



TEXAS  
Health and Human  
Services

Texas Department of State  
Health Services

# Promotor(a) or Community Health Worker Training and Certification Program Advisory Committee Meeting

---

**July 29, 2022**

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

---

## **FOR QUESTIONS AND COMMENTS:**

You may submit your questions/comments to

[CHW@dshs.texas.gov](mailto:CHW@dshs.texas.gov)

Thank you.



TEXAS  
Health and Human Services

Texas Department of State  
Health Services

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

## AGENDA

**Friday, July 29, 2022, 10:00 A.M. – 12:05 P.M.. CST**

1. Welcome and Introductions – Presiding Officer ←
2. Consideration of April 29, 2022, draft meeting minutes – HHSC, Advisory Committee Coordination Office
3. Health Promotion and Chronic Disease Prevention Section Update – Community Health and Wellness Branch
4. Department of State Health Services (DSHS) – Birth Defects Epidemiology and Surveillance Branch
5. Texas Association of Promotores & Community Health Workers
6. Austin Asian Community Health Initiative (AACHI)
7. Advisory Sub-Committee updates
8. Committee Member Sharing – Presiding Officer
9. Public Comment – HHSC, Advisory Committee Coordination Office
10. Agenda items for next meeting – Presiding Officer
11. Adjourn – Presiding Officer



**TEXAS**  
Health and Human Services

Texas Department of State  
Health Services

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

## AGENDA

**Friday, July 29, 2022, 10:00 A.M. – 12:05 P.M. CST**

1. Welcome and Introductions – Presiding Officer
2. Consideration of April 29, 2022, draft meeting minutes – HHSC, Advisory Committee Coordination Office ←
3. Health Promotion and Chronic Disease Prevention Section Update – Community Health and Wellness Branch
4. Department of State Health Services (DSHS) – Birth Defects Epidemiology and Surveillance Branch
5. Texas Association of Promotores & Community Health Workers
6. Austin Asian Community Health Initiative (AACHI)
7. Advisory Sub-Committee updates
8. Committee Member Sharing – Presiding Officer
9. Public Comment – HHSC, Advisory Committee Coordination Office
10. Agenda items for next meeting – Presiding Officer
11. Adjourn – Presiding Officer



**TEXAS**  
Health and Human Services

Texas Department of State  
Health Services

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

## AGENDA

**Friday, July 29, 2022, 10:00 A.M. – 12:05 P.M. CST**

1. Welcome and Introductions – Presiding Officer
2. Consideration of April 29, 2022, draft meeting minutes – HHSC, Advisory Committee Coordination Office
3. Health Promotion and Chronic Disease Prevention Section update – Community Health and Wellness Branch ←
4. Department of State Health Services (DSHS) – Birth Defects Epidemiology and Surveillance Branch
5. Texas Association of Promotores & Community Health Workers
6. Austin Asian Community Health Initiative (AACHI)
7. Advisory Sub-Committee updates
8. Committee Member Sharing – Presiding Officer
9. Public Comment – HHSC, Advisory Committee Coordination Office
10. Agenda items for next meeting – Presiding Officer
11. Adjourn – Presiding Officer



**TEXAS**  
Health and Human Services

Texas Department of State  
Health Services

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

## AGENDA

**Friday, July 29, 2022, 10:00 A.M. – 12:05 P.M. CST**

1. Welcome and Introductions – Presiding Officer
2. Consideration of April 29, 2022, draft meeting minutes – HHSC, Advisory Committee Coordination Office
3. Health Promotion and Chronic Disease Prevention Section update – Community Health and Wellness Branch
4. Department of State Health Services (DSHS) – Birth Defects Epidemiology and Surveillance Branch ←
5. Texas Association of Promotores & Community Health Workers
6. Austin Asian Community Health Initiative (AACHI)
7. Advisory Sub-Committee updates
8. Committee Member sharing – Presiding Officer
9. Public Comment – HHSC, Advisory Committee Coordination Office
10. Agenda items for next meeting – Presiding Officer
11. Adjourn – Presiding Officer



**TEXAS**  
Health and Human Services

Texas Department of State  
Health Services



**TEXAS**  
Health and Human  
Services

# Welcome

---

**Dayana Betancourt, MPH**

**Special Projects & Outreach Coordinator**

**DSHS-Birth Defects Epidemiology &  
Surveillance Branch**

# Implementing and Evaluating a Neural Tube Defect (NTD) Recurrence Prevention Initiative in Texas

Birth Defects Epidemiology and Surveillance Branch

Dayana Betancourt, MPH





# About Neural Tube Defects (NTDs)

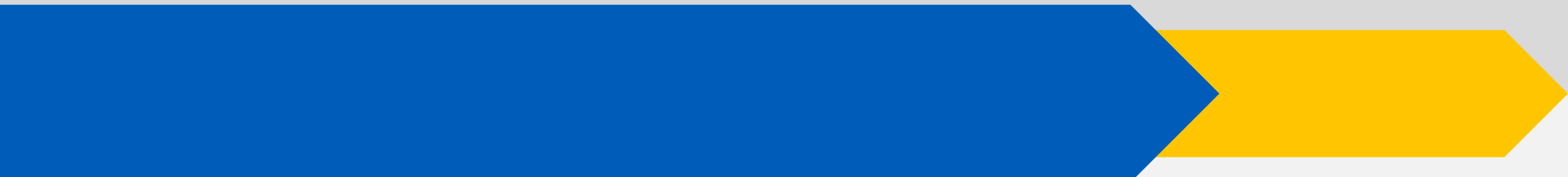
- Neural tube defects (NTDs) are severe birth defects of the brain and spine, examples:
  - Spina bifida
  - Anencephaly
  - Encephalocele
- NTDs occur when the neural tube, which becomes the brain and spine does not close properly.<sup>1</sup>
- NTDs develop very early during pregnancy, often before a woman knows she is pregnant. <sup>1</sup>



Spina Bifida



Encephalocele

- 
- Folic acid is a B vitamin used by the body to make new cells.<sup>2</sup>
  - Folic acid can be found in:
    - supplements
    - fortified foods such as rice, pasta, or bread.<sup>2</sup>
  - When a baby is developing early during pregnancy, folic acid helps form the neural tube.<sup>2</sup>
  - The CDC recommends all women of reproductive age get **400 micrograms** of folic acid daily because:
    - About half of US pregnancies are unplanned, and
    - Major birth defects of the baby's brain or spine occur very early in pregnancy, before most women know they are pregnant.<sup>2</sup>

- Women who have had a pregnancy affected by an NTD have an increased risk of giving birth to another child with an NTD.<sup>3</sup>
  - If planning to become pregnant, the CDC recommends these women consume high dose folic acid (**4,000 micrograms**) daily.<sup>4</sup>
  - A prescription is sometimes needed for this amount.
  - High dose folic acid reduces the risk of NTD recurrence by approximately 70%.<sup>5</sup>



# NTDs Among Hispanic/Latina Women

- Research has shown that Hispanic/Latina women are more likely to have a child born with an NTD compared to non-Hispanic white and non-Hispanic black women.<sup>6</sup>
- Hispanic/Latina women are less likely to get folic acid from fortified foods or take a multi-vitamin with folic acid in it, particularly women who:
  - Primarily speak Spanish
  - Were born outside of the United States; and
  - Have lived in the United States for a shorter period of time.<sup>6</sup>

# NTD Recurrence Prevention Mailout

- Approximately once a month the Birth Defects Epidemiology and Surveillance Branch (BDES) identifies women in the Texas Birth Defects Registry who have had a an NTD-affected pregnancy.
- These women are mailed a letter and leaflets in English and Spanish that explain:
  - The woman's increased risk for an NTD in subsequent pregnancies
  - The importance of talking with her health care provider about high-dose folic acid



## Survey to Evaluate the NTD Mailout Initiative

- BDES developed a survey to evaluate the NTD mailout initiative and assess whether women recalled the information about folic acid from the mailout.
- Surveys were conducted by Texas A&M Public Policy Research Institute (PPRI) via computer assisted telephone interview or online survey
- Women were eligible for the survey if:
  - Their mailout was not returned as undeliverable
  - Their child was not known to have died
- Women who participated were offered a \$25 gift card

