**Initial Application for Promotor(a)/Community Health Worker Certification**

**Requirements for certification:**

* Must be 16 years or older
* Currently live in Texas
* Submit a recent color photo that clearly shows all facial features
* Submit an Employment/Volunteer History verification form (if applicable)
1. **All fields must be filled in, do not leave any blanks, if necessary filled in with N/A (non-applicable). Incomplete application will be returned.**

There are two options to become certified as a Community Health Worker. This application includes both options, fill out only the method/section that applies to you.

**Option 1: Application based on completion of DSHS Certified Training** **Course (Section VI)**

* Fill out this section if you completed a DSHS approved CHW certification course of at least 160 hours.
* Include a copy of the training course certificate of completion with your application.

**Option 2: Application based on Experience (Sections VII)**

* Fill out this section if you have performed at least 1,000 hours of CHW services in the previous three years.
* List your work experience (volunteer or paid) for the previous six years that demonstrates competence in eight core areas. CHW core competencies are included with this application.
* DSHS will verify your community health work experience with your supervisor.
* Verification of Employment/Volunteer History – Form must be filled out by supervisor and submitted with application.
1. **Mail, e-mail or fax the application and required documents to:**

|  |  |
| --- | --- |
| **Mail to:**Texas Department of State Health ServicesP.O. Box 149347 MC1945Attn: CHW Training and Certification ProgramAustin, Texas 78714-9347  | **Email to:**chw@dshs.texas.gov **Fax to:**512-776-7555 |

1. E-mail a recent color photo to chw@dshs.texas.gov or mail it to the above address. The photo should have a light background that clearly shows your facial features, similar to a passport photo. Do not send a driver license photo.
2. **Timelines:** DSHS will let you know if your application is approved, denied or incomplete within 90 days.
3. **Approval of Certification:**  If your application is approved, it will be valid for two (2) years. Send changes to your mailing address and contact information to chw@dshs.texas.gov
4. **Denial of Certification:** DSHS may deny your application for certification for any of the following reasons:
* It is incomplete.

• You do not meet the requirements for certification listed in the rules.

• You have provided false information on the application.

**Important Information**

DSHS will mail your notice of certification and any correspondence to the mailing address listed on your application.

Keep a copy of all information and the completed application for certification for your records.

By Texas law, an application for certification or licensure is public record.

For more information, please go to: [www.dshs.texas.gov/chw.aspx](http://www.dshs.texas.gov/chw.aspx).

**Contact Information:** For questions or more information, please email program staff at CHW@dshs.texas.gov.

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| **Community Health Worker (CHW) Core Competencies** |
| **Communication Skills** |
| * Understand basic principles of verbal and non-verbal communication
* Listen actively, communicate with empathy and gather information in a respectful manner
* Use language confidently and appropriately
* Identify barriers to communication
* Give information to clients and groups in a clear and concise way
* Speak and write in client’s preferred language and at appropriate literacy level
* Document activities and services and prepare written documentation
* Collect data and provide feedback to health and human services agencies, funding sources, and community-based organizations
* Gather information in a respectful manner
* Assist in interpreting and/or translating health information
 |
| **Interpersonal Skills** |
| * Represent others, their needs, and needs of the community
* Be sensitive, honest, respectful, and empathetic
* Establish relationships, and assist in individual and group conflict resolution
* Understand basic principles of culture, cultural competency, and cultural humility
* Recognize and appropriately respond to the beliefs, values, cultures, and languages of the populations served
* Set personal and professional boundaries
* Provide informal counseling
* Use interviewing techniques (e.g. motivational interviewing)
* Work as a team member
* Act within ethical responsibilities as set forth in Rules regarding Training and Certification of CHWs, Section §146.7. Professional and Ethical Standards [www.dshs.texas.gov/mch/chw/progrule.aspx](http://www.dshs.texas.gov/mch/chw/progrule.aspx)
* Maintain confidentiality of client information and act within the Health Insurance Portability and Accountability Act (HIPAA) requirements
* Model behavior change
* Ability to network
 |
| **Service Coordination Skills** |
| * Identify and access resources and maintain a current resource inventory
* Help improve access to resources
* Conduct outreach to encourage participation in health events
* Coordinate CHW activities with clinical and other community services
* Develop networks to address community needs
* Coordinate referrals, follow-up, track care and referral outcomes
* Help others navigate services and resources in health and human services systems
* Provide education, assessment and social support to clients and communities
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| **Community Health Worker (CHW) Core Competencies- Continue** |
| **Capacity-Building Skills** |
| * Identify problems and resources to encourage and help clients solve problems themselves
* Collaborate with local partnerships to improve services, network and build community connections
* Learn new and better ways of serving the community through formal and informal training
* Assess the strengths and needs of the community
* Build leadership skills for yourself and others in the community
* Facilitate support groups
* Organize with others in the community to address health issues or other needs/concerns
 |
| **Advocacy Skills** |
| * Participate in organizing others, use existing resources, and current data to promote a cause
* Identify and work with advocacy groups
* Inform health and social service systems and carry out mandatory reporting requirements
* Stay abreast of structural and policy changes in the community and in health and social services systems
* Speak up for individuals or communities to overcome intimidation and other barriers
* Utilize coping strategies for managing stress and staying healthy
 |
| **Teaching Skills** |
| * Use methods that promote learning and positive behavior change
* Use a variety of interactive teaching and coaching methods for different learning styles and ages
* Organize presentation materials
* Identify and explain training and education goals and objectives
* Plan and lead classes
* Evaluate the success of an educational program and measure the progress of individual learners
* Use audiovisual materials and equipment to enhance teaching
* Prepare and distribute education materials and present at community events
* Facilitate group discussions and decision making in ways that engage and motivate learners
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| **Community Health Worker (CHW) Core Competencies- Continue** |
| **Organizational Skills** |
| * Plan and set individual and organization goals
* Plan and set up presentations, educational/training sessions, workshops, and other activities
* Effectively manage time and prioritize activities, yet stay flexible
* Maintain and contribute to a safe working environment
* Gather, document, and report on activities within legal and organization guidelines
 |
| **Knowledge Base on Specific Health Issues** |
| * Gain and share basic knowledge of the community, health and social services, specific health issues
* Understand social determinants of health and health disparities
* Stay current on health issues affecting clients and know where to find answers to difficult questions
* Understand consumer rights
* Find information on specific health topics and issues across all ages [lifespan focus], including healthy lifestyles, maternal and child health, heart disease & stroke, diabetes,
* cancer, oral health and behavioral health
* Use and apply public health concepts
 |

