



TEXAS DEPARTMENT OF STATE HEALTH SERVICES

**Promotor(a) or Community Health Worker
Training and Certification Advisory Committee
DRAFT Meeting Minutes
Friday, March 11, 2016
10:00 a.m. – 12:30 p.m.**

Texas Department of State Health Services
Moreton Building
Conference Room M-100
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 commenced at 10:05 a.m. with Ms. Claudia Bustos serving as Presiding Officer. Ms. Bustos called roll and welcomed participants to the meeting. Table 1 notes committee member participation.

Table 1: Promotor(a) or Community Health Worker Training and Certification Advisory Committee member attendance at the Friday, March 11, 2016 meeting.

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

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

No: Indicates did not attend the meeting

DSHS Staff present: Paige Menking, Beatrice Smith, Beverly MacCarty, Monica Maldonado, and Caly Fernández

Stakeholders present: 11 stakeholders attended the meeting in person and an additional 37 stakeholders joined the meeting via webinar/phone.

Ms. Menking welcomed three new members to the Committee. Ms. Kim Bush with the CHW Training Program and Patient Navigator Project at the University of Texas Health Science Center, Tyler and Ms. Jeri Hallberg with Vantage College, El Paso are new public members. Ms. Rosalia Guerrero with the University of Texas, School of Public Health, Houston is the new higher education member.

Agenda Item 2: Approval of Minutes (January 29, 2016)

Ms. Bustos called for a motion to approve the minutes from the January 29, 2016 meeting. Ms. Griffin moved to approve the minutes and Mr. Eagleton seconded the motion. With no nays and no abstentions, the members unanimously approved the minutes by roll call vote.

Agenda Item 3: Public Comment

Ms. Bustos called for public comment from participants and no public comment was offered.

Agenda Item 5: Living Healthier: A New Resource for CHWs and Their Clients

Ms. Menking introduced Ms. Caroline Hilbert, Program Coordinator, and Ms. Melissa Stewart with IT'S TIME TEXAS, a non-profit organization located in Austin with a program called Living Healthier. They referenced the PowerPoint presentation.

Highlights of the presentation include:

- IT'S TIME TEXAS empowers Texans to lead healthier lives and build healthier communities. The program is not meant to provide medical advice but to complement the work of a nutritionist, physician, and other health providers.
- During a pilot study last summer, staff were able to see a great impact and strong outcomes were demonstrated.
- An online tool is being piloted in April, 2016 where individuals can have access to their plan to set reminders, update goals, and invite friends and family or their CHW to be a social support for those goals. The web-based tool can be accessed at: <http://www.livinghealthiercoach.org/>
- There is also the opportunity to work with community coaches, CHWs, home health nurses, social workers and other staff across Texas that are instrumental in achieving progress.
- Nearly 60 organizations around the state have been identified to help participate in this program either by educating their clients, helping individuals register, and as a support for clients.
- The program is currently doing user-testing in order to promote Living Healthier in early April, and invite participation from CHWs and organizations to promote the program to clients.
- For further questions or comments, Ms. Hilbert may be reached at: caroline.hilbert@itstimetexas.org

Highlights of member and public discussion include:

- The process is relatively simple for an individual to become a community coach to include becoming familiar with the promotional materials and ensuring clients would be a good fit for the program.
- There are different training opportunities depending on the type of coach, but the telephonic coaches go through a more involved training process.
- Living Healthier uses the United Way 211 database to link clients with local resources like cooking demonstrations.
- In response to a question about age limits for participants, it was clarified that due to a lack of early childhood experts on the coaching staff that participation is limited to high school age or older.
- Individuals from any Texas county are able to participate.
- One member noted that in an effort to reach bilingual, rural communities where individuals do not have a lot of access to social media, utilizing CHWs to promote and provide support is important and will contribute greatly to success and promotion of the program.
- It was asked if there were any plans to incentivize the program, utilize partnering, and funding streams or grants to reach out to organizations with CHWs. Ms. Hilbert commented that they are exploring all options, including incentives and the possibility of offering training or continuing education units (CEUs) by partnering with training partners.

- The telephonic coaches have backgrounds in health promotion, health education, and community work. Some are CHW certified and all have motivational interviewing training.
- Mr. Rick Castillo, HHSC Office of Ombudsman - Managed Care Assistance Team, asked if the program has had any discussion with Texas Medicaid managed care plans that serve Medicaid clients and the possibility of using those managed care organizations (MCOs) as a referral source for clients and programs. It was noted that they have not taken those steps because they are currently working with resources in the local communities but welcomes the opportunity to explore that further.