## Survey Results

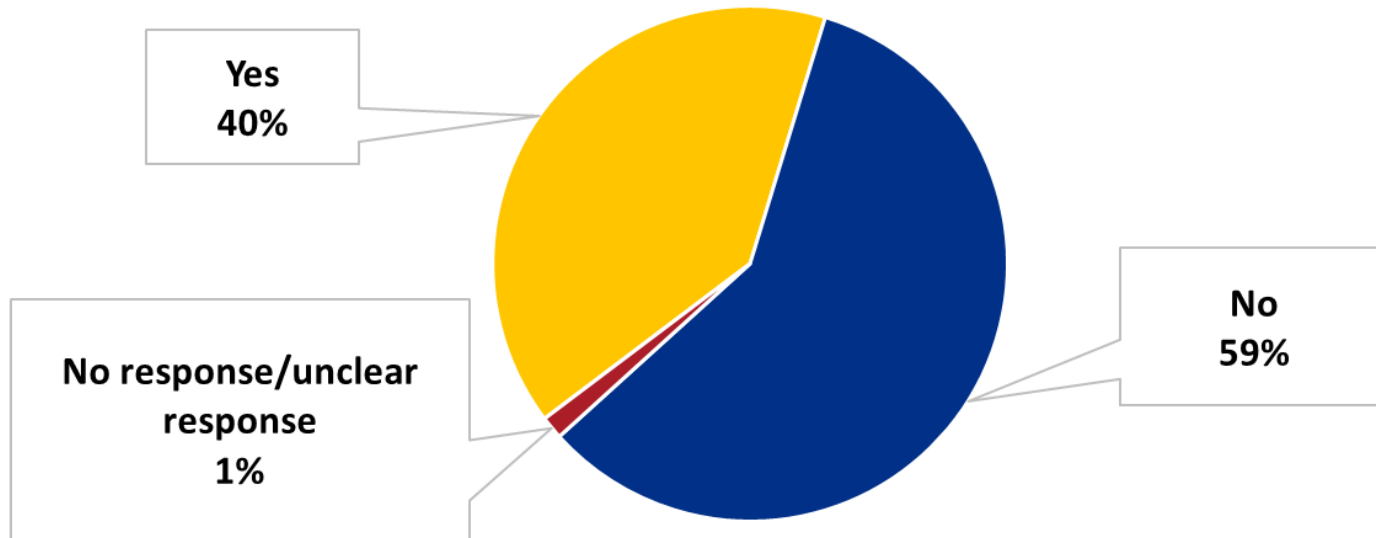
- BDES sent the contact information of 177 women eligible for the survey to PPRI
- 71 of 177 women (40%) completed the survey, including:
  - 70 biological mothers and 1 adoptive mother.
- Among the 70 biological mothers:
  - 56 of 70 (80%) recalled receiving the mailout
    - 32 of 56 (57%) provided accurate information about folic acid for prevention of NTDs, when asked what they remembered from the mailout

### Was the Information about Folic Acid in the Mailout Difficult to Understand? (n=56)





**Have You Received Information About Folic Acid for the Prevention of NTDs from Another Source Since the Birth of Your Baby? (n=70)**



# Next Steps

- Share information about folic acid for neural tube defect prevention with:
  - Community Health Workers
  - Women who have had an NTD-affected pregnancy
- Free materials and multimedia:  
<https://www.cdc.gov/ncbddd/folicacid/materials/index.html>



# Conclusion

- The survey found that:
  - Most women recalled receiving the mailout and accurate information about folic acid for the prevention of NTDs.
  - Most women did not receive information about folic acid from another source.
- The NTD prevention mailout is a valuable prevention initiative and BDES plans to continue sending it.



# References

1. Centers for Disease Control and Prevention. (2020, October 23). *Facts about neural tube defects*. Retrieved February 22, 2022, from <https://www.cdc.gov/ncbddd/birthdefects/facts-about-neural-tube-defects.html>
2. Centers for Disease Control and Prevention. (2021, April 19). *Folic acid*. Centers for Disease Control and Prevention. Retrieved February 22, 2022, from <https://www.cdc.gov/ncbddd/folicacid/about.html>
3. Supplement Use and Other Characteristics Among Pregnant Women with a Previous Pregnancy Affected by a Neural Tube Defect United States, 1997–2009 (2015, January 16) Retrieved from [https://www.cdc.gov/mmwr/preview/mmwrhtml/mm6401a3.htm?s\\_cid=mm6401a3\\_w](https://www.cdc.gov/mmwr/preview/mmwrhtml/mm6401a3.htm?s_cid=mm6401a3_w)
4. Recommendations: Women and Folic Acid (2021, July 15) Retrieved from <https://www.cdc.gov/ncbddd/folicacid/recommendations.html>
5. Effectiveness in Disease and Injury Prevention Use of Folic Acid for Prevention of Spina Bifida and Other Neural Tube Defects -- 1983-1991 (1991, August 02) Retrieved from <https://www.cdc.gov/mmwr/preview/mmwrhtml/00014915.htm>
6. Centers for Disease Control and Prevention. (2021, June 7). *Information on folic acid use to help prevent neural tube defects (ntds)*. Centers for Disease Control and Prevention. Retrieved February 22, 2022, from <https://www.cdc.gov/ncbddd/folicacid/data.html>

# Thank you!

Mark Canfield PhD  
Charles Shumate DrPH  
Mary Ethen MPH

*For questions please contact:*  
Dayana.Betancourt@dshs.texas.gov

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

## AGENDA

**Friday, July 29, 2022, 10:00 A.M. – 12:05 P.M. CST**

1. Welcome and Introductions – Presiding Officer
2. Consideration of April 29, 2022, draft meeting minutes – HHSC, Advisory Committee Coordination Office
3. Health Promotion and Chronic Disease Prevention Section Update – Community Health and Wellness Branch
4. Department of State Health Services (DSHS) – Birth Defects Epidemiology and Surveillance Branch
5. Texas Association of Promotores & Community Health Workers ←
6. Austin Asian Community Health Initiative (AACHI)
7. Advisory Sub-Committee updates
8. Committee Member Sharing – Presiding Officer
9. Public Comment – HHSC, Advisory Committee Coordination Office
10. Agenda items for next meeting – Presiding Officer
11. Adjourn – Presiding Officer



**TEXAS**  
Health and Human Services

Texas Department of State  
Health Services

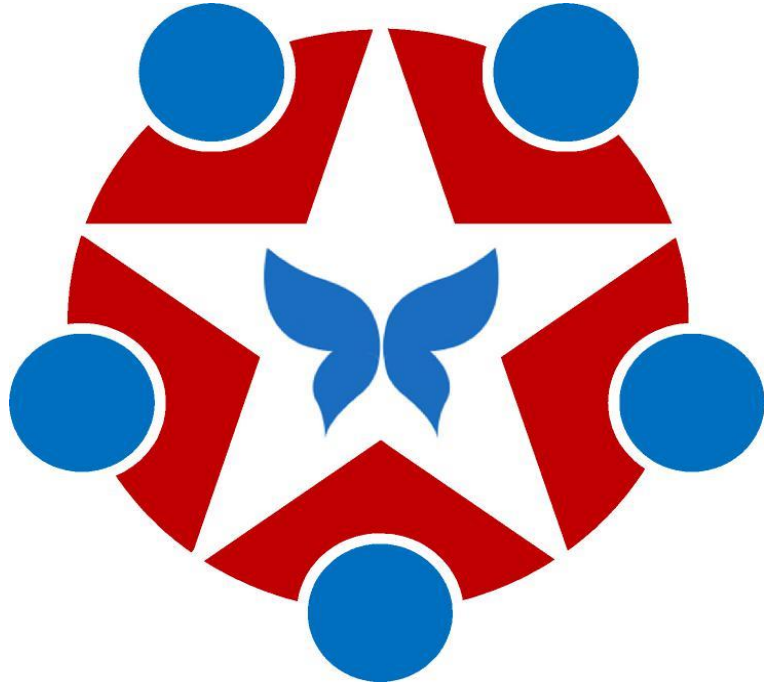


TEXAS  
Health and Human  
Services

# Welcome

---

**Ashley Rodriguez, CCHW, CCHWI**  
**Texas Association of Promotores &**  
**Community Health Workers**



# Texas Association of Promotores & Community Health Workers

Ashley Rodriguez, CCHW, CCHWI  
President of the Board of Directors

**Statewide Update**

DSHS Advisory Committee Meeting 7.29.22



## Our Mission

To support and expand opportunities for the CHW profession at the state and local level through advocacy, education, employment, empowerment, and policy.

## Our Vision

Elevate the voices of Texas Community Health Workers and Promotores.

## Our Values

- Advocacy - We champion for CHW priorities.
- Equity - We support fair access in advancement.
- Integrity - We remain true to the CHW/Promotor role.
- Intersectionality - We acknowledge and engage different perspectives.
- Self-Empowerment - We honor the intrinsic value of lived experiences.
- Unity - We connect CHWs/Promotores, allies, & communities



# Our 'Why' & History



Established based on DSHS statewide survey in 2015 that identified the need for a state association.

DSHS 'tapped' a few key stakeholders to find more likeminded informants & establish the state association.



