

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

Friday, October 31, 2025

10:00 a.m.

DRAFT

Virtual: Teams Meeting Platform

In Person Meeting Site: 1100 W. 49th Street, Moreton Building, Room M-100,
Austin, Texas 78756

Agenda Item 1: Welcome and Introductions

Ms. Kaitlin Quinton, Advisory Committee Coordination Office (ACCO), Health and Human Services Commission (HHSC), read the logistical announcements and stated the meeting is conducted in accordance with the Texas Open Meetings Act. One public member pre-registered for public comment and written public comments were received. Ms. Quinton conducted the member roll call and announced that a quorum was established.

Table 1: The Community Health Worker (CHW) Advisory Committee member attendance at the CHW Advisory Committee Meeting on October 31, 2025.

MEMBER NAME	IN ATTENDANCE
Ms. Belinda Flores	Yes
Ms. Minerva Garcia	Yes
Ms. Otila Garcia	Yes
Ms. Belinda Hampton	Yes
Ms. Jometra Hawkins-Sneed	No
Mr. Greg LaMay	Yes
Ms. Roxana Lopez	No
Dr. Ninfa C. Pena-Purcell	Yes
Dr. Marlen Trujillo	Yes

Dr. Marlen Trujillo, Chair, called the Promotor(a) or Community Health Worker Training and Certification Advisory Committee (CHWAC) meeting to order at 10:06 a.m. and welcomed members and attendees.

Dr. Trujillo, Chair, asked the Department of State Health Services (DSHS) staff attending in person to introduce themselves – Ms. Raiza Ruiza, Manager, Community Health Worker and School Health Branch; Mr. Brett Spencer, Director, Health Promotion Unit; Mr. Frank Luera, Program Coordinator, Community Health Worker Program; and Ms. Beatrice Smith.

Agenda Item 2: Consideration of July 29, 2025, draft meeting minutes

Dr. Trujillo, Chair, reminded members that the July 29, 2025, draft meeting minutes were provided and asked for any edits or comments to the minutes.

MOTION:

Dr. Trujillo, Chair, requested a motion to approve the minutes as presented. The motion was moved by Ms. Flores, seconded by Mr. LaMay

Ms. Quinton conducted a roll call vote for the committee members. With a unanimous vote of the committee, seven approvals, no disapprovals, and no abstentions, the motion has passed.

Agenda Item 3: DSHS CHW Program Updates

Dr. Trujillo, Chair, welcomed Ms. Ruiz to provide the updates.

Highlights included:

- CHW General Updates
 - Changes to core competencies effective February 1, 2026. Training centers must implement an initial training curriculum aligning with the new competencies by August 1, 2026.
 - DSHS CHW Core Competency Update webpage, DSHS templates and curriculum submissions forms, and Frequently Asked Questions webpage have been updated and are now available. Reach out to CHW Program for additional questions or technical assistance.
 - The updated initial certification curriculum must have 9 modules, a duration of 180 hours, and learning objectives and activities that align with the learning objectives in the Core Competency Detailed Changes.
 - Follow up on questions from the previous CHWAC meeting:
 - Spanish version of CHW program webpages in progress. Timelines for each page varies depending on planned changes for the English version and conflicting priorities. Pages that

change frequently may not have a Spanish version. Some webpages have been updated to be more user-friendly.

- CEU opportunities for renewals are sufficient and training centers and contact information can be found through the Training Programs List on the CHW Program website.

Discussion

With the new increase of 180 training hours, does that have any impact on recertification of CHWs and CHWIs?

No, there is no impact on recertification. 20 CEUs are still required. No requirements for recertification have changed.

(cont.)

