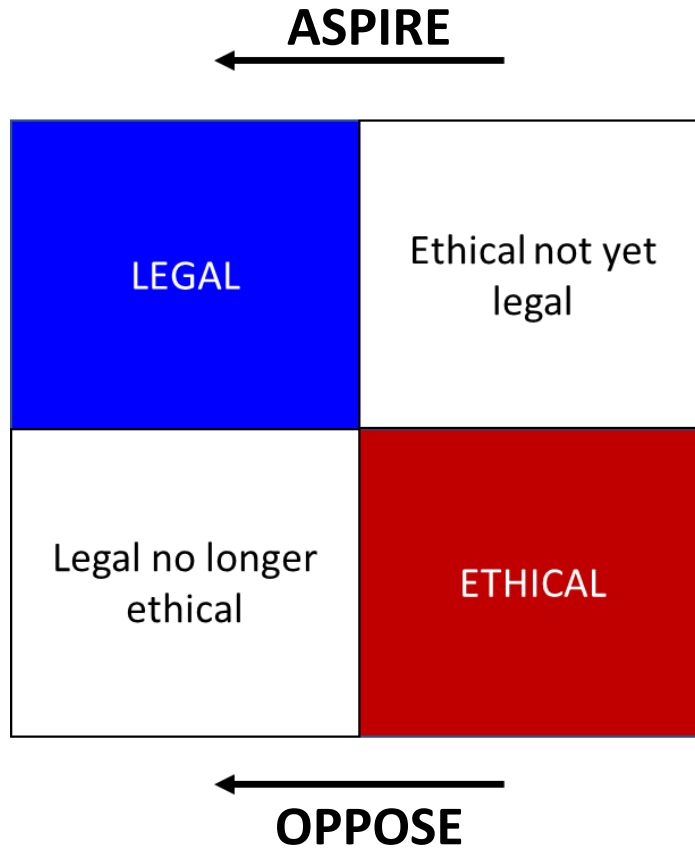
CONSENSUS STUDY REPORT

INTEGRATING SOCIAL CARE INTO THE DELIVERY OF HEALTH CARE

MOVING UPSTREAM
TO IMPROVE THE
NATION'S HEALTH



Integrating Social Care into the Delivery of Health Care, consensus report by the National Academies of Science, Engineering and Medicine, 2019.



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Welcome

Ashley Rodriguez, CHWI

DSHS Core Competencies/ C3 update

Ashley Rodriguez, CCHW, CCHWI

Background

- Texas adopted DSHS CHW Core Competencies in 2001
- The Community Health Worker (CHW) Core Consensus Project (referred to as the C3 Project) built upon the rich history of the Texas CHW core competencies and the workforce in the United States, with the primary aims to:
 - 1) expand cohesion in the CHW field;
 - 2) contribute to the visibility and greater understanding of the full potential of CHWs to improve health, community development, and access to systems of care.
- Across the US, the C3 Core Competencies are being adopted by multiple states (AZ, MA, MI, MS, NV, UT)
- Texas *could* enact a similar approach to stay relevant amongst the workforce nationally & to better support sustainability for the workforce.

Ad-hoc Workgroup/Stakeholders

Stakeholders involved in this work include:

- Ashley Rodriguez, a CHW representative from Region 2/3 , former Assistant Presiding Officer, and Workforce Development DSHS CHW Advisory Committee Chair (2020-2023), former President of TAPCHW
- Roxana Lopez, the President of the Board of Directors of the Texas Association of Promotores & Community Health Workers (TAPCHW)
- Kim Bush, Program Director at The University of Texas Health Science Center at Tyler (former DSHS CHW Advisory Committee leader)
- Dr. Julie St. John, a researcher with the C3 project and Associate Professor, Texas Tech University Health Sciences Center (former DSHS CHW Advisory Committee leader)

