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Texas Department of State
Health Services

Community Health Worker Training Needs Assessment – Texas-Mexico Border Results

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DSHS CHW Liaison



Introduction

- Introduction
 - Who are CHWs
 - Who we are
 - CHW Training Center
 - Expansion Update
- CHW Training Needs Assessment
 - Types of questions
 - Results for:
 - PHR 8
 - PHR 9/10
 - PHR 11

Who are Promotores de Salud/Community Health Workers?





Who we are

RLHO CHW Coordination

CHW Training
Center

CEUs for
CHWs/CHWIs

CHW
Workgroup

PHR 1

PHR
2/3

PHR
4/5N

PHR
6/5S

PHR 7

PHR 8

PHR
9/10

PHR 11

CHW Training Center

Training Health Topics...

Chronic Disease	Emergency Preparedness	CHW/CHWI Skills
Environmental Health	Infectious Disease	Human Trafficking
Maternal & Child Health	Oral Health	Mental Health

Fieldwork/Outreach

- Tuberculosis
- Injury Prevention
- Human Trafficking
- Pediatric and Adult Immunizations
- Liver Health
- Sexually Transmitted Diseases

Since 2017....



Provided Training **185x**



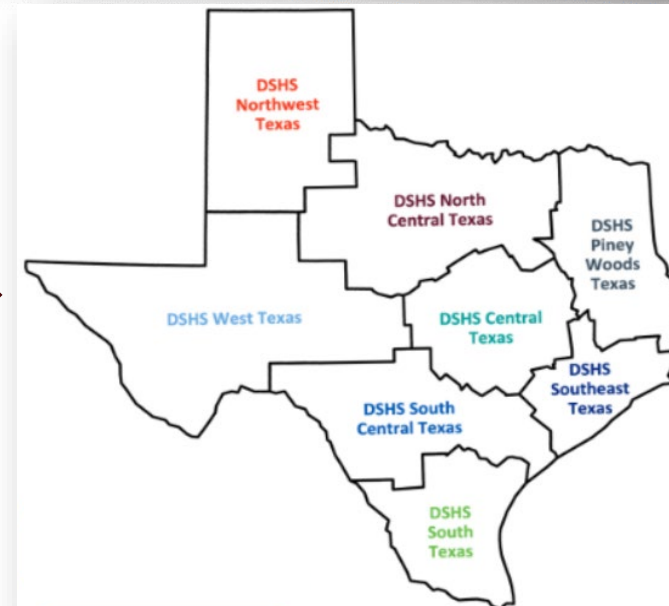
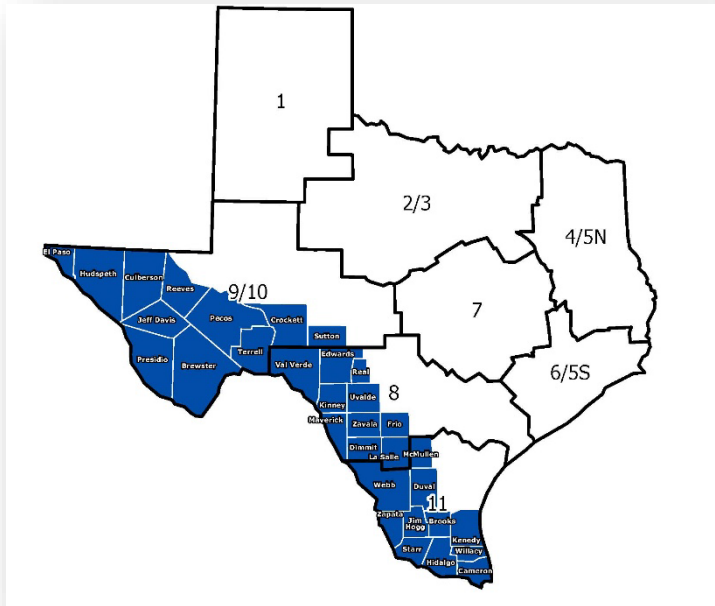
Trained **+7,000** CHWs/CHWIs



Awarded **+18,000** Certified CEUs



CHW Training Center Expansion



August 2017

Office of Border Public Health
CHW Training Center

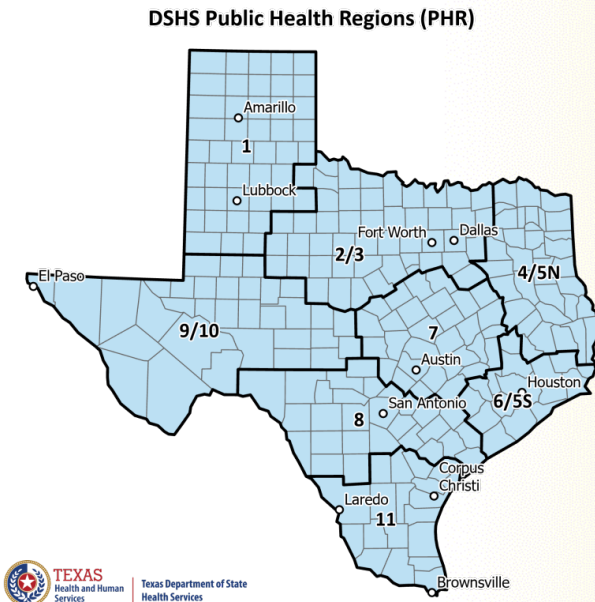
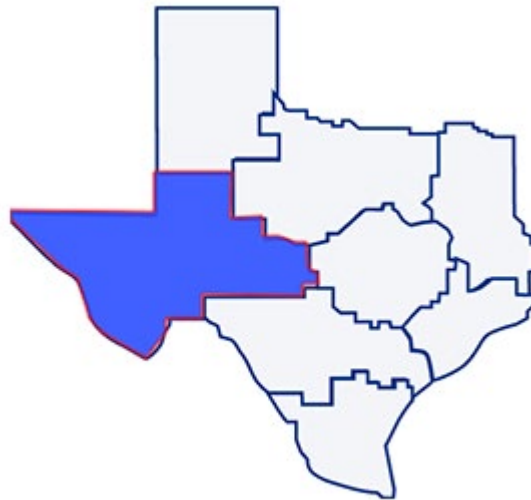
October 2023

DSHS CHW Coordination Program

CHW Training Needs Assessment

- 2019 CHW Training Needs Assessment Pilot- PHR 9/10

- Statewide



Why a Training Needs Assessment?: Understand the training needs of our CHWs!



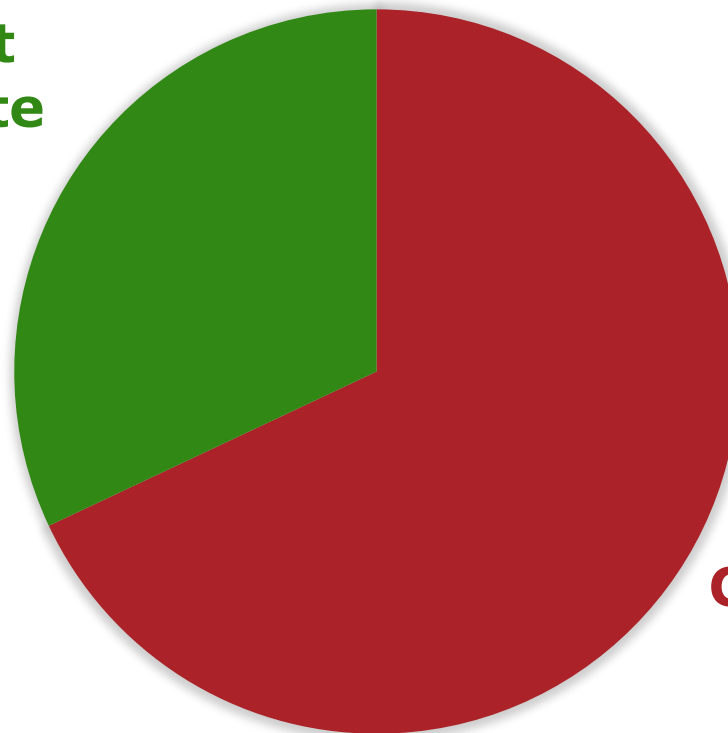
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Statewide CHW Training Needs Assessment

- We received **979** responses from **any** certified CHW/CHWI in Texas, of which **667** completed the entire survey, achieving a **68%** completion rate.

**Did not
complete
32%**



**Completed
68%**



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Types of Questions

Sections

- Job/Volunteer Functions
- Training
- Computer/Technology Skills
- CHW Core Competencies
- Demographics

