

Evolution of CHW Training and Certification in Texas: Getting From Here to There



Julie St. John DrPH, MPH, MA, CHWI
Assistant Professor, Department of Public Health
Graduate School of Biomedical Sciences
Texas Tech University Health Sciences Center

Beverly MacCarty, MA
Maternal and Child Health Program Coordinator
Office of Title V and Family Health
Texas Department of State Health Services

Presenter Disclosures

Julie St. John

(1) The following personal financial relationships with commercial interests relevant to this presentation existed during the past 12 months:

No relationships to disclose

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Beverly MacCarty

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Who's out there?

Use your smart phone

- Text: **JULIESTJOHN** to **37607**
(your standard texting rates may apply)

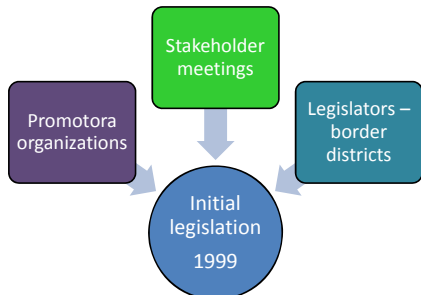
Online: PollEv.com/juliestjohn

- Where do you live? (what state?)
- Does your state have statewide CHW credentialing or certification?
- If no, is your state considering developing one?
- If yes, does your state evaluate the credentialing process?
- What's the best food you have eaten in Chicago so far?

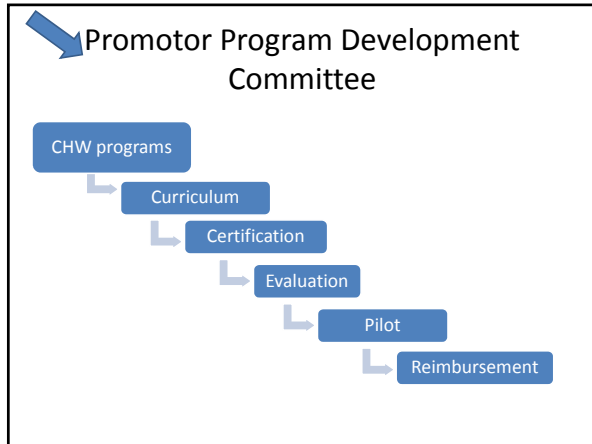
How it all began: The history of CHW certification in Texas



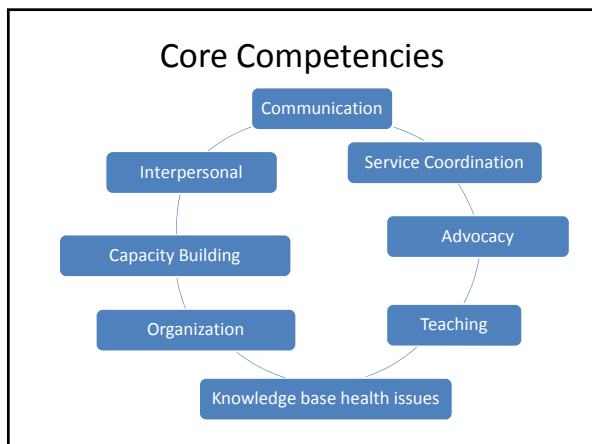
Mid-1990s – context for initial legislation



Nichols DC, Berrios C, Samar H. Texas' community health workforce: from state health promotion policy to community-level practice. Prev Chronic Dis [serial online] 2005 Nov [date cited]. Available from: URL: <http://www.cdc.gov/pcd/issues/2005/11/p1105-0109.htm>
House Bill 1864, Texas 76th Legislature, Regular Session, 1999. <http://www.dhs.state.tx.us/emch/chw/propguide.aspx>



- ### Outcomes
- Legislation – Texas 77th Legislature, Regular Session, 2001
 - SB 751 – HHS agencies utilize certified promotores/CHWs in health outreach and education for Medicaid recipients
 - SB 1051 - DSHS (then TDH) develop and implement training and certification program
 - Voluntary (no compensation)
 - Mandatory (compensation)