## A Few Key Milestones to Date

**Official  
Launch**

2019

**1st  
Conference**

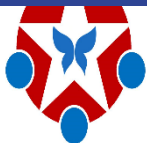
2020

**Training  
Center  
Launch**

2021

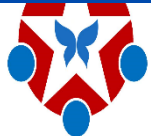
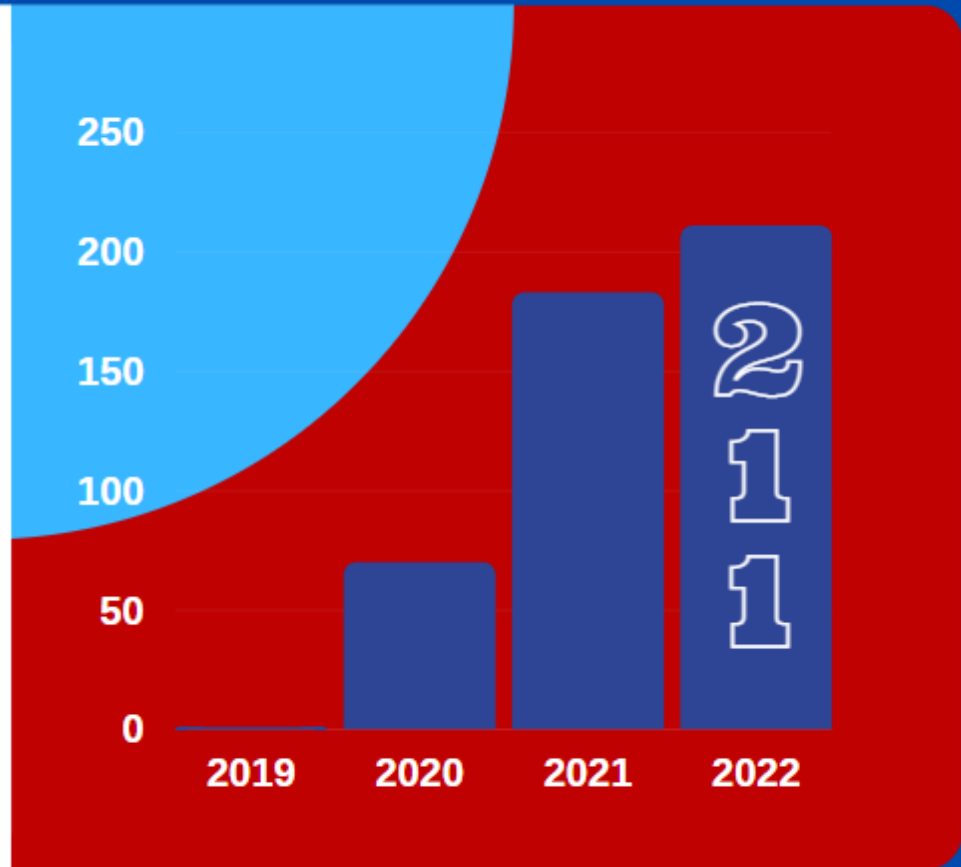
**Offered  
29+ CE  
hours**

2021



# Our Membership

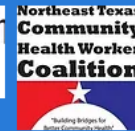
We've come a long way in a relatively short amount of time - and are proud of membership renewals at 65% retention!



## Current Organizational Members



## Past Member Organizations



# All the Work "Behind the Scenes"

Promoting statewide projects & opportunities for CHWs is how we advocate for & support the workforce

**15+ Partnerships Developed**

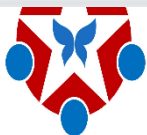
that support our mission & CHW/CHWI members

**3+ Projects**

in the works currently

**Over 60 CE Hours**

Offered to-date



## Amplify & Promote Local Associations

- Build & strengthen relationships
- Host networking events & meetings
- Defer to local for opportunities in their area

## Local Association Calls

Monthly meetings began in April 2021 with local associations to better understand what levels of support we can offer at the local level.

## Training Center Calls

Monthly meetings began in December 2021 to help promote and amplify CHW training offerings and training center needs.

## Interested?

Contact us at [info@tapchw.org](mailto:info@tapchw.org)



# Support CHW & CHW Instructor continuing education efforts

TAPCHW PRESENTS

## CRITICAL KEYS TO SUCCESS

TAPCHW & THE UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER AT TYLER

## HELPFUL HINTS TO UNDERSTANDING AND MAINTAINING YOUR PROFESSIONAL BOUNDARIES

TAPCHW & TEXAS AHEC EAST DFW REGION

## UNDERSTANDING STRESS & BURN OUT



TEXAS ASSOCIATION AGAINST SEXUAL ASSAULT

### Dynamics of Human Trafficking: Considerations for Community Health Workers

TAPCHW & The National CHW Training Center

### CONNECTING CHILDREN & ADOLESCENTS TO MENTAL HEALTH CARE

As part of your member benefits - this virtual 1 hour, CCBH Approved CHW CE is free to all TAPCHW Members!

Register here today!  
Join TAPCHW here today!

JOIN US FRIDAY  
NOVEMBER 13, 2020

12 PM - 1 PM (CENTRAL TIME)  
HOSTED ON ZOOM!

INSTRUCTORS  
KATY SIMMONS  
DENISE MARTINEZ



Engage for Health

### Taking an active role in your health care.





ATTENTION ALL TEXAS CHWs!

Join us for a celebratory CE event on

## TEXAS CHW DAY

THURSDAY, APRIL 7, 2023  
1:00 PM - 4:30 PM  
ONLINE



### Diabetes + the Eyes

Prevention | Support | Education

AMERICAN DIABETES ASSOCIATION

### Building Vaccine Confidence: COVID-19 Vaccination Saves Lives

Marlene Slatton, MPH  
Co-Wizard, Train-the-Trainer Engagement & Organization work, United Model Preparatory Vaccine Task Force Communications  
CDC COVID-19 Response

Vaccinate with Confidence  
www.govaccine.com



### Learning How to Be a Community Leader

COMMUNITY TOOL BOX




# A Look into the Future

A snapshot of upcoming  
events hosted by  
TAPCHW

**Statewide  
Conferece**

September 19-20

**Training  
Center  
Overview**

TBD

**Quarterly  
CE**

Aug 19th

**2022  
Events**

CEs!  
Conferencel  
New Projects!





# TAPCHW Membership

**\$15**

Annual individual  
membership



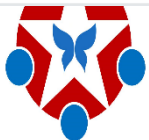
## Professional Development Support

Minimum of 4 certified CEs offered annually!

## Access

Employment opportunities, participation in projects, & various  
community resources

**JOIN US**



# JOIN US

## Contact us

Website: [www.tapchw.org](http://www.tapchw.org)

Facebook: [www.facebook.com/tapchw/](http://www.facebook.com/tapchw/)

Join today at: <https://www.tapchw.org/membership>

Email Us

[info@tapchw.org](mailto:info@tapchw.org)



# 2022 CHW EMPLOYER FORUM



DFW-CHW  
Association

April 14 – May 26, 2022

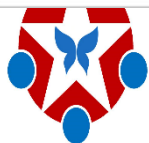
Purpose:

Advocate for the comprehensive inclusion  
of CHWs into organizational teams.





## Collaborating Partners & Sponsors



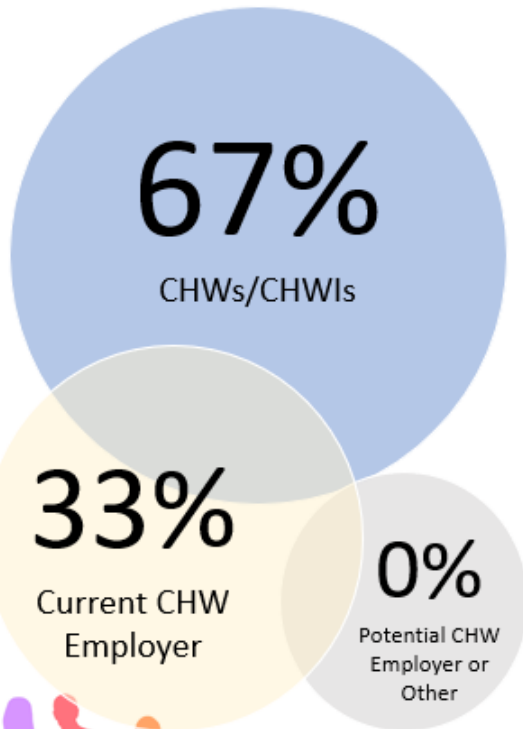
# 2022 CHW EMPLOYER FORUM

Session 1  
CHW 101 &  
the State of the CHW  
Workforce  
Evaluation Feedback



## Session 1: CHW 101 & the State of the CHW Workforce

### Audience Make-Up



### Overall Feedback



Information and resources presented by the speakers was useful and relevant to my work