Results - Functions of CHWs in Their Roles

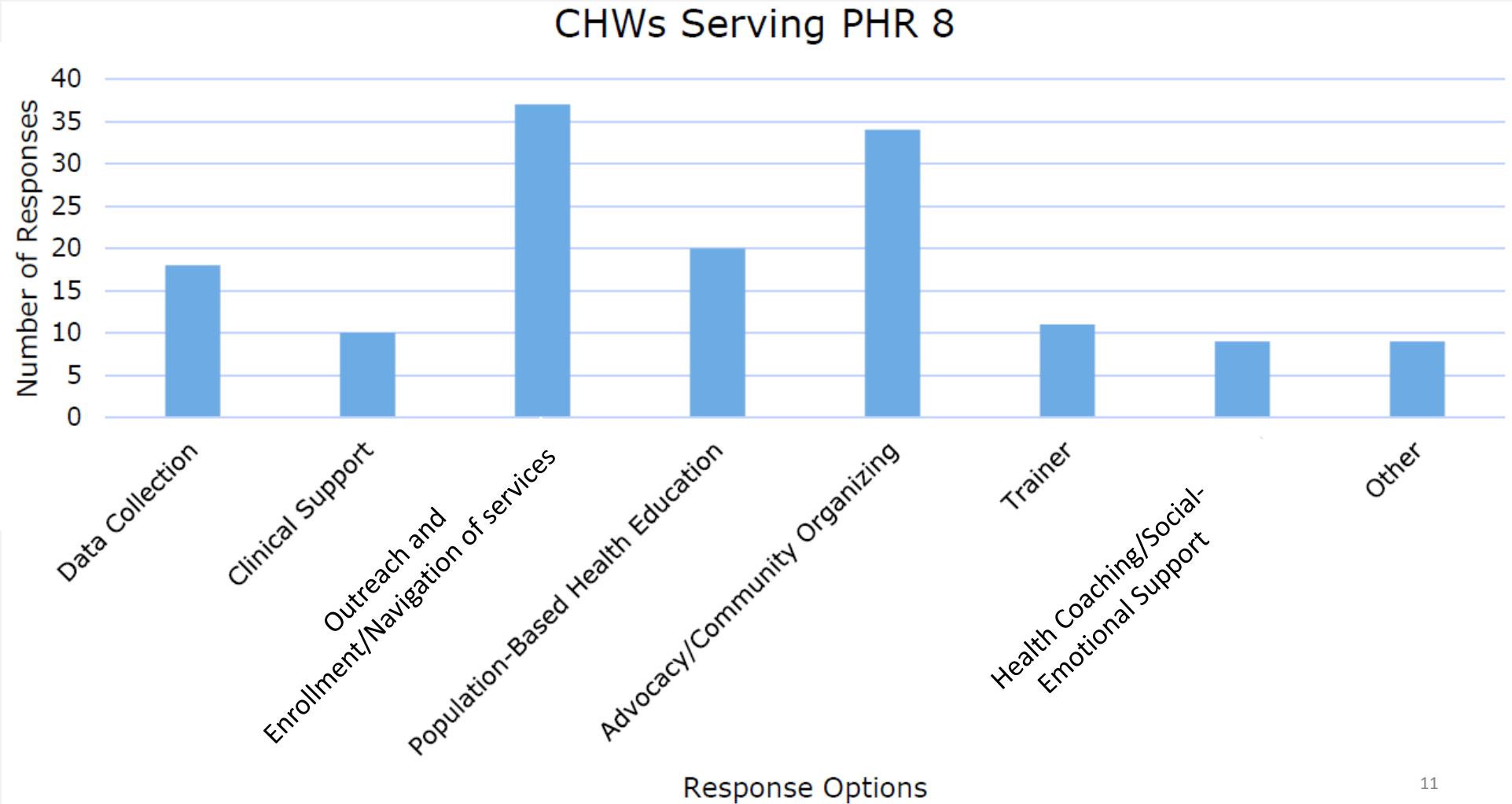


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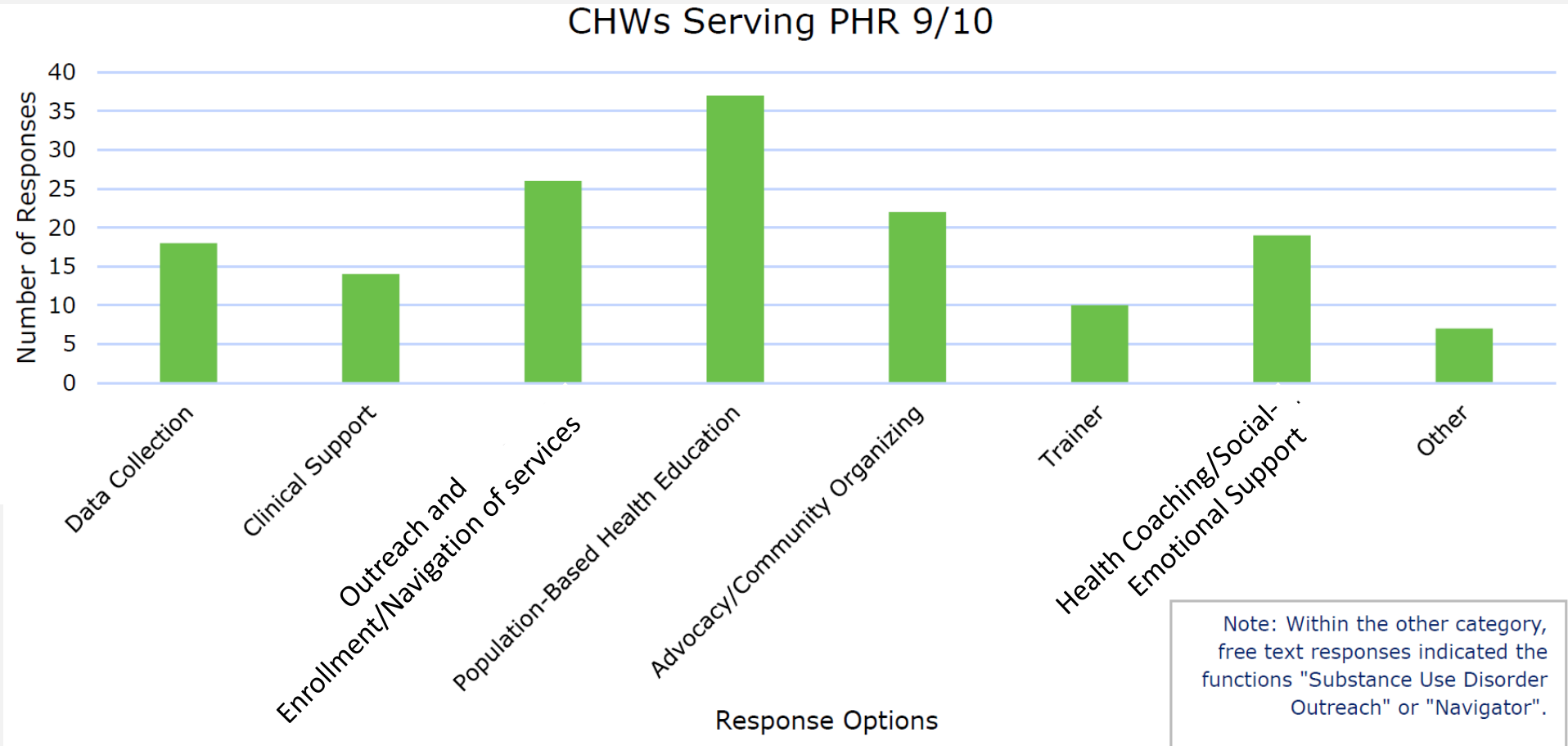
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Q: What are the functions of your current role within the organization you work/volunteer for?

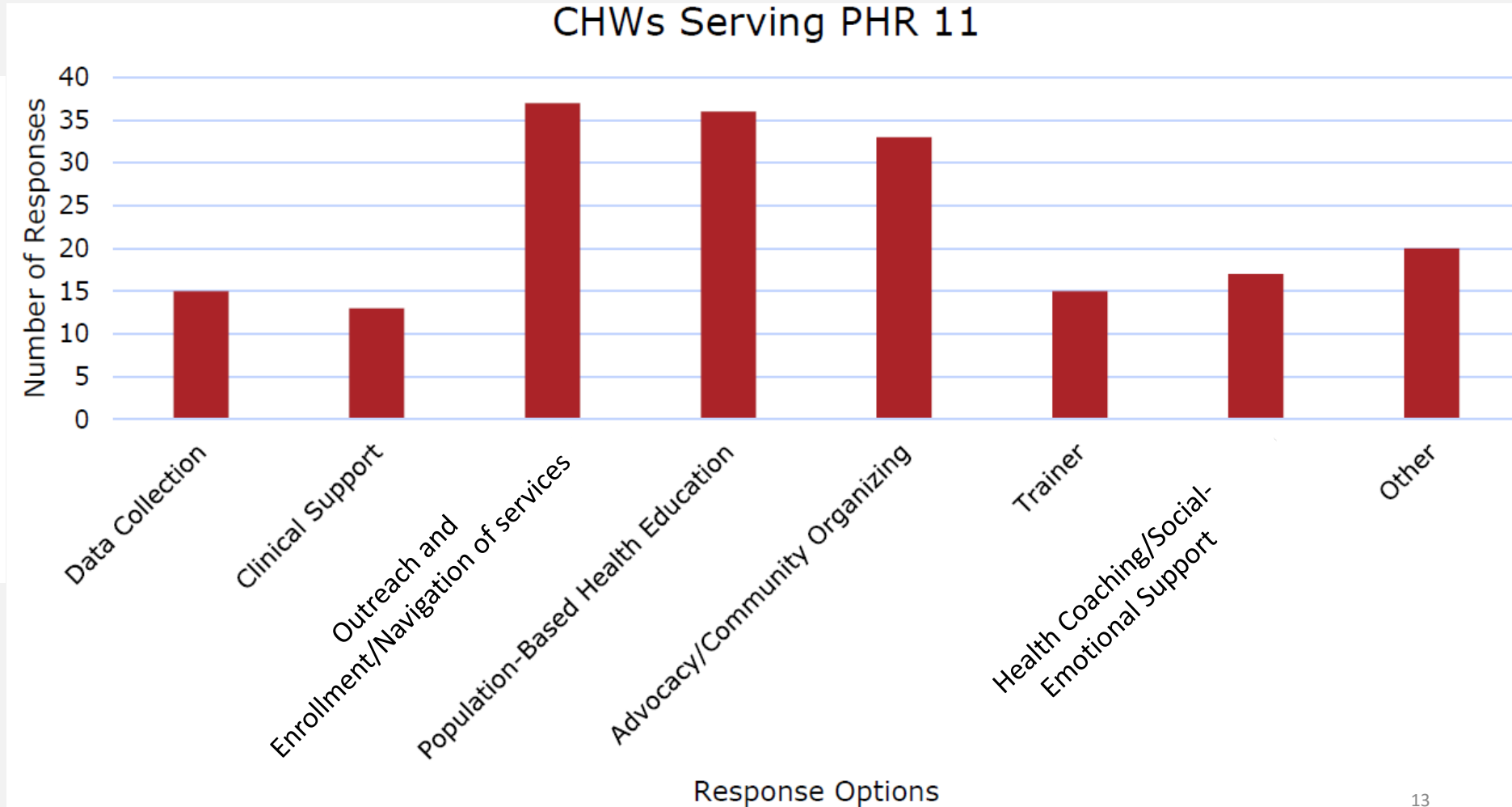
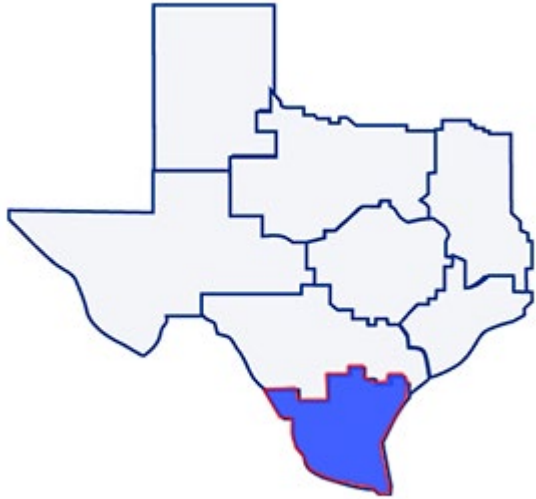
Q: What are the functions of your current role within the organization you work/volunteer for? (select all that apply)



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Key Findings Across PHRs

- Statewide CHWs act as multi-functional bridges, with **Outreach and Enrollment/Navigation of Services** and **Advocacy** consistently identified as top priorities.





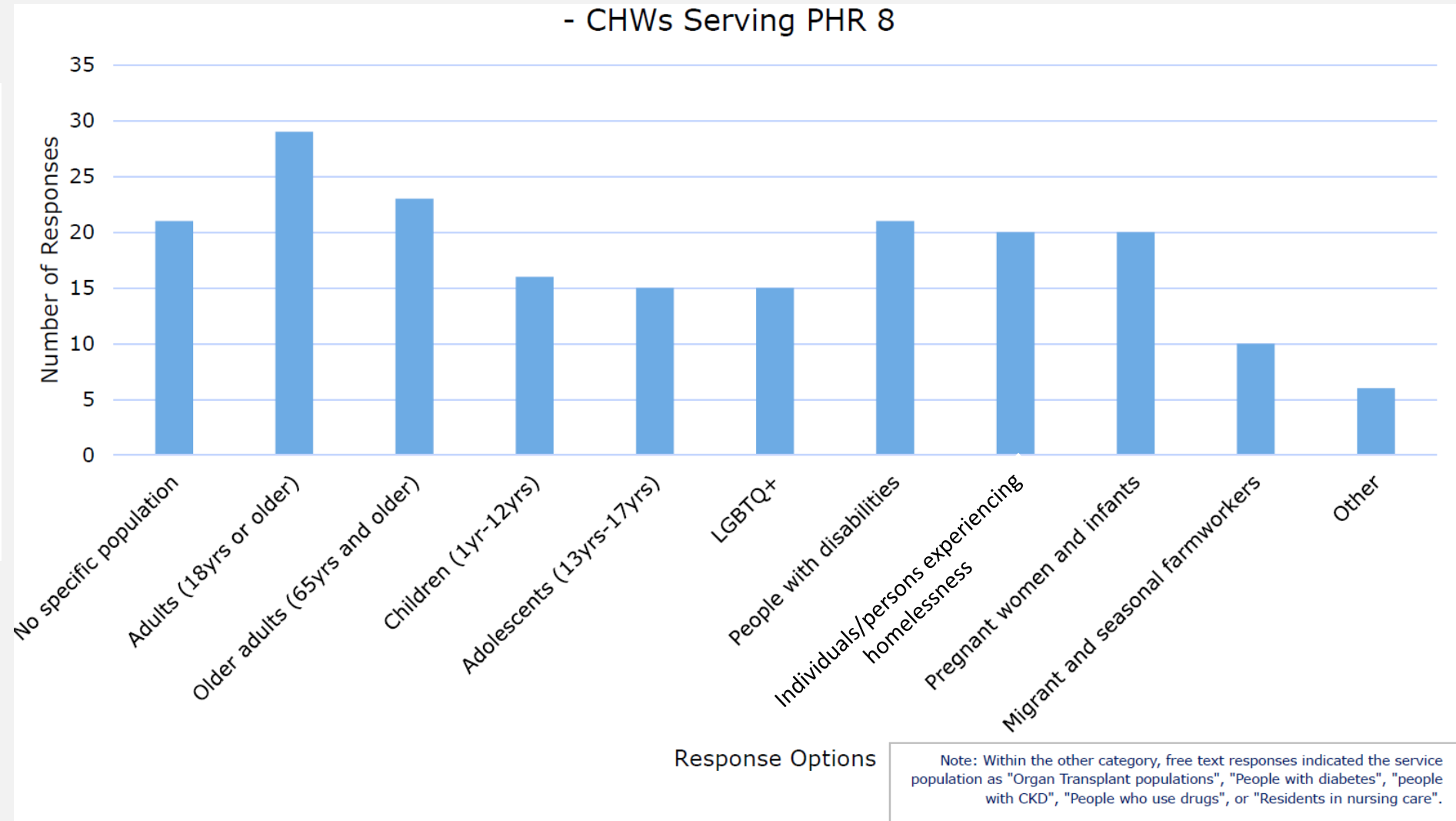
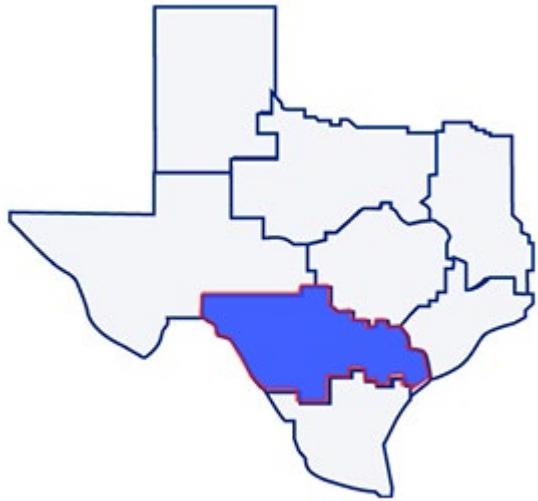
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Results – Populations Served