Agenda Item 4: CHW Spotlight - EMS (Emergency Medical Service) & CHW Cross Training

Dr. Fernando Martinez, an Associate Professor in the Community Health program at Northwest Vista College in San Antonio, presented on the collaboration with the San Antonio Fire Department (SAFD) and CHW cross-training for SAFD's mobile integrated healthcare program. Highlights of the presentation include:

- The EMT outreach program started in October 2014 and has been successful in reducing non-emergency call volume as well as establishing better connections with the community. The mobile-integrated healthcare team identifies high-risk participants based on frequent calls to a home and proactively reaches out to them twice a week. Efforts involve assisting individuals to access a primary care physician, therapy and medications, and getting them into appropriate housing.
- The focus of the partnership was to provide emergency medical technicians (EMTs) with training on the social dimensions of assisting individuals who frequently call 911 for non-emergency situations.
- Out of 210,000 calls for EMS and Fire, 15,000 called two or more times in one year resulting in 42,000 runs and 28,000 transports which is nearly a quarter of the total run volume. Only approximately 1 percent are 9-1-1 abusers and the vast majority of callers are elderly or infirm and do not know where to go for help.
- The CHW course, given by Northwest Vista College, provides EMTs with training and education to help the overall medical impact, clinical care, and social care of the patient.
- Under Vernon Statute, training of EMTs as CHWs is tuition-exempt. Reference the link: <http://www.statutes.legis.state.tx.us/Docs/ED/htm/ED.54.htm#54.353> Tuition-exempt training is offered and Dr. Martinez referenced the link: <http://www.collegeforalltexans.com/apps/financialaid/tofa2.cfm?ID=506>
- Training for additional EMTs is a permanent part of the Fire Department system with established funding. There are currently 8 EMTs in training and an additional 8 to be trained later this year, for a cohort of 16 to add to the mobile-integrated healthcare program.
- Mr. Christopher Velasquez of the SAFD is part of the mobile-integrated healthcare paramedics and participated in the CHW training to tie into the community as well as to learn more. Partnering with the community colleges was a great way to learn about community resources.
- CHW referrals come via email, the web portal, from those assigned in Fire and EMS, and from a monthly report of call volumes for the past 90 days. A majority of individuals are funded through Medicaid or Medicare and for individuals without insurance, there are two safety net programs in San Antonio- CareLink and Essential Med to get them funding. If funding is unavailable, EMTs work to get them to affordable clinics.
- Mr. Velasquez provided an email address for CHW referrals: firemihprogram@sanantonio.gov

Action Item:

- Members or participants may email any additional questions or comments to: CHW@dshs.state.tx.us.

Agenda Item 6: Review of 2015 CHW Program Annual Report

Ms. Beatrice Smith, Community Health Worker Training and Certification Program, DSHS, reviewed the PowerPoint entitled *Community Health Worker Training and Certification Advisory Committee 2015 Annual Report* and provided an update. Highlights include:

- The Texas Health and Human Safety Code Chapter 48 provides authority to DSHS to operate a program offering training and certification for CHWs. Program rules require that an annual report be filed with the HHSC Executive Commissioner describing the activities and meetings of the Advisory Committee.
- The draft report is in the review process with a projected date of publication of in April 2016. Stakeholders will be notified via email and provided with a link to the publication.
- As of December 31, 2015, CHWs were located in 138 counties in Texas. There were 6 counties with over 200 CHWs and 109 counties had only 1 CHW.
- Individuals may look up specific information on CHWs by county on the DSHS website <http://www.dshs.state.tx.us/> or send an email requesting additional information to the CHW email address- chw@dshs.state.tx.us.

Agenda Item 7: Discussion - Advisory Committee Workgroup Structure, Membership and Work plans

Ms. Menking referenced the PowerPoint slides entitled *2016 Workgroup Activities* to discuss membership of the workgroups and plans that were voted on at the previous meeting. Highlights include:

- Ms. Guerrero and Ms. Hallberg Harmon both stated a willingness to lead the Training and Certification workgroup.
- Ms. Bush stated a desire to participate on the Training and Certification workgroup and the Workforce Solutions workgroup.
- Ms. Menking noted that Ms. Guerrero will be the acting Training and Certification workgroup lead until we clarify if Ms. Escobar is interested. Ms. Smith is the state staff liaison.
- Ms. Anna Longoria, member of the public, expressed a desire to be a member of the Training and Certification workgroup.
- Members or meeting participants may email requests to change or be added to any of the workgroups to: CHW@dshs.state.tx.us.

Agenda Item 8: Evaluation Survey - 2015 Results and 2016 Implementation

Dr. Julie St. John referenced the presentation entitled *Community Health Worker Evaluation Survey 2015* and provided an update. Highlights include:

- Survey respondents noted valuable reasons for certification including increased self-confidence, making a difference in the community, increasing personal and professional respect, and giving value to the profession. Respondents noted the primary challenges of certification being the lack of job opportunities and a lack of recognition as patient navigators.
- A few survey challenges included a delayed start and only seven months of data collection. This was the first time the state conducted this survey so there was a low survey response rate, as well as a limited capacity for follow-up due to outdated contact information.

