



TEXAS DEPARTMENT OF STATE HEALTH SERVICES

Promotor(a) or Community Health Worker Training and Certification Advisory Committee Meeting Minutes Friday, May 20, 2016 10:00 a.m. – 12:30 p.m.

Texas Department of State Health Services
Moreton Building
Conference Room M-100
1100 W. 49th Street
Austin, Texas 78756

Agenda Item 1: Welcome and introductions

The Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee meeting was called to order at 10:02 a.m. with Ms. Claudia Bustos serving as Presiding Officer. Ms. Bustos welcomed participants to the meeting and called roll of committee members present.

Table 1: Promotor(a) or Community Health Worker Training and Certification Advisory Committee member attendance at the Friday, May 20, 2016 meeting.

MEMBER NAME	YES	NO	MEMBER NAME	YES	NO
Bush, S. Kim	Y		Guerrero, Rosalia	Y	
Bustos, Claudia	Y		Hansford, Bobby D.	Y	
Eagleton, Gary Glenn	Y		Muñoz, Oscar J.	N*	
Escobar, Mérida	Y		St. John, Julie Ph.D.	N*	
Griffin, Jeri Harmon Hallberg	Y				

Yes: Indicates attended the meeting

No: Indicates did not attend the meeting

* Oscar Muñoz and Julie St. John listened to the meeting by phone but were not included in the quorum as they were unable to attend in person.

DSHS Staff present: Evelyn Delgado, Assistant Commissioner – Family and Community Health Services, Division of Family and Community Health Services (FCHS), Dr. Manda Hall, Director of Office of Title V and Family Health (OTVH), Caly Fernandez, Mack Harrison, Beverly MacCarty, Monica Maldonado, Ms. Paige Menking, and Ms. Beatrice Smith

Stakeholders present: 30 stakeholders attended the meeting in person, and an additional 62 stakeholders joined the meeting via webinar/phone.

Ms. Beatrice Smith welcomed stakeholders, committee members, and DSHS/Health and Human Services Commission (HHSC) staff. Ms. Smith recognized the three (3) new members to the Committee participating in their first meeting; two (2) public members: Ms. Jeri Harmon Griffin from El Paso, Ms. Kim Bush from Tyler, and new higher education member, Ms. Rosalia Guerrero from Houston, Texas.

Agenda Item 2: Approval of Minutes (March 11, 2016) | Presenter Claudia Bustos, Presiding Officer

Discussion: The committee reviewed minutes from the March 11, 2016 CHW Advisory meeting.

Motion: Ms. Jeri Griffin moved to approve the minutes from the meeting, and Ms. Merida Escobar seconded the motion. With no nays and no abstentions, the motion was approved with a unanimous vote.

Agenda Item 3: Public Comment | Presenter Claudia Bustos, Presiding Officer

Discussion: Ms. Jeri Griffin thanked CHWS and committee members for the efforts and dedication to improve the health of Texans and expressed the following concerns with regard to underserved populations, including medical and dental services for veterans' dental care in the border region, and health care and support for elderly populations.

Agenda Item 4: CHWs in Medicaid Managed Care: Survey Results | Presenter Carisa Magee, HHSC

Discussion: Carisa Magee, Medicaid/CHIP Division, Special Advisor at HHSC, gave an overview of a survey conducted with Medicaid Managed Care Organizations (MCOs) to determine the utilization of CHWs in health plans, CHW roles, payment structures, challenges, and opportunities for increased utilization to meet health plan goals.

In the Texas managed care delivery model, healthcare is provided through a network of doctors, hospitals and other healthcare providers responsible for managing and delivering quality, cost-effective care. HHSC contracts with the MCOs to provide services required by the state Medicaid program. MCOs may offer value-added services (e.g., youth community or sports membership, pest control, respite care, etc.). Services are classified as administrative versus medical services based on federal guidelines. Certain MCO costs must be classified as administrative. Most CHW services fall under these administrative services.

Medicaid Enrollment The majority of individuals receiving Texas Medicaid services are enrolled in managed care. As of June 2015, 4,030,139 clients were enrolled in Medicaid, 3,531,587 members in managed care; and 498,552 in Medicaid fee-for-service.

February 2016 Medicaid MCO Survey: Use of CHWs Of 19 Medicaid MCOs, 15 reported using CHWs. Of these 15 MCOs:

- 11 require state CHW certification
- 1 contracts with a CHW network but does not directly employ CHWs
- 14 directly employ CHWs (3 among these also contract for CHW services)
- The number of CHWs employed/contracted per service delivery area ranged from 1.5 to 15

MCO CHW Payment Methods - CHW payment for those employed included hourly or monthly wages. One MCO reports paying bonuses based on performance measures - number of clients reached and evaluations of presentations.

MCO Receiving CHW Services - Estimate of number of clients served monthly:

- 2 MCOs - 50 or fewer clients monthly
- 5 MCOs - 51 to 200 clients monthly
- 4 MCOs - 450 or more clients monthly

Methods of CHW Client Engagement

Risk assessments, including health screening and intake tools

Client self-referral

Disease management

Other: Outreach and education events; referral from health care professionals, case managers, and other sources; and data analysis

CHW Services

CHW services provided within MCOs include health education/promotion, information and referral, asking members about their health, medication, and needs, individual and community advocacy, informal counseling and social support, and serving as a cultural liaison.