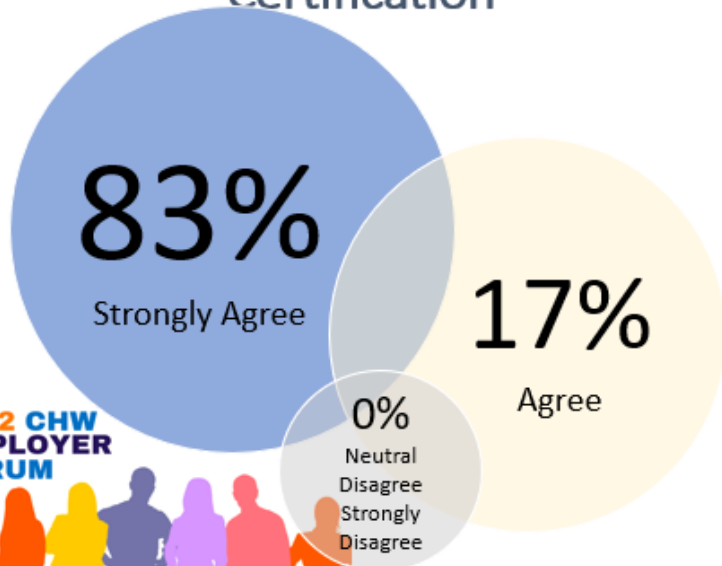


2022 CHW  
EMPLOYER  
FORUM

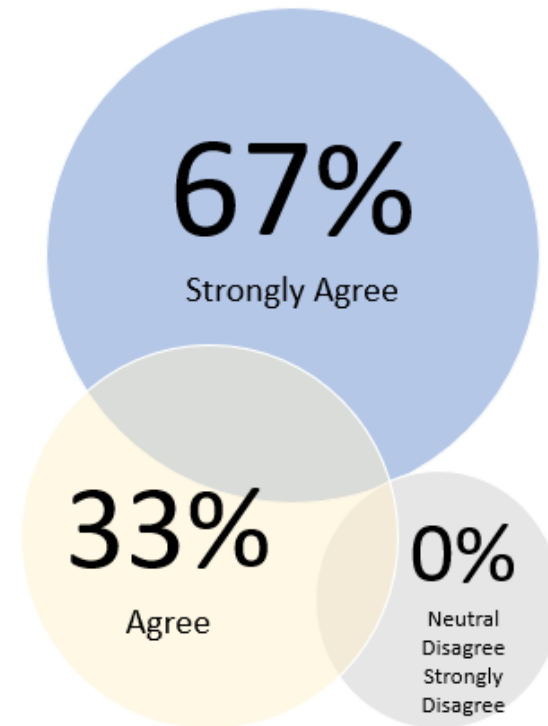


## Session 1: CHW 101 & the State of the CHW Workforce

Understand CHW Certification  
Requirements  
&  
Understand Pathways to  
Certification



Understand Legislative History



2022 CHW  
EMPLOYER  
FORUM



# Session 1: CHW 101 & the State of the CHW Workforce

## Most Valuable

Background knowledge - why Healthcare organizations need CHW as part of their organization.

A refresh of requirements and review of all areas which could use people with these skill sets.

It was very informative. Community health workers are new.

I love how the DSHS was involved and really gave out information on what a CHW is.

Everything was good and it was presented in a clear way!

## What information presented during this session will you be able to incorporate into your organization?

### Responses

To strongly recommend the certification classes, instead of experience only.

Our institution is working with another academic institution to develop an associates degree in Public Health with emphasis in CHWs. We are starting an advisory board group soon and all this information will be applicable to the whole process.

I am retired but I am able to explain the CHW requirements to others whom I meet who are interested in obtaining a CHW certification and the various areas which could employ individuals with these skills.

All of the information presented is relevant and is/will be incorporated.

Understanding the requirements needed by the Community Health worker.

I feel like we currently use the information as of now.

## Least Valuable

Found all of this valuable.

All beneficial

Everything was incredible and great information.

2022 CHW  
EMPLOYER  
FORUM





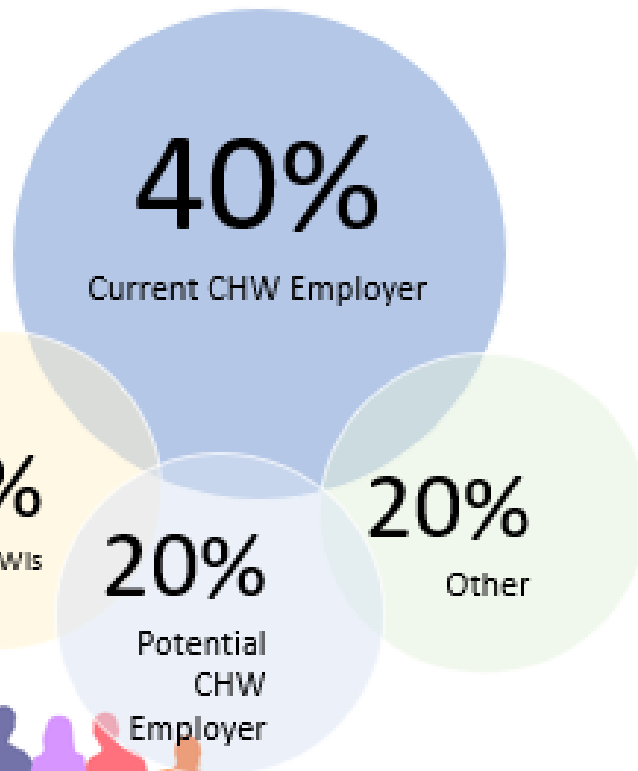
# 2022 CHW EMPLOYER FORUM

Session 2  
Professional Support  
and Development  
Evaluation Feedback

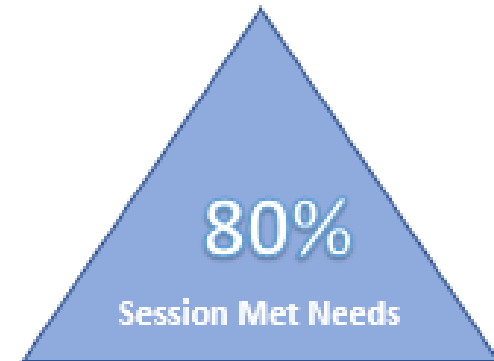


## Session 2: Professional Support and Development

### Audience Make-Up



### Overall Feedback



Information and resources presented by the speakers was useful and relevant to my work



2022 CHW  
EMPLOYER  
FORUM



## Session 2: Professional Support and Development

Understand Do's & Don'ts to working with CHWs

Understand ways supervisors/managers can support CHW employees who are part of the organizational team

Aware of the different roles CHWs can play in an organization

60%

Strongly Agree

40%

Agree

0%

Neutral  
Disagree  
Strongly  
Disagree

60%

Strongly Agree

40%

Agree

0%

Neutral  
Disagree  
Strongly  
Disagree

60%

Strongly Agree

40%

Agree

0%

Neutral  
Disagree  
Strongly  
Disagree

2022 GREAT  
EMPLOYER  
FORUM



## Session 2: Professional Support and Development

### Most Valuable

It was interesting to hear the variety of roles a CHW can do.

Learning the variety of skills and tasks a CHW can do

ways to better support CHWs as an employer

The information

Job description

### Least Valuable

Still trying to learn how I can partner w/ CHW's in different ways than employment. The positions at our organization do not provide direct education or service, but we have volunteers who do. It would be great to have some CHW's volunteer with our organization.

## What information presented during this session will you be able to incorporate into your organization?

### Response

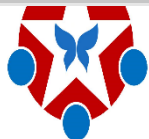
Ways to engage my team of CHW's

Unsure at this time. CHW's provide a valuable service to communities, but not sure that they fit with my hiring needs

I found all of the information to be helpful.