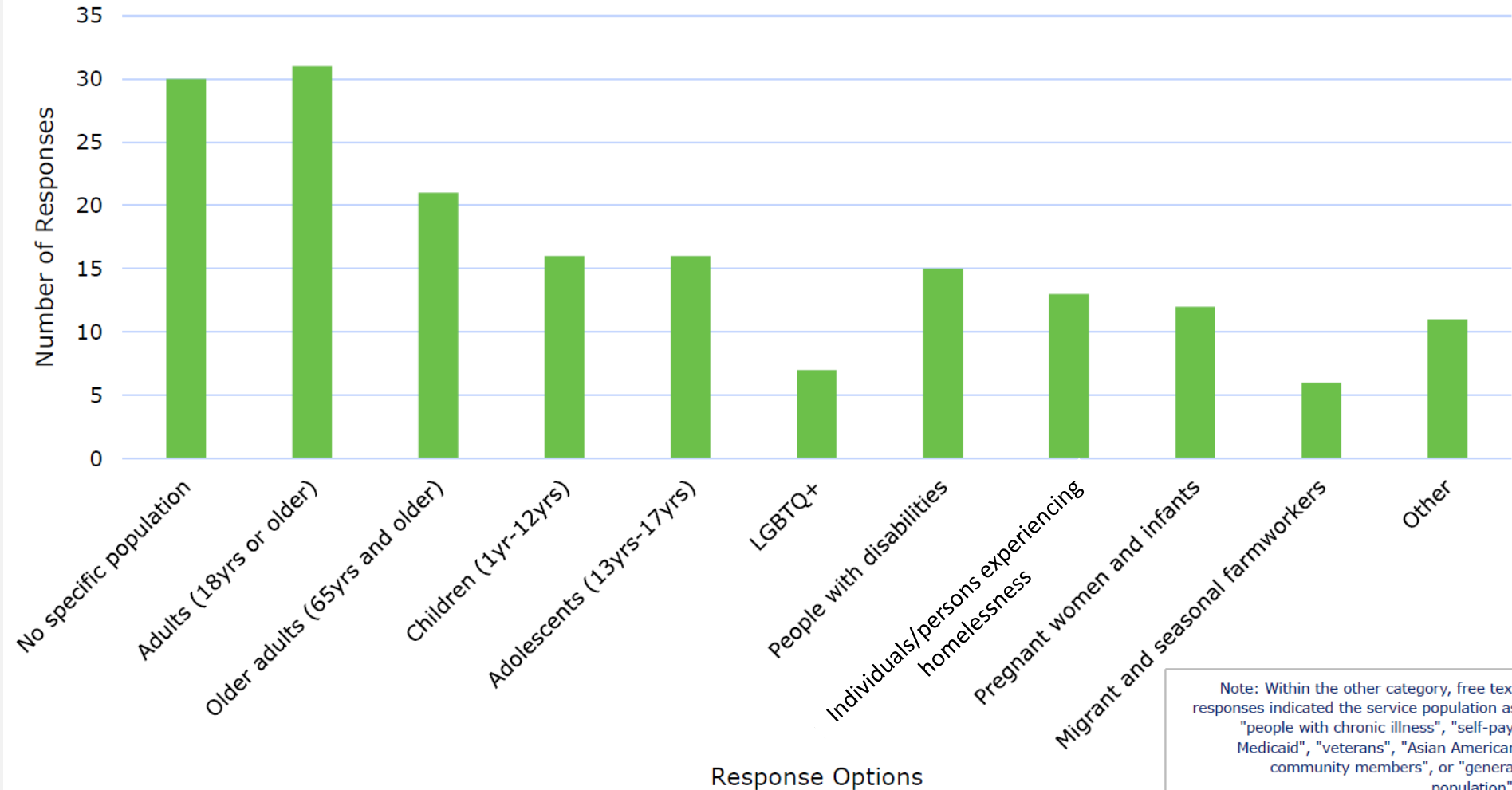
Q: Do you work/volunteer with a specific population? (select all that apply)

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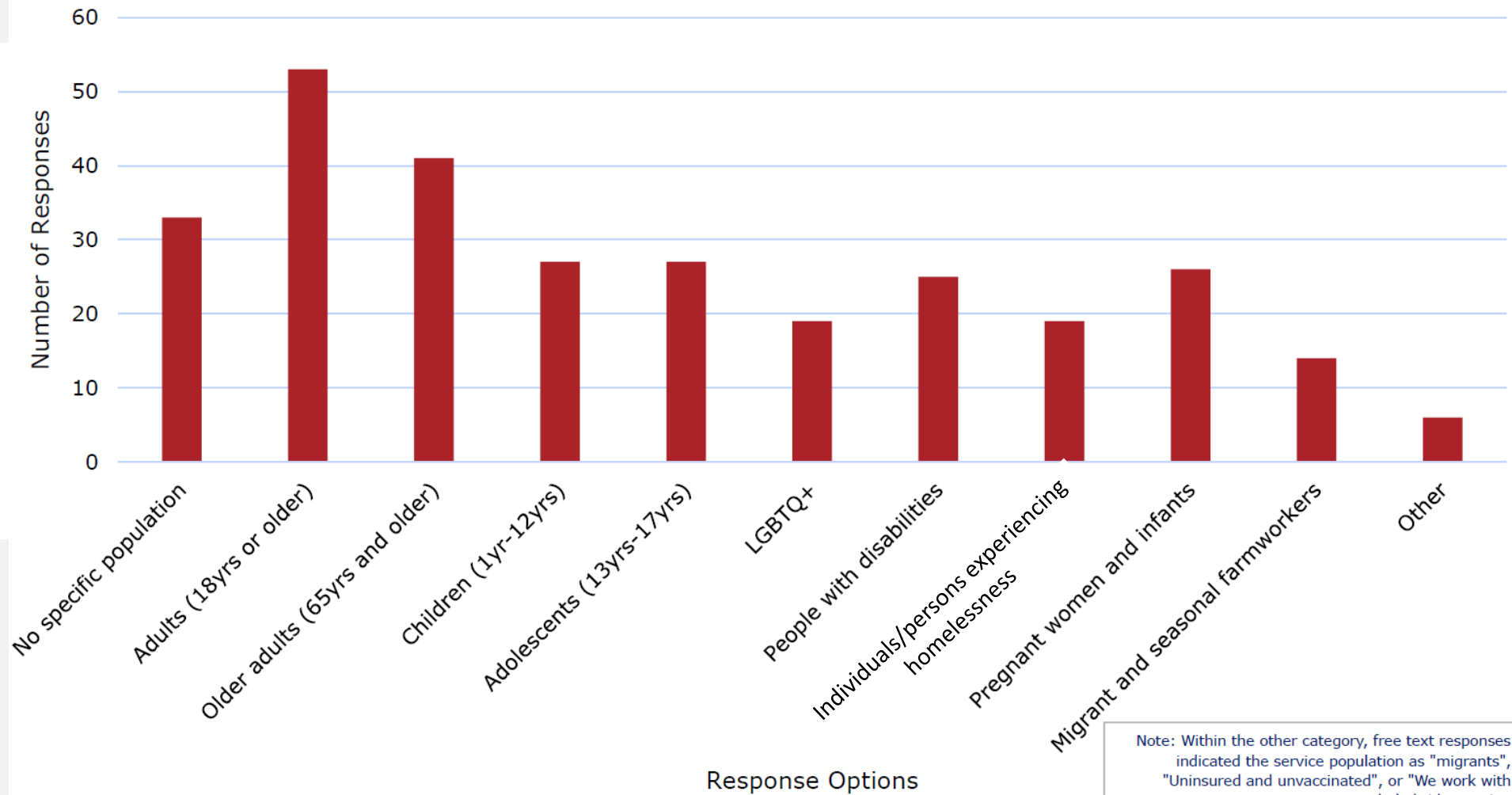
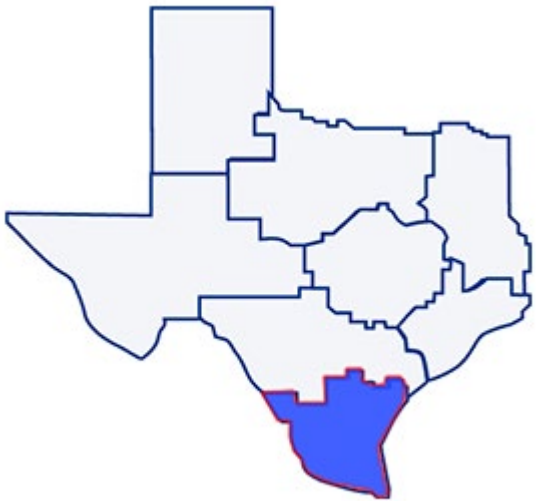
- CHWs Serving PHR 9/10



Note: Within the other category, free text responses indicated the service population as "people with chronic illness", "self-pay, Medicaid", "veterans", "Asian American community members", or "general population".

Q: Do you work/volunteer with a specific population? (select all that apply)

- CHWs Serving PHR 11



Note: Within the other category, free text responses indicated the service population as "migrants", "Uninsured and unvaccinated", or "We work with everyone to help bridge equity."

Key Findings Across PHRs

- The workforce is largely focused on general **Adult** and **Older Adult** populations, suggesting a potential opportunity for specialized training in niche demographics such as **migrant workers** and other groups represented by fewer responses on these graphs.