DSHS CHW Core Competencies & C3 CHW Core Competencies + Roles at a Glance

C3 Core CHW Competencies	C3 Core CHW Roles	DSHS Core CHW Competencies
1. Communication Skills	1. Cultural Mediation Among Individuals, Communities, and Health and Social Service Systems	1. Communication Skill
2. Interpersonal and Relationship-Building Skills	2. Providing Culturally Appropriate Health Education and Information	2. Interpersonal Skill
3. Service Coordination and Navigation Skills	3. Care Coordination, Case Management, and System Navigation	3. Service Coordination Skill
4. Capacity Building Skills	4. Providing Coaching and Social Support	4. Capacity-Building Skills
5. Advocacy Skills	5. Advocating for Individuals and Communities	5. Advocacy Skills
6. Education and Facilitation Skills	6. Building Individual and Community Capacity	6. Teaching Skills
7. Individual and Community Assessment Skills	7. Providing Direct Service	7. Organizational Skills
8. Outreach Skills	8. Implementing Individual and Community Assessments	8. Knowledge Base on Specific Health Issue
9. Professional Skills and Conduct	9. Conducting Outreach	
10. Evaluation and Research Skills <small>Source: https://www.c3project.org/roles-competencies</small>	10. Participating in Evaluation and Research	
11. Knowledge Base		

The Workgroup's Proposal from October

- This stakeholder group proposes to **align** some of the **language** of the DSHS core competencies for CHWs and CHW Instructors with key C3 Project roles and competencies.
- The following is a high-level overview of the proposed changes:
 - Expand “Interpersonal Skills” to “Interpersonal Skills **and Relationship-Building**” and minor edits to sub skill descriptions.
 - Expand “Service Coordination Skills” to “Service Coordination Skills **and Navigation**” and add minor edits to sub skill descriptions.
 - Expand “Teaching” to “**Teaching and Education**” and minor edits to sub skill descriptions.
 - Add one **new competency** for “**Evaluation and Research**” - *DSHS does not currently have this competency.*

Additional Information on the Proposal

- The Plan: work with additional CHW stakeholders across Texas to gain feedback. Stakeholders will include, *but are not limited to*:
 - Other DSHS Advisory Committee Members;
 - Local CHW Associations in Texas;
 - Individual CHWs/Promotores
- Build a comprehensive change management timeline, communications plan, the state to accommodate the changes and potentially newly added competency.
- DSHS CHW Program will provide technical support to CHW training centers for integrating the newly added competency in future submission of CHW certification curricula.

The “Why”

- Texas CHWs are conducting evaluation & research
 - Conducting Community Health Needs Assessments (CHNAs)
 - Conducting focus groups/listening sessions
 - Performing functions around informed consent
 - Supporting research functions
- Supports sustainability efforts
- Expands the CHW scope of work
- Will keep us current on workforce trends
 - Texas has been traditionally a leader!
- Provides employers a better understanding of the role
- Provides CHWs greater employment opportunities