MCO Feedback on CHW Use

Nine MCOs reported that they are using CHWs optimally, while five reported that they could enhance CHW services in the following areas: THSteps outreach, community behavioral health supports, individual patient

education, outreach to avoid service gaps. .No MCOs have gathered data to directly tie health outcomes or cost-savings to use of CHWs.

Barriers to CHW Use in MCOs

MCOs noted training and certification requirements and funding/reimbursement as primary challenges to CHW use. Other barriers noted were workforce availability, geographic distribution, and language barriers.

Agenda Item 5: Open Government: Information for Advisory Committee Members | Presenter Mack Harrison, DSHS

Discussion: Mack Harrison serves as the attorney for the Promotor(a) or CHW Training and Certification Program. Mr. Harrison provided an overview of the committee, enabling and related statutes, administrative rules and committee duties. He also discussed open meetings public information, open records, and reimbursement.

Open Government

Each committee member must complete the online/DVD Open Meeting and Public Information Act training which can be accessed at <http://online.dshs.state.tx.us/Advisory-Committees-Training.aspx>

The training required by state law and DSHS policy must be completed within 90 days of appointment. A committee member is required to complete the training once, but it is recommended for committee members to refresh periodically.

Requirements for open meetings must include notice, be open to the public, have a quorum, post an agenda and follow the agenda. Mr. Harrison noted that any information related to the committee is public information.

Standards of Conduct – The Texas Government Code, Chapter 572, lays out the rules regarding the conduct of a committee member. Committee members must be aware of any potential conflict of interest. Committee members may not accept or ask for anything that might influence their duties, accept or ask for anything for having exercised their powers or duties in favor of another, or disclose confidential information acquired because of their position. Members with a personal or private interest in a matter pending before the committee must publicly disclose it in a meeting and they may not vote or otherwise participate in that matter. This does not include matters regarding their occupation if their interest is the same as others with that occupation. Individual committee members may not speak on behalf of the committee, DSHS, or the Health and Human Services Executive Commissioner. No legislative activity is allowed except through the DSHS Government Affairs unit. If there is legislation that a committee wants to address, DSHS staff would contact Government Affairs and discuss legislation as a committee.

Reimbursement

CHW and public members of the committee may be reimbursed for travel related to their attendance, as authorized by the budget process. Reimbursement must be requested within 14 days of a committee meeting.

A question was raised around the three Committee workgroups and if workgroup meetings would fall under the Open Meeting Act. Mr. Harrison indicated that so long as there is not a simple majority of committee members in the workgroup meeting, it does not fall under the Open Meeting Act.

Agenda Item 6: CHW Spotlight-Grand Rounds | Presenter Evelyn Delgado, Assistant Commissioner, DSHS Division of Family and Community Health Services (FCHS)

Discussion: Ms. Evelyn Delgado, Assistant Commissioner, DSHS Division of Family and Community Health Services (FCHS) spotlighted the April 27, 2016 Texas Community Health Worker (CHW) Certification Grand Rounds session held by webinar and in person. The session incorporated an overview of CHW certification in Texas given by Ms. Delgado.

Three case studies with a focus on international, clinical and community-based CHW models were showcased by Mr. Oscar Muñoz, Texas A&M Colonias Training Academy (international); Ms. Monica Garcia, Texas Tech University Health Science Center (clinical); and Dr. Rosamaria Murillo, HHSC Office of Border Affairs (community-based).

Ms. Delgado noted that 480 individuals participated online or in-person, which reflects one of the highest Grand Round session attendance. Nearly 200 CHWs attended, as well as other health care professionals (physicians, nurses, social workers, educators, etc.) Session evaluations rated the session and speakers very positively. The session helped to further increase public awareness of CHWs and the roles of this skilled workforce in various health and social service areas.

Mr. Muñoz stressed the importance of being proactive in spreading the word on the Texas CHW model and continuing the efforts of an international presence. Ms. Caly Fernandez shared that Partners in Health trains and employs promotores/CHWs globally, including Mexico (Chiapas) and the Dominican Republic. September 18, 2016 will be declared National Day of the Promotores by President Obama.

Agenda Item 7: Guest Instructor Procedure Pilot: Information Feedback and Continuation Discussion | Presenter Paige Menking, DSHS

Discussion: Ms. Menking discussed the DSHS approval protocol regarding the utilization of guest instructors. During the pilot period, five guest instructors were approved, and four are pending approval. Most qualified through advanced degrees, licenses, and/or current work relevant to the training topic. Acknowledgement was given to committee, state staff, and stakeholders for developing this protocol.

Motion:

Ms. Rosalia Guerrero moved to continue with the utilization of the Guest Instructor Procedure protocol beyond the initial pilot period. Ms. Jeri Griffin seconded the motion. With no nays and no abstentions, the motion was approved with a unanimous vote.