Application Checklist

Use the checklist below to ensure that your application is complete.

[ ]  **Section I. Personal Information**

[ ]  **Section II. Education**

[ ]  **Section III. Network and/or Association affiliation**

[ ]  **Section IV. State of Texas Professional License/Certificate**

[ ]  **Section V. Current Employment or Volunteer Work**

[ ]  **Section VI. Option 1.**

**Application Based on Completion of DSHS Certified Training Course**

[ ]  Copy of the course certificate of completion is enclosed with the application.

[ ]  **Section VII. Option 2.**

**Application Based on Experience**

[ ]  Application documents at least 1,000 hours of relevant experience, within the previous three years that demonstrates competence in eight core areas.

[ ] Employment/Volunteer Verification form **–** Submit with application

[ ]  **Section VIII. Application Signature -** Application is signed and dated.

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| **Color Photo (Full Face)** [ ]  Color photo was e-mailed to chw@dshs.texas.gov**OR**[ ]  Color photo is attached. |  |
| **E-mail CHW application questions to:** chw@dshs.texas.gov |
| **Keep a copy of all materials submitted for your records.** |

Initial Application for Community Health Worker Certification

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| **Section I. Personal Information (Please *Print* or *Type* all information in ink)** |
| Last Name |  | First Name |  | Middle Name |
| Last Name |  | First Name |  | Middle Name |
| Home Address |  | Apt. No. |  | City |  |  |  | Zip Code |  | County |
| Home Address (Street Address)  |  | Apt.# |  | City |  | State |  | Zip Code |  | County |
| Mailing Address |  | City |  | City |  | Zip Code |  | County |
| Mailing Address (if different from home address) |  | City |  | State |  | Zip Code |  | County |
| Cell Phone |  | Home Phone |
| Mobile/Cell Phone  | Home Telephone |
| Month Day Year |  | **Gender:** [ ]  **Female** [ ]  **Male** |
| Date of Birth (Month/Day/Year) |  |
| Personal email |  | [ ]  **No personal email address** |
| Personal email address |  |  |
| **Race/Ethnicity** |
|  |
| [ ]  **American Indian/Alaskan** | [ ]  **Asian** | [ ]  **Black/African American** | [ ]  **Hispanic/Latino** | [ ]  **White** |
| [ ]  **Native Hawaiian/Other Pacific Islander**  | [ ]  **Other (Specify)** | **Other** |
|  |  |  |
| **Language(s) used** |  |  |
| **English:** | [ ]  **Speak** | [ ]  **Read** | [ ]  **Write** | **Preferred Language for Correspondence:** | [ ]  **English** | [ ]  **Spanish** |
| **Spanish:** | [ ]  **Speak** | [ ]  **Read** | [ ]  **Write** | **(Specify Other Language)** |
| **Other:** | [ ]  **Speak** | [ ]  **Read** | [ ]  **Write** | **Other Language** |
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| **Section II. Education (United States or Other Country)** |
| **Highest Level of Education Completed (check one)** |  |
| [ ] Kindergarten – 12th Grade | [ ]  **Some College** |
| [ ] High School Graduate or General Edu. Development (GED) | [ ] College/University Degree |
| [ ] Junior College or Technical Degree | [ ] Advanced Degree such as Master’s or Doctoral |

