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

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**January 16, 2025**

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

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**FOR QUESTIONS AND COMMENTS:**

You may submit your questions/comments to

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

Thank you.



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

## AGENDA

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**Thursday, January 16, 2025, 10:00 A.M. – 12:30 P.M. CST**

1. Welcome and Introductions
2. Consideration of October 30, 2024, draft meeting minutes
3. Department of State Health Services updates
4. Texas Tech University presentation on Community Health Worker Training Program: A Health Resources and Services Administration (HRSA) Funded Project
5. Health and Human Services Commission presentation on CHWs and Medicaid reimbursements
6. Advisory subcommittee updates
7. Committee member sharing
8. Public Comment
9. Agenda items for next meeting
10. Adjourn



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# **Health Promotion and Chronic Disease Prevention Section Updates**

January 16, 2025

**Raiza Ruiz, MPA, CPM**

**Community Health Worker and School Health Branch**

**Manager**

# CHW Core Competencies Enhancements

- CHW Core Competencies Enhancements will be **fully effective February 1, 2026**.
- Implementation in progress.
  - New [CHW Core Competency Update webpage](#) created to increase awareness and share updates.
  - Five focus groups occurring in January 2025
    - Target audience: Certified Training Centers, certified CHW Instructors (CHWIs), Program Managers, and CHWs
    - Purpose: To understand participants' experiences and gathering feedback on the implementation of the updated CHW Core Competencies.

# Focus Group Participant Selection

Focus group participants are a representative sample based on the following criteria:

- Length of certification:
  - 10 or more years
  - 2 to 10 years
  - Less than 2 years
- Health service regions:
  - Health service regions 1, 2/3, 4/5, 6/5 South, 7, 8, 9/10, 11
- Training provider type:
  - Area Health Education Center
  - CHW Association
  - Community College
  - Community-Based Organization
  - Health Science Center
  - Local Health Department
  - Non-Profit Organization
  - State Agency
  - University

# CHW Advisory Committee Appointments

- DSHS approved new member appointments to fill two CHW member positions and one higher education position.
- The appointees will serve terms ending August 31, 2027
  - According to [25 Texas Administrative Code, Section 146.3](#), members are appointed for a three-year term and may be reappointed once.