Promotor(a)/CHW Training and Certification Advisory Committee

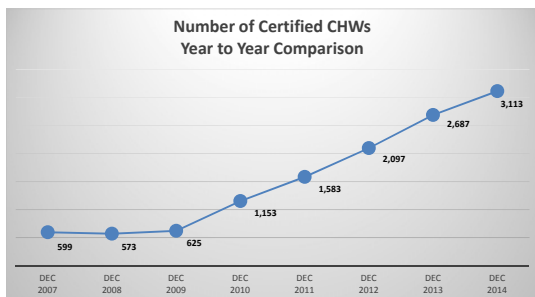
 Claudia Bustos CHW Member (Chair - 2016) Community Health Center of Lubbock	 Mérica Escobar (Chair - 2015; Assistant Chair - 2016) CHW Member South Texas Promotora Association, Inc.	 Oscar J. Muñoz (Assistant Chair - 2015) Professional Working with CHWs Texas A&M University	 Venus Ginés, M.A. Public Member Día de la Mujer Latina™ Inc.	 Bobby D. Handford CHW Member Harris Health System
 Jean Youngstrom Diebolt, MSN Public Member Family Nurse Practitioner	 Gary Glenn Eagleton CHW Member	 Julie St. John, MA, MPH, DrPH Professional Working with CHWs Texas Tech University Health Sciences Center	 Richard Rosing Higher Education Member Houston Community College System	

Certification in Texas

- First certificates issued in 2002
- CHW Training and Certification Program
 - Located at Department of State Health Services – Office of Title V and Family Health
 - Provides certification for:
 - Promotores or Community Health Workers
 - Instructors
 - Training Programs

<http://www.dshs.state.tx.us/mch/chw.shtm>

Growth of the CHW Workforce and Certification



Instructors and Training Programs

- Approximately 240 certified instructors
- 38 training programs
 - Community colleges
 - Health Science Centers
 - AHECs
 - CHW associations
 - Community-based organizations
 - FQHCs

Renewal

- Every 2 years
- Continuing education requirements
- Challenges
 - Renewal rate \leq 50%

CHW
Evaluation
Survey

CHW Evaluation Survey

Initial concept/purpose

- Current: Process evaluation
- What do we know about the benefits of certification? For:
 - CHWs
 - Individuals/communities served by CHWs
 - Employers

Priority activity – begin by focusing on CHW perspectives re: benefits/challenges

Development

- Evaluation Workgroup
 - Advisory committee members
 - Identify key survey areas
 - Draft and refine survey questions
 - Survey style (i.e. yes/no questions, open ended questions, Likert scale)
 - Target
 - Complete during expiration year
 - Voluntary
 - Pilot at large CHW conference
 - Review/adoption by full Advisory Committee

Survey Sections

- Introduction
 - Purpose
 - Assurances (voluntary, anonymous, not affect certification or recertification status)
- Experience
 - Years serving as a Promotor(a) or CHW
 - Years as certified Promotor(a) or CHW

- Certification
 - Meaningful or Valuable
 - better equipped me to serve my community and make a difference in the community I serve.
 - increased the respect and value shown to me by my community
 - increased my self-confidence as a Promotor(a)/CHW
 - gives value to this profession
 - better job opportunities
 - increased job responsibilities
 - promotion at work
 - higher salary

- Certification
 - Not Meaningful or Valuable
 - Too many requirements to maintain
 - Lack of recognition
 - Not enough job opportunities
 - Not enough instructors
 - Not enough affordable or accessible CEUs

- Why do you maintain your certification?
- Required by employer
 - Personal growth/satisfaction
 - More employment opportunities
 - Increase my salary range
 - Professional recognition
 - Keep up with latest health information
 - Improve my role in the community as a point of contact

- Certification required by employer
- Plan to renew certification
 - If no:
 - Did not open up more employment opportunities
 - Did not lead to promotion
 - Did not lead to higher salary
 - Did not result in professional recognition
 - Not enough affordable and accessible CEUs

- ### Communication
- Communication
 - CHW Advisory Committee meetings and minutes
 - CHW Associations
 - CHW Training Programs