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| **Section III. Network Affiliation** |
| Are you a member of a CHW Network or Association?  | [ ] Yes | [ ] No |
| Name of Network or Association: | Network Or Association |  |  |
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| **Section IV. State of Texas Professional License / Certificate** |
| **Other current State of Texas Professional National or License / Certificate** | [ ] Yes | [ ] No |
| Other Texas License/Certificate |  | Other Certificate |
| Name of License / Certificate | Certificate Number |
| [ ]  **Expired State of Texas CHW Certification (list certificate number, if known, and expiration date)** |
| **Cert. No.** |  | Exp. Date |  |
| Certificate Number  |  | Expiration date |   |
| **Section V. Current Employment or Volunteer Work** |
| [ ]  **Employment** | [ ]  **Volunteer** | [ ]  **None**  | Is this a Promotor(a)/CHW Position? [ ]  **Yes** [ ]  **No** |
| Organization |
| Name of Organization (Volunteer or Employment) |
| Name Organization |  | City |  | State |  | Zip Code |  | County |
| Address (Street address) | City | State | Zip Code | County |
| **Supervisor Name** |  | **Supervisor Title** |
| Supervisor’s Name | Supervisor’s Title |
| **Type of Organization (check one)** |
| [ ]  **Community-Based Organization** | [ ]  **Retail / Manufacturing** | [ ]  **Home Health/Long Term Care Facility** |
| [ ]  **College / University /School** | [ ]  **Non-Profit Organization** | [ ]  **Clinic / Hospital / Emergency Service** |
| [ ]  **Faith-Based Organization** | [ ]  **Local Health Department** | [ ]  Insurance/Health Plan |
| [ ]  **State Agency** | [ ]  **Other (specify)** | **Other Org.** |
|  |  |  |  |
| Current Job |  | Work Phone |
| Current Job Title |  | Applicant’s Work Phone |
| Work email address |  | Work Status: | [ ] Full Time | [ ] Part Time | [ ] Paid |
| Work E-mail Address |  |  |
| How much do you earn per hour? | [ ]  **<** $9.00 | [ ] $9.00 - $15.00 | [ ] $15.01 - $25.00 | [ ] $25.01 or more |

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| **Section VI. Application based on completion of DSHS Certified Training Course** (Fill out only if completed the CHW course) |
| [ ]  I completed a DSHS approved CHW certification course.  |
| Month Day Year |  | [ ] Certificate Attached |
| Date training completed (MO / DY / YEAR) |  |  |
| Sponsoring Organization |  | Instructor |
| Sponsoring Organization / Training Program | Instructor |
| **Location** |  | [ ]  **Distance Learning** |
| Training Location (City) |  |  |
| Skip to Section VIII if completing application based on completion of DSHS Certified Training Course |
| **Section VII. Application Based on Experience** (Fill out only if applying based on Experience) |
| List your community health worker experience, paid or unpaid, of at least 1,000 hours in the last three years that demonstrate mastery in the eight core competencies. If you need additional space to document your experience, please make copies of this pages.Verification of employment/volunteer history form required when applying based on Experience. Form can be found after the signature page.  |
| Date(s) of Experience: | Start Date (Mo/Year) | **Month** Year | to- | End Date (Mo/Year) | **Month** **Month** |
| **Name of Organization** |
| Name of Organization/ Agency |
| Job Title |  |
| Applicant’s Job Title |
| Name of Supervisor |  | Supervisor Title |  | **Supervisor Phone** |  | **Ext.** |
| Name of Supervisor | Supervisor’s Title |  | Supervisor’s Telephone |  | Ext. |
| Agency’s Address |  | City |  | State |  | Zip Code |
| Agency’s Street Address |  | City |  | State |  | Zip Code |
| At least 1000 hours of CHW service. [ ]  Yes [ ]  **No** | If no, how many hours?  | Hours |
| **Work Duties** Describe what you do/did as a community health worker or promotor(a). (Check all that apply) |
| **Communication** |
| [ ] Listen actively, communicate with empathy and gather information in a respectful manner[ ] Speak and write in client’s preferred language and at an appropriate literacy level[ ] Document activities and services and prepare written documentation[ ]  Ensure language interpretation and access to translation services |
| **Interpersonal** |
| [ ] Establish relationships, and assist in individual and group conflict resolution[ ] Recognize and appropriately respond to the beliefs, values, cultures, and languages of the population served[ ] Provide informal counseling[ ]  Maintain confidentiality of client information and act within Health Insurance Portability and Accountability Act (HIPAA) requirements |
| **Service Coordination** |
| [ ] Identify and access resources[ ] Help others navigate services and resources[ ]  Coordinate referrals and follow-up and track care and referral outcomes[ ]  Assess client needs using strength-based approaches |