# **Community Health Worker (CHW) Training and Certification Program Updates**



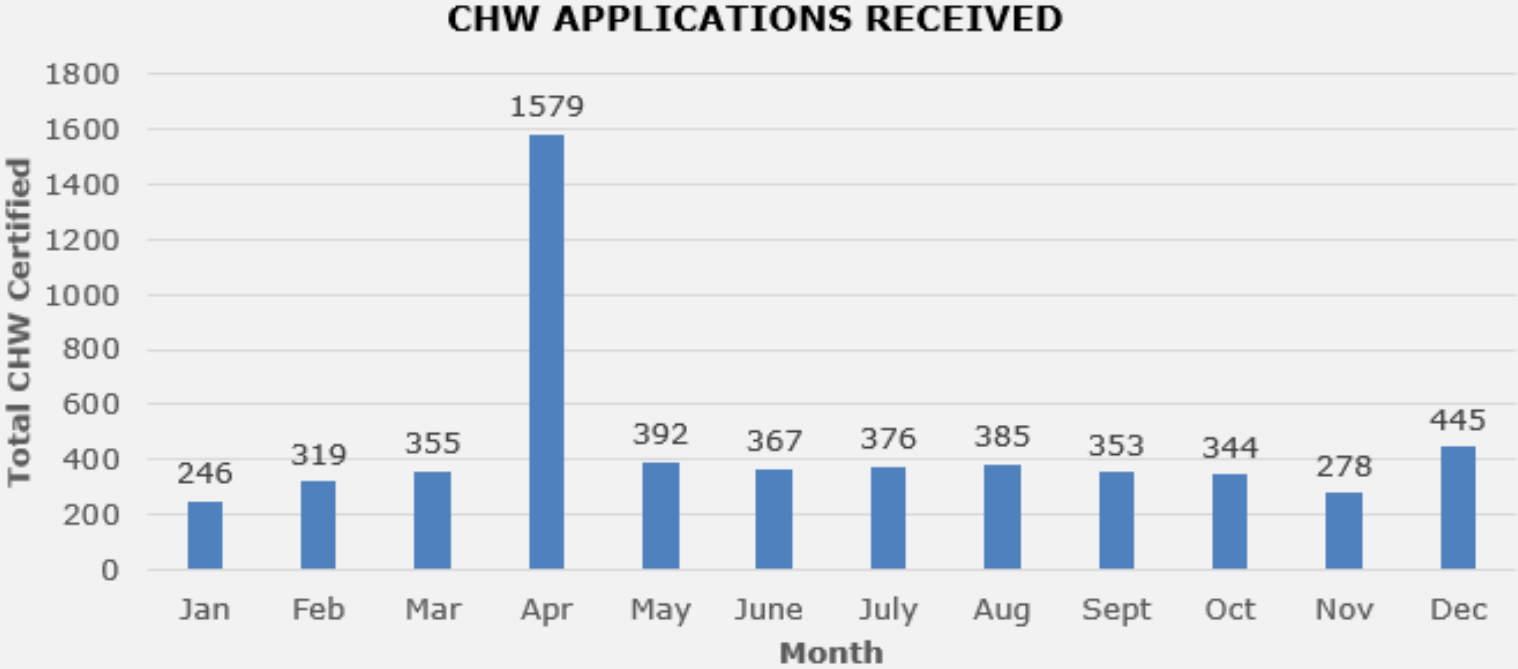


# CHW Certification

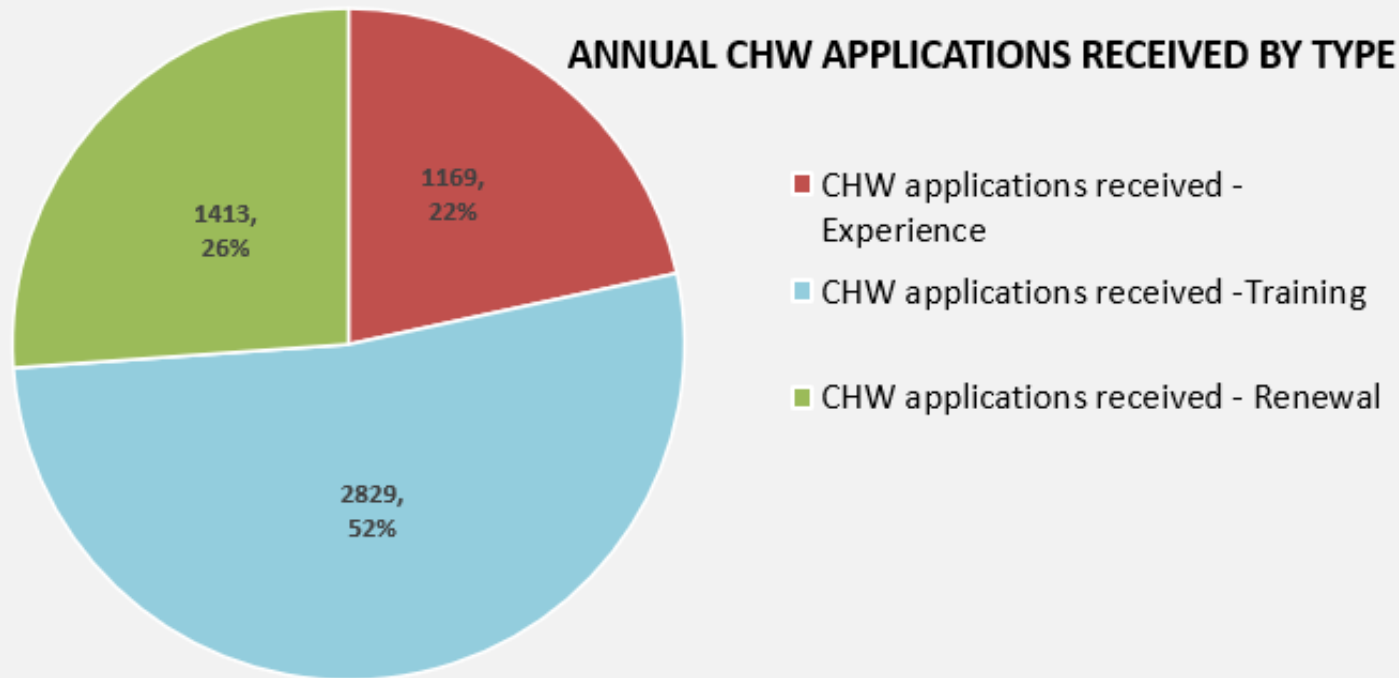
## Total CHWs Certified by Year



# CHW Applications