Their leadership abilities

2022 CHW  
EMPLOYER  
FORUM



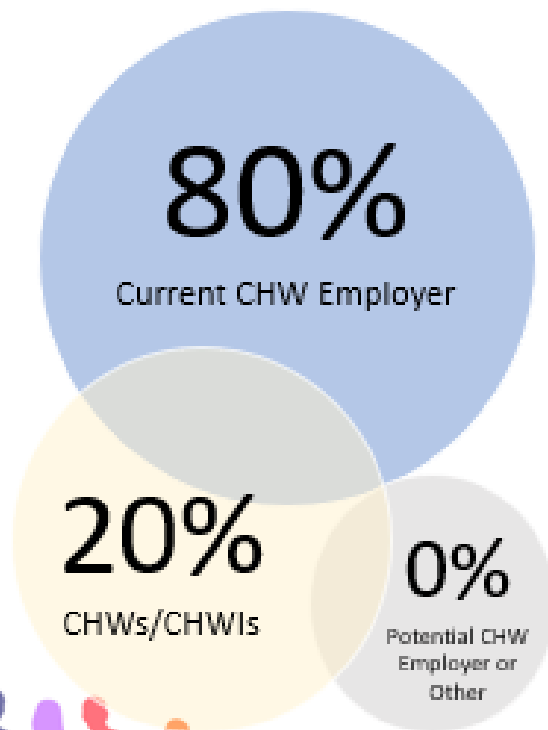
# 2022 CHW EMPLOYER FORUM

Session 3  
Outcome  
Effectiveness of CHWs  
Evaluation Feedback



## Session 3: Outcome Effectiveness of CHWs

### Audience Make-Up



### Overall Feedback

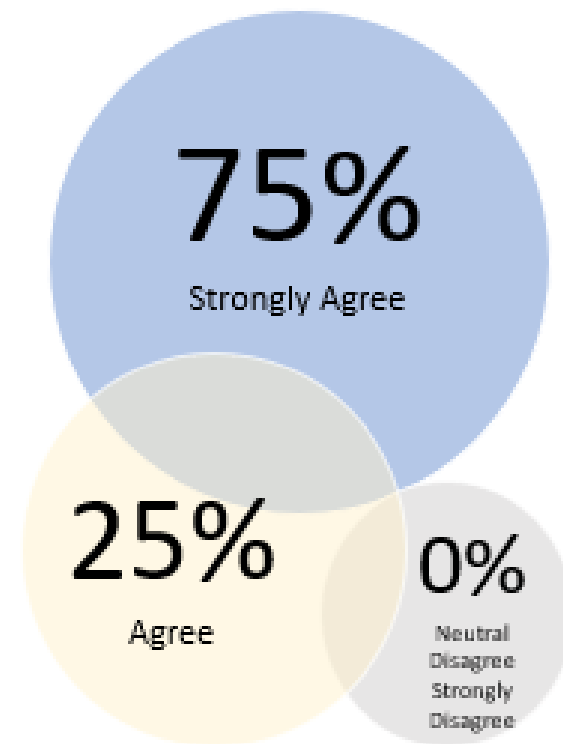


Information and resources presented by the speakers was useful and relevant to my work



## Session 3: Outcome Effectiveness of CHWs

- Understand how CHWs can be effective in rural communities
- Understand how CHWs can be incorporated into clinical teams
- Understand how CHWs can be incorporated into community-based organizations



## Session 3: Outcome Effectiveness of CHWs

### Most Valuable

Understanding how CHWs are utilized in a variety of ways

Sharing

Everything

### Least Valuable



2022 CHW  
EMPLOYER  
FORUM



What information presented during this session will you be able to incorporate into your organization?

#### Response

Nothing new.

I love listening to the variety of roles a CHW can play. All the information was helpful.

Cross department collaboration



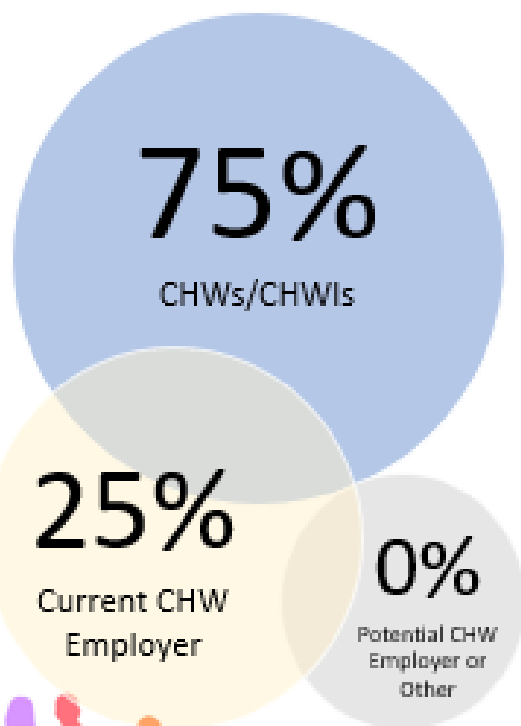
# 2022 CHW EMPLOYER FORUM

## Session 4 Sustainability of CHW Workforce Evaluation Feedback



## Session 4: Sustainability of the CHW Workforce

### Audience Make-Up



### Overall Feedback



Information and resources presented by the speakers was useful and relevant to my work



## Session 4: Sustainability of the CHW Workforce

- Understand some of the challenges experienced by CHWs who have supervisors/managers without knowledge of the CHW field
- Understand some of the benefits of having supervisors/managers who are CHWs/CHW instructors.

100%

Strongly Agree

0%

Agree  
Neutral  
Disagree  
Strongly  
Disagree

Understand what it meant by “sustainability of CHW programs

75%

Strongly Agree

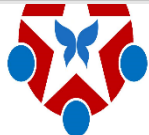
25%

Agree

0%

Neutral  
Disagree  
Strongly  
Disagree

2022 CHW  
EMPLOYER  
FORUM



## Session 4: Sustainability of the CHW Workforce

### Most Valuable

Implementation of CHWs in the Federally Qualified Health Centers

Understanding the point of view of the workforce about what they leave a job and what they are looking for in a job, also, how to sustain the program and the profile of supervisors.

[participant] survey findings

Everything is great information

### Least Valuable

Spanish language delivery information as well

All Some of the information included in the Parkland's presentation.

Guest speakers (the first one didn't seem to talk as much about sustainability but rather the importance of CHWs and what they do).

## What information presented during this session will you be able to incorporate into your organization?

### Response

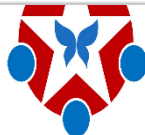
Road maps to support sustainability and professionalism of the CHWs.

Most of this I knew/had heard before--but the affirmation is good to know. All the information is applicable and important and incorporated.

Sustain CHW supervisors that are knowledgeable about the CHW/Promotora model. Maintain competitive salaries and benefits, be on the lookout for burn out and implement strategies for burnout prevention.

The CHW roles and impact in the community

2022 CHW  
EMPLOYER  
FORUM



## Additional Feedback/Comments/Suggestions:

### Responses

Please continue to provide relevant context facilitated by subject matter experts. It's very helpful.

this is a great forum series.

Keep having these types of forums!

Thank you for providing such a comprehensive forum.

Amazing information. Great job.



2022 CHW  
Employer  
Forum  
Participants  
*States*

Texas

North  
Carolina

Illinois

Oklahoma

Arizona

California

2022 CHW  
EMPLOYER  
FORUM



# 2022 CHW Employer Forum Participants - *Cities*

- Anson
- Arlington
- Austin
- Bluff Dale
- Brownsville
- Buda
- Chicago
- Cibolo
- Coppell
- Dallas
- Desoto
- Eagle Pass
- El Paso
- Euless
- Fort Worth
- Gainesville
- Grand Prairie
- Grapevine
- Houston
- Irving
- Kaufman
- Kennedale
- Lancaster
- Lubbock
- Mansfield
- McKinney
- Norman
- Pasadena
- Petaluma
- Phoenix
- Raleigh
- San Antonio
- Schertz
- Truckee
- Wolfforth

2022 CHW  
EMPLOYER  
FORUM



# 2022 CHW Employer Forum Participants - *Organizations*

- Moncrief
- Metro Health – San Antonio
- Baylor Scott & White Health
- Memorial Hermann
- Los Barrios Unidos
- City of Lubbock Health Department
- UNTHSC
- UT Tyler
- Maximus
- Molina Healthcare
- Cancer Care Service
- Austin Asian Community Health Initiative
- Health Literacy Texas
- American Cancer Society
- Community Voices
- NTARUPT
- Dallas County Health and Human Services
- TTUHSC
- United Healthcare
- EverThrive Illinois
- Oklahoma City-County Health Department
- JPS Health
- Tx DSHS
- UMC Health System
- University of Houston College of Medicine
- Equality Health
- Tahoe Forest Health System
- UT School of Public Health
- Walgreens
- H4H
- Alzheimer's Association
- Pfizer
- Butter Futures Forever
- Cook Children's
- Community Resources LLC
- TAPCHW
- Tarrant County Public Health
- Memorial Hermann
- California Association of CHWs
- Texas Health Resources
- Hispanic Wellness Coalition
- Aetna