Agenda Item 8: Advisory Committee Workgroups Updates | Presenters Chairs of CHW Advisory Workgroups

Training and Certification Workgroup - Chair: Rosalia Guerrero

Membership (advisory committee members): Merida Escobar, Claudia Bustos, Julie St. John, Jeri Griffin

Discussion: The workgroup met on April 11, 2016 and discussed several issues, including exploring ways to improve CHW Evaluation Survey completion rates by CHWs to explore their perspective on CHW certification and credentialing. In Health Service Region (HSR) 6/5S, the CHW renewal certification rate is a little higher than the Texas average, slightly above 50 %. The CHW Evaluation Survey is provided via regular mail and email to give all CHWs the same opportunity to give their input. The workgroup invited others, including CHWs, to join the workgroup. The next workgroup meeting is June 13, 2016.

CHW Workforce Solutions and Employment Opportunities Workgroup- Chair: Claudia Bustos

Membership (advisory members): Kim Bush, Gary Eagleton, Rosalia Guerrero, Julie St. John

Discussion: The workgroup met on April 14, 2016, and will request an update on the 2015 annual data from the U.S. Department of Labor, Bureau of Labor, related to the CHW standard occupational classification code. Ms. Rebekah Falkner, Senior Analyst at HHSC, will discuss the Delivery System Reform Incentive Payment (DSRIP) Champion Projects utilizing CHWs at the next workgroup meeting on June 14, 2016. The agenda will also include discussion related to sustainability of CHW services beyond Medicaid.

Communication and Outreach Workgroup - Chair: Julie St. John

Membership (advisory members): Claudia Bustos, Gary Eagleton, Oscar Muñoz, Bobby Hansford

Discussion: The workgroup had prior meetings discussing the development of a statewide CHW network. Bea Martinez, HHSC in El Paso, agreed to take the lead in scheduling future meetings and identifying others with an interest in this topic.

Agenda Item 9: Committee Business- | Presenter Mérida Escobar, Presiding Officer Review and recommend to DSHS applications for certification of training institutions.

Discussion: The West Texas Area Health Education Center (AHEC) works in conjunction with Texas Tech University Health Sciences Center, communities and counties across West Texas to address the health care provider shortage and improve health care access in West Texas through education and development of the health care workforce. The program office is based out of Lubbock with AHECs in Canyon, Plainview, Abilene, Midland, El Paso, and San Angelo. Services include community-based education, health care promotion activities, professional education (continuing education), student rotations/placement, youth & collegiate

service corps, summer camps, community needs assessments and asset mapping, CHW education, and the Volunteers in Service to America (VISTA) program. The committee reviewed an application from West Texas AHEC to add continuing education for instructors to their current CHW training program

Motion: Ms. Jeri Griffin moved to recommend to DSHS that the West Texas AHEC application to provide continuing education for instructors of CHWs be approved. Mr. Bobby Hansford seconded, and the motion was approved with a unanimous vote.

Agenda Item 10: Program Update | Presenters Beatrice Smith, Monica Maldonado DSHS

Discussion: Ms. Evelyn Delgado, Assistant Commissioner, will provide the keynote address at Annual CHW Conference in Houston on June 1, 2016 celebrating the 10th anniversary of the Texas Gulf Coast CHW/Promotores Association.

Ms. Beatrice Smith reported that three (3) abstracts were selected for presentation at the annual Unity Conference 2016 for CHWs July 17-20, 2016. Two posters will showcase CHWs' perspectives on the benefits and challenges of certification, and the utilization of CHWs in diabetes self-management education (DSME) and diabetes prevention programs in Texas. A roundtable session will focus on CHW roles in maternal and child health.

Ms. Monica Maldonado provided an update on the CHW program for March and April 2016. Over 3,700 CHWs were certified as of April 30, 2016. On-time renewals for March – April 2016 were 52% and 46% respectively. A total of 165 CHW and Instructor applications were received in March 2016, while 182 applications were received in April 2016. Five (5) new instructors were certified during this time period, bringing the total number of certified CHW instructors to just over 240 as of the end of April.

Agenda Item 11: Committee Member Sharing: *Why did I become a CHW, CHWI, or Training Program?*

Presenters Advisory Committee Members

Discussion: Ms. Bustos asked a committee member to share "Why did I become a CHW, CHWI, or Training Program?" Mr. Bobby Hansford noted that his decision to become a CHW was fueled by his goal to enhance training and funding opportunities in Harris County, to facilitate access to healthcare for homeless persons (9,000-14,000 homeless nightly in Houston); and to work with the CHW Advisory Committee to enhance training programs for CHWs.

Agenda Item 12: New business | Claudia Bustos, Presiding Officer

Discussion: New business for consideration at next meeting(s)

- CHW Affinity Group - Michelle Stehling, TMF Quality Institute, Caly Fernandez, DSHS
- CHW Reimbursement: Summary – Medicaid Finance Research, Carisa Magee, HHSC
- CHWs and Veterans – speakers to be determined

The next meeting of the Promotor(a) or Community Health Worker Training and Certification Advisory Committee will be July 29, 2016.

Adjourn: Ms. Bustos adjourned the meeting at 12:25 p.m.