Received

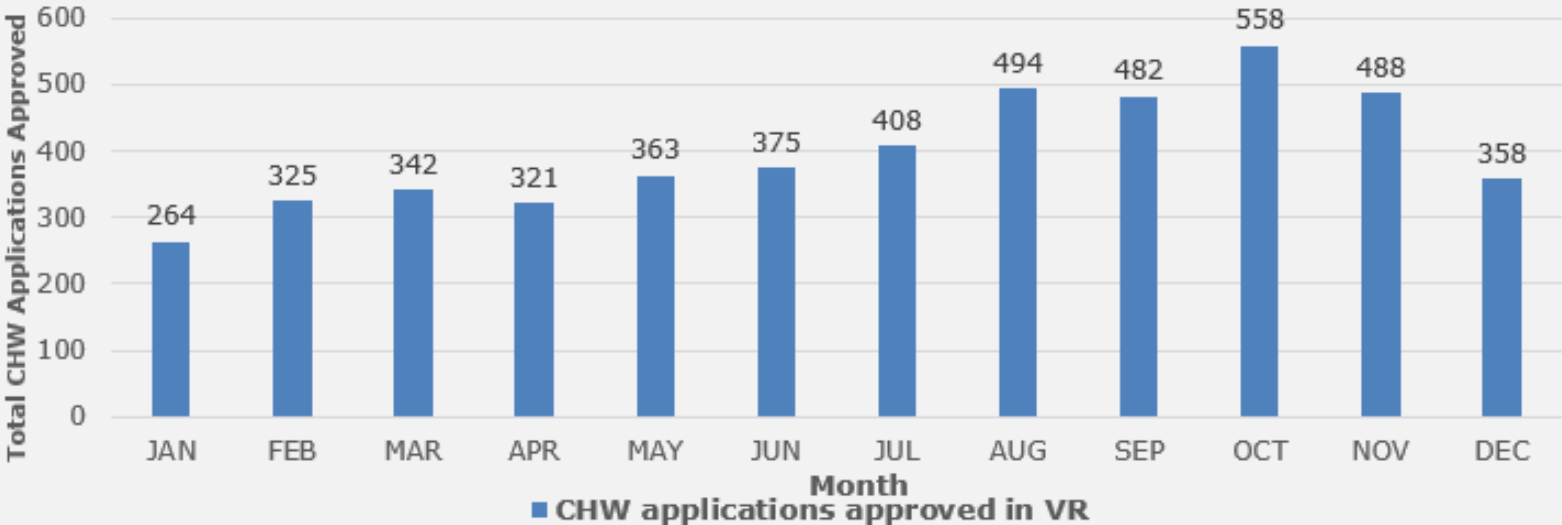


# Annual Applications Received by Type

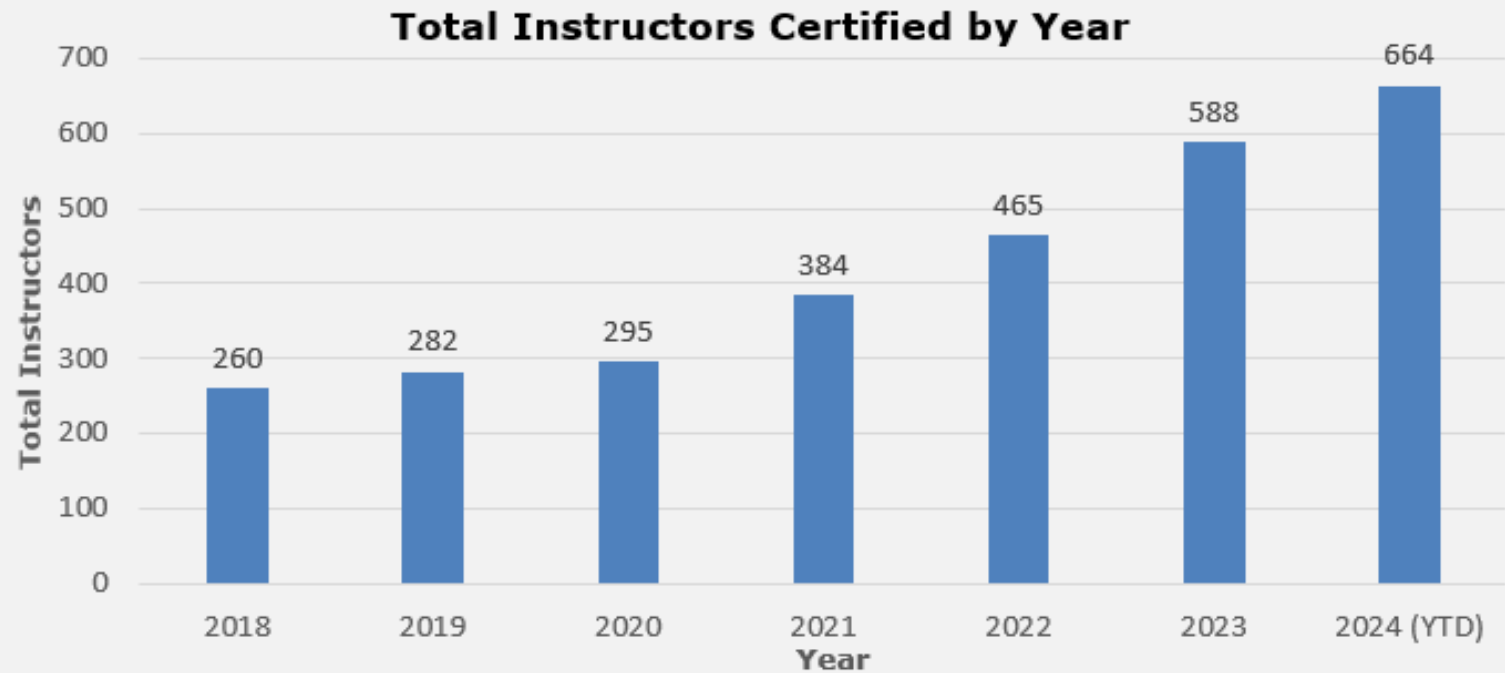


# CHW Certifications Approved

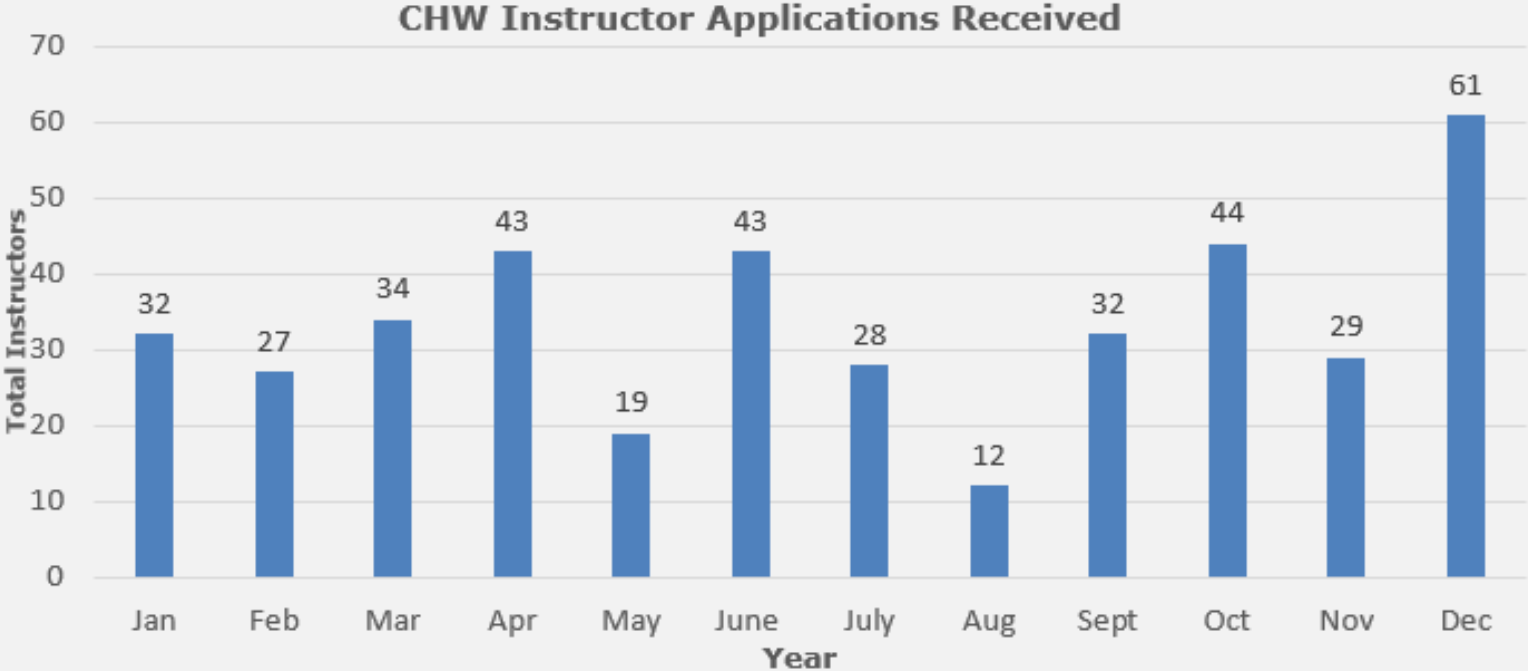