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| **Continue - Work Duties** |
| **Capacity-Building** |
| [ ]  Identify problems and resources to encourage and help clients solve problems themselves[ ]  Collaborate with local partnerships to improve services, network and build community connections[ ]  Assess the strengths and needs of the community[ ]  Build leadership skills for yourself and others in the community |
| **Advocacy** |
| [ ]  Participate in organizing others, use existing resources and current data to help others  promote a cause[ ]  Identify and work with advocacy groups[ ]  Stay abreast of structural and policy changes in the community and health and social service system[ ]  Speak up for individuals or communities to overcome intimidation and other barriers |
| **Teaching Skills** |
| [ ]  Use methods that promote learning and positive behavior change[ ]  Use a variety of interactive teaching and coaching methods for different learning  styles and ages[ ]  Plan and lead classes [ ]  Evaluate the success of an educational program and measure the progress of individual learners |
| **Organizational Skills** |
| [ ]  Plan and set individual and organization goals [ ]  Plan and set up presentations, educational/training sessions, workshops, and other activities[ ]  Effectively manage time and prioritize activities, yet stay flexible[ ]  Gather, document, and report on activities within legal and organization guidelines |
| **Knowledge Based on Specific Health Issues** |
| [ ]  Gain and share basic knowledge of the community, health and social services, specific health issues [ ]  Understand social determinants of health and health disparities[ ]  Stay current on health issues affecting clients and know where to find answers to difficult questions[ ]  Use and apply public health concepts |

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| **Section VIII. Application Signature**  |
| **Please read the following statements carefully. Sign or type your name below to indicate your understanding and acceptance of these statements in the space provided.**  |
| * I certify that all the information provided by me in connection with this application is true and complete. I understand providing false or misleading information, which is used in determining my qualifications may result in the voiding of the application and failure to be granted any certificate or the revocation of any certificate issued and may result in criminal prosecution for tampering with a governmental record under section 37.10 of the Texas Penal Code.
* I agree to abide by Health and Safety Code, Chapter 48 and the rules regarding the training and certification of promotores(as) or community health workers, 25 TAC §§146.1–146.8 located at [www.dshs.texas.gov/chw.aspx](http://www.dshs.texas.gov/chw.aspx). Please call 512-776-2570 or 512-776-2624 to request a copy.
* I give DSHS permission to verify any information or references, which are important in determining my qualifications.
* I will return the certificate and identification card(s) to DSHS upon revocation or suspension of the certificate.
* I understand the application and supporting documentation submitted become the property of DSHS and are nonreturnable.
* I shall advise DSHS of my current address within 30 days of any changes of address.
* I acknowledge that this Application for Certification is not a contract between me and DSHS and does not make me an employee, agent, contractor, or representative of DSHS.
 |
| **Signature**Signature | **Date**Date |

**Mail, email or fax complete application to:**

|  |  |
| --- | --- |
| **Mail to:**Texas Department of State Health ServicesP.O. Box 149347 MC1945Attn: CHW Training and Certification ProgramAustin, Texas 78714-9347  | **Email to:**chw@dshs.texas.gov**Fax to:**512-776-7555 |

**E-mail color photo with your full name and date application was submitted to**

**chw@dshs.****texas.gov or mail to above address.**

*The Texas Department of State Health Services awards certification to promotores/community health workers with necessary skills and competencies based on completion of required training and/or relevant experience. Employers are responsible for verification of applicants’ personal or background information.*

PRIVACY NOTIFICATION

With few exceptions, you have the right to request and be informed about information that the State of Texas collects about you. You are entitled to receive and review the information upon request. You also have the right to ask the state agency to correct any information that is determined to be incorrect. See [www.dshs.texas.gov](http://www.dshs.texas.gov) for more information on Privacy Notification. (Reference: Government Code, Section 552.021, 552.023, 559.003 and 559.004)

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Continue on next page, employment/volunteer verification page.

**Request for Verification of Experience (paid or unpaid)**

## Form must be submitted with Application

**TO BE COMPLETED BY SUPERVISOR(S) LISTED IN SECTION VII – APPLICATION BASED ON EXPERIENCE:**

**Business Name:** **Telephone#:**

**Business Address:**

**Employed from:** \_\_\_/\_\_\_/\_\_\_ **to** \_\_\_/\_\_\_/\_\_\_

󠄁 **Check if currently employed or volunteering**

**Applicants Name:**

**Applicants Title:**

### **MUST BE SIGNED BY SUPERVISOR:**

**Supervisors Name (please print)** **Title**

**Supervisor’s Signature** **Date**

**Note – One form must be submitted per experience reference.**