



TEXAS DEPARTMENT OF STATE HEALTH SERVICES

**Promotor(a) or Community Health Worker
Training and Certification Advisory Committee
Meeting Minutes
Friday, July 29, 2016
10:00 a.m. – 12:30 p.m.**

Texas Department of State Health Services
Moreton Building
Conference Room M-204
1100 W. 49th Street
Austin, Texas 78756

Agenda Item 1: Welcome and introductions

The Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee meeting was called to order at 10:14 a.m. with Ms. Claudia Bustos serving as Presiding Officer. Ms. Bustos welcomed participants to the meeting and called roll of committee members present. Table 1 notes committee member attendance.

Table 1: Promotor(a) or Community Health Worker Training and Certification Advisory Committee member attendance at the Friday, July 29, 2016 meeting.

| MEMBER NAME | YES | NO | MEMBER NAME | YES | NO |
|-------------------------------|-----|----|-----------------------|-----|----|
| Bush, S. Kim | P | | Guerrero, Rosalia | P | |
| Bustos, Claudia | P | | Hansford, Bobby D. | P | |
| Eagleton, Gary Glenn | P | | Muñoz, Oscar J. | P | |
| Escobar, Mérida | P | | St. John, Julie Ph.D. | P | |
| Griffin, Jeri Harmon Hallberg | P | | | | |

Yes: Indicates attended the meeting
P: Indicates phone conference call

No: Indicates did not attend the meeting

DSHS Staff present: Evelyn Delgado, Adrianna Flores, Amanda Maedgen, Beatrice Smith, Beverly MacCarty, Monica Maldonado, and Caly Fernández

Stakeholders present: Two stakeholders attended the meeting in person and an additional 76 stakeholders joined the meeting via webinar/phone.

Agenda Item 2: Approval of Minutes (May 20, 2016) | Presenter Claudia Bustos, Presiding Officer

Discussion: The committee reviewed minutes from the May 20, 2016 CHW Advisory Committee meeting. Ms. Rosalia Guerrero moved to approve the minutes and Mr. Gary Eagleton seconded the motion. With no nays and no abstentions, the motion was approved with a unanimous vote.

Agenda Item 3: Public Comment

Discussion: Ms. Jeri Griffin shared concerns regarding services and resources for homeless veterans.

Agenda Item 4: CHW Spotlight: CHWs and the Impact of Technology | Presenters Ana Longoria and Linda Medrano, MHP Salud

Discussion: Ms. Ana Longoria, Program Coordinator and Ms. Linda Medrano, Promotora de Salud, described *Promotores Connect*, a project from MHP Salud to support and streamline data collection activities. A mobile application, *Commcare*, allows data to be collected electronically and minimizes time spent on data entry. Promotores use smartphones to access health education resources. Benefits include new skill development for promotores, improved communication, and the ability to dedicate more time to program outcomes.

Agenda Item 5: CHW Affinity Group | Presenter Michelle Stehling, TMF Health Quality Institute

Discussion: Ms. Michelle Stehling, Health Services Consultant, provided information on the Long Live Texans CHW Affinity Group. The CHW affinity group is a workgroup formed around a shared interest or common goal, where participants meet via online meetings to share ideas, learn and network. Their group, *Self-Management Techniques for the Community Health Worker*, has about 76 participants. Monthly meetings include subject matter experts, resources, and CHW Spotlights. Affinity Group members suggested ways to grow and improve, including making forums more user friendly and providing more resources for Community Health Worker instructors. For more information, contact Michelle.Stehling@tmf.org.

Agenda Item 6: CHW Reimbursement: Summary - Medicaid Finance Research | Presenter Carisa Magee, Health and Human Services Commission (HHSC)

Discussion: Ms. Carisa Magee shared an overview of research related to Medicaid financing of CHW services, including:

- Other states' experiences
- Texas Medicaid managed care organizations
- Consultation with Centers for Medicare and Medicaid Services (CMS) about reimbursement of CHWs under the revised Medicaid preventive services regulation

Summary:

- Most CHW services do not meet criteria to receive medical services reimbursement -to the extent they have been reimbursed as medical services, no state has developed a robust model sustained with Medicaid funds.
- As of November 2016, over 90 percent of Texas Medicaid services will be provided through Medicaid managed care.
- In Medicaid managed care, CHW services are deemed administrative, in most cases, and subject to a cap on administrative funds.
- HHSC would need legislative direction to add any service with a significant associated cost.