### CHW APPLICATIONS APPROVED



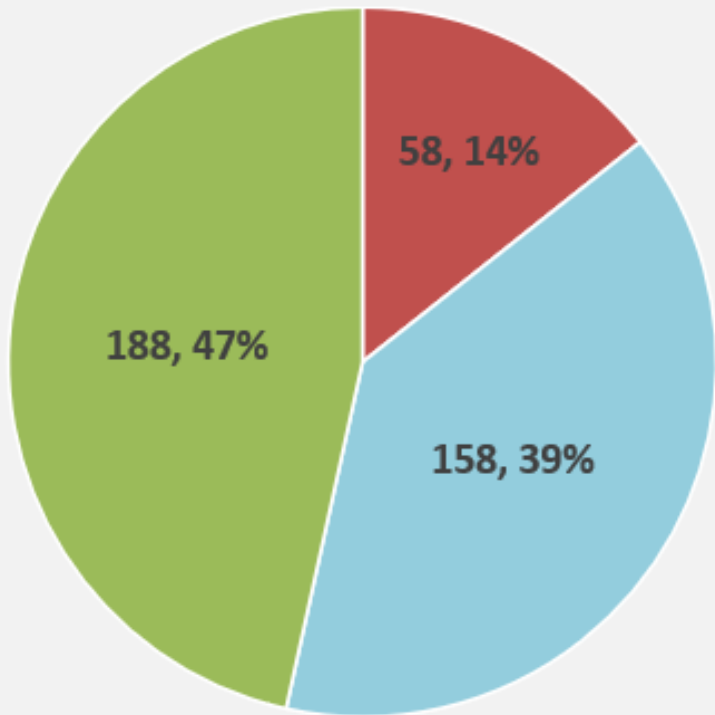
# CHW Instructor (CHWI) Certification



# CHWI Applications Received



# CHWI Applications Received by Type

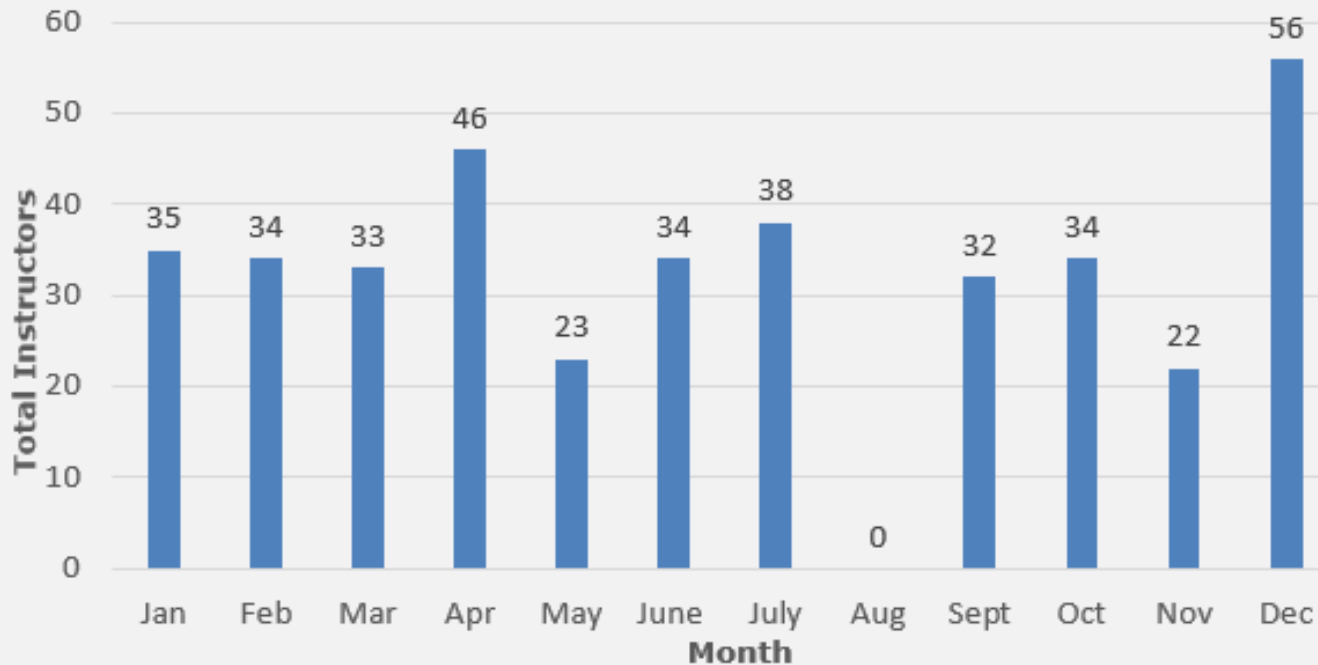


**Annual Instructor Application Received by Type**

- Instructor applications received - Experience
- Instructor applications received - Training
- Instructor applications received - Renewal

# CHW Instructor Certification (Cont.)

Instructor Applications Approved in VR





# Curriculums

- Currently, the CHW Program has 7 curriculums under review, totaling 7.25 credits hours.
- From October 1 to December 31, 2024, the program has approved 16 **new** curriculums totaling 41.5 credit hours.

