

