The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the left and right sides of the frame, creating a modern, dynamic feel.

Community Health Worker (CHW) 101 & The State of the CHW Workforce

Background



Source: <https://www.nationalcomplex.care/regional-convenings/>

Defining a Community Health Worker (CHW)



A CHW is a:

- Trusted member of, or deeply understands, the community he/she serves
- Liaison between health and social services and the community

A CHW builds individual and community capacity through:

- Outreach
- Community education
- Informal counseling
- Social support
- Advocacy

Act as a liaison between the healthcare system, patients, and families/caregivers

CHW Skills & functions

Care
Team

Home
Visits

Outreach

Educatio
n

Linkages

Social Needs
Assessments

Resource
Connection

Peer Support

Trusted Patient
Relationships

Socialization

Assessment | Addressing social needs | Coordination, follow-up, & resource referrals | Education | Engagement | Empowerment





Source: CHW Core Consensus Project <https://www.c2p-project.org/>

Core CHW Roles

1.	Cultural Mediation Among Individuals, Communities, and Health and Social Service Systems
2.	Providing Culturally Appropriate Health Education and Information
3.	Care Coordination, Case Management, and System Navigation
4.	Providing Coaching and Social Support
5.	Advocating for Individuals and Communities
6.	Building Individual and Community Capacity
7.	Providing Direct Service
8.	Implementing Individual and Community Assessments
9.	Conducting Outreach
10.	Participating in Evaluation and Research

Texas CHW Certification Requirements

CHWs demonstrate skills in eight core competencies:

Communication Skills Service Coordination Skills Teaching Skills
Interpersonal skills Capacity-Building Skills Organization Skills
Advocacy Skills Knowledge Base Skills on Specific Health Issues



Must meet the following certification requirements:

- Texas Resident
- 16 years old
- Training - Completion of an approved DSHS Certified 160-hour competency-based CHW training program **OR**
- Experience - At least 1000 cumulative hours of community health work services within the most recent three (3) years.
Experience is verified

Renewal required every 2 years

- 20 hours of continuing education (CEs)
- 10 hours must be from DSHS certified training center
- 10 hours can be from other development training, conferences, meetings, etc.

Certification is overseen by DSHS. There is no cost to apply or renew.

Employers of CHWs

CHWs Employed by CBO/Non-Profits

- Provide Navigation Services
 - Help aid in understanding applications, processes, requirements
 - Connect to other CBOs that provide direct services
- Outreach & Education roles (often around SDOH)
- Create and maintain partnerships with external agencies
- Build organizational capacity



CHWs Employed by Public Health

- Health Educator
 - Plan, implement and manage health education
- Community Engagement Coordinator
 - Community Health Assessment Planning
- Department 'Specialist'
 - May conduct investigations
- Individual and Family Services
 - often education focused
- Community Preparedness/First Responder



CHWs Employed by a Health Plan

- Aid in enrollment
- Make changes in providers
- Help to understand benefits
- Encourage wellness visits/regular check-ups
- Assist with obtaining affordable prescriptions
- Educate on processes such as:
 - Filing complaints or appeals
 - Pre-authorizations
- Set-up medical transportation as needed
- Connect to needed community resources



CHWs Employed on a Health Care Team

- Trusted peer
- Address health literacy
- Navigate complex care system
- Pre-visit planning
- Provide care coordination
- Warm hand-off
- Transitional care
- Conduct home visits
- Provide education
- Health screenings
- Address social determinants
- Provide patient education



CHWs Employed by Institutions of Higher Education

- Education/Outreach Programs or Research Team
 - Awareness
 - Provide direct services*
 - Blood-pressure screening
 - Eye exams
 - Patient Health Questionnaires
 - Screenings/surveys/data collection
 - Specific disease burden
 - Self-management
 - Direct community education
 - Partnerships/capacity-building

**requires additional appropriate training*



Unsure if You Currently Employ CHWs?

Large Employers

- Conduct an assessment of current positions
 - See which could be applicable
- Ask staff
- Could seek certification training
- Could have existing staff apply experientially

Smaller Employers

- Ask staff directly
- Could seek certification training
- Could have existing staff apply experientially

Understanding CHW Pay

States with the highest employment level in Community Health Workers:

State	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
New York	7,300	0.84	1.99	\$ 22.18	\$ 46,130
California	5,960	0.36	0.86	\$ 25.45	\$ 52,940
Texas	3,350	0.28	0.66	\$ 19.75	\$ 41,070
Washington	3,100	0.97	2.30	\$ 22.33	\$ 46,440
Massachusetts	2,770	0.83	1.96	\$ 22.26	\$ 46,300

Per the recent Employer Forum survey - CHW pay in Texas reported ranges from \$21-30/hr