- Ms. MacCarty and Dr. St. John presented information about the survey at the American Public Health Association (APHA) annual conference in Chicago in Fall of 2015. Session participants provided recommendations to improve survey results, including maintaining the current survey frequency tied to renewal, reaching out to employers, using non-traditional methods like Facebook and LinkedIn to verify contact information, and providing a link to the survey with the renewal application.
- Ms. MacCarty noted that this year's survey was initiated in January for individuals due for renewal in 2016. Emails were sent out in English and Spanish as well as paper surveys for individuals without valid email addresses.
- As of March 3, 2016, DSHS had received 158 surveys.

Agenda Item 9: Committee Business

- **Review and recommend to DSHS applications for certification of training institutions**

There were no training site applications for review by the Committee.

Agenda Item 10: Program Update

Ms. Monica Maldonado reviewed the PowerPoint and provided a program update, as of February 29, 2016. Highlights include:

- The approximate number of certified CHWs is 3,754, pending February 2016 expiration data.
- The percentage of on-time renewals in January 2016 was 41 percent.
- The number of CHW and Instructor applications received (including initial, re-application, and renewal applications) for January and February 2016 was 165 and 191, respectively.
- Eight new CHW Instructors were certified in January and February 2016.
- There were over 360 participants in CHW CEU courses in January and February 2016.
- There are 37 training programs and 1 more pending recertification.
- In the first two months of the year, 21 students graduated from CHW certification courses. One student completed an instructor certification course, and 20 instructors participated in instructor CEU courses.
- DSHS will be updating the CHW program website in the next few months.
- There are 11 CHW Associations located around the state currently listed on the DSHS website.

Action item:

- Ms. Menking asked participants to email DSHS additional contact information for CHW associations to be added to the website.
- Ms. MacCarty noted that the program update numbers are approximate and asked that members and participants please email DSHS for additional information.

Agenda Item 11: Committee Member Updates

Ms. MacCarty asked members to discuss one thing that recently increased awareness/visibility of CHWs in their area.

- Ms. Bustos noted that the Northern Texas CHW Resource Coalition discussed creating a board to run the association in their area to increase involvement from other training sites and CHWs. The Coalition discussed volunteer opportunities to work as a group and increase visibility in the Lubbock area utilizing youth and social media. The Coalition's Facebook page is an opportunity to educate and raise awareness about CHWs. A

mayoral candidate recently reached out to the Coalition to learn more about CHWs and what is needed in the community.

- Mr. Eagleton has continued to discuss the CHW Program in the mental health community in Houston and Harris County area, specifically with National Alliance of Mental Illness (NAMI) Texas, Houston. Several NAMI staff have enrolled in CHW certification classes and several CHWs are working in the behavioral health area. NAMI is going to include more CHWs in Mental Health First Aid training.
- Ms. Hallberg noted that in El Paso, the University Medical Center utilized CHWs to promote the Affordable Care Act (ACA) for individuals that do not have health insurance and they promoted a Promotora and CHW Community Appreciation Day at the City Council.
- Dr. St John noted that in Abilene, the Big Spring Area Health Education Center (AHEC), part of West Texas AHEC, has established CHW Vista volunteer positions and are working with their local health district which has increased visibility. The Big Spring AHEC is also preparing to start its first CHW certification Course. The West Texas AHEC board has county judges and other members that have been able to hear CHWs present and learn more about what they do. There is also going to be a CHW course in Abilene.
- Ms. Bush commented that they are working with the East Texas Human Needs Network which is a collaboration of multiple organizations, non-profits, and hospitals within the Smith County area. They are working on a presentation to go to leaders of the area hospitals to reach people and connect them to primary care. Through surveying, they realized it is not a lack of physicians or staff or clinics, but connecting people to services. Now they have the job of connecting hospital leaders with CHWs.
- Mr. Muñoz noted that they have been working on a partnership with the 5th Army Reserve Engagement Cell and the 350th Army Civil Affairs Command to do some innovative readiness training including partnering reservists with CHWs to gain experience working in the community. Work will be ongoing to partner with the Army and the Army Reserve.
- Ms. Guerrero noted that the Texas Gulf Coast CHW/Promotores Association has broadened community awareness using social media. They were fortunate to get a Social Media expert on the Communications committee. The Texas Gulf Coast CHW website contains a lot more information and now has a new Twitter campaign- #IamaCHW. CHWs take their pictures with a paper message stating what they do. The committee and association is promoting that to make CHWs more visible and encouraging them to get more involved in that area. They are getting a lot of friends on Facebook and now Twitter, and there is also a blog. The board members will contribute a blog discussing various issues around CHW to improve visibility.

Agenda Item 12: New business for consideration at the next meeting or future meetings

The next meeting will be held on May 20, 2016.

- Update on the Houston CEU portal
- CHW Spotlight – MHP Salud
- Open Government – information for Committee members from DSHS Legal Council
- TMF CHW Affinity Group

Action item:

- Ms. Menking encouraged participants to email additional agenda topics for the next meeting.

Agenda Item 13: Adjourn

Ms. Bustos adjourned the meeting at 12:26 p.m.