Migrant Workers



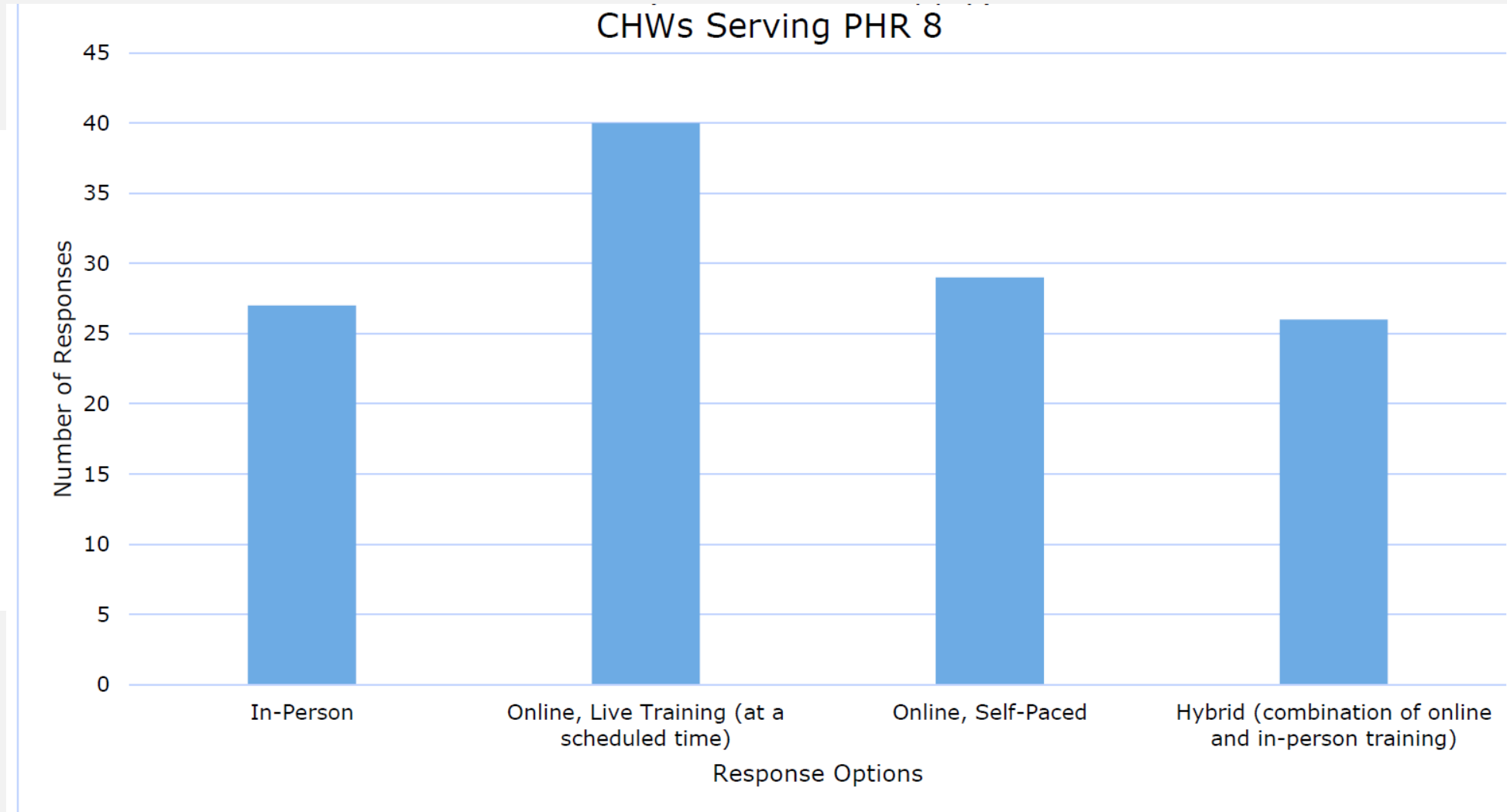
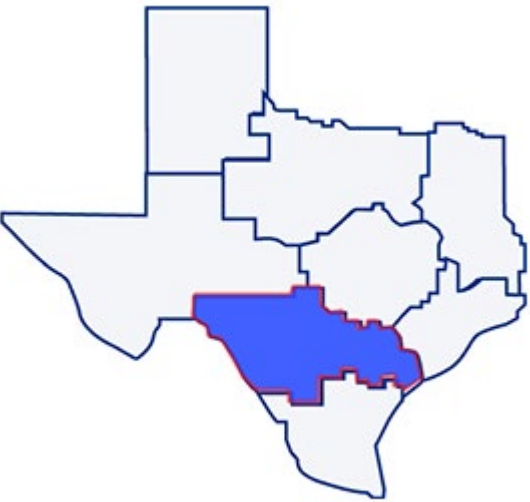
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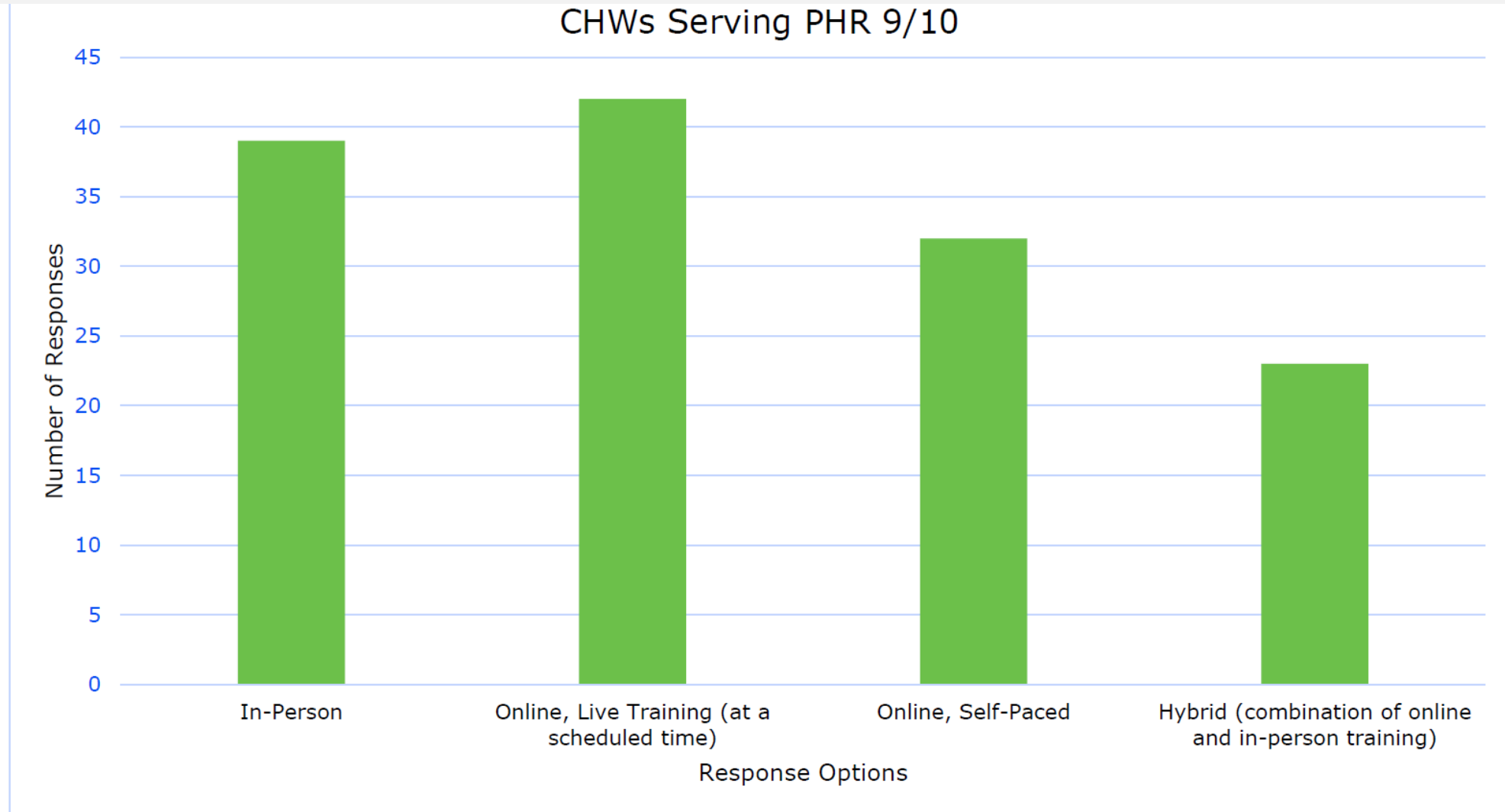
Results – Training Format Preferences

Q: I would be more likely to participate in a training that is _____. (select all that apply)

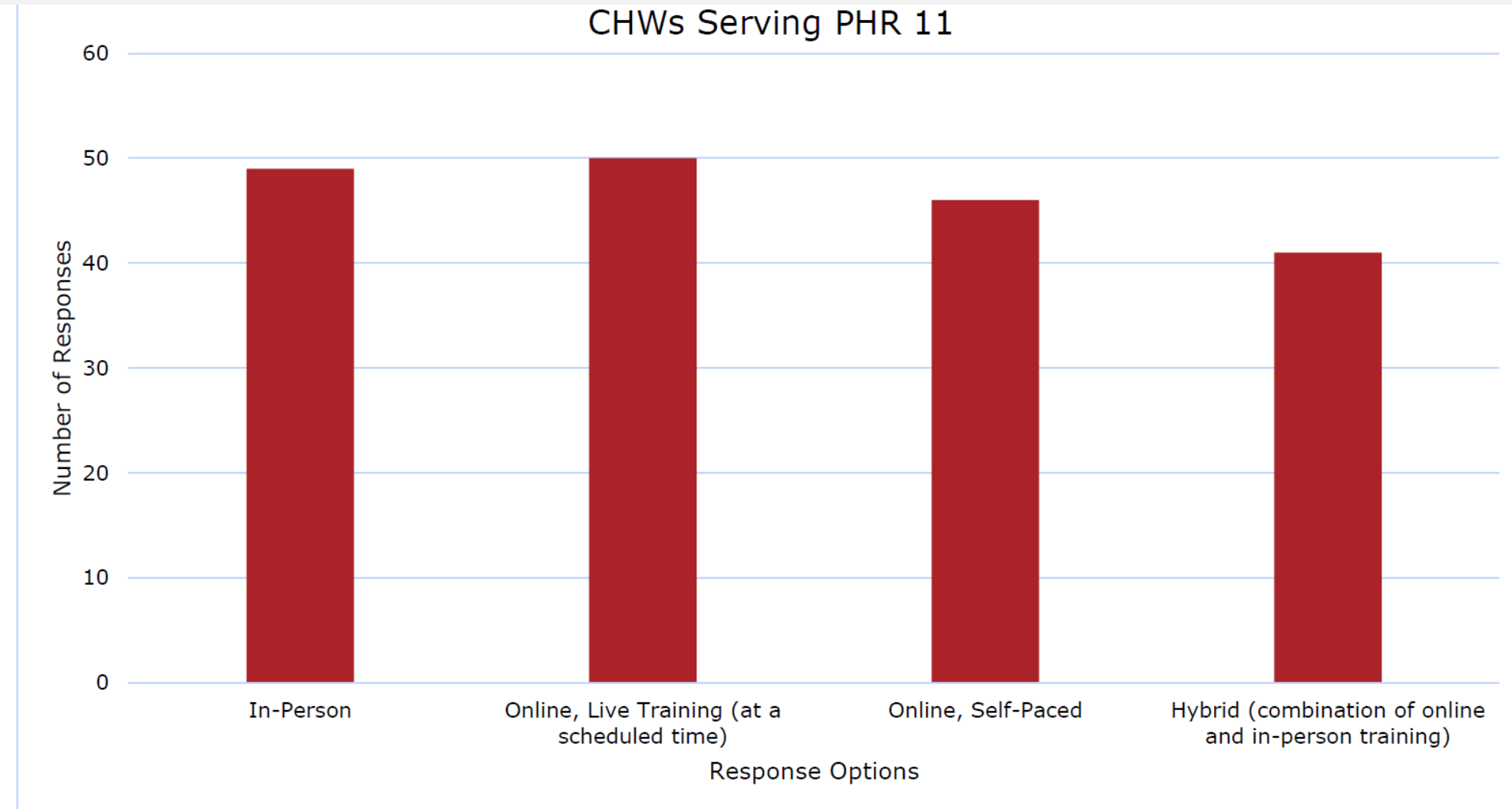
Q: I would be more likely to participate in a training that is _____. (select all that apply)



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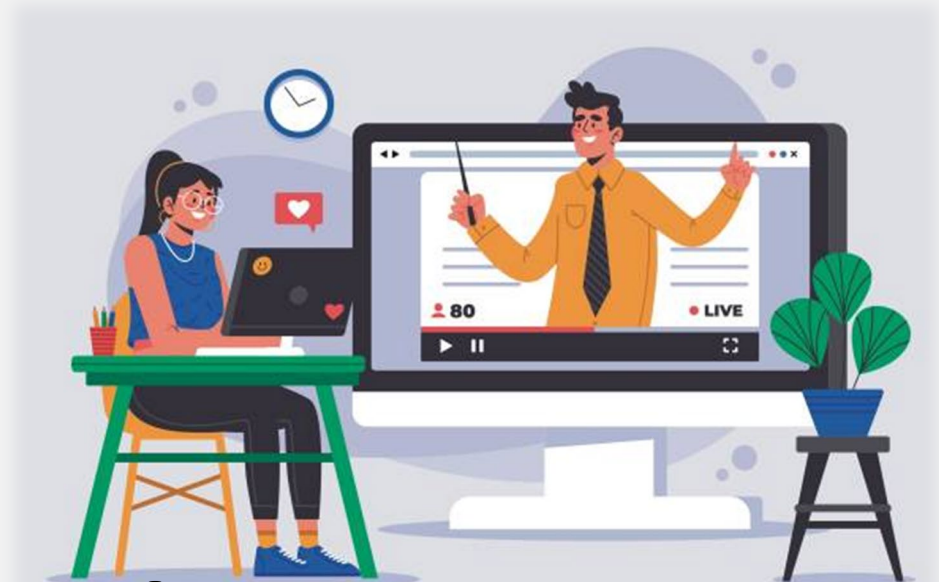


Q: I would be more likely to participate in a training that is _____. (select all that apply)



Key Findings Across PHRs

- Digital transformation is evident: **Online Live Training** is a popular choice across the state, but the significant presence of **In-Person** responses indicates that the "human element" of CHW work continues to be a priority.