Next Steps: Ms. Evelyn Delgado shared conversations held with the Association for State and Territorial Health Officials (ASTHO), which has been providing technical assistance webinars related to CHW financing models. Texas has participated in these webinars and is interested in working with ASTHO to identify "best fit" sustainable financing models for CHW services in Texas.

Agenda Item 7: CHW Evaluation Survey 2016: Mid-year Update | Presenter Beverly MacCarty, DSHS

Discussion: Ms. Beverly MacCarty provided an update on mid-year results for the 2016 CHW Evaluation Survey. Over 1450 surveys were sent to CHWs whose certifications are due this year. The survey gathers CHWs' perspectives on the value of certification and potential challenges. To date, DSHS has received more completed 2016 surveys than were received

in 2015. Similar to last year's results, responses validate that CHWs value the CHW certification. Also, as noted in 2015 results, responses indicate similar challenges related to employment opportunities.

Next Steps: A full report of the 2016 Evaluation Survey results will be published in 2017.

Agenda Item 8: Advisory Committee Workgroups Updates

Discussion:

- Communication and Outreach: Dr. Julie St. John stated there are no updates. Stakeholders are planning a meeting to further discuss potential development of a statewide CHW association.
- Workforce Solutions and Employment Opportunities: The workgroup continues to focus on reimbursement models for CHW services in Texas.
- Training and Certification: No update

Agenda Item 9: Process for Officer Nominations

Discussion: Ms. MacCarty provided information on the Advisory Committee officer nomination process. Members self-nominate for one of the two officer roles. The Advisory Committee will vote at the September meeting to provide a recommendation to the DSHS Commissioner. The DSHS Commissioner will appoint the Presiding Officer and Assistant Presiding Officer to serve for one year.

Agenda Item 10: Committee Business *Action Item

Review and recommend to DSHS applications for certification of training institutions

There were no training program applications for review by the Advisory Committee at this meeting.

Agenda Item 11: CHW Program Update

Discussion: Adriana Flores was introduced as the new CHW Program Coordinator. Ms. Monica Maldonado shared data regarding current certifications, renewal rates and training courses held year to date. The CHW Training and Certification Program received a very large number of applications in May and June, with over 220 applications received in May and over 340 received in June (a record).

Ms. MacCarty provided information on training for CHWs on the Zika virus. The goal is to provide training for CHWs across the state on Zika awareness and prevention. DSHS approved a curriculum developed by the South Texas Promotora Association (STPA) that will be utilized by other CHW training programs. The Advisory Committee will receive an update on CHW Zika training at the November meeting.

Agenda Item 12: Committee Member Sharing: *Think about a situation where someone in your community who didn't know about or have any experience with a CHW recently had the opportunity to work with CHWs. Share a bit about their experience; what did they learn from the CHW(s) - What did the CHW(s) learn?*

Discussion: Ms. Bustos noted that this agenda item is an opportunity for committee members to share their thoughts and experiences. She asked Ms. Kim Bush to share her thoughts.

Ms. Bush noted that there have been meetings with physicians from one of the major hospital systems to discuss the important role of CHWs as a part of the health care team. The physicians are interested and will be looking into ways they may implement CHWs into outpatient settings. Work is also being done with the East Texas Human Needs Network, a

network of community agencies, non-profits, and clinics, to introduce and discuss strategic ways to utilize CHWs in different organizations as well as the community. All discussions are positive and ongoing.

Agenda Item 13: New business for consideration at next meeting

The next meeting will be held September 23, 2016 and will also be available via Webinar.

Potential agenda items

- CHWs and veterans
- Update on CHW Zika training
- Committee vote for officer roles (to form recommendation to DSHS Commissioner)

Agenda Item 14: Adjourn

Ms. Bustos adjourned the meeting at 12:32 p.m.