- ### Implementation
- Online survey design (English and Spanish)
 - Beta-test
 - Dissemination
 - All CHWs with expiration date in 2015
 - Email
 - Mail (no valid email)
 - Postage-paid return envelope
 - Initial – May 2015
 - Reminder – July 2015
 - Targeted reminder (expired/not renewed) – August 2015
 - Reminder – October 2015

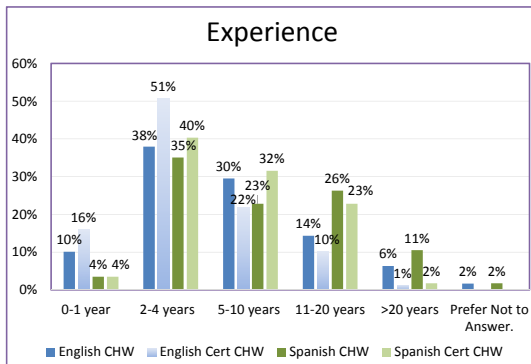
Dissemination

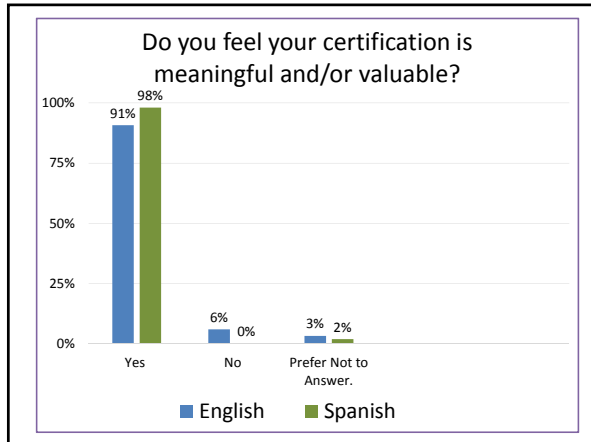
- Email (in preferred language for correspondence)
 - English: 1,140
 - Spanish: 272
- Mail
 - English: 75
 - Spanish: 50
- Total: 1,476
- English: 1,215
- Spanish: 261

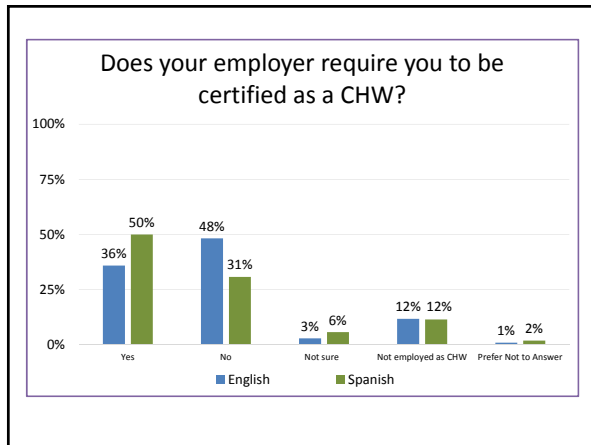
Results

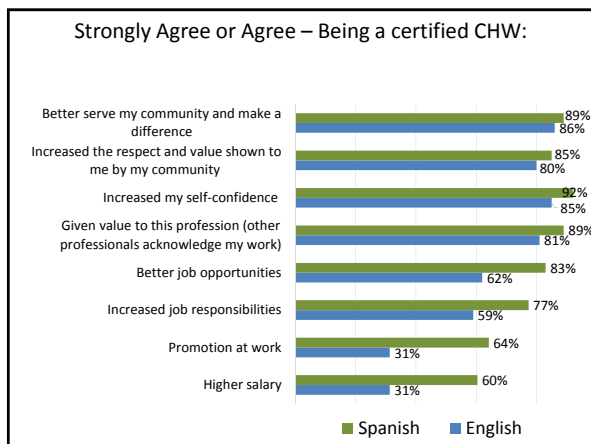
- Completed Surveys: May – September 2015
 - English: 201 (17% return rate)
 - Spanish: 51 (20% return rate)
- Method
 - Computer → English: 85%; Spanish: 78%
 - Smartphone → English: 12%; Spanish: 17%
 - Tablet → English: 3%; Spanish: 5%