Top paying nonmetropolitan areas for Community Health Workers:

Nonmetropolitan area	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
Connecticut nonmetropolitan area	50	1.66	3.92	\$ 35.59	\$ 74,030
Alaska nonmetropolitan area	270	2.69	6.37	\$ 33.28	\$ 69,210
South Central Wisconsin nonmetropolitan area	50	0.27	0.64	\$ 26.31	\$ 54,720
West North Dakota nonmetropolitan area	(8)	(8)	(8)	\$ 25.77	\$ 53,590
Southwest Montana nonmetropolitan area	40	0.26	0.62	\$ 23.67	\$ 49,230

Source: <https://www.bls.gov/oes/current/oes211094.htm>

The History & Current State of the Texas CHW Workforce

Beatrice Smith, MPS
Texas Department of State Health Services
Beatrice.Smith@dshs.texas.gov

Background/Governing Authority

Texas was the **first state** to pass legislation creating a statewide training and certification program for Community Health Workers (CHWs) Implemented in 2001.

Governed by Ch. 48, Health and Safety Code; Ch. 146, Tex. Admin Code

Department of State Health Services
Health Promotion and Chronic Disease Prevention
(HPCDPS) Section

<https://www.dshs.texas.gov/chw.aspx>



Texas Department of State
Health Services

Certification

CHW Training and Certification Program

- Promotores or community health workers who receive compensation for services provided must be certified.
- Certification Types:
 - Promotores or Community Health Workers
 - Instructors
 - Training Programs



Texas Department of State
Health Services

<https://www.dshs.texas.gov/chw.aspx>

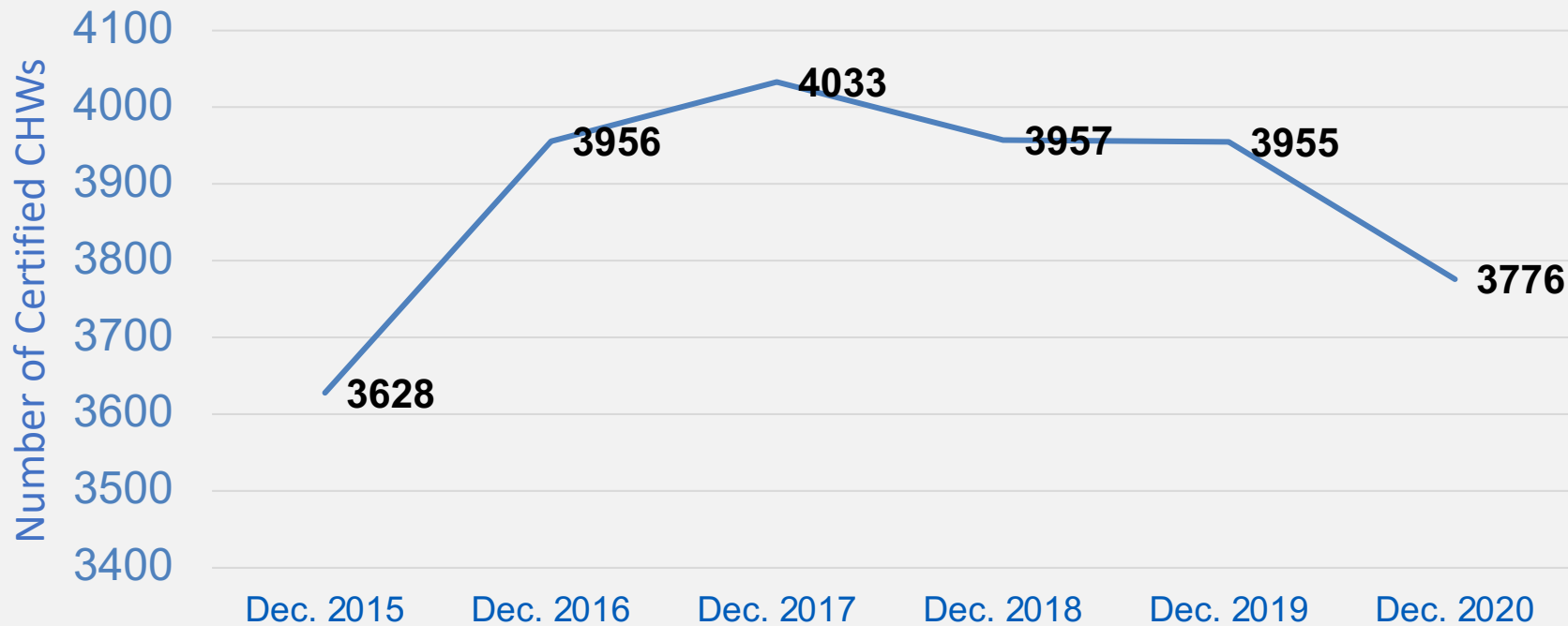
Legislative History - CHW Training and Certification Program

- **1999** House Bill 1864, 76th Legislature, Regular Session: temporary committee to study issues involved in developing a statewide training and certification program.
- **2001** Senate Bill 1051, 77th Legislature, Regular Session: Senate Bill 1051 directed DSHS to develop the program to enhance the development and implementation of statewide training and certification standards
- **2011** House Bill 2610, 82nd Legislature, Regular Session: DSHS & HHSC study related to: maximizing employment of and access to promotores and CHW to provide publicly and privately funded health care services; and identifying methods of funding and reimbursement, including outline of costs to the state.