Online Live Training



In-Person



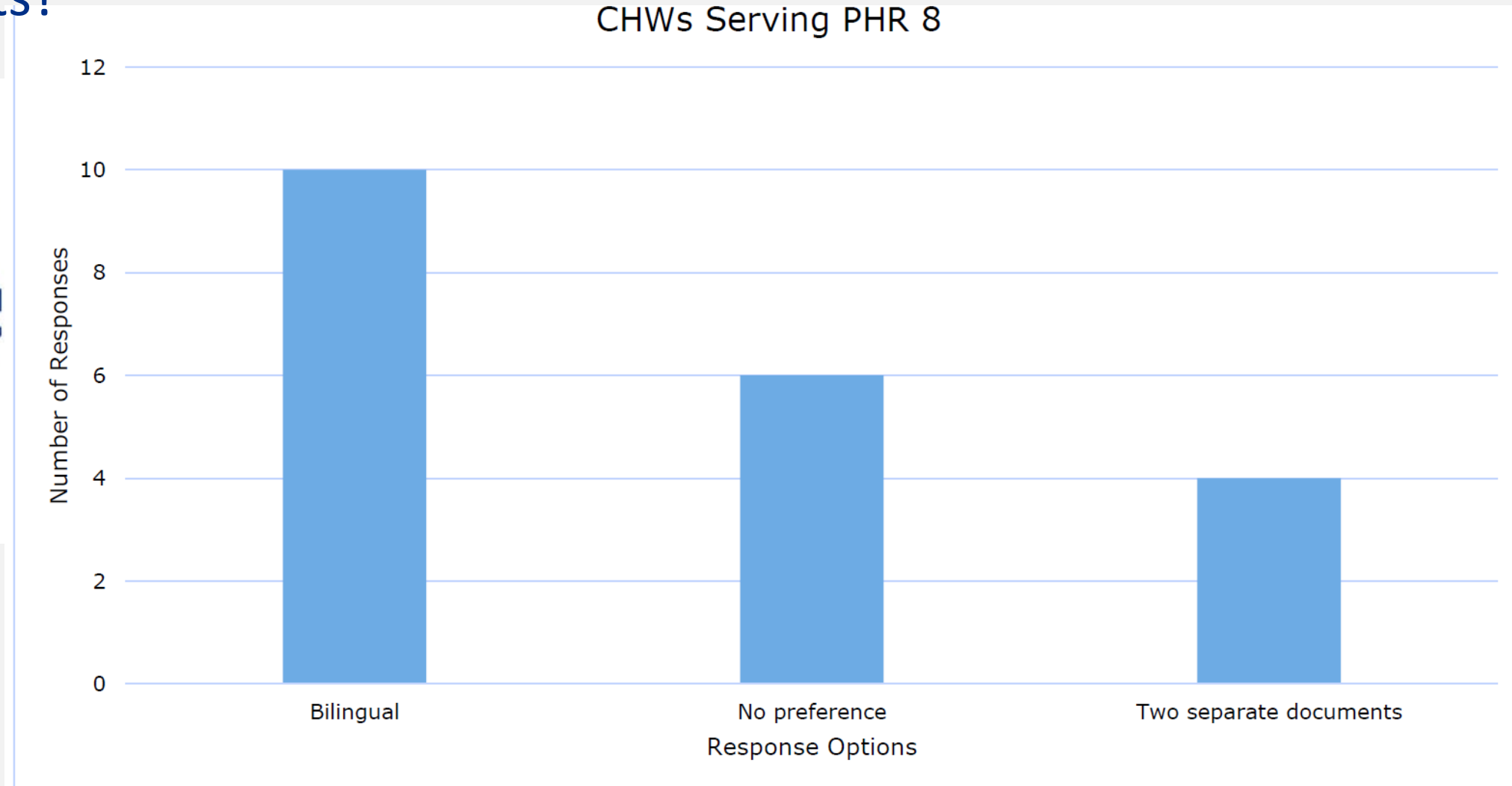
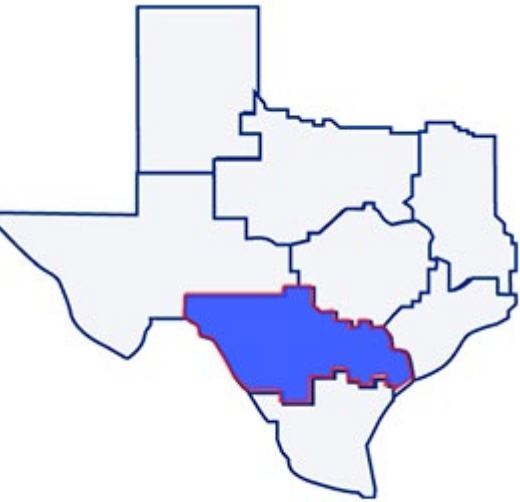
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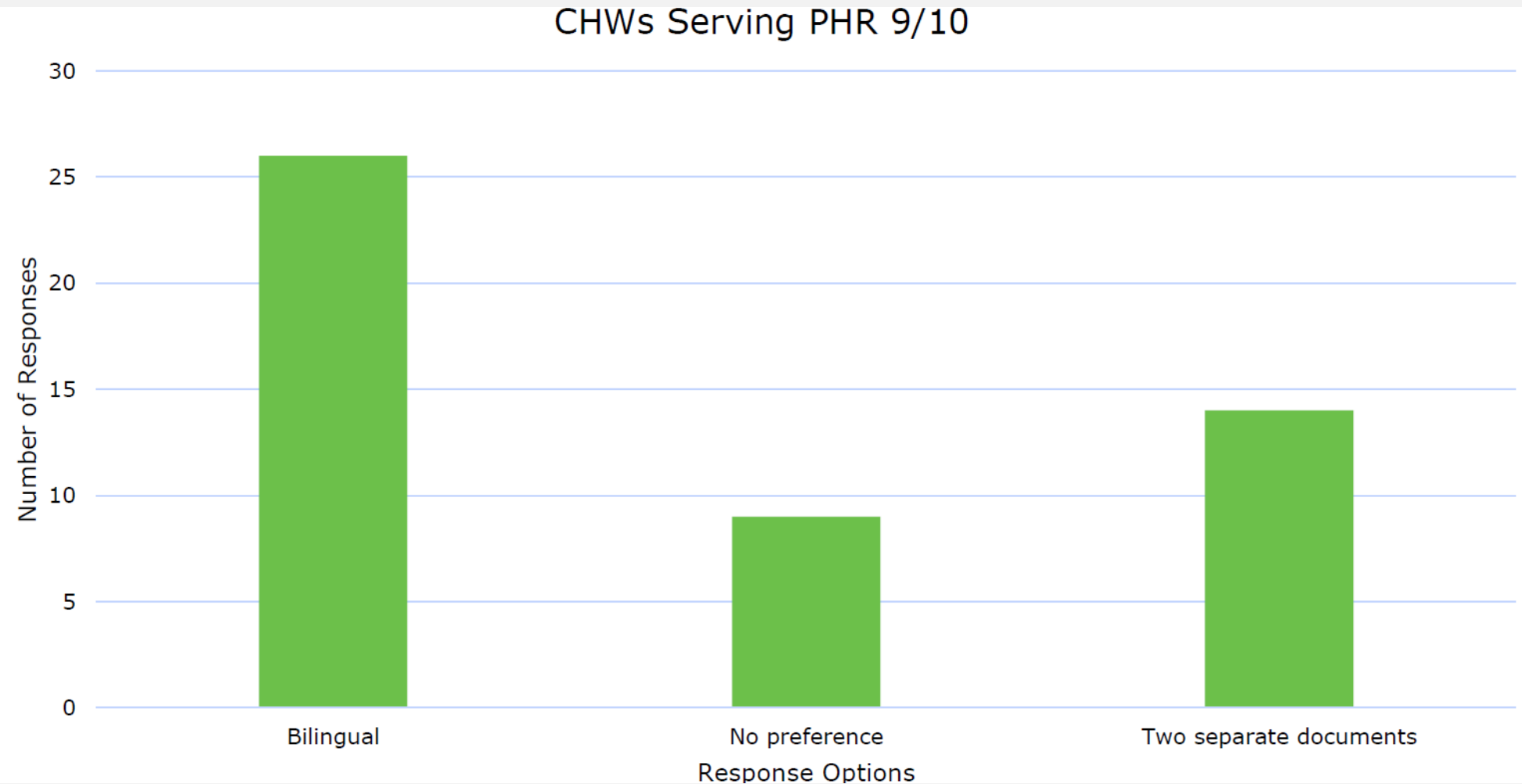
Results – Language & Document Style

Q: Would you prefer training documents (slides, pre-test, post-test, evaluation, handouts) to be bilingual or two separate documents?

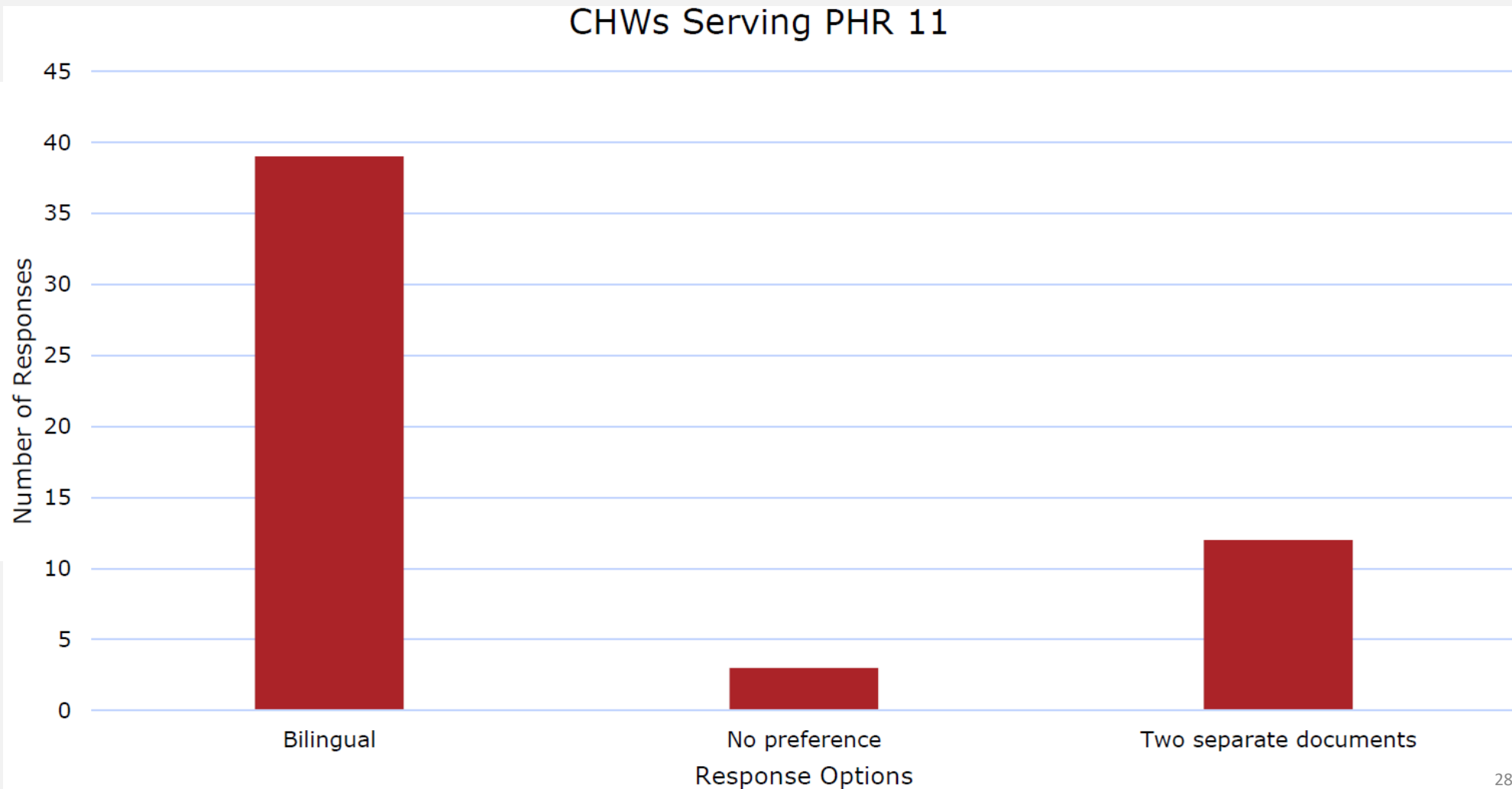
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Key Findings Across PHRs

- There is a statewide consensus on the importance of providing **bilingual** materials. This should be considered a key action item for any organization developing CHW curricula.

Example: Bilingual



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Eval/evaluación.

Evaluation-Liver Health- A CHWs Guide to Understanding Liver Function and Diseases / Salud del hígado-una guía de CHWs para comprender la función hepática y las enfermedades.

Q1. **Overall, how would you rate the DSHS-Office of Border Public Health Trainer? / En general, ¿cómo calificaría al instructor de la Oficina de Salud Pública Fronteriza del DSHS?**

Excellent / *excelente*

Satisfactory / *satisfactorio*

Unsatisfactory / *insatisfactorio*



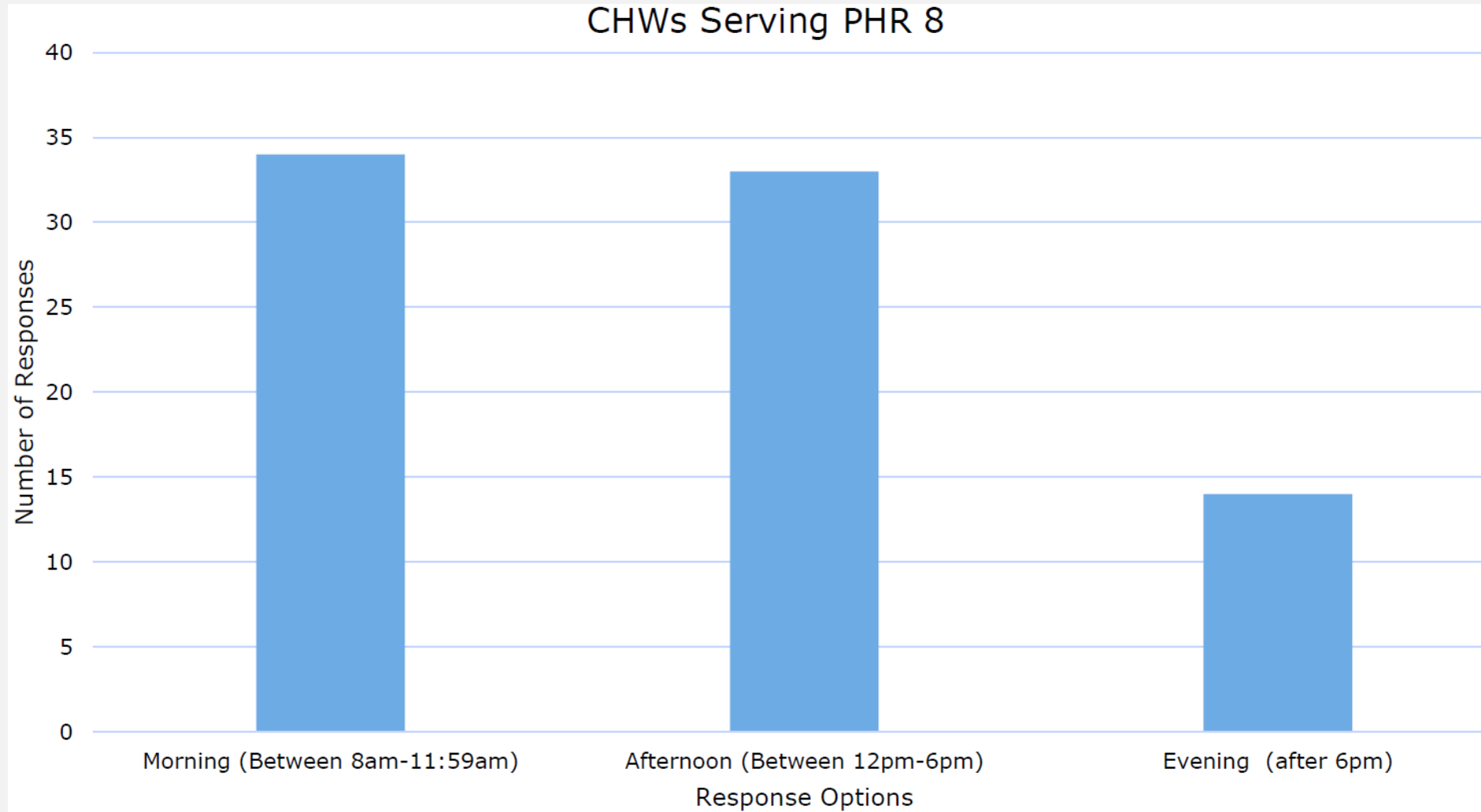
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Results – Preferred Training Times