**Any questions?**



# Thank you!

Community Health Worker Training and Certification Program  
[dshs.texas.gov/community-health-worker-or-promotora-training-certification-](https://dshs.texas.gov/community-health-worker-or-promotora-training-certification-program)  
[program](mailto:chw@dshs.texas.gov) Email: [chw@dshs.texas.gov](mailto:chw@dshs.texas.gov)

# Community Health Worker Training Program: A Health Resources and Services Administration (HRSA) Funded Project

*Texas Department of State Health Services*

*CHW Advisory Committee*

*January 16, 2025*

**Monica Garcia, LCSW, CHWI, Assistant Director**

# Community Health Worker Training Program (CHWTP)

- Funded by HRSA
  - SEPT 2022 – SEPT 2025
  - \$2.4M



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

**LARRY COMBEST  
COMMUNITY HEALTH &  
WELLNESS CENTER**



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HEALTH SCIENCES CENTER  
School of Health Professions



TEXAS TECH UNIVERSITY  
HEALTH SCIENCES CENTER  
School of Medicine





# CHWTP Expansion: New CHWs

- 135 newly certified CHWs
- Core CHW Training includes:
  - Hybrid: 16-week course
  - 40 hrs. per week
  - 160 hours of Texas Department of State Health Services approved core competencies for CHWs
  - Emphasis on Public Health Essentials & Public Health Emergency Preparedness

# CHWTP Extend and Upskill: Upskilling Program

- 45 existing CHWs
- Modules include:
  - Public Health Essentials
  - Public Health Emergency Preparedness
  - Whole Health Action Management
  - Mental Health First Aid
  - Oral Health
  - Vaccine Hesitancy
  - CHWs & Hospital Medicine





# CHWTP Employment: Apprenticeship Programs



# Authentic Impact



# Authentic Impact



# Graduation







**Monica Garcia, LCSW, CHWI**

Assistant Director, Navigation Programs  
Larry Combest Community Health & Wellness Center  
Phone 806.743.3020 | Fax 806.743.2278  
[monica.r.garcia@ttuhsc.edu](mailto:monica.r.garcia@ttuhsc.edu)

# CHWs and Medicaid Reimbursements



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**Jennifer Daniels, Manager**  
**Medical and Dental Benefits Policy**

**Kriselda Tello, Program Specialist**  
**Medical and Dental Benefits Policy**

# Summary of House Bill (H.B.) 1575, 88th Legislature, Regular Session 2023

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- Medicaid Managed Care Organizations (MCOs) and Thriving Texas Families (TTF) screen pregnant women for non-medical health-related needs and coordinate services
- Pregnant women must opt-in



- MCOs and TTF share results with HHSC



- Community Health Workers (CHW) and Doulas as new providers of Medicaid case management for Children and Pregnant Women (CPW) services
- Revised provider training for CPW services



- Report sent to the Legislature every two years



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# Case Management for Children and Pregnant Women (CPW)

## About CPW



CPW services are a Medicaid benefit for children birth through 20 years of age and pregnant women of any age who have a health condition, health risk, or high-risk condition.

CPW transitioned to managed care\* in Sept. 2022



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### Current CPW Services

- Licensed nurses
- Social workers
- Case management for medical, social, educational & other services
- MCO service coordinators are primary to help members access medical and social services



### With H.B. 1575

#### Expands who can provide CPW services

- Community Health Workers (CHWs)
- Doulas



#### New needs may be identified

- Specific focus on food, housing, transportation and child-care needs



#### More coordination options

- If member has an established relationship or preference, they can keep their CPW provider to address medical and social needs

\*Medicaid fee-for-service clients still get this benefit



# CPW Access Requirements

To ensure access to care, the MCO must:

1

Include CPW providers in their network and ensure access to CPW services

2

No duplication of payment and allow direct referrals to CPW providers

3

**New:** Allow members to keep CPW provider when there is a previously established relationship or member preference

4

**New:** Continuity of care for members who had CPW provider while in fee-for-service and referrals to CPW providers



# Adding Doulas and Community Health Workers

Four key categories of activities:

1

Finalize the  
criteria to become  
CPW providers

2

Outreach and  
training

3

Federal approvals  
for provider type  
changes

4

Enroll and  
credential the new  
provider types



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# Finalize the Criteria to Become CPW Providers

## Doulas

- Conducted a review of other state practices
- Gathered stakeholder feedback and incorporated it into criteria
- Determined two appropriate pathways to certification
  1. Experience
  2. Training



Complete June 2024

## Community Health Workers (CHWs)

- Worked in collaboration with Department of State Health Services to ensure:
  - Proof of certifications are available for existing CHWs
  - Sufficient resources are available to train new CHWs wanting to enroll



Complete July 2024



# Outreach and Training


## Outreach

- ❖ Inform CHW and doulas of these new CPW case management opportunities
- ❖ November Town Hall on enrollment and credentialing

## Training

### Expanded CPW Training

Required for all CPW providers to enroll in Texas Medicaid

 Self-paced online

### Updated Training

Full case management training with new module

*Doulas and CHWs must take all training  
Existing providers must take new module*



Summer: Virtual instructor-led



Fall: Self-paced online

### Education Opportunities

Voluntary webinar about updates on HB 1575 and other changes

*Versions for new and existing providers*





July: Webinars



Recordings posted online



# Federal Approvals, Enrollment and Credentialing

July 2024	Aug. 2024	Sept. 2024	Dec. 2024	2025
<p>HHSC submitted updates to the State Plan with new provider types to CMS for approval</p>		<p>★ SPA proposed effective date of Sept. 1, 2024</p>	<p>Begin enrollment in HHSC Provider Enrollment Management System (PEMS)</p>	<p>Begin credentialing with MCOs</p> <p>Begin claims submission</p>
 <p><i>System development and testing for adding new provider types</i></p>				



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# Doulas and Community Health Workers



## Preparation for new provider types to begin providing CPW services

- Pre-planning sessions for new CPW providers are being held
- Standardized case management training is being conducted
- Enrollment with TMHP as a Medicaid provider beginning December 2024
- Credentialing with MCOs
- Provider enrollment webinar in November 2024 and claims processing webinar in 2025



## Trained doula and CHWs are currently:

- Obtaining their National Provider Identifier (NPI)
- Adding the new Taxonomies
  - 374J00000X – Doula
  - 172V00000X- Community Health Worker
- Enrolling as a Medicaid Provider beginning Dec. 1, 2024



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# Resources for Providers



## Revised CPW training is now available online

- Providers must complete training to begin enrolling in PEMS with TMHP [Case Manager | Texas Health Steps \(txhealthsteps.com\)](https://www.txhealthsteps.com)



## New CPW provider case management trainings are virtual, instructor led, and were held each month this summer

- New CPW provider case management training became self-paced beginning Oct. 2024

Webinars on H.B. 1575 updates and information can be found at:

[Case Management Providers CPW | Texas Health and Human Services](#)

**July 24, 2024:** *Current CPW providers webinar*

**July 25, 2024:** *New CPW providers webinar*



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**Questions about H.B. 1575 doula and CHW  
requirements for CPW case management:**

[AskCM@hhs.Texas.gov](mailto:AskCM@hhs.Texas.gov)

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# CHW Advisory Committee: Subcommittee Discussion



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## Subcommittee Discussion:

- **Lead:** Discussion regarding subcommittee changes
- **Request:** New members for the remaining subcommittees
- **Respond:** To questions from members

# CHW Advisory Committee: Subcommittee Discussion



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## **Current CHW Subcommittees List:**

- Workforce Solutions and Employment Opportunities subcommittee
- Communication and Outreach subcommittee
- CHW Training and Certification subcommittee

# Public Comment Procedures

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- All speakers must identify themselves and the organization they are representing before speaking
- Three-minute time limit
- Do not include health or other confidential information
- Rules of conduct apply to public comments made



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# **Thank you**

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