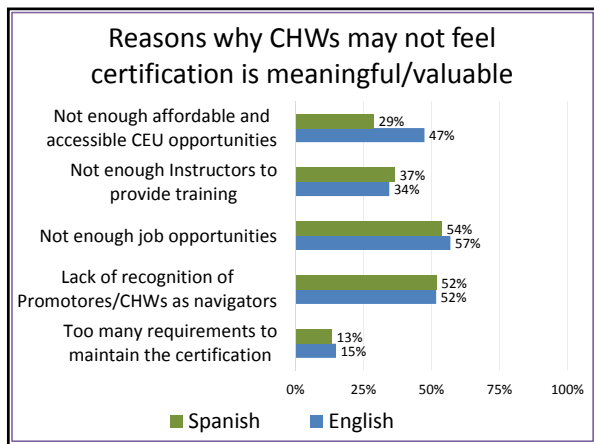
Experience

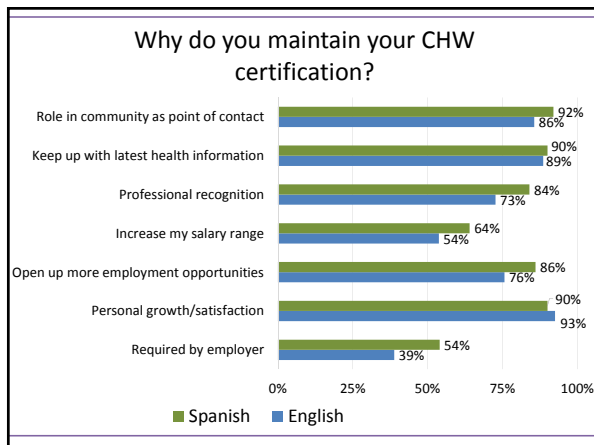


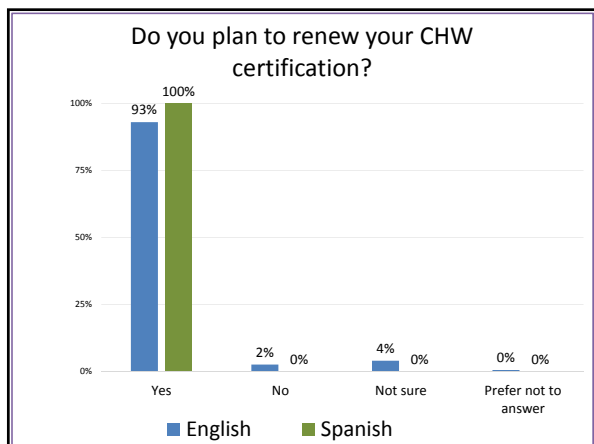












Comments from the CHW Evaluation Survey



Check out the cards posted around the room



Lessons Learned/Considerations

- Sustaining/Facilitating elements
 - CHW Advisory Committee support
 - DSHS staff support
- Considerations
 - Lack of responses from individuals whose certification expired
 - Reliance on email or mailed surveys
 - Capacity
 - Frequency
 - Volunteer versus part of required process

Small groups

- How could we better engage CHWs in general for an improved response rate?
- Specifically, how can we better engage CHWs who do not renew certification?
- How can we use this info to inform stakeholders or potential stakeholders (including those who are not actively involved with CHWs at this point in time?)

Small groups

- How do we use survey results to inform CHW policy in Texas or other states.?
- How often should this type of survey be done?
- Pros/cons – voluntary vs. incorporated into recertification process

Questions?





Contact information:

- Texas Community Health Workers/ Promotor(a) Training and Certification Program
<http://dshs.state.tx.us/mch/chw.shtm>
Email: chw@dshs.state.tx.us
- Beverly MacCarty, 512.776.6663,
beverly.MacCarty@dshs.state.tx.us
- Julie St. John, 325.696.0473, julie.st-john@ttuhsc.edu