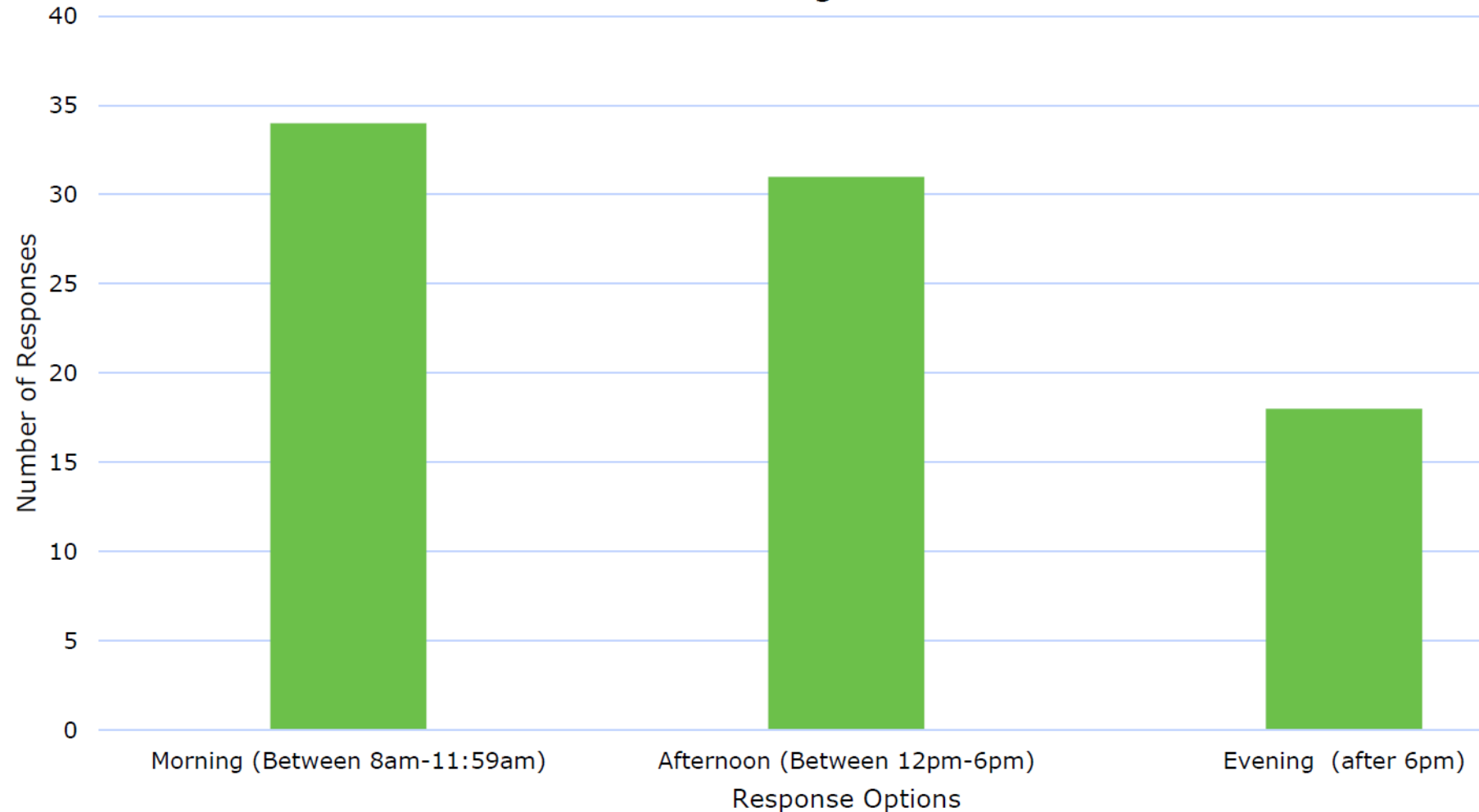
Q:What time of day would you be more likely to participate in training? (select all that apply)

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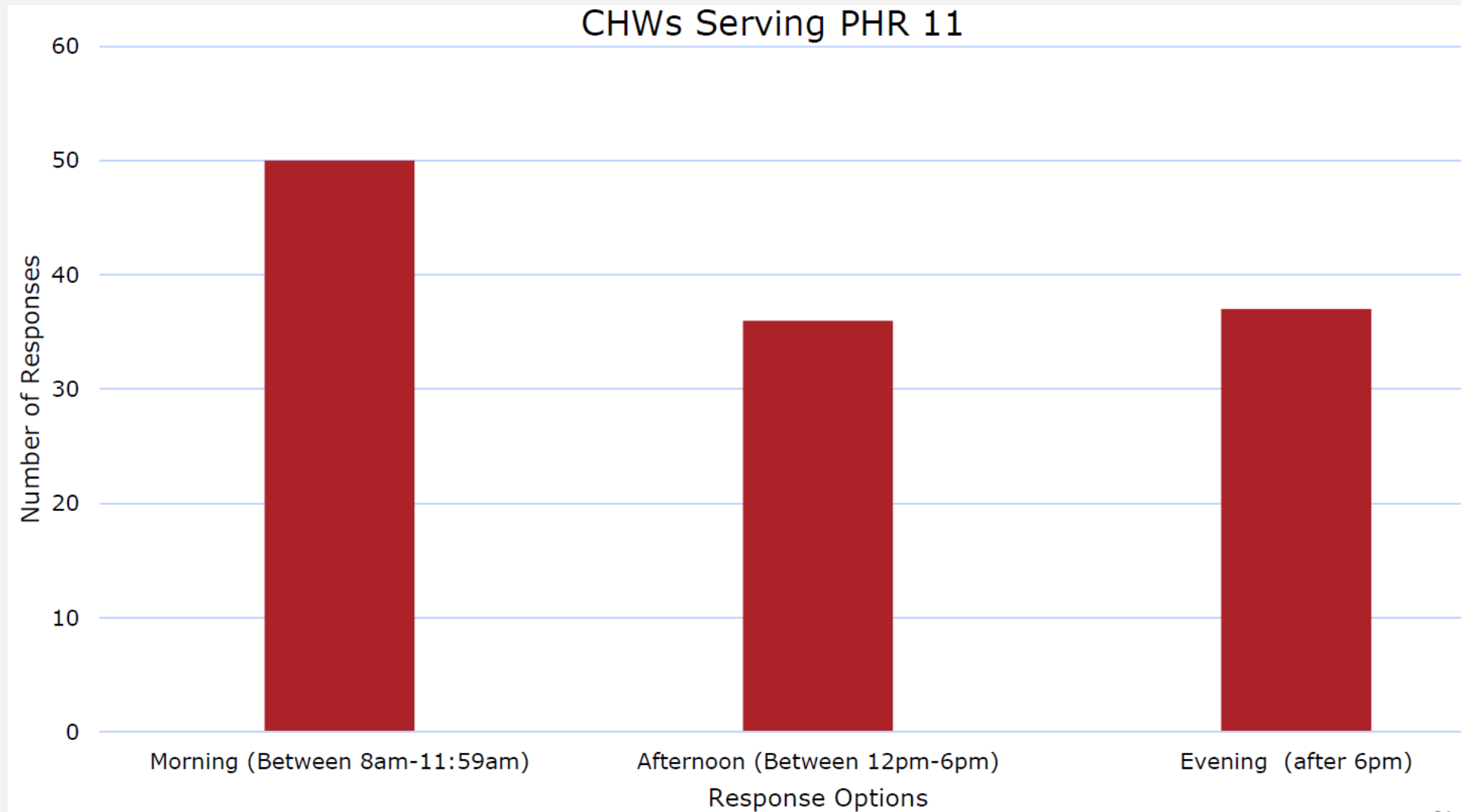
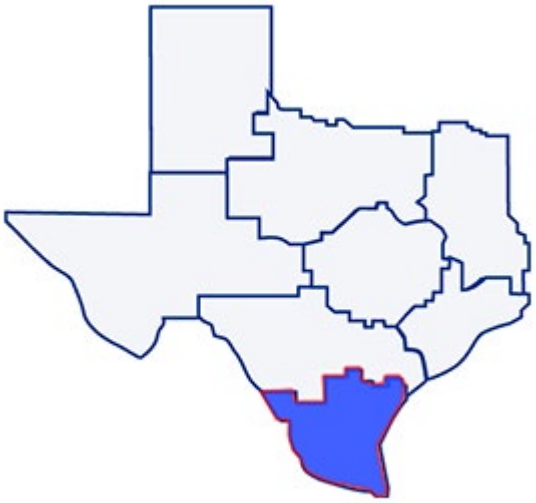


Q: What time of day would you be more likely to participate in training? (select all that apply)

CHWs Serving PHR 9/10



Q: What time of day would you be more likely to participate in training? (select all that apply)



Key Findings Across PHRs

- **Mornings** tend to be the most active period for engagement across the state. Scheduling training sessions after 6:00 PM (evening) is likely to result in lower participation.