Texas Department of State
Health Services

Number of certified CHWs in Texas



CHW Certification Program Milestones

December 31, 2009

- 625 certified CHWs
- 49/254 counties
- 7 training programs
- 123 graduates

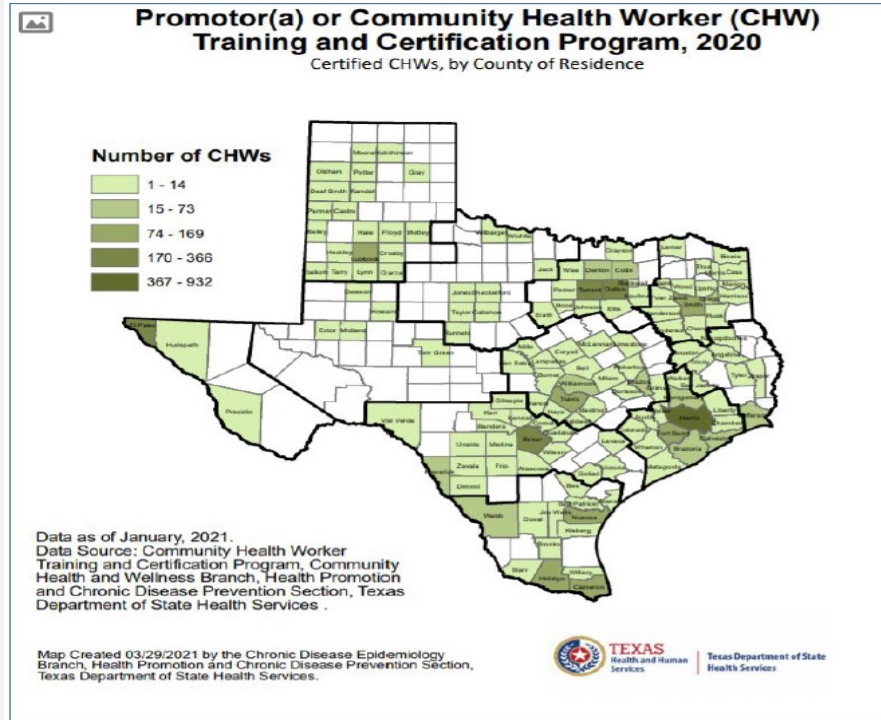
December 31, 2021

- 4,208 certified CHWs
- 143/254 counties
- 49 training programs
- 897 graduates

Key CHW Certification
Revision in 2019

- CHW certification eligible at **16** years old
- Training or Experience must be from the previous 3 years

Location of CHWs



National CHW Leadership

In 2019, the National Association of CHWs (NACHW) was established with a mission to “unify the voices of CHWs and strengthen the profession’s capacity to promote healthy communities.

American Public Health Association-CHW Section
(APHA)



Texas Department of State
Health Services

NACHW

About COVID-19 Policies

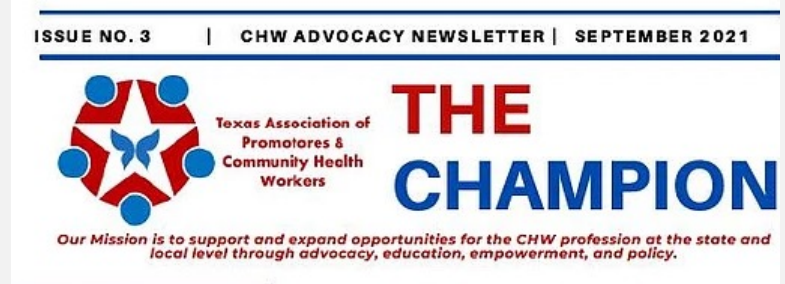
Policies



State CHW Leadership

- As of 2019, Texas has its own state Texas Association of Promotores and CHWs (TAPCHW).
- In April 2021, TAPCHW has been approved by DSHS as a certified training center for CHWs and CHW Instructors.