- Certification Quarterly Updates
 - A graph of total certified CHWs from 2021-2025 shows that the amount of certified CHWs has increased by approximately 145% since 2021.
 - A graph shows the number of CHW applications received each month in 2025. 1,061 applications were received between July and September 2025, which is approximately half the amount received in the last quarter (3,019), noting a significant decrease in the applications based on training. CHW applications received by type from January to September 2025 shows that 59% (3,590) applications were based on training, 24% (1,477) were renewals, and 17% (1,053) were based on experience.
 - A graph shows the total number of approved CHW applications, both newly certified and recertified, for each month in 2025.
 - A graph of the total certified CHW Instructors (CHWIs) from 2021-2025 shows that the amount of certified CHWIs has increased by approximately 94% since 2021.
 - A graph shows the number of CHWI applications received each month in 2025, including applications based on training, experience, and renewals. CHWI applications received by type from January to September 2025 show that 48% (179) applications were renewals, 33% (124) were based on training, and 19% (69) were based on experience. The numbers are consistent with what was seen in 2024.
 - A graph shows the total number of approved CHWI applications, both newly certified and recertified, for each month in 2025.
 - As of September 2025, 9 curricula were under review, totaling 13 credit hours. 9 new curricula, totaling 14.5 credit hours were approved between July 1 and September 30, 2025.
 - The criteria for new curricula have been updated. Training centers must ensure their curricula meets the standards in the CHW Program Policy before CEUs are offered.

Discussion

What is the turnaround time for renewal applications when they are submitted?

The CHW Program recommends applying about 120 days prior but are trying to meet certification at 90 days. Due to the volume of applications received, the program is behind on processing. About 40% of applications are approved within 90 days. The timeline can vary between months. High volumes are received between March, April, and May.

For applications based on work experience, is there any way to specify what work experience is required? For example, a mock form or example to prevent applications from being returned for additional work experience details.

The CHW Program is redesigning the work experience. Most professional references will use a form to verify experience rather than verifying via phone call as they do currently. Implementation to the CHW Program Policy is expected by February 1, 2026.

Ms. Quinton reminds the committee that HHSC follows the Texas Open Meetings Act and provides information regarding public comments for public accountability and transparency and what can be said during the public comment.

Regarding the 142% increase in CHW applications, are there any insights, geographically, into the prominence of the CHW increase?

Mapping has not been done, and the data is not yet available. Mapping is usually done with the annual report.

Agenda Item 4: Gateway Community Health Center – Working with CHWs

Dr. Trujillo, Chair, welcomed Ms. Juliana Medrano, Program Manager, Lado-A-Lado Program Health Education and Training Department, Gateway Community Health Center, Inc.

Highlights included:

- An overview of the Gateway Community Health Center (Gateway) was provided. Gateway currently has 20 CHWs employed.
- CHWs at Gateway offer a wide range of services that were provided in the presentation. They play a vital role across various departments to improve service delivery and community health outcomes.
 - Health Education and Training Department – CHWs provide tailored health education, patient navigation, and community outreach on chronic diseases and grant-funded programs.
 - Women’s Health – CHWs promote early detection and prevention care from breast and cervical cancer screenings to overall women’s health.

- Behavioral Health – CHWs work to reduce mental health stigmas by raising awareness and connecting individuals to appropriate care and that these individuals do not face challenges on their own.
- Several community partnerships, including the Ventanilla de Salud with the Mexican Consulate, to help expand the health services throughout the areas Gateway serves.
- Impact of CHWs as Health Educators - CHWs help individuals understand their health conditions and empower them to make changes, motivate them through group classes, one-to-one classes, and community presentations. Culturally relevant materials and language are used to help participants understand the complexity of health conditions. Most classes are taught in Spanish. Focus on chronic disease management such as diabetes, obesity, and hypertension and promote disease prevention. They help set realistic goals and peer support.
- Impact of CHWs as Patient Navigators - CHWs help guide patients through complicated healthcare systems by schedule appointments and connecting patients to the correct clinic services or resources. They identify patient needs by using the Social Determinants of Health assessment. Provide referrals to community network for additional support.
- Impact of CHWs in Outreach and Education – CHWs serve as connections between Gateway and underserved communities by raising awareness of services in the network through presentations and local events at schools and churches. They provide education and serve as resource navigators and build trust between the communities and Gateway.
- Mobile units are very impactful in reaching underserved communities for women’s health and behavioral health.
- A Gateway liaison at Ventanilla de Salud recruits community partners and conducts presentations while community members wait for health care services and resources. A list of Gateway’s community partners was presented.

Discussion

Has there been any impact on funding, given that Gateway receives federal funding?

There has been a little bit of impact on the clinic side that trickles down into the programs. Each department has different types of funding and programs. The Lado-A-Lado program’s services have changed since last year, but they are still able to provide their services to about the same number of individuals.

Agenda Item 5: Methodist Health Care Ministries

Dr. Trujillo, Chair, welcomed Dr. Sophia C. London, CHW District Manager, Methodist Healthcare Ministries (MHM).