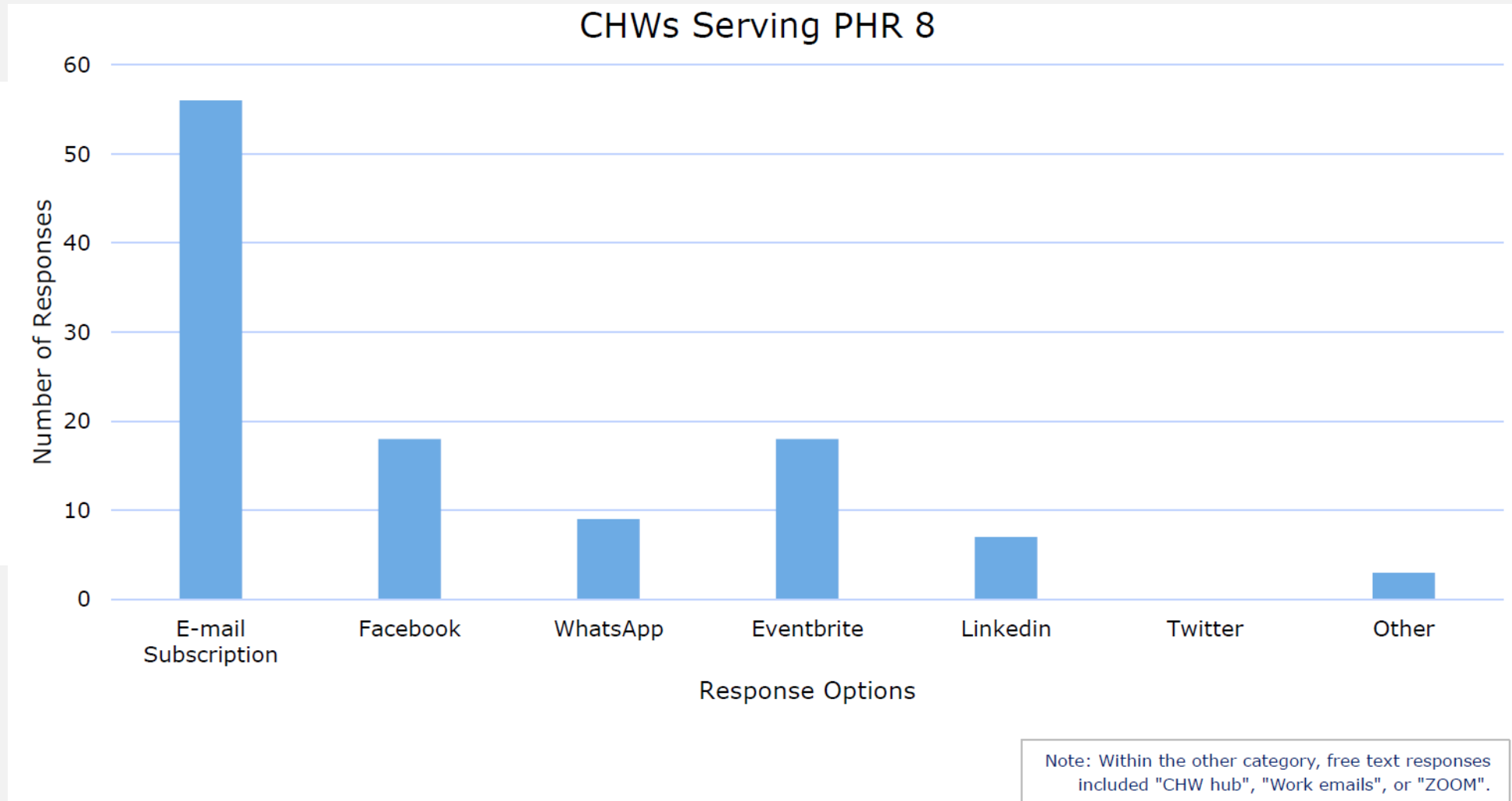
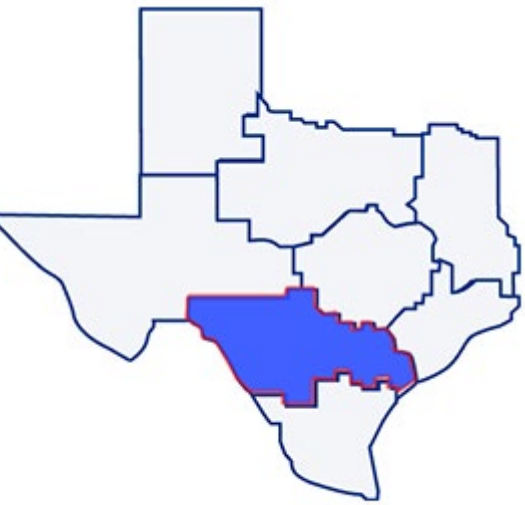
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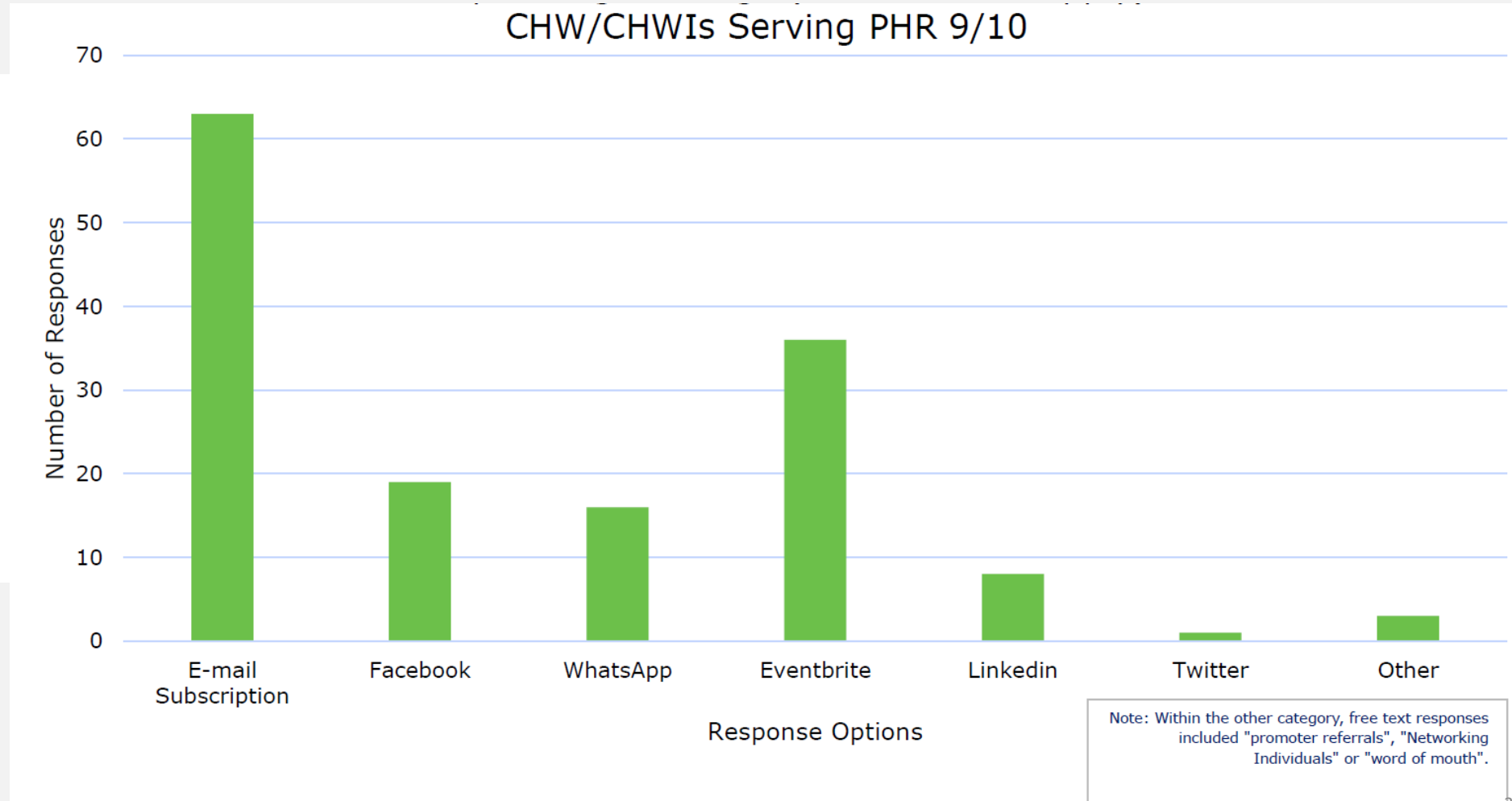
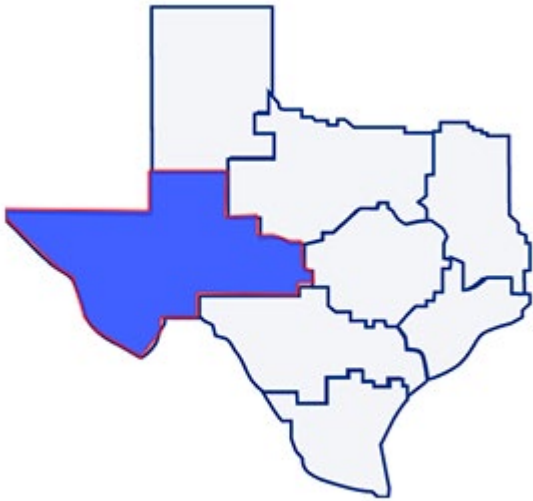
Results – Information Platforms

Q: Which of the following platforms do you use to learn about new upcoming training?
(select all that apply)

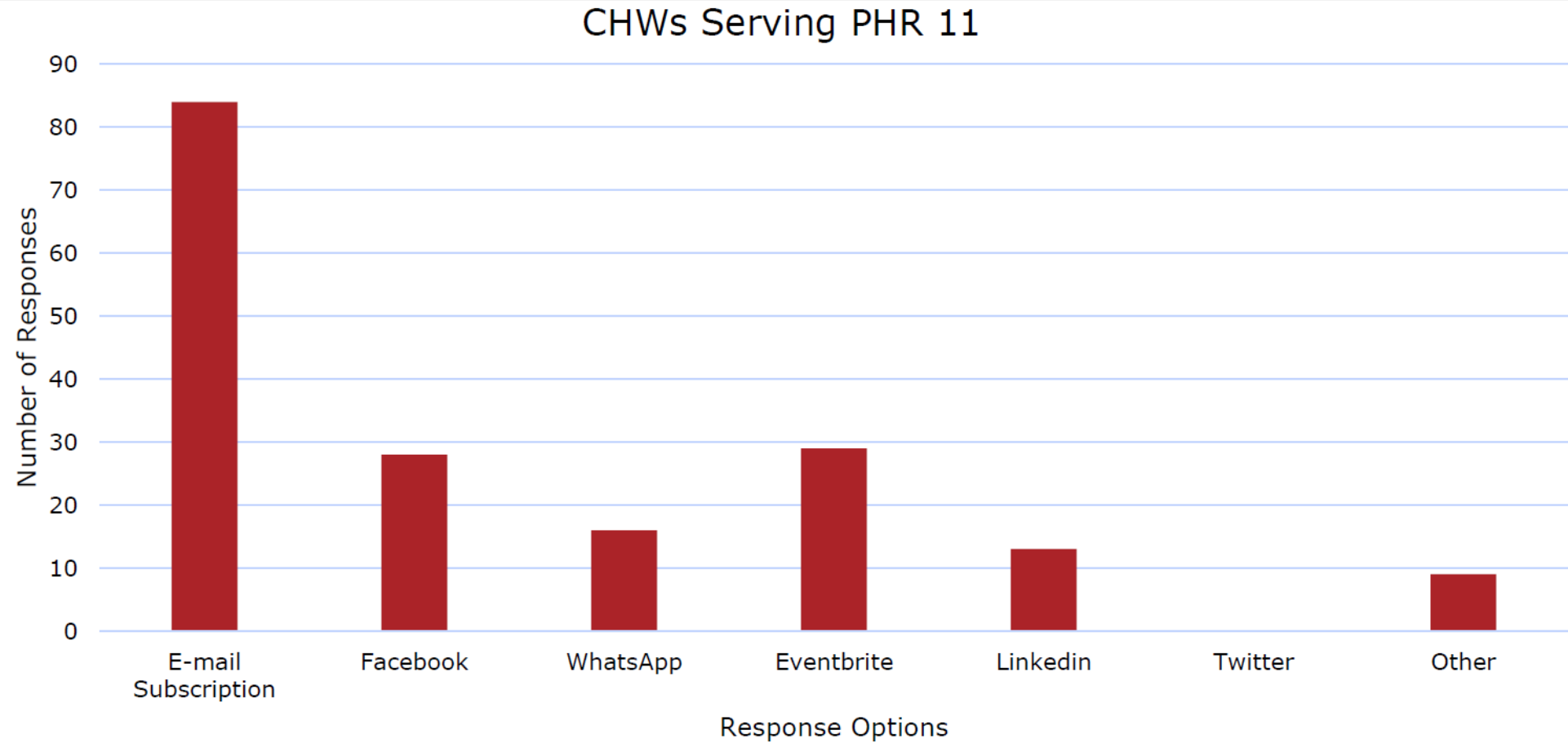
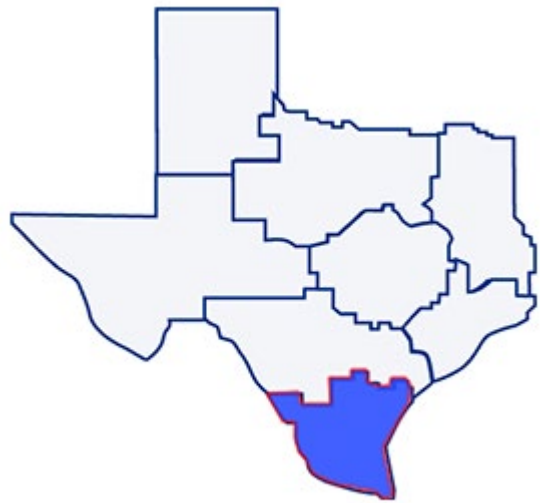
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Note: Within the other category, free text responses included "E-mail", "phone calls", "text messages", "word of mouth", "I am always looking for CUE credits", or "employer".

Key Findings Across PHRs

- **Email subscriptions** are essential for the CHW workforce. While social media is utilized, direct email communication remains the most effective means for professional development.

Subscribe to Receive Updates on the CHW Program

[Sign up for email and text updates](#) to receive information about the CHW Program, including CHW courses and continuing education units (CEUs).