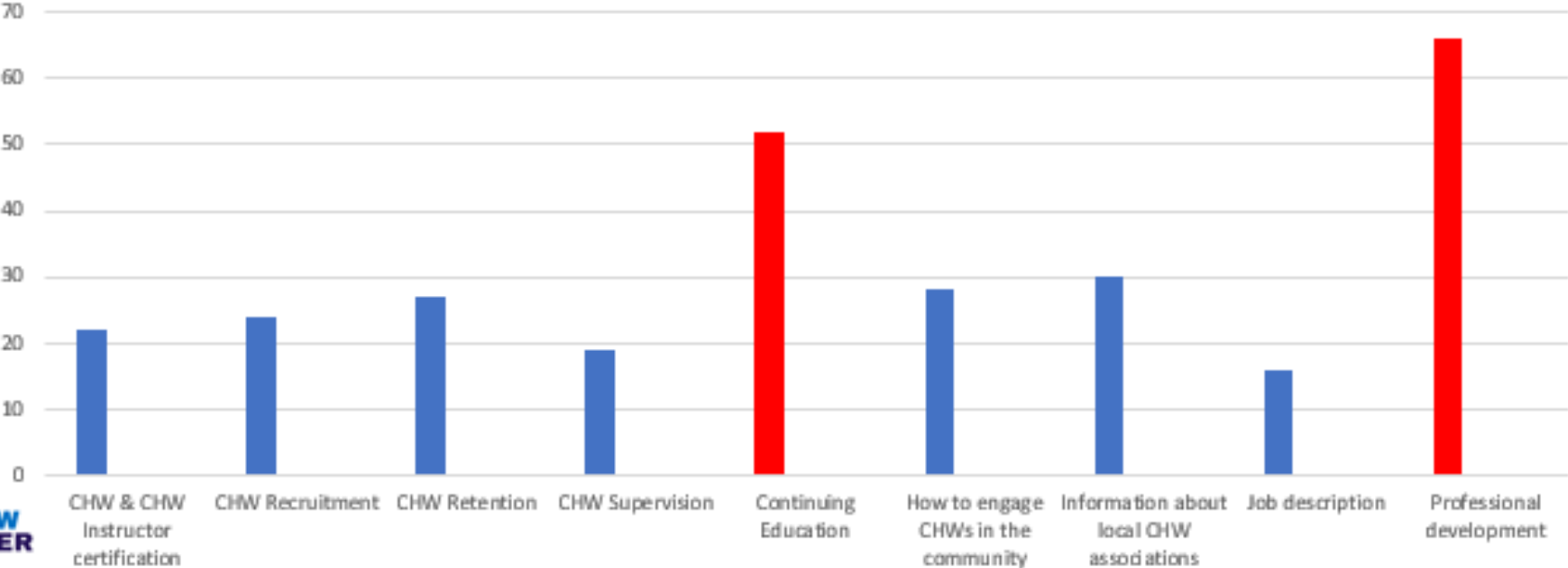
2022 CHW  
EMPLOYER  
FORUM





# What type of additional support would you like from the Employer Forum?

Additional Support



2022 CHW EMPLOYER FORUM



Profits from 2022 CHW Employer Forum will Support:

DFW-CHW Association's

- Professional Development Scholarship
- Member Relief Funds

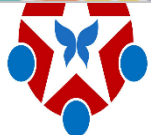


# Next Steps

---

- Recordings will be posted publicly on DFW-CHW Association website in 2023
- Follow up on Sustainability session
- 2024 Forum
  - Possibly involve local associations – stay tuned!
  - Will work on potential CE topic/adding to next forum: Grant Writing for CHWs
- TAPCHW will support by providing FAQs about CHW workforce, harmful and helpful practices for CHWs

2022 CHW  
EMPLOYER  
FORUM



# Questions?



(817) 631-3210

[info@dfwchw.org](mailto:info@dfwchw.org)

[www.dfwchw.org](http://www.dfwchw.org)



For general inquiries, contact us  
at [info@tapchw.org](mailto:info@tapchw.org)

Questions about membership?  
[membership@tapchw.org](mailto:membership@tapchw.org)

[www.tapchw.org](http://www.tapchw.org)

2022 CHW  
EMPLOYER  
FORUM



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

## AGENDA

**Friday, July 29, 2022, 10:00 A.M. – 12:05 P.M. CST**

1. Welcome and Introductions – Presiding Officer
2. Consideration of April 29, 2022, draft meeting minutes – HHSC, Advisory Committee Coordination Office
3. Health Promotion and Chronic Disease Prevention Section Update – Community Health and Wellness Branch
4. Department of State Health Services (DSHS) – Birth Defects Epidemiology and Surveillance Branch
5. Texas Association of Promotores & Community Health Workers
6. Austin Asian Community Health Workers (AAHI) ←
7. Advisory Sub-Committee updates
8. Committee Member Sharing – Presiding Officer
9. Public Comment – HHSC, Advisory Committee Coordination Office
10. Agenda items for next meeting – Presiding Officer
11. Adjourn – Presiding Officer



**TEXAS**  
Health and Human Services

Texas Department of State  
Health Services



**TEXAS**  
Health and Human  
Services

# Welcome

---

**Wanda M. Thompson, Ph.D., Contractor**

**Jacque Shillis, M. Ed., Contractor**

**Austin Asian Community Health Initiative  
(AACHI)**

# Community Health Workers: Sustainable Funding in Travis County

**Wanda Thompson, Ph.D.**

**Jacque Shillis, M.Ed.**

**July 29, 2022**



# Today's Presentation

**Research methodology**

**Findings**

Next steps

**Questions**



# Core Planning Group

## Organizations Represented

**Central  
Health**

**Austin  
Public  
Health**

**Dell  
Med**

**St.  
David's  
Foundat  
ion**

**AACHI**

**Housing  
Authori  
ty of  
the City  
of  
Austin  
(HACA)**



# Methodology

---

# Methodology

## Qualitative research



- Explores that which cannot be counted
- Seeks to glean insights from experiences and perceptions
- Not definitive, but can provide direction for future endeavors
- Confidential: participants' comments not tied to name or organization

# Methodology



## **In-depth phone interviews with 13 people**

- City/County/State governmental entities
- Universities/researchers
- FQHCs
- Nonprofits
- Foundation
- CHW advocates/member of advisory committee
- Health insurance/managed care organizations
- Certified and previously certified CHWs

# Methodology



## What We Asked

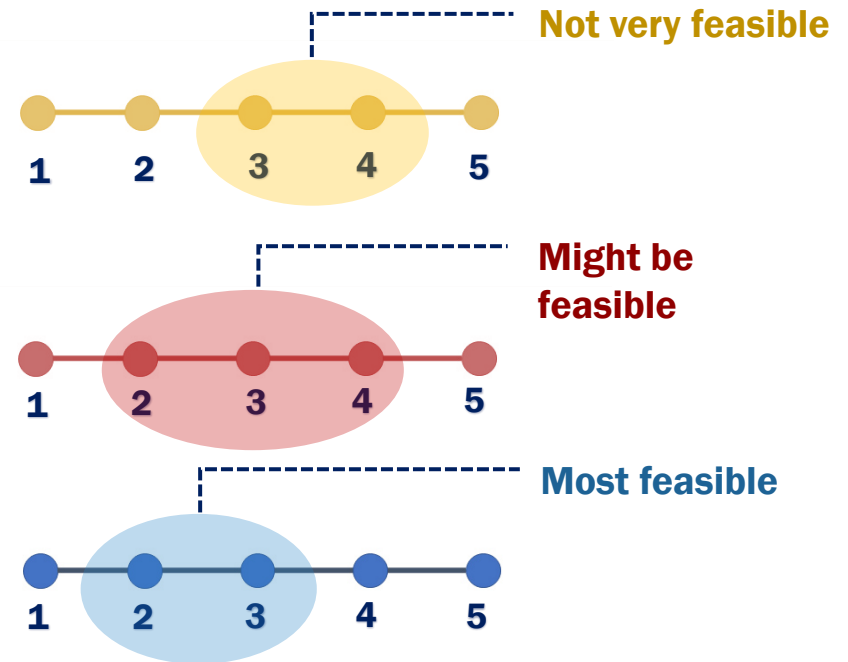
- **Connection with/knowledge of CHWs**
- **Role of CHWs at their organization and how they're funded**
- **For all or some of 14 CHW funding strategies**
  - Subjective ranking of 1 - 5, or "don't know"
- **For 4 or 5 ranking:**
  - What makes it not feasible?
- **For 1, 2, or 3 ranking:**
  - Steps to implement?
  - Key players?
  - Data needed?
  - Barriers?

# Methodology

---

## Assessing feasibility

- Subjective scale of 1 - 5, with “don’t know” as an option
- Looked for patterns in the numbers



# Methodology

## Assessing feasibility

- Considered information:
  - Reasons for the ranking
  - What it would take to implement the strategy
  - Barriers





# Community Health Worker Roles and Funding

---



# Nine Organizations Employ CHWs

## Wide variety of roles

Outreach,  
marketing,  
enrollment

Intake,  
individual  
needs  
assessm  
ents

Navigati  
on

Care  
manage  
ment for  
people  
with  
complicat  
ed needs

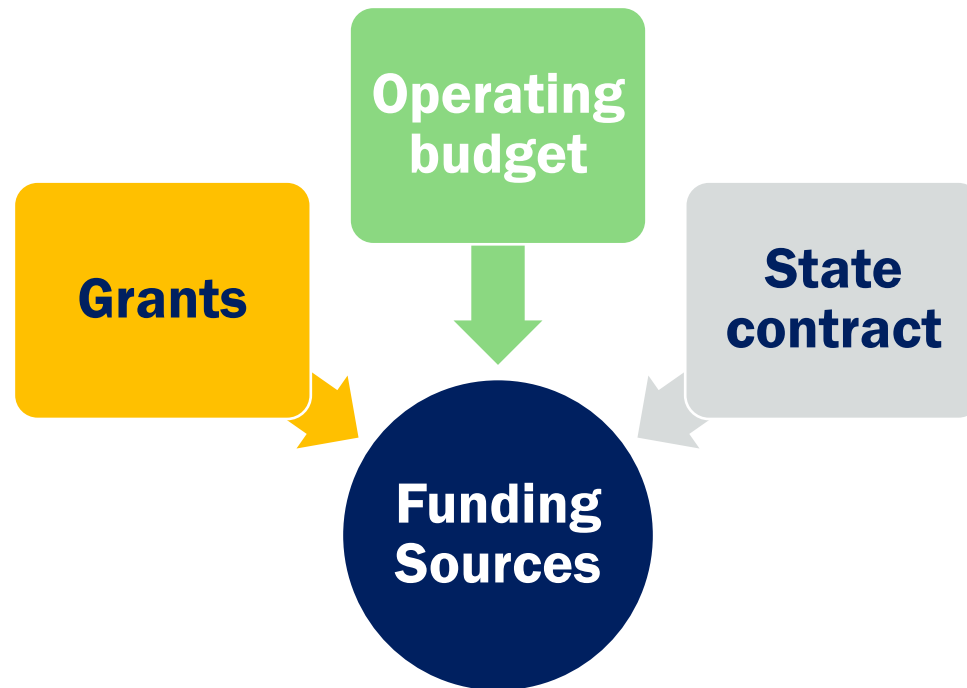
Connect  
ing  
people  
to  
communi  
ty  
resource  
s,  
addressi  
ng SDOH

Health  
educatio  
n  
(chronic  
disease,  
healthy  
eating,  
fitness,  
sexual  
health,  
COVID-  
19)

Transitio  
n from  
hospital  
to  
primary  
care

Populati  
on  
health,  
communi  
ty  
needs  
assessm  
ent  
redu  
cing  
dispariti  
es

# Community Health Worker Funding Sources



# Overarching Findings

## Critical success factors



**A strong, visible champion**

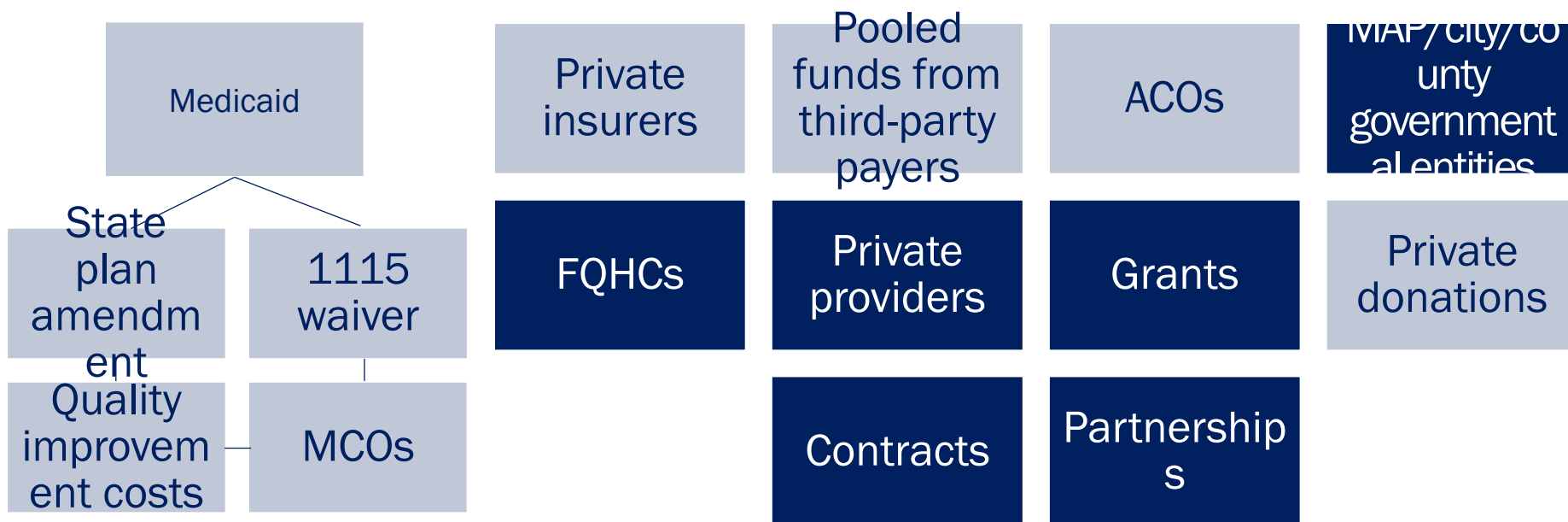


**People willing and able to commit time and effort**



**Data proving the concept of CHWs**

# All Strategies





# 5 Strategies Perceived as **Most Feasible**

---

# Most Feasible: Increase Contracts

## What is it?

- Contracting arrangement between governmental entities, universities, or healthcare providers and nonprofits that employ CHWs



# Most Feasible: Increase Contracts

## Who needs to be involved?

**This  
project's  
core  
planning  
group**

**Other  
entities  
interested in  
CHW  
services**

**Nonprofits  
that employ  
CHWs**

**CHW  
associations**

# Most Feasible: Increase Contracts

## What are the barriers?

- Some organizations want employees rather than contractors.
- Limited number of nonprofits who employ CHWs and have the ability to contract them out
- Barriers giving contracted CHWs access to providers' electronic health records systems
- Governmental entities and health care providers may not understand the value of CHWs



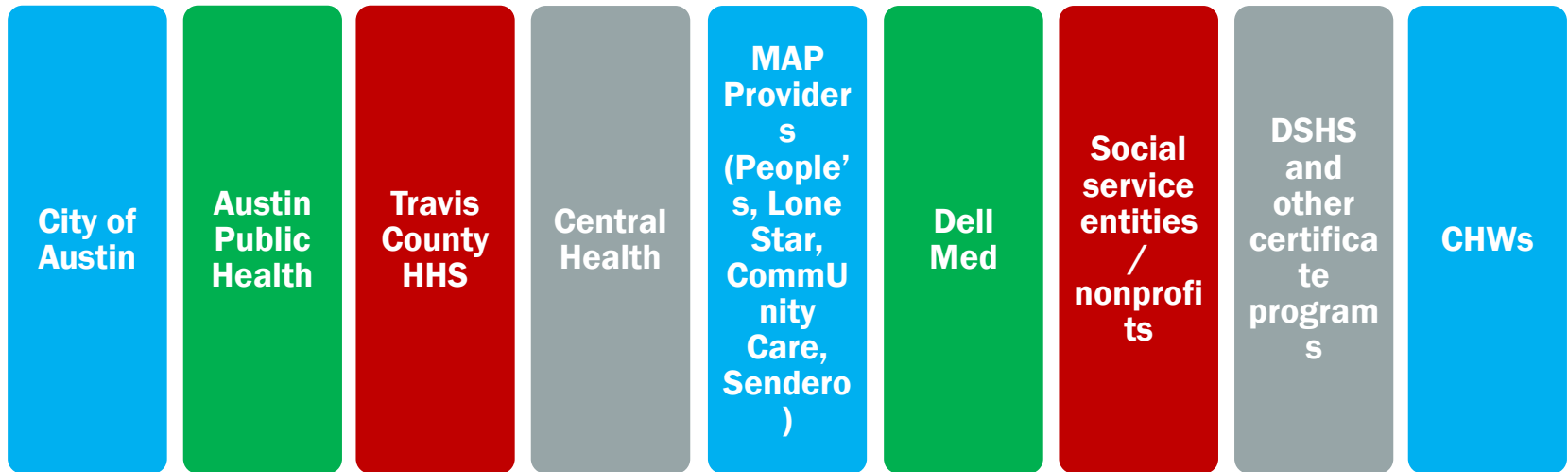
# Most Feasible: MAP/City/County Entities

## What is it?

- Increase access to CHWs for people covered by the Medical Access Program (MAP)
- MAP: health care coverage for Travis Co. residents with low income, ineligible for Medicaid/Medicare, or without private insurance
- Increase investments in CHWs at/through APH and Central Health

# Most Feasible: MAP/City/County Entities

## Who needs to be involved?



# Most Feasible: MAP/City/County Entities

## What are the barriers?

- Bureaucracy
- Decentralized decision-making
- Lack of agreement about funding
- Competition for limited funds from City and County
- Perceived lack of commitment to make this happen
- Workforce issues related to training/certification of CHWs

# Most Feasible: Private Healthcare Providers

## What is it?

- Incorporating CHWs into private healthcare systems
- Healthcare providers might:
  - Change internal financing mechanisms to incorporate CHWs
  - Fund a demonstration project to test ROI of offering CHW services
  - Seek payment arrangements with health plans

# Most Feasible: Private Healthcare Providers

## Who needs to be involved?

**Hospital leadership from Ascension, Baylor Scott and White, St. David's**

**Health insurance company executives**

**City and county leadership**

**Dell Med researchers**

# Most Feasible: Private Healthcare Providers

## What are the barriers?

- Challenging to work through the financing pieces
- Companies get defensive around finances
- May be costly to change processes
- Finding the right CHWs for a pilot, to have the best chance of successful outcomes
- Difficult to achieve without a mechanism to require it

# Most Feasible: Billing Changes at FQHCs

## What is it?

- Negotiate the per-patient encounter fee to include the cost of employing CHWs – relates to Medicaid reimbursement so not feasible now in Texas
- Treat CHW expenses as enabling services under HRSA 330 grant funding

# Most Feasible: Billing Changes at FQHCs

## Who needs to be involved?

**FQHC senior  
leadership**

**FQHC staff  
who can make  
the case for  
the value of  
CHWs**

**Members of  
FQHC finance  
and  
compliance  
teams**

**Central Health,  
because of its  
connection  
with  
CommUnity  
Care**



# Most Feasible: Billing Changes at FQHCs

## What are the barriers?

- Lack of definitive data showing cost-effectiveness of CHWs
- Billing changes may be complicated and perceived as not worth the effort
- FQHCs may not be ready to take it on

# Most Feasible: Increase Grant Funding for CHWs

## What is it?

- Increase federal grants to local governmental entities and universities
- Increase grants to nonprofits and healthcare providers from governmental entities, universities and foundations



# Most Feasible: Increase Grant Funding for CHWs



## Who needs to be involved?

- **This project's core team**
- **Policy makers**
  - City Council member Fuentes
  - County Commissioner Travillion
- **Austin Public Health**
- **Central Health, CommUnity Care**
- **Travis County HHS**
- **Healthcare providers**
- **Foundations**
  - St David's Foundation
  - Michael and Susan Dell Foundation
  - Episcopal Health Foundation
- **Dell Med**
- **Nonprofits that employ CHWs**
- **DSHS' CHW program**

# Most Feasible: Increase Grant Funding for CHWs

## What are the barriers?

- Will/ability of governmental entities to earmark funding and offer grant opportunities
- Time
- Competition for limited funding
- Grant funders may not understand or appreciate value of CHWs
- Foundations not likely to provide ongoing operational funds for CHWs



# Next Steps

---

# Next Steps

## Short term

- Exploring implementation
  - Central Health/MAP
  - FQHCs
  - Non-profit advocacy
  - Health care providers

## Longer term

- TBD



# Questions?

---

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

## AGENDA

**Friday, July 29, 2022, 10:00 A.M. – 12:05 P.M. CST**

1. Welcome and Introductions – Presiding Officer
2. Consideration of April 29, 2022, draft meeting minutes – HHSC, Advisory Committee Coordination Office
3. Health Promotion and Chronic Disease Prevention Section Update – Community Health and Wellness Branch
4. Department of State Health Services (DSHS) – Birth Defects Epidemiology and Surveillance Branch
5. Texas Association of Promotores & Community Health Workers
6. Austin Asian Community Health Initiative (AACHI)
7. Advisory Sub-Committee updates ←
8. Committee Member Sharing – Presiding Officer
9. Public Comment – HHSC, Advisory Committee Coordination Office
10. Agenda items for next meeting – Presiding Officer
11. Adjourn – Presiding Officer



TEXAS  
Health and Human Services

Texas Department of State  
Health Services



# Workforce Solutions and Employment Opportunities Sub-Committee



TEXAS  
Health and Human  
Services

Texas Department of State  
Health Services

<b>Chair</b>	<b>Kim Bush</b>
Membership (advisory member):	TBD
Membership (non-advisory members):	Charles Begley, Ph.D., Debra Flores, Ph.D., M.A.; Julie St. John, MA, MPH, DrPh

- Sub-Committee update

**Next meeting: To be determined**

# Communication and Outreach



TEXAS  
Health and Human  
Services

Texas Department of State  
Health Services

<b>Chair</b>	<b>Tasha Whitaker</b>
Membership (advisory member):	Tasha Whitaker
Membership (non-advisory members):	Delphine Thompson, Maudia Gentry, Ph.D., Julie St. John, MA, MPH, DrPh

- Sub-Committee update

**Next meeting: To be determined**

# CHW Training and Certification Sub-Committee



TEXAS  
Health and Human  
Services

Texas Department of State  
Health Services

<b>Chair</b>	<b>Carolina González Schlenker, MD, MPH</b>
Membership (advisory members):	Carolina González Schlenker, MD, MPH, Minerva Garcia
Membership (non-advisory members):	Merida Escobar, Otila Garcia, Julie St. John, MA, MPH, DrPh

- Sub-Committee update

**Next meeting: To be determined**

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

## AGENDA

**Friday, July 29, 2022, 10:00 A.M. – 12:05 P.M. CST**

1. Welcome and Introductions – Presiding Officer
2. Consideration of April 29, 2022, draft meeting minutes – HHSC, Advisory Committee Coordination Office
3. Health Promotion and Chronic Disease Prevention Section Update – Community Health and Wellness Branch
4. Department of State Health Services (DSHS) – Birth Defects Epidemiology and Surveillance Branch
5. Texas Association of Promotores & Community Health Workers
6. Austin Asian Community Health Initiative (AACHI)
7. Advisory Sub-Committee updates
8. Committee Member Sharing – Presiding Officer ←
9. Public Comment – HHSC, Advisory Committee Coordination Office
10. Agenda items for next meeting – Presiding Officer
11. Adjourn – Presiding Officer



TEXAS  
Health and Human Services

Texas Department of State  
Health Services

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

## AGENDA

**Friday, July 29, 2022, 10:00 A.M. – 12:05 P.M. CST**

1. Welcome and Introductions – Presiding Officer
2. Consideration of April 29, 2022, draft meeting minutes – HHSC, Advisory Committee Coordination Office
3. Health Promotion and Chronic Disease Prevention Section Update – Community Health and Wellness Branch
4. Department of State Health Services (DSHS) – Birth Defects Epidemiology and Surveillance Branch
5. Texas Association of Promotores & Community Health Workers
6. Austin Asian Community Health Initiative (AACHI)
7. Advisory Sub-Committee updates
8. Committee Member Sharing – Presiding Officer
9. Public Comment – HHSC, Advisory Committee Coordination Office
10. Agenda items for next meeting – Presiding Officer
11. Adjourn – Presiding Officer



TEXAS  
Health and Human Services

Texas Department of State  
Health Services

# Public Comment Procedures

---



TEXAS

Health and Human Services

Texas Department of State  
Health Services

- Written comments are encouraged
- Registration and call-in process for oral public comment
- All speakers must identify themselves and the organization they are representing before speaking
- Rules of conduct apply to public comments made by teleconference

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

## AGENDA

**Friday, July 29, 2022, 10:00 A.M. – 12:05 P.M. CST**

1. Welcome and Introductions – Presiding Officer
2. Consideration of April 29, 2022, draft meeting minutes – HHSC, Advisory Committee Coordination Office
3. Health Promotion and Chronic Disease Prevention Section Update – Community Health and Wellness Branch
4. Department of State Health Services (DSHS) – Birth Defects Epidemiology and Surveillance Branch
5. Texas Association of Promotores & Community Health Workers
6. Austin Asian Community Health Initiative (AACHI)
7. Advisory Sub-Committee updates
8. Committee Member Sharing – Presiding Officer
9. Public Comment – HHSC, Advisory Committee Coordination Office
10. Agenda items for next meeting – Presiding Officer ←
11. Adjourn – Presiding Officer



**TEXAS**  
Health and Human Services

Texas Department of State  
Health Services

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

## AGENDA

**Friday, July 29, 2022, 10:00 A.M. – 12:05 P.M. CST**

1. Welcome and Introductions – Presiding Officer
2. Consideration of April 29, 2022, draft meeting minutes – HHSC, Advisory Committee Coordination Office
3. Health Promotion and Chronic Disease Prevention Section Update – Community Health and Wellness Branch
4. Department of State Health Services (DSHS) – Birth Defects Epidemiology and Surveillance Branch
5. Texas Association of Promotores & Community Health Workers
6. Austin Asian Community Health Initiative (AACHI)
7. Advisory Sub-Committee updates
8. Committee Member Sharing – Presiding Officer
9. Public Comment – HHSC, Advisory Committee Coordination Office
10. Agenda items for next meeting – Presiding Officer
11. Adjourn – Presiding Officer ←



**TEXAS**  
Health and Human Services

Texas Department of State  
Health Services





**TEXAS**  
Health and Human  
Services

---

Texas Department of State  
Health Services

# Thank you

---

**[chw@dshs.texas.gov](mailto:chw@dshs.texas.gov)**