Highlights included:

- MHM currently has 8 CHWs and two clinics in the San Antonio for the underserved community and anyone who needs help with medical and other services.
- Each CHW works with 4-5 nurses in 94 churches. Starting today, there are 2 community builders.
- The list of locations served was presented. Plans to put CHWs in all counties served in 2026/2027.
- CHWs serve in a diverse population without judgment. They are engaged in food pantries, back to school events, and community fairs.
- Each MHM CHW works in their own ministries. CHWs and community builders and their locations were presented along with highlights of their services. Community builders were also highlighted.
 - Community builders (CB) bring leaders in the community together to determine what can be done to upgrade their community as needed.
- MHM has mental health providers that have been deployed to Kerrville and San Angelo during the flood earlier in 2025. CHWs are being trained to have mental health information to share and will be expanding into new areas such as Rio Grande, Uvalde, Alice, Buda, Brownfield, Celina, Brownsville, and other cities that will benefit from CHWs.
- Concerns for widespread job losses – CHWs presence provides reassurance and support to those who need it most.
- Dr. London promotes self-care amongst her staff. Proper self-care results in better services being provided.

Agenda Item 6: Advisory subcommittee updates

Dr. Trujillo, Chair, welcomed Ms. Flores, Subcommittee Chair, Communications and Outreach Subcommittee, Community Health Worker Advisory Committee (CHWAC) to provide an update.

Highlights included:

- The subcommittee has had discussions regarding clarification on the new module and changes to the curriculum.
- Assess the need for the Communications subcommittee as the topics discussed in the subcommittee are also discussed in the Texas Association of Promotores and Community Health Workers (TAPCHW) that subcommittee members are also a part of.
- CEs – could the onus be on the training centers to provide the CEs?
- Will there be a set template for the modules for training centers to follow?

Discussion

DSHS will take into consideration the training centers providing CEs and will look at program policy if it can be accommodated.

DSHS does not develop curricula. If there is a training center that has developed curricula and is willing to share it, DSHS can create a list of shareable curricula. This has been discussed with training centers previously. There are FAQs (Frequently Asked Questions) and guidance on the CHW Program website that can be followed.

Suggestions to dissolve the Communications and Outreach subcommittee.

Training centers can be invited or encouraged to share and present best practices and ideas for others. The same members of the subcommittee are also members of TAPCHW.

Could the Communications and Outreach subcommittee be repurposed? It encompasses more than just training and modules. Are there other purposes that the subcommittee can serve with new membership?

Alternate directions or suggestions are welcome.

Assess subcommittees and think strategically on how they can advance the advisory committee and the work that is done to reach constituents. Request to send information to consider before the next CHWAC meeting.

Agenda Item 7: Committee member sharing of nation and local CHW events.

Dr. Trujillo, Chair, opened the floor for members to share information.

No updates were shared.

Agenda Item 8: Public comment

Dr. Trujillo, Chair, opened the floor for public comment. Ms. Quinton announced that two public commenters did not provide details for oral comments. Written comments were received from Ms. Lesley Hargrove and Ms. Vanessa Mendez.

Ms. Quinton called on Ms. Venus Hines to provide a comment.

Ms. Quinton read the comment from Ms. Garcia on the Microsoft Teams chat.

Public comment from Ms. Hines was heard.

Ms. Quinton called on Ms. Rosalia Garcia (Guerrero) to provide a comment.

Public comment from Ms. Guerrero was heard.

Agenda Item 9: Agenda items for next meeting

Dr. Trujillo, Chair, asked for suggestions for the next agenda items.

- Preliminary map for CHW applications.
- Codes that can be properly billed for CHW services.
- Healthcare landscape on state and federal regulations that impact CHWs.

- Subcommittees and direction for Communications and Outreach subcommittees.
- Update from CHW program regarding certifications.

Additional agenda items should be submitted within two weeks after today's meeting.

Agenda Item 10: Adjourn

Dr. Trujillo, Chair, announced that the next meeting is on January 23, 2026, and thanked all in attendance for attending the meeting. The meeting adjourned at 11:51 am.

Below is the link to the archived video of the October 31, 2025, Community Health Worker Advisory Committee meeting to view and listen for approximately, two years from date meeting is posted and in accordance with the DSHS records retention schedule. (To view and listen to the entirety of the meeting click on the link below)

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