CHW Workforce Feedback

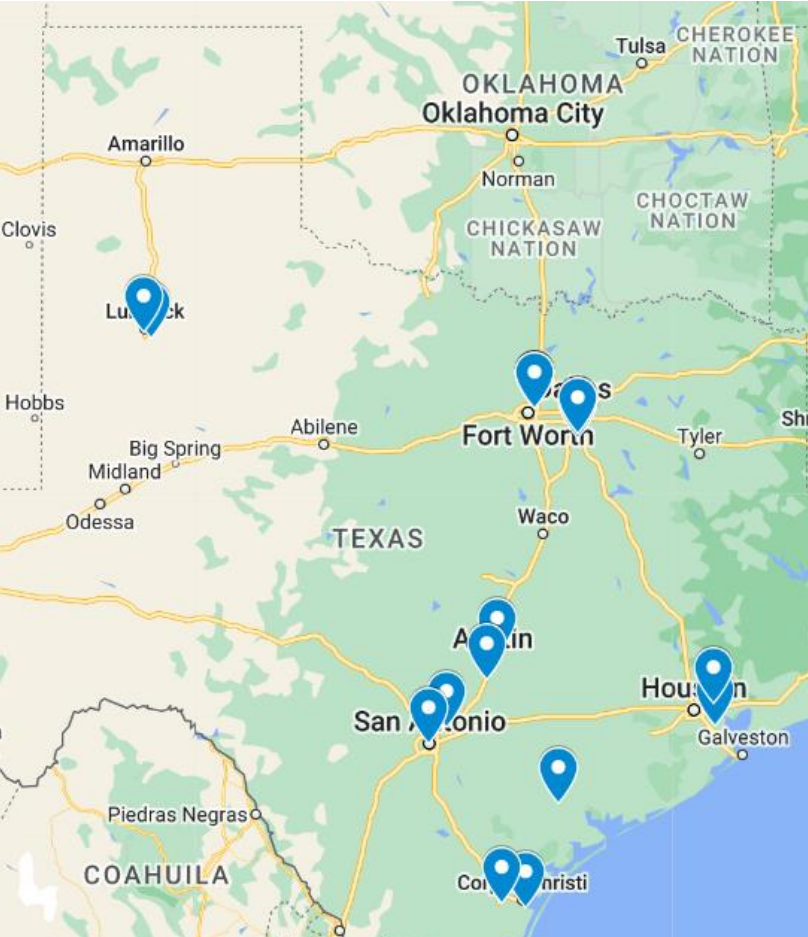
About the Listening Sessions

- In partnership with TAPCHW, conducted **6** listening sessions in December with a total of 25 CHWs/CHWIs
- Held 1 listening session with CHW Training Centers (*within the monthly TAPCHW training center call*)

Agenda

1. Present on background
 - a. C3 background info
 - b. current DSHS Competencies
 - c. CHWs role in research & evaluation
 - d. proposal/cross walk
2. Feedback questions/discussion
3. CHW Q&A

Listening Session Findings

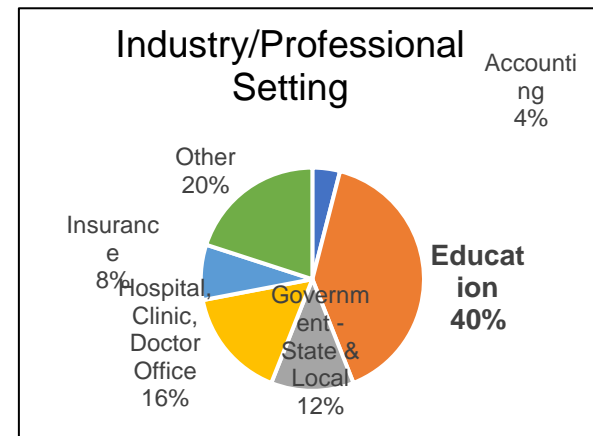


Map depicts zip codes of Texas CHW participants

About the Participants

N = 20

- 16 CHWs, 4 dual certified CHW Instructors
- Average number of years of experience as a CHW: 12 years



Qualitative & Observational Results

n=20

- ~50% Shared that their Employer is familiar with core competencies in general
- ~20% Shared they have heard of the C3 Core Competencies
- ~30% Shared their role as a CHW does involve evaluation & research skills

Overall impression of the concept/proposal of incorporating new language & addition of new competency was positive.

4 expressed interest in informing next steps or participating in future listening sessions or providing other feedback.

Post Survey Results

n=16

80% of participants

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I believe adding the new competency - Evaluation is good for the CHW workforce	0%	0%	8%	54%	62%
I agree the new competency falls within the CHW scope of work	0%	0%	8%	54%	62%
I agree the new competency proposed is applicable to my work/job	0%	0%	0%	38%	77%
I feel adding this competency would improve my skillset	0%	0%	8%	54%	62%
I feel adding this competency would support sustainability to the CHW workforce	0%	0%	0%	46%	69%

Proposed DSHS Actions to Support Workgroup Efforts

- Host a webinar on the proposal and follow up with a survey of trainings centers
- Can incorporate questions TAPCHW recommends based on input from meetings/listening sessions
- Prepare an Action Memo for DSHS requesting the alignment of DSHS core competencies with C-3, include findings from listing sessions and surveys

Today's Ask of the DSHS Advisory Committee

- **Vote** to submit a formal recommendation to DSHS to enact the changes and updates to the Texas DSHS CHW Core Competencies

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Workforce Solutions and Employment Opportunities Sub-Committee



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

- Sub-Committee update

Next meeting: To be determined

Communication and Outreach



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

- Sub-Committee update

Next meeting: To be determined

CHW Training and Certification Sub-Committee



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

- Sub-Committee update

Next meeting: To be determined

Rules Sub-Committee



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Chair	Ms. Otila Garcia, CHW
Membership (advisory members):	Jessica Arriola
Membership (non-advisory members):	Dr. Carolina Gonzalez-Schlenker and Merida Escobar


- Sub-Committee update

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Public Comment Procedures



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

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Thank you

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