- <https://www.tapchw.org/>

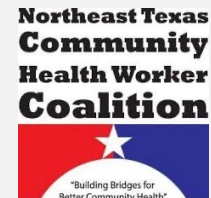


Regional and Local CHW Networks

- Membership in CHW networks and associations located in Texas range from 25 to over 1000.
- The Governor of Texas, Greg Abbott, declared April 16th, Texas CHW Day.

- Locations

- Panhandle
- Dallas/Fort Worth
- Northeast Texas – Tyler
- East Texas – Gulf Coast Region
- Central Texas – Austin
- South Texas (Health Service Region 11 and Maverick County, Brownsville and San Antonio)
- West Texas – El Paso



2020 Texas CHW Employer Survey

- 2020 CHW Statewide Employer Survey
 - DSHS conducted an online statewide survey with employers of CHWs from February 10-March 26, 2020 to understand the employment context of CHWs in Texas, employers' perspective on CHWs, and workforce development needs.
 - 182 employers included in final analysis
- Manuscript of Findings: Dunn, M., Peterson Johnson, E., Smith, B. *et al.* Perspectives on Workforce Development Needs for Community Health Workers (CHWs): Results from a Statewide Survey of CHW Employers.
J Community Health (2021).



Texas Department of State
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Pre-COVID-19 CHW Workforce Development Needs

Continued training to update CHWs on new skills, reinforce training, and ensure they are practicing skills learned (56.3%)



Development of long-term financial mechanisms to fully support CHW strategies (54.6%)



Specialized continuing education for CHWs (52.1%)

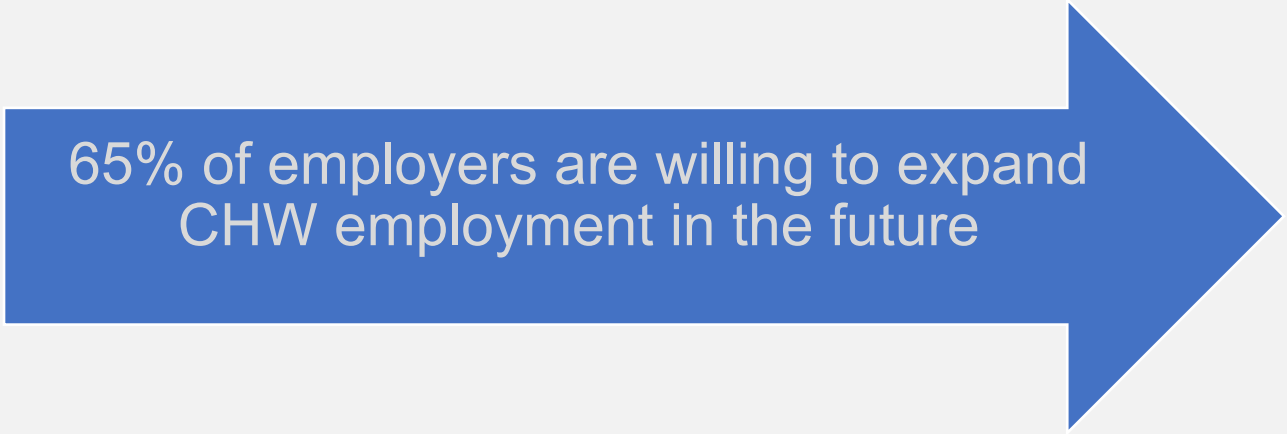


Training on CHW role, benefits to clients, the care team and organization (46.2%)



Training to equip supervisors with skills to effectively oversee and support CHW services (45.4%)

Expanding CHW Employment



65% of employers are willing to expand
CHW employment in the future

Challenges and Considerations

- Integration as professionals in mainstream health care and social service systems
- Varying job classifications and pay levels
- Sustainable funding/reimbursement
- Training/professional development
- Recruitment
- Supervision
- Incorporating community health worker skills/attributes within positions with a more defined role

Looking Ahead

- Continued collaboration/sharing
- Share successes and lessons learned with other states
- Continue to explore reimbursement mechanisms for CHW services
- Continue to work on advancing CHW training and skills development.
- Additional awareness for supervisors and employers



Texas Department of State
Health Services

Resources & Wrap Up

Looking for Support? Have Questions?



TEXAS
Health and Human
Services

Texas Department of State
Health Services

chw@dshs.texas.gov



**Texas Association of
Promotores &
Community Health
Workers**

- 501(c)3 non-profit organization
- Certified training center
- Mission – broadly, to support CHWs
- Provides Members:
 - Continuing education opportunities
 - Professional development opportunities
 - Employment resources & opportunities
 - A supportive environment

www.tapchw.org



**DFW-CHW
Association**

- 501(c)3 non-profit organization
- Provides Members:
 - Continuing education opportunities
 - Professional development opportunities
 - Employment resources & opportunities
 - Scholarships

www.dfwchw.org