Results – Educational Resources for Residents



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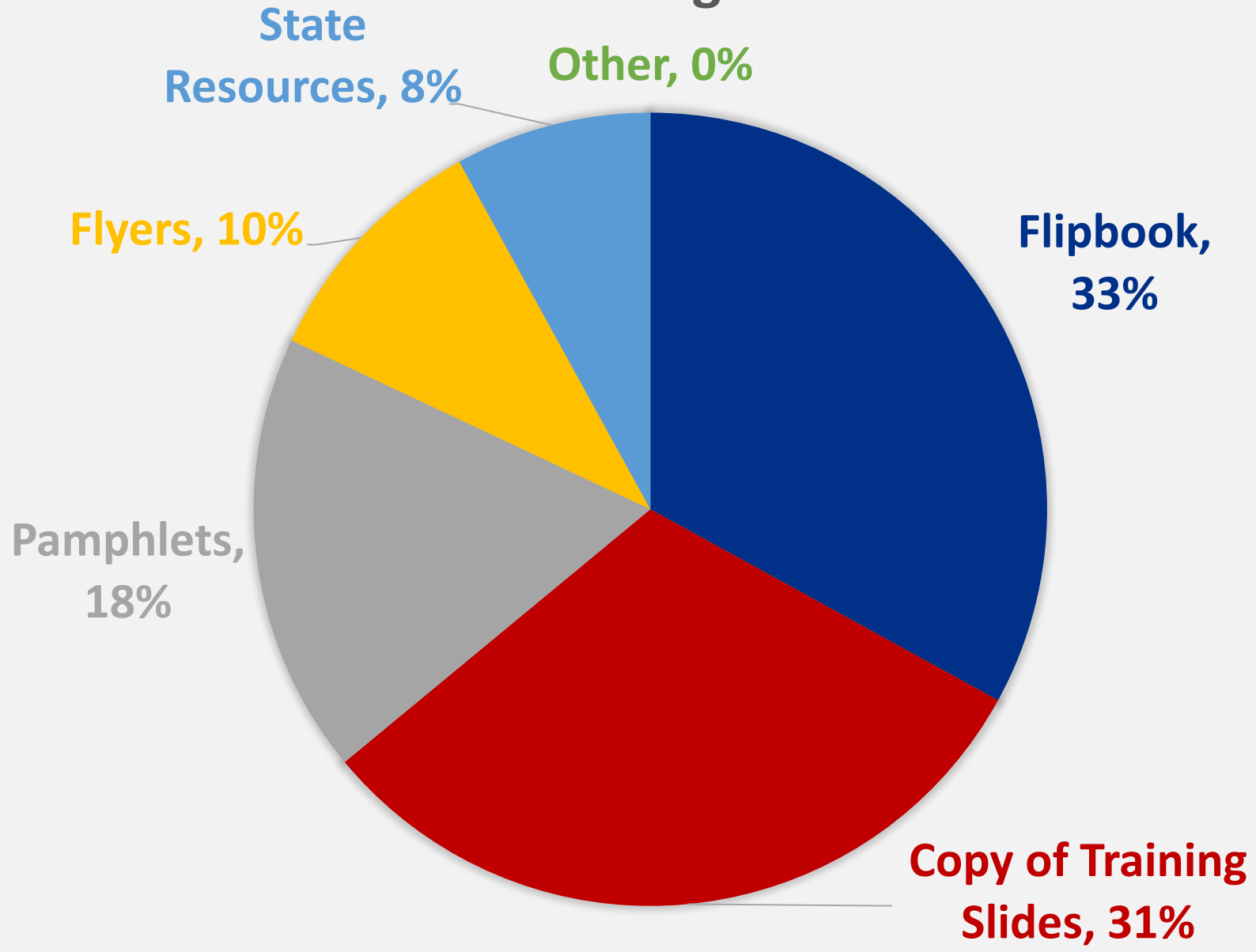
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Q: Top Resource to receive after a training that would help to provide education to residents in your community.

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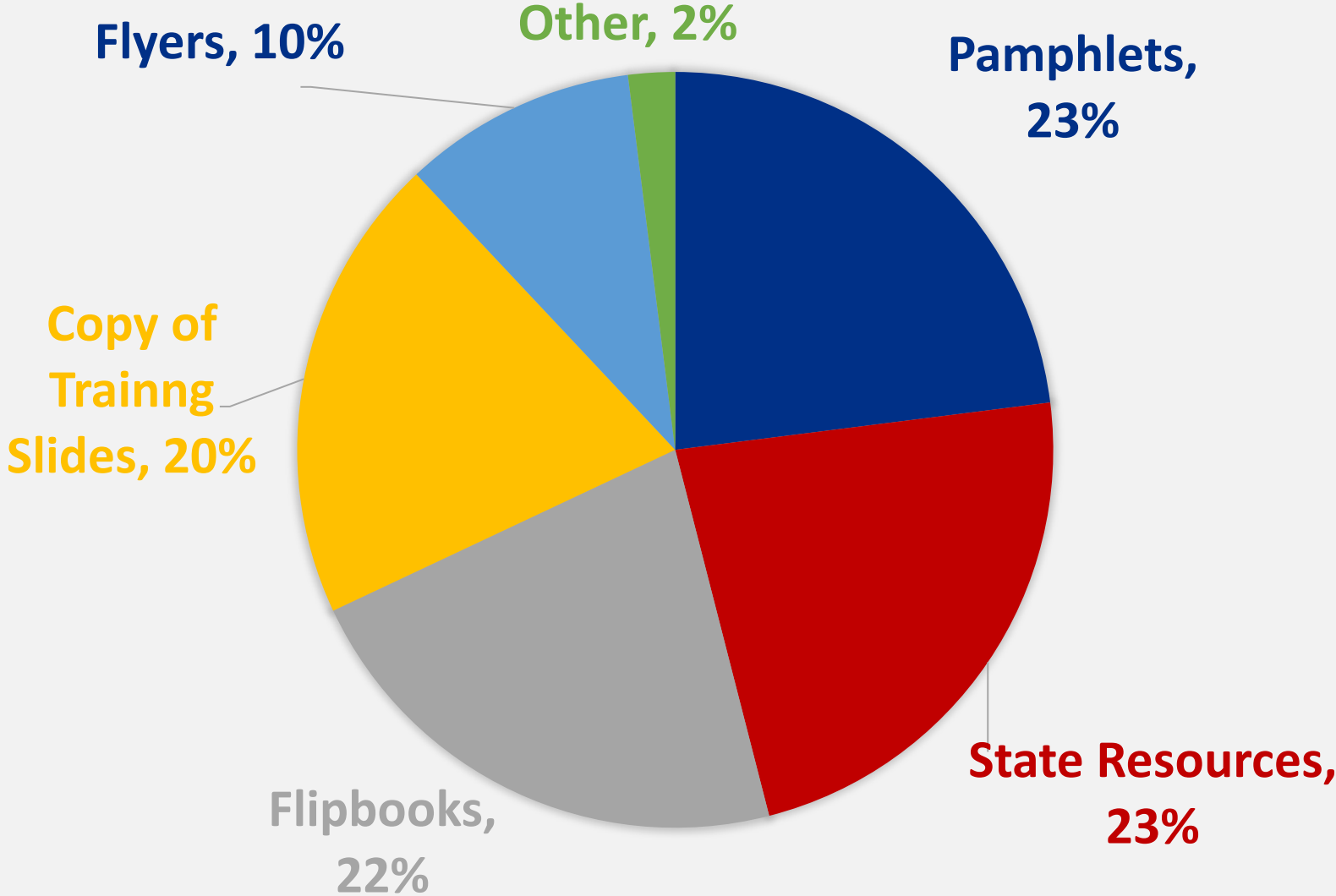
CHWs Serving PHR 8



Q: Top Resource to receive after a training that would help to provide education to residents in your community.

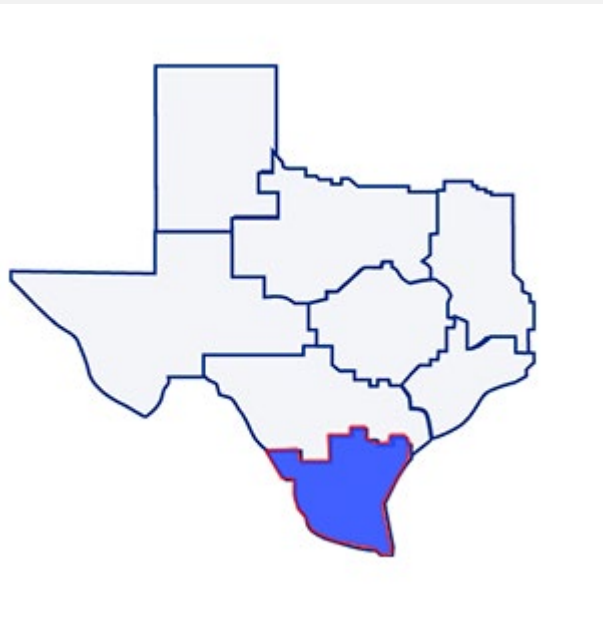


CHW's Serving PHR 9/10

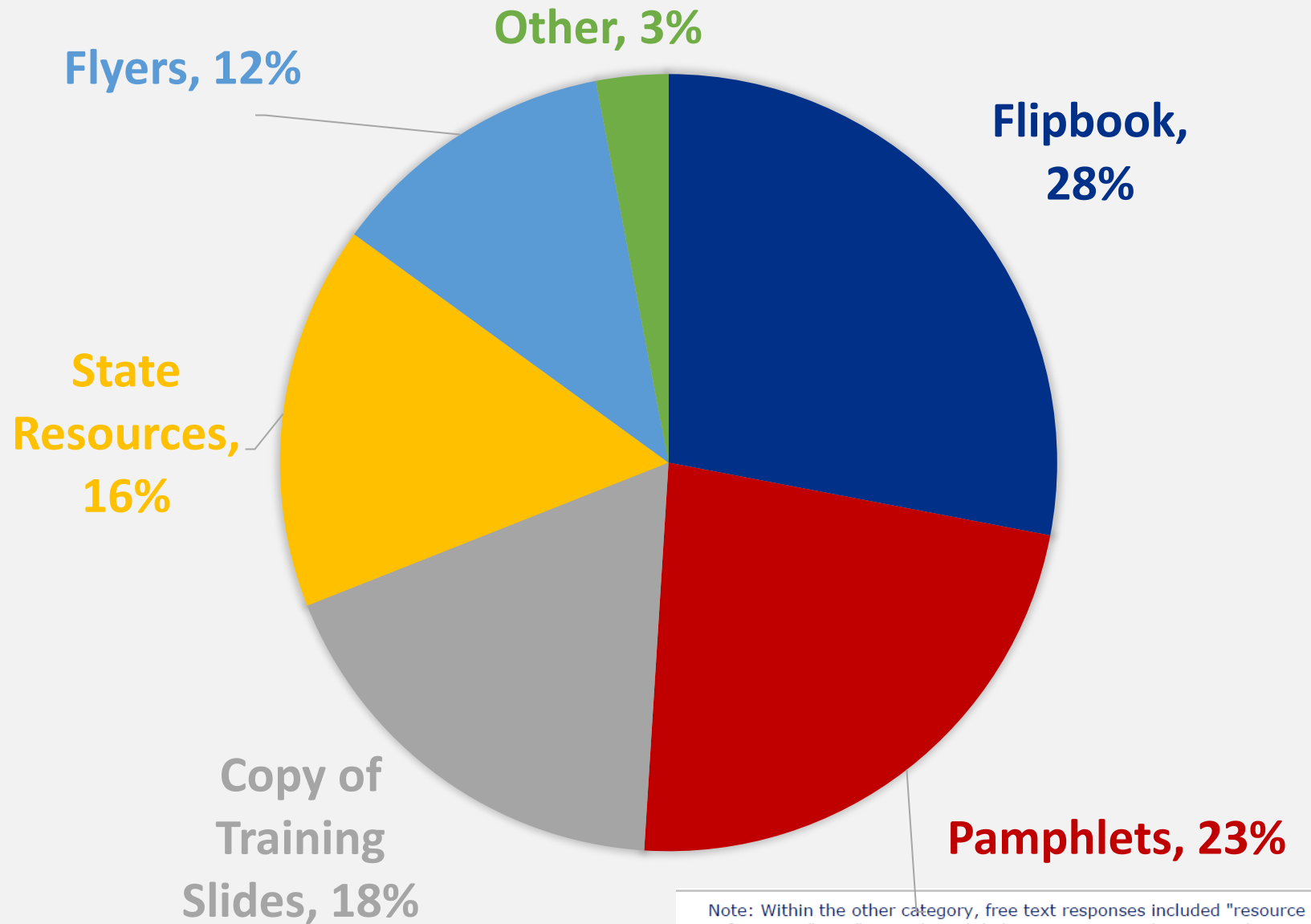


Note: Within the other category, free text responses included "Information provided by the CDC and any other public safety agency".

Q: Top Resource to receive after a training that would help to provide education to residents in your community.



CHW's Serving PHR 11



Note: Within the other category, free text responses included "resource information", or "QR Code with link to resources and agencies that are providing the help".

Key Findings Across PHRs

- **Flipbooks** are the standout choice for field-based education, showing that CHWs value portable, visual tools they can use directly with residents.

Example: Flipbook

What CHW Reads



A.1

What are the tests for TB?

- There are **two tests** that can tell whether you have ever had TB germs in your body. These tests are used to help diagnose TB infection and TB disease.
- The two tests are the **TB skin test and the TB blood test.**
- Both the skin test and blood test can be used to test for TB, but the tests work differently. Sometimes one test can't be used, such as if you have another medical condition, or if one test is not available in your area.

What client sees

What are the tests for TB?



There are two different tests that are used to see if you have ever had TB germs in your body.

- The TB skin test.
- The TB blood test.

Your healthcare provider will talk to you about which test you will have.

A-1



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Thank you! / ¡Gracias!

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