**Q: How do I contact the CHW program?**

* E-mail program staff at chw@dshs.texas.gov
* Call us at (512)776-2570 or (512) 776-2624
* Visit the website at <http://www.dshs.state.tx.us/mch/chw.shtm>

**Q: Will my CHW certification expire?**

**A:** Yes, your certification will expire two (2) years from the date issued. Your expiration date is on your CHW certificate and ID badge.

**Q: How do I find my CHW certification number and/or expiration date?**
**A:** Go to “Online Licensing Service” at the Texas Department of State Health

Services website: <https://vo.ras.dshs.state.tx.us/datamart/mainMenu.do> Under “Check [License Status or Search for a License](https://vo.ras.dshs.state.tx.us/datamart/login.do;jsessionid=33D490AE9337A59008A631EA74C1C117.i-03a38ec2506c5b8dd)” click on “license search”. Search for your license by the name provided on your application or by license number (CHW certification number) and perform a license search.

**Q: What should I do to renew my CHW certification?**

**A:** You need to complete 20 hours of continuing education units (**CEUs**).

* At least 10 CEU hours must come from a DSHS approved training program for CHWs. These are called DSHS-certified continuing education hours (CEUs) or DSHS-certified CEUs. All 20 CEUs may be DSHS certified.
* The other 10 CEUs may come from any course taken that is within the scope of a CHW and is related to the CHW core-competencies (Communication, Interpersonal, Service Coordination, Capacity Building, Advocacy, Teaching, Organization and Knowledge base on health issues).
* Complete a CHW renewal application. Download a form at <http://www.dshs.state.tx.us/mch/chw/chwdocs.aspx> or email the program or call 512-776-2570, 512-776-2624 to request a copy.
* Mail, fax or Email the signed and dated application, copies of proof of completion of your CEUs and your and your color photo to chw@dshs.texas.gov.

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| **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 |

**Q: Where do I find information about CHW Continuing Education Courses?**

**A**: The CHW Program will send email announcements for upcoming DSHS-certified

CHW CE trainings when these become available.

DSHS-certified online CHW courses at any time at: <http://www.dshs.texas.gov/mch/chw/Continuing-Education.aspx> .

Contact a CHW training center closest to you; a list of DSHS-certified Training Programs can be found at: <http://www.dshs.texas.gov/mch/chw/training.aspx> . Some Texas CHW association/networksmay provide DSHS certified CEUs at meetings; a list of CHW networks and associations can be at <http://www.dshs.state.tx.us/mch/chw.shtm> .

**Q: How does the CHW program keep track of my CEUs?**

**A**: The CHW program DOES NOT KEEP TRACK OF CEUs for individuals. It is your

responsibility to keep up with your CEUs and send copies of the continuing education certificates with your CHW renewal application.

**Q: When should I submit my CHW renewal application?**

**A:** Send your CHW renewal application at least 90 days before your CHW

certification expiration date to ensure your certificate is renewed before it expires.

**Q: How do I renew my CHW certification if it has expired?**

**A:** If your certificate has been expired for one year or less you may submit the CHW renewal application. You may not renew a certificate that has been expired for more than one year. You must submit an initial application for certification for approval if you wish to regain your certification.

**Q: Why and how do I need to update my personal information?**

**A:** Send changes in your address, phone, or email to chw@dshs.texas.gov . This

will ensure that you receive CHW program information such as certificate expiration reminders and upcoming CHW DSHS-certified CEUs trainings.