



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

**2015 Annual Report**

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



**Department of State Health Services  
April 2016**

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## **Executive Summary**

### **Background**

The 2015 Annual Report of the Promotor(a) or Community Health Worker (CHW) Training and Certification 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 146<sup>1</sup>. The Annual Report describes the Advisory Committee's composition, attendance, accomplishments in 2015, and planned activities for 2016. 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.

### **Definition and Core Competencies**

CHWs are also known as promotores de salud. CHWs 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. 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.

### **Promotor(a) or CHW Training and Certification Advisory Committee**

The Commissioner of the Department of State Health Services (DSHS) appoints individuals to the nine-member Promotor(a) or CHW Training and Certification Advisory Committee (Advisory Committee). The membership 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.

In 2015, the Advisory Committee met six times through conference calls, webinars and meetings in Austin, Texas to advise DSHS and the Health and Human Services Commission (HHSC) on issues such as the implementation of standards, guidelines, and requirements, as well as employment and funding of CHW services in Texas. Key accomplishments in 2015 include:

- Increased stakeholder participation in Committee meetings through the use of webinars
- Approved a pilot procedure to have qualified guest speakers in DSHS-certified training
- Developed and distributed a survey to regional CHW associations to obtain feedback regarding the development of a statewide CHW network
- Participated in the nomination and application review process for Committee vacancies
- Held a session at the 2015 American Public Health Association (APHA) Annual Meeting on implementation and preliminary results of the CHW/Promotor(a) Evaluation Survey
- Discussed CHW reimbursement models in other states

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

## **Certified CHWs in Texas**

The number of certified CHWs in Texas continues to increase steadily. As of December 31, 2015, there were 3,628 certified CHWs, an increase of 16.5 percent from the 3,113 individuals who were certified in 2014. Most certified CHWs in Texas are female (87 percent) and 13 percent are male. Certified CHWs in Texas are racially and ethnically diverse: Hispanic – 61 percent, Black – 24 percent, White – 11 percent, Asian – 2 percent, Native American – less than 1 percent, and Other – 1 percent.

## **CHW Renewal**

CHWs must complete at least 20 hours of continuing education every two years to renew their certificates. Renewal rates steadily rose from 2008 to 2011 but began to decrease in 2012. Over 690 CHWs did not renew their certification in 2015.

## **CHW Instructor Certification and Renewal**

As of December 31, 2015, Texas had 241 certified instructors, including 41 who were newly certified during the year. Over 35 instructors did not renew their certification in 2015.

## **CHW Training Programs**

The availability of certification training courses and continuing education opportunities for CHWs has expanded to meet the growing interest. As of December 31, 2015, there were a total of 38 training programs compared to 14 training programs in 2009. Training programs in 23 counties and through distance learning graduated 533 CHWs and 13 instructors and provided continuing education for CHWs and instructors.

## **CHW Evaluation Survey**

The Advisory Committee worked with DSHS to develop a survey to obtain the perspective of Texas CHWs on the benefits of certification and challenges in renewing certification. DSHS distributed surveys to CHWs whose certification was due in 2015 both in English and Spanish and available online and in paper. Of the 1,476 CHWs who were asked to complete the survey, DSHS received 215 completed English surveys (return rate = 18 percent) and 53 completed Spanish surveys (return rate = 20 percent). More than 90 percent of respondents indicated that their certification is meaningful or valuable. The Advisory Committee will continue to explore ways to improve overall survey responses and address concerns CHWs identified regarding certification and renewals.

## **Administrative Rules**

The CHW Training and Certification Program administrative rules are reviewed every four years. On June 24, 2015, the rules were adopted and reflect the Advisory Committee's input. The new rules provide a better alignment to Chapter 48 of the Health and Safety Code and help clarify definitions and changes to eligibility requirements, application procedures, continuing education requirements, and standards for the approval of curricula.

## **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. Activities in 2016 will work to strengthen retention rates and increase training efforts.

## **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 (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 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
- 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 is composed of representatives from relevant entities appointed by the DSHS Commissioner. The Division for Family and Community Health Services administers the Promotor(a) or CHW Training and Certification Program.

### **Definition and Core Competencies**

Community health workers (CHW) are 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, 76<sup>th</sup> Legislature, Regular Session, 1999,<sup>2</sup> 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.<sup>3</sup>

## **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.

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, via conference call or through webinar. In 2015, the Committee met three times in Austin, Texas, and three times via conference call or 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 officers after August 31<sup>st</sup> of each year. In October 2015, Claudia Bustos and Mérida Escobar were appointed to serve as the presiding officer and assistant presiding officer, respectively, with their terms expiring in September 2016.

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

<sup>3</sup> [http://www.cdc.gov/pcd/issues/2005/nov/05\\_0059.htm](http://www.cdc.gov/pcd/issues/2005/nov/05_0059.htm)

**Table 1. 2015 Advisory Committee Membership**

<b>Member</b>	<b>Position</b>	<b>County</b>	<b>Affiliation</b>	<b>Term</b>
Claudia Bustos, Presiding Officer	CHW	Lubbock	Outreach Coordinator, Community Health Center of Lubbock	4/20/2012-1/1/2018
Jean Youngstrom Diebolt, MSN	Professional Working with CHWs	Shelby	CEO, The HOPE Project	6/13/2011-1/1/2016
Gary Eagleton	CHW	Harris	Instructor, U.T. School of Public Health	1/1/2014-1/1/2017
Mérida Escobar, Assistant Presiding Officer	CHW	Hidalgo	President, South Texas Promotora Association, Inc.	1/1/2014-1/1/2017
Venus Ginés, MA.	Public	Brazoria	Founder, Día de la Mujer Latina, Inc.	1/1/2010 - 1/1/2016
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	4/20/2012 - 1/1/2018
Richard Rosing, MS	Higher Education	Harris	Faculty, Houston Community College	6/11/2013-1/1/2016
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



Advisory Committee Members – January 2016  
 Left to right: Oscar Muñoz, Jean Diebolt, Julie St. John, Richard Rosing, Bobby D. Hansford,  
 Venus Ginés, Mérida Escobar, Claudia Bustos  
 Unavailable for photo: Gary Eagleton

**Table 2. 2015 Advisory Committee Attendance**

<b>Committee Member</b>	<b>Jan 30</b>	<b>Mar 27</b>	<b>May 29</b>	<b>July 31</b>	<b>Sept 25</b>	<b>Nov 20</b>
Claudia Bustos, Presiding Officer	✓	X	✓	X	✓	✓
Jean Youngstrom Diebolt, MSN	✓	X	X	✓	✓	✓
Gary Eagleton	✓	✓	✓	✓	X	✓
Mérida Escobar, Assistant Presiding Officer	✓	✓	✓	✓	✓	✓
Venus Ginés, MA	✓	✓	✓	✓	✓	✓
Bobby D. Hansford	N/A	✓	✓	✓	✓	✓
Oscar J. Muñoz, MPA, Assistant Presiding Officer	✓	✓	✓	X	✓	✓
Richard Rosing, MS	✓	✓	✓	X	✓	✓
Julie Parrish St. John, DrPH, MPH, MA	✓	✓	✓	X	✓	✓

**Key**

✓ Attended

X Absent

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

**2015 Advisory Committee Activities**

Advisory Committee members participated in the following activities in calendar year 2015.

*Program Rules*

- Advise on program rules under the Health and Safety Code, Chapter 48, relating to the training and regulation of persons working as CHWs
  - The Committee reviewed and approved a procedure to be tested between January and June 2016 to have qualified guest speakers in DSHS-certified training.
  - DSHS incorporated Committee input on proposed CHW administrative rules that were subsequently adopted in June 2015.

*Communication and Outreach*

- Assist with the development of the Annual Report
  - Committee members identified accomplishments for 2015 and proposed activities for 2016.
- Increase communication with CHWs

- The Committee developed and distributed a survey to regional CHW associations to obtain their feedback regarding development of a statewide CHW network and held a series of conversations with stakeholders via webinar and conference call to establish a working group to discuss this further.
- Identify and explore additional opportunities for outreach and information regarding the Promotor(a) or CHW Training and Certification Program and the Advisory Committee
  - Committee members participated in the nomination and application review process for Committee vacancies in 2015 and those expected in 2016, including two public members and one higher education position.
  - Committee member, Dr. Julie St. John, served as the Secretary of the CHW Section of the American Public Health Association (APHA) in 2012-2014 and was elected to serve as Section Councilor for 2014-2017. The Committee encouraged nominations for CHWs and CHW groups in Texas for the APHA CHW Section Outstanding CHW of the Year Award and Outstanding CHW Group of the Year award. As a result of this outreach, the Tu Salud Si Cuenta project at the University of Texas Health Science Center at Houston (UTHealth) School of Public Health Brownsville Regional Campus was nominated for, and selected by APHA as the Outstanding CHW Group of the Year. The group received the award at the APHA 2015 Annual Meeting in Chicago November 2015.
- The Committee increased stakeholder participation in Committee meetings through the use of webinars. Stakeholders attended via webinar and/or in-person for all six Committee meetings in 2015, with an average of 55 people participating in each meeting, up from 30 people in 2014 and 20 people in 2013. A total number of 331 individuals attended the Committee meetings in 2015, an increase of 85 percent from 2014 when 179 individuals participated in the meetings.

### *Certification and Training*

- Make recommendations to the department concerning qualifying training programs/ sponsoring organizations
  - The Committee reviewed initial training program applications and recommended that DSHS approve the following CHW and instructor certification and continuing education programs: Diabetes Health and Wellness Institute at Juanita J. Craft Recreation Center, and Adults and Youth United Development Association (A.Y.U.D.A.).
- Increase access to CHW training and continuing education
  - The Committee promoted CHW participation and training in the statewide Healthy Texas Mothers and Babies Conference: A Clinical and Community Life Course Perspective held June 22-24, 2015, in Houston.
  - The Committee endorsed the utilization of a new website/portal developed by UT Health in Houston to help CHWs and instructors stay informed of available educational opportunities. It is anticipated that in 2016 all Texas certified training programs will have the capability to directly post and update certification or continuing education course announcements for CHWs and instructors on this portal.

- Promote the development of a list of specific standardized topics and skill sets to be included in each of the core competencies
  - The Committee provided feedback to the CHW Core Consensus (C3) Project implemented by UTHealth in Houston and in collaboration with the CHW Section of the American Public Health Association and others. The project findings will be released following the review by the U.S. CHW Networks community.
- Distribute the CHW/Promotor(a) Survey to obtain CHWs' perspectives regarding the value and benefits of certification
  - Dr. Julie St. John presented a session at the 2015 American Public Health Association (APHA) Annual Meeting on implementation and preliminary results of the CHW/Promotor(a) Evaluation Survey. The survey, available in English and Spanish, explored CHWs' perspectives regarding the value and benefits of certification.

#### *Workforce Solutions/Employment Opportunities*

- Participate in discussions regarding development of potential reimbursement mechanisms for CHW services
  - Committee members discussed CHW reimbursement models in other states.
- Explore CHW roles in telemedicine
  - The Committee identified CHW programs currently using telemedicine. The West Texas Area Health Education Center (AHEC) is developing a resource center for telemedicine and plans to utilize CHWs.

### **2016 Advisory Committee Activity Plan**

#### *Program Rules*

- Because new rules were adopted in June 2015, the Program Rules Workgroup will not have any activities for 2016 but will reconvene as needed.

#### *Communication and Outreach*

- Assist with the development of the Annual Report, including a segment on volunteers and the program's impact
- Stay abreast on the progress of the independent statewide CHW network workgroup
- Consider mechanisms to support CHW leadership in Texas, including promoting the APHA CHW individual and group awards
- Seek outreach opportunities to promote the value and service that CHWs provide in the community
- Continue to meet in person and by other means to increase stakeholder participation

### *Certification and Training*

- Make recommendations to the department concerning qualifying training programs/ sponsoring organizations
- Increase access to CHW certification training and continuing education
- Evaluate the 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
- Disseminate the Training Center Survey to CHW and instructor training programs
- 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

## **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, 2015, there were 3,628 certified CHWs, an increase of 16.5 percent, as compared to 3,113 certified CHWs at the end of 2014.

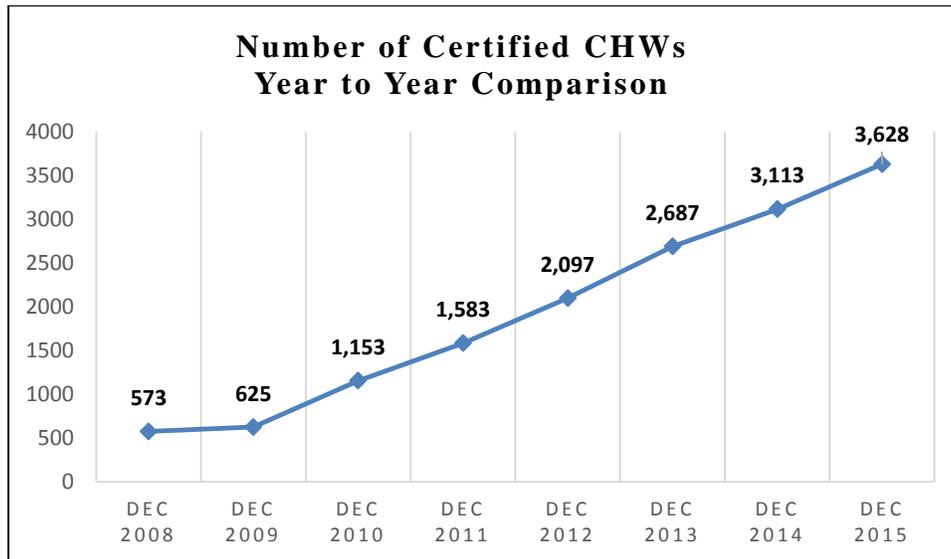


Figure 1. Certified CHWs, 2008 - 2015

*CHWs Newly Certified in 2015*

The Promotor(a) or CHW Training and Certification Program provided initial certification to 1,150 CHWs during 2015. This represents an increase of 3 percent as compared to 2014 when 1,118 CHWs received their initial certification.

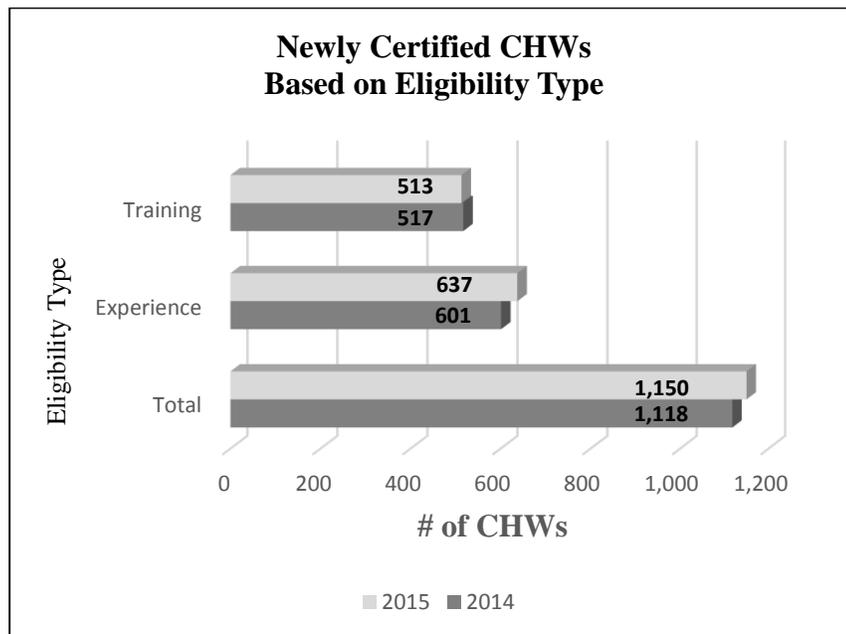


Figure 2. Newly Certified CHWs, 2014-2015

*CHW Certification Training Graduates 2015*

CHW certification training programs graduated 533 individuals in 2015. The number of graduates increased by 3 percent as compared with 2014 when 517 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 45 percent of CHWs newly certified in 2015 were certified based on completion of training. The percentage of certification based on training decreased slightly as compared to 2014 when 46 percent of newly certified CHWs were certified based on completion of training. Approximately 55 percent of newly certified CHWs in 2015 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 with at least 1,000 hours of experience training individuals who provide community health work services such as CHWs and other health care paraprofessionals and professionals.

*Total Number of Certified Instructors*

As of December 31, 2015, there were 241 certified instructors as compared to 237 certified instructors at the end of 2014.

*Instructors Newly Certified in 2015*

A total of 41 instructors were newly certified during 2015 as compared to 66 instructors newly certified in 2014.

*Instructor Certification Training Graduates 2015*

In 2015, there were 13 graduates of the DSHS-approved instructor certification training programs. This is a decrease from the 17 who graduated in 2014 and a sharp drop from the 42 who graduated in 2013 from DSHS-approved instructor certification training programs.

**Table 3. 2015 Instructor Certification Training**

<b>Location</b>	<b>Training Program/Sponsoring Organization</b>	<b>Graduates</b>
Distance Learning	Día de La Mujer Latina, Inc.	2
Distance Learning	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	11
<b>Total Instructor Graduates</b>		<b>13</b>

*Instructor Certification Based on Completion of Training or Experience*

Of the 41 new instructors in 2015, approximately 29 percent were certified based on completion of training, while 71 percent were certified based on experience. The percentage of instructors

newly certified based on completion of training is similar to 2014 (29 percent) and reflects a marked decrease from the percentages certified in 2012 and 2013, 40 percent and 53 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.

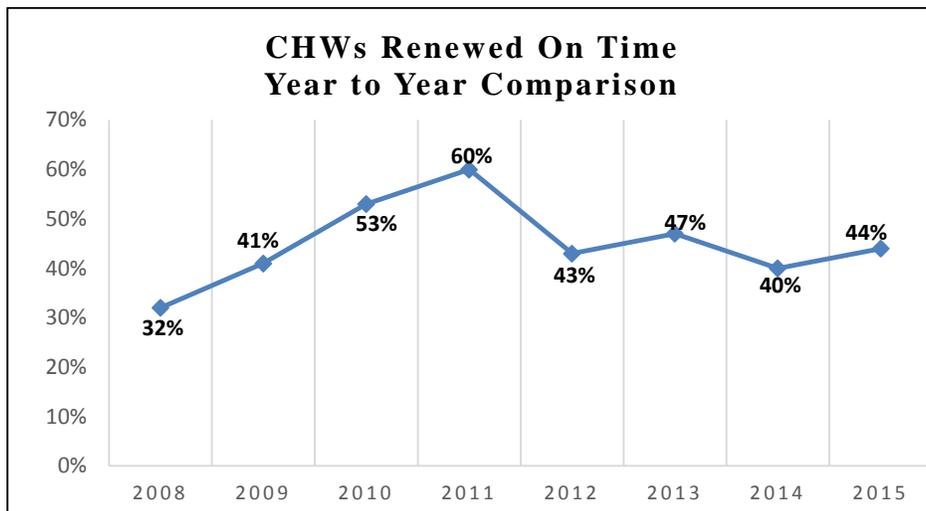


Figure 3. CHW Renewal Rates, 2008 - 2015

Renewal rates steadily increased from 2008 to 2011 but began to decline in 2012. The percentage of CHWs renewing their certifications increased from 40 percent in 2014 to 44 percent in 2015. DSHS and the Advisory Committee surveyed CHWs in 2015 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 692 CHW certifications expired in 2015 which is similar to 2014 when 690 certifications expired. This is a significant increase from 2013 when 372 CHWs allowed their certification to expire. The majority of certifications that expired in 2015 were for CHWs initially certified in 2013 (76 percent), similar to last year's 77 percent. Of those expirations initially certified in 2013, the majority were for individuals certified as CHWs based on experience (65 percent), while 35 percent of expired certifications were initially certified based on completion of training.

Expired certifications in 2015 reflected a different pattern when comparing CHWs based on language preference. A higher percentage of expired CHW certifications where Spanish was the

preferred language were initially certified based on training (58 percent) than CHWs with English as a preferred language (32 percent). A higher percentage of CHWs with English as a preferred language whose certifications expired in 2015 were initially based on experience (68 percent) as compared to CHWs with Spanish as a preferred language (42 percent).

**Table 4. 2015 Expired CHW Certifications by Preferred Language**

<b>CHW Certification</b>	<b>Spanish</b>	<b>Spanish Percentage</b>	<b>English</b>	<b>English Percentage</b>
Experience	38	42%	412	68%
Training	52	58%	190	32%
<b>Total</b>	<b>90</b>		<b>602</b>	

### **Instructor Renewals and Expired Certificates**

An instructor may renew a license if a renewal application is submitted within one year and documents the completion of the required continuing education. In 2015, fewer instructors renewed their certification than in 2014. Individuals who first certified in 2013 comprised 74 percent of those who allowed their certification to expire in 2015. There were 39 certified instructors who did not renew their instructor certifications in 2015, as compared to 28 instructors who did not renew in 2014.

## **Section 4: Training Programs**

### **Training Programs 2015**

Training programs have expanded the availability of certification training courses and continuing education opportunities for CHWs. As of December 31, 2015, there were 38 training programs in Texas - 29 to provide both certification training courses and continuing education for CHWs and an additional 9 training programs to provide only continuing education for CHWs.

DSHS approved the Diabetes Health and Wellness Institute at Juanita J. Craft in Dallas, Texas as a new training program for instructor continuing education and Adults and Youth United Development Association, Inc. (A.Y.U.D.A., Inc.), in El Paso, Texas as a new site for CHW continuing education. As of December 31, 2015, five training programs were available to provide both certification training courses and continuing education for instructors. Two training programs were available to provide only continuing education for instructors.

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), a regional CHW association, 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 187 continuing education opportunities for CHWs, offering a total of over 800 DSHS-certified contact hours, including face-to-face events and distance learning continuing education. Training occurred in 23 counties and through distance learning. Over 7,350 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 15 continuing education opportunities for instructors in 2015, offering 68.5 DSHS-certified instructor contact hours. In 2015, instructor training programs provided fewer continuing education opportunities for instructors than the 21 offered in 2014. Both distance learning and on-site opportunities were available for instructor continuing education in 2015 as they were in 2014, as compared to 2013 when the majority of instructor continuing education opportunities were on-site trainings.

**Table 5. 2015 DSHS-Certified Continuing Education for Instructors**

Location	Training Program/ Sponsoring Organization	# of CEU classes offered	# of CEU contact hours	# of participants
<b>Health Service Region 6/5 S</b>				
Harris	Día de la Mujer Latina, Inc.	1	18	1
Harris	University of Texas School of Public Health - Houston	3	10.5	32
<b>Health Service Region 7</b>				
Travis	Texas AHEC East - Coastal Region	2	4	49
<b>Health Service Region 8</b>				
Bexar	Houston Community College – Coleman College for Health Sciences Houston	1	7	10
<b>Health Service Region 11</b>				
Hidalgo	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	8	15
Cameron	South Texas Promotora Association, Inc.	2	5	14
Webb	South Texas Promotora Association, Inc.	1	4	2
<b>Distance Learning</b>				
	Día de la Mujer Latina, Inc.	1	5	7
	Houston Community College – Coleman College for Health Sciences Houston	2	2	18
	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	5	40
<b>Total</b>		<b>15</b>	<b>68.5</b>	<b>188</b>

## **Section 5: Community Mapping**

### **Location of Certified CHWs**

As of December 31, 2015, Texas had 3,628 certified CHWs in 138 counties (by county of residence).

Harris County has the most certified CHWs with 975 and the second largest county with certified CHWs is Bexar County with 359. See Appendix C for information on counties with certified CHWs.

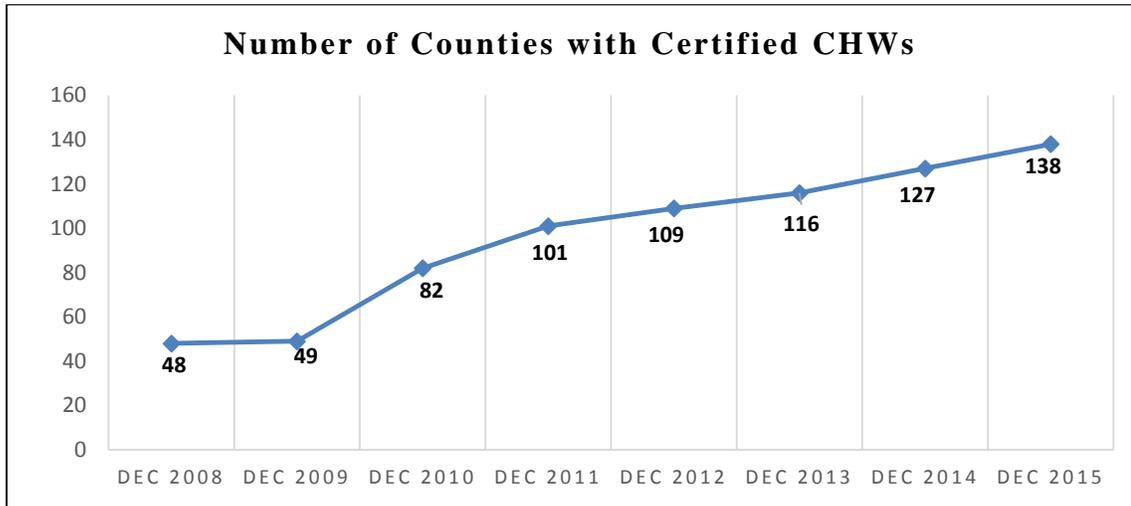


Figure 4. Number of Counties with Certified CHWs, 2008 – 2015

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

Data as of December 31, 2015

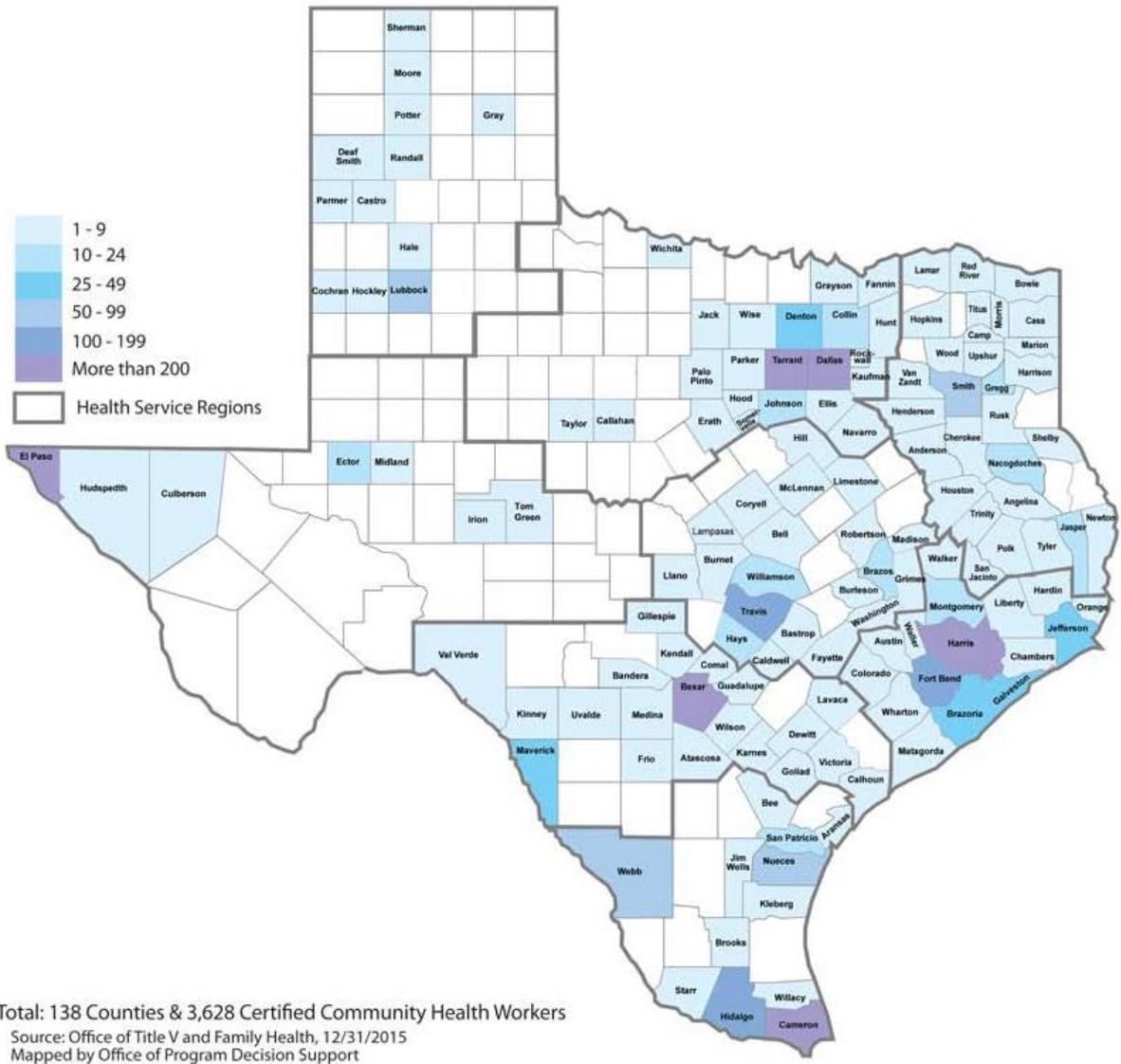


Figure 5. 2015 Map of Counties with Certified CHWs

## Certified CHW Demographics

Approximately 87 percent of Texas certified CHWs are women and 13 percent are men. There has been a slight increase in the percentage of male CHWs since 2008. Certified CHWs in Texas are racially and ethnically diverse; Hispanic - 61 percent, Black - 24 percent, White - 11 percent), Asian - 2 percent, Other - 1 percent, and Native American - less than 1 percent. Approximately 76 percent of CHWs are between 30 and 59 years of age.

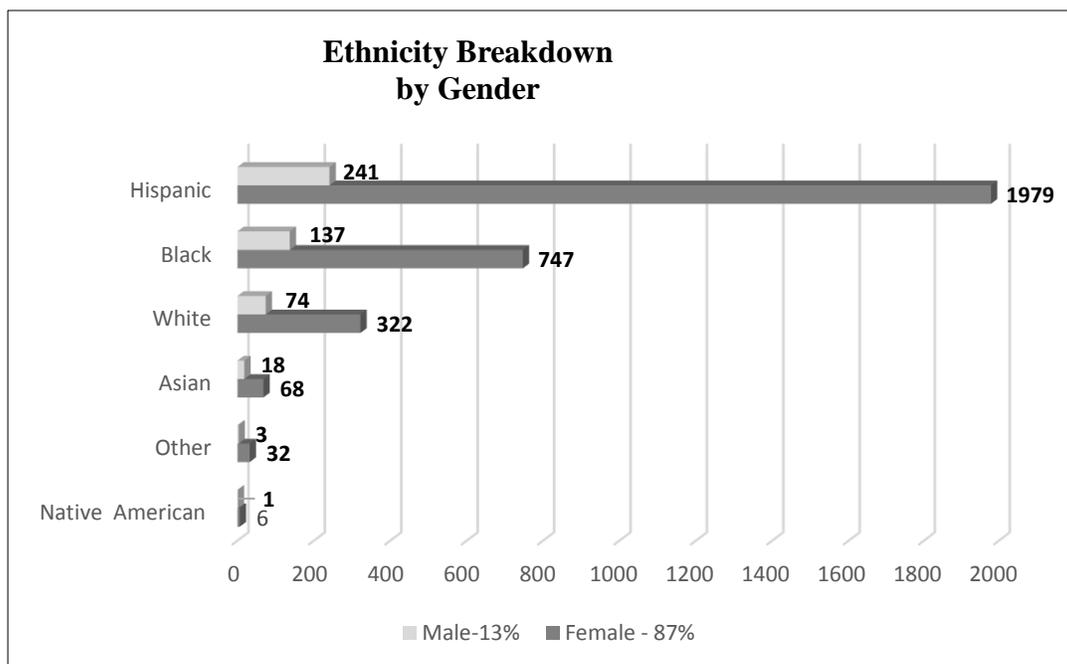


Figure 6. Ethnicity Breakdown of Certified CHWs, By Gender

There was a small change in data related to employment for CHWs newly certified in 2015 as compared with 2014. On their certification application, 78 percent of CHWs indicated paid employment (2014 – 73 percent), about 14 percent indicated volunteer work (2014 – 17 percent), and slightly less than 8 percent were unemployed (2014 – 10 percent.) The data will continue to be monitored annually to determine any changes to CHW employment. Paid employment (full or part time) data includes employment other than community health work.

## Certified Instructors Locations/Demographics

As of December 31, 2015, Texas had 241 certified CHW instructors in 43 counties (based on county of residence). Nineteen percent of CHW instructors reside in Harris County. Approximately 86 percent of Texas CHW instructors are women and 14 percent are men. Certified CHW instructors in Texas are also racially and ethnically diverse: Hispanic - 54 percent, White - 24 percent, Black - 18 percent, Asian - 2 percent, Native American – 1 percent and Other - less than 1 percent.

## Certified Training Programs

As of December 31, 2015, there were 38 CHW certified training programs across the state. Nine programs were available to provide only continuing education (CE) for CHWs. Twenty-nine programs provide CHW certification and CE classes. Of the 29 programs, 6 also provide instructor certification training or instructor CE 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.

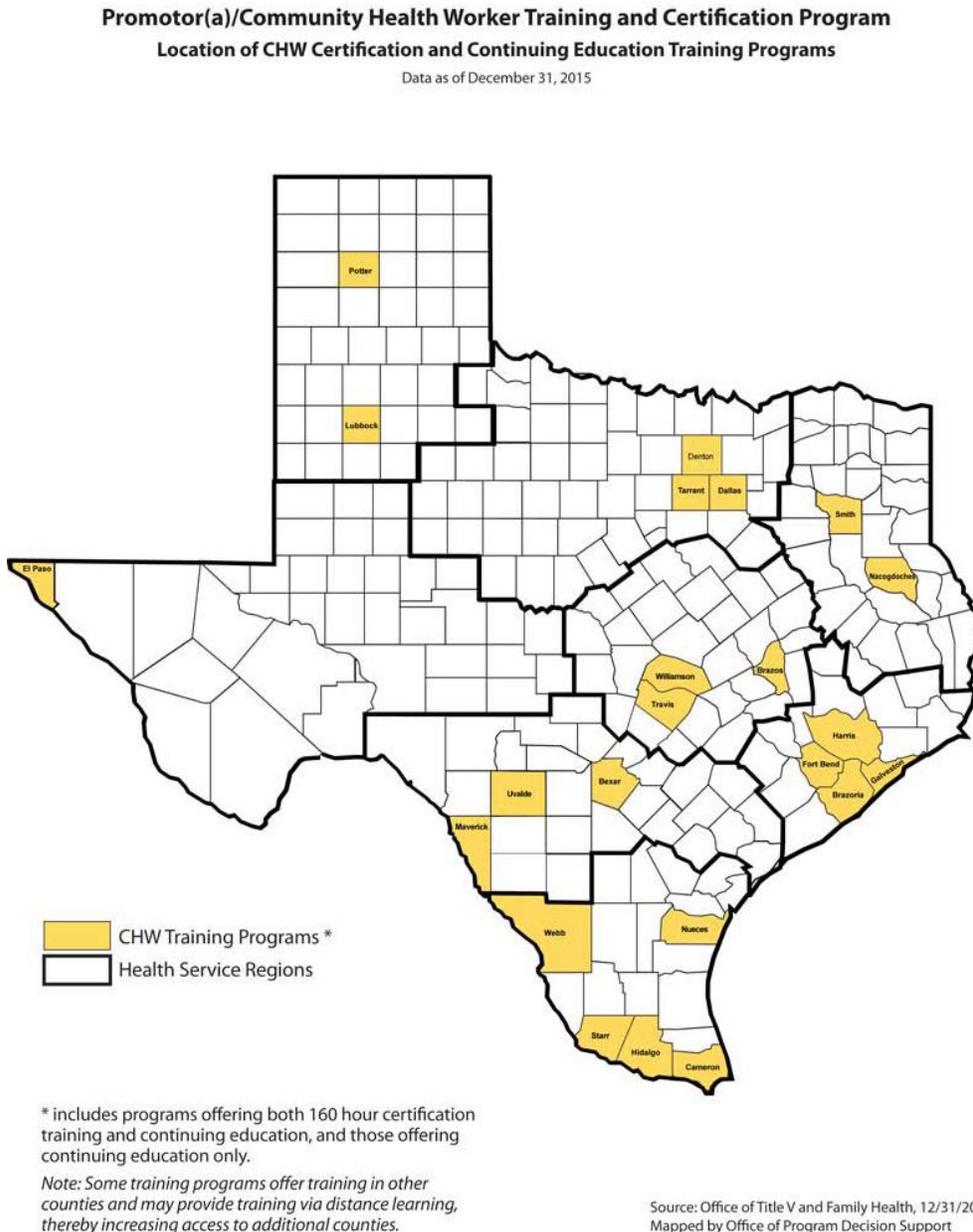


Figure 7. CHW Training Locations, 2015

## **Section 6: 2015 CHW Evaluation Survey**

The Advisory Committee formed an Evaluation Workgroup to identify key survey areas to explore CHWs' perspective on the benefits of certification and the challenges that affect their decision to renew. The Evaluation Workgroup drafted and tested the survey questions.

Over 1,460 surveys in English and Spanish were disseminated to CHWs whose certification was due in 2015. DSHS emailed CHWs a link to the online survey or mailed a paper survey and collected responses between May and December 2015. Survey results will be released soon and preliminary findings indicate that CHWs consider their certification meaningful or valuable and makes a difference in the community. Ninety-one percent of English respondents (n=212) and 98 percent of Spanish respondents (n=54) indicated that their certification is meaningful or valuable.

The Advisory Committee and the Program 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 2015 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 \$3,192 in 2015.

## **Section 8: CHW Program Rules**

The CHW Training and Certification Program administrative rules are reviewed every four years. On June 24, 2015, the rules were adopted and reflect the Advisory Committee's input. The new rules provide a better alignment to Chapter 48 of the Health and Safety Code and help clarify definitions and changes to eligibility requirements, application procedures, continuing education requirements, and standards for the approval of curricula.

## **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, rising to over 3,628 in December 2015. Surveys that were distributed in 2015 will help identify areas to develop or strengthen retention and training efforts. Although the number of certified CHWs is expected to grow in Texas as CHWs are increasingly integrated in health and social

service systems across the state, retaining experienced CHWs and instructors will be among the opportunities and challenges in 2016.

## **Appendix A: 2015 CHW Certification Training**

<b>County</b>	<b>Name of Training Program/ Sponsoring Organization</b>	<b>Graduates</b>
<b>Health Service Region 1</b>		
Lubbock	Texas Tech Health Sciences Center - School of Nursing	<b>5</b>
<b>Health Service Region 2/3N</b>		
Dallas	Diabetes Health and Wellness Institute	<b>14</b>
Dallas	El Centro College	<b>6</b>
Dallas	Texas AHEC East - DFW Region	<b>14</b>
Tarrant	Community Health Training Center	<b>26</b>
<b>Health Service Region 4/5N</b>		
Nacogdoches	Texas AHEC East – Piney Woods Region	<b>10</b>
Smith	Texas AHEC East – Northeast Region	<b>30</b>
<b>Health Service Region 6/5S</b>		
Harris	Día de la Mujer Latina, Inc.	<b>53</b>
Harris	Texas AHEC East – Greater Houston	<b>5</b>
Harris	Houston Community College – Coleman College for Health Sciences	<b>21</b>
Harris	Gateway to Care	<b>31</b>
Harris	University of Texas School of Public Health - Houston	<b>72</b>
<b>Health Service Region 7</b>		
Travis	Día de la Mujer Latina, Inc.	<b>4</b>
Travis	EBS Leadership Institute - Samaritano Episcopal Mission	<b>4</b>
Travis	Texas A&M University Colonias Program Training Academy	<b>11</b>
Williamson	Texas AHEC East – Capital Region	<b>5</b>
<b>Health Service Region 8</b>		
Bexar	Northwest Vista College	<b>38</b>
Bexar	Presa Community Center	<b>10</b>
Uvalde	Texas AHEC South - South Coastal Region	<b>3</b>
<b>Health Service Region 9/10</b>		
El Paso	Familias Triunfadoras, Inc.	<b>54</b>
El Paso	Texas A&M University Colonias Program Training Academy	<b>10</b>

<b>County</b>	<b>Name of Training Program/ Sponsoring Organization</b>	<b>Graduates</b>
<b>Health Service Region 11</b>		
Cameron	South Texas Promotora Association, Inc.	<b>20</b>
Cameron	Texas A&M University Colonias Program Training Academy	<b>19</b>
Cameron	Texas AHEC South - South Coastal Region	<b>10</b>
Hidalgo	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	<b>6</b>
Nueces	Texas AHEC South - South Coastal Region	<b>8</b>
Nueces	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	<b>9</b>
Webb	Texas A&M University Colonias Program Training Academy	<b>7</b>
<b>Distance Learning</b>		
	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	<b>25</b>
	Texas AHEC East - Coastal Region	<b>3</b>
<b>Total CHW Graduates</b>		<b>533</b>

## **Appendix B: Certified Continuing Education for CHWs**

### **2015 DSHS-Certified Continuing Education for CHWs**

<b>County</b>	<b>Name of Training Program/Sponsoring Institution</b>	<b># of CEU classes offered</b>	<b># of CEU contact hours</b>	<b># of participants</b>
<b>Health Service Region 1</b>				
Lubbock	Community Health Center of Lubbock	1	1	33
Lubbock	Día de la Mujer Latina, Inc.	1	5	48
Lubbock	DSHS – HSR 1	3	6	84
Lubbock	National Center for Farmworkers Health, Inc.	1	3	29
Lubbock	West Texas AHEC	2	2	42
Lubbock	Texas Tech University Health Sciences Center School of Nursing	1	2	33
Potter	DSHS – HSR 1	1	2.5	2
<b>Health Service Region 2/3</b>				
Dallas	Children's Medical Center	1	7	26
Dallas	Diabetes Health and Wellness Institute	1	3	29
Dallas	Texas AHEC East – DFW Region	1	2	27
Tarrant	Community Health Training Center	2	16	20
Tarrant	Día de la Mujer Latina, Inc.	1	1	24
<b>Health Service Region 4/5 N</b>				
Nacogdoches	Texas AHEC East – Piney Woods Region	1	1	4
Smith	Texas AHEC East - Northeast Region	3	52	81
<b>Health Service Region 6/5 S</b>				
Fort Bend	University of Texas School of Public Health - Houston	4	11	34
Harris	Día de la Mujer Latina, Inc.	2	9	33
Harris	DSHS – HSR 1	1	1	64
Harris	Gateway to Care	21	59	488
Harris	Harris Health System	16	39.5	545
Harris	Houston Community College – Coleman College for Health Sciences Houston	2	3	115
Harris	West Texas AHEC	1	.75	125
Harris	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	3	10.75	61

**2015 DSHS-Certified Continuing Education for CHWs**

<b>County</b>	<b>Name of Training Program/Sponsoring Institution</b>	<b># of CEU classes offered</b>	<b># of CEU contact hours</b>	<b># of participants</b>
Harris	University of Texas School of Public Health - Houston	34	119.5	719
<b>Health Service Region 7</b>				
Brazos	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	6	9
Travis	Día de la Mujer Latina, Inc.	5	10	380
Travis	Gateway to Care	1	1.25	172
Travis	Texas AHEC East - Coastal Region	2	4	200
Travis	Texas A&M University Colonias Program Training Academy	2	29	44
<b>Health Service Region 8</b>				
Bexar	Houston Community College – Coleman College for Health Sciences Houston	1	7	4
Bexar	Northwest Vista College	6	39	215
Bexar	Texas A&M Health Science Center School of Public Health, Office of Special Programs	1	3	16
Bexar	University of Texas School of Public Health - Houston	1	3	17
Maverick	Texas AHEC South – South Coastal Region	2	4	26
<b>Health Service Region 9/10</b>				
El Paso	Día de la Mujer Latina, Inc.	2	6	94
El Paso	Texas A&M University Colonias Program Training Academy	4	36	28
El Paso	University of Texas School of Public Health - Houston	6	12	136
<b>Health Service Region 11</b>				
Cameron	DSHS – HSR 1	2	2.5	130
Cameron	Northwest Vista College	1	2	139
Cameron	South Texas Promotora Association, Inc.	1	3	154
Cameron	Texas AHEC South – South Coastal Region	1	6	52
Cameron	Texas A&M University Colonias Program Training Academy	2	8	101
Cameron	University of Texas School of Public Health - Houston	1	6.5	46
Hidalgo	Proyecto Juan Diego	1	24	32

**2015 DSHS-Certified Continuing Education for CHWs**

<b>County</b>	<b>Name of Training Program/Sponsoring Institution</b>	<b># of CEU classes offered</b>	<b># of CEU contact hours</b>	<b># of participants</b>
Hidalgo	Día de la Mujer Latina, Inc.	1	1	12
Hidalgo	South Texas Promotora Association, Inc.	2	5	210
Hidalgo	Texas A&M University Colonias Program Training Academy	3	26	95
Hidalgo	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	2	14.5	153
Hidalgo	University of Texas School of Public Health - Houston	1	6.5	22
Nueces	Texas AHEC South – South Coastal Region	1	5	37
Starr	South Texas Promotora Association, Inc.	2	7	70
Starr	Texas A&M University Colonias Program Training Academy	1	6	36
Webb	South Texas Promotora Association, Inc	1	4	53
Webb	Texas A&M University Colonias Program Training Academy	3	9	44
<b>Out of State – New Mexico</b>				
Bernalillo	National Center for Farmworker Health, Inc.	2	5	5
<b>Distance Learning</b>				
Cardea Services		1	2	8
Migrant Clinicians Network		1	1	50
Texas AHEC East - Coastal Region		1	4	20
Texas A&M Health Science Center School of Public Health, Office of Special Programs		12	38	522
The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center		4	17	80
THSteps Online Provider Education Modules			89	1168
University of Texas School of Public Health - Houston		2	2	138
<b>Total</b>		<b>187</b>	<b>811.25</b>	<b>7,384</b>

**Appendix C: Counties with Certified CHWs**

By county of residence, as of December 31, 2015

County	#	County	#	County	#	County	#
HARRIS	975	CHEROKEE	7	WALLER	3	FAYETTE	1
BEXAR	359	VICTORIA	6	LAMAR	3	MADISON	1
TARRANT	260	POTTER	6	AUSTIN	3	FANNIN	1
EL PASO	246	GUADALUPE	6	TRINITY	3	HOOD	1
DALLAS	225	BASTROP	6	ORANGE	3	CULBERSON	1
CAMERON	212	RANDALL	6	HARDIN	3	HOPKINS	1
HIDALGO	141	JIM WELLS	6	MORRIS	3	GOLIAD	1
TRAVIS	130	WOOD	6	MARION	3	GRIMES	1
FORT BEND	126	ANGELINA	6	TYLER	2	LLANO	1
NUECES	93	COMAL	5	COLORADO	2	DEAF SMITH	1
SMITH	92	SHELBY	5	BURLESON	2	WISE	1
LUBBOCK	67	ATASCOSA	5	HALE	2	GRAYSON	1
WEBB	54	LIBERTY	5	CALLAHAN	2	MOORE	1
JEFFERSON	46	STARR	5	MCLENNAN	2	SAN JACINTO	1
GALVESTON	37	DE WITT	5	WHARTON	2	COCHRAN	1
BRAZORIA	32	CORYELL	5	CAMP	2	BURNET	1
MAVERICK	28	MATAGORDA	5	HUNT	2	CASTRO	1
DENTON	28	HARRISON	5	BANDERA	2	HOUSTON	1
WILLIAMSON	21	BELL	4	TITUS	2	VAN ZANDT	1
MONTGOMERY	19	ARANSAS	4	FRIO	2	SHERMAN	1
BRAZOS	19	TOM GREEN	4	ANDERSON	2	NAVARRO	1
COLLIN	19	CHAMBERS	4	ROBERTSON	2	LIMESTONE	1
GREGG	18	CASS	4	WALKER	2	KENDALL	1
JASPER	14	BOWIE	4	ROCKWALL	2	SOMERVELL	1
HAYS	13	WILSON	4	KINNEY	2	NEWTON	1
NACOGDOCHES	11	WICHITA	4	LAVACA	2	MEDINA	1
SAN PATRICIO	11	HENDERSON	4	GRAY	2	WILLACY	1
ECTOR	10	ELLIS	4	HUDSPETH	2	CALDWELL	1
JOHNSON	10	BEE	4	RUSK	2	CALHOUN	1
VAL VERDE	8	RED RIVER	3	BROOKS	1	IRION	1
UPSHUR	8	MIDLAND	3	GILLESPIE	1	LAMPASAS	1
KLEBERG	8	WASHINGTON	3	HILL	1	ERATH	1
UVALDE	7	TAYLOR	3	PARMER	1	JACK	1
PARKER	7	HOCKLEY	3	KARNES	1		
KAUFMAN	7	PALO PINTO	3	POLK	1		
<b>Total Counties</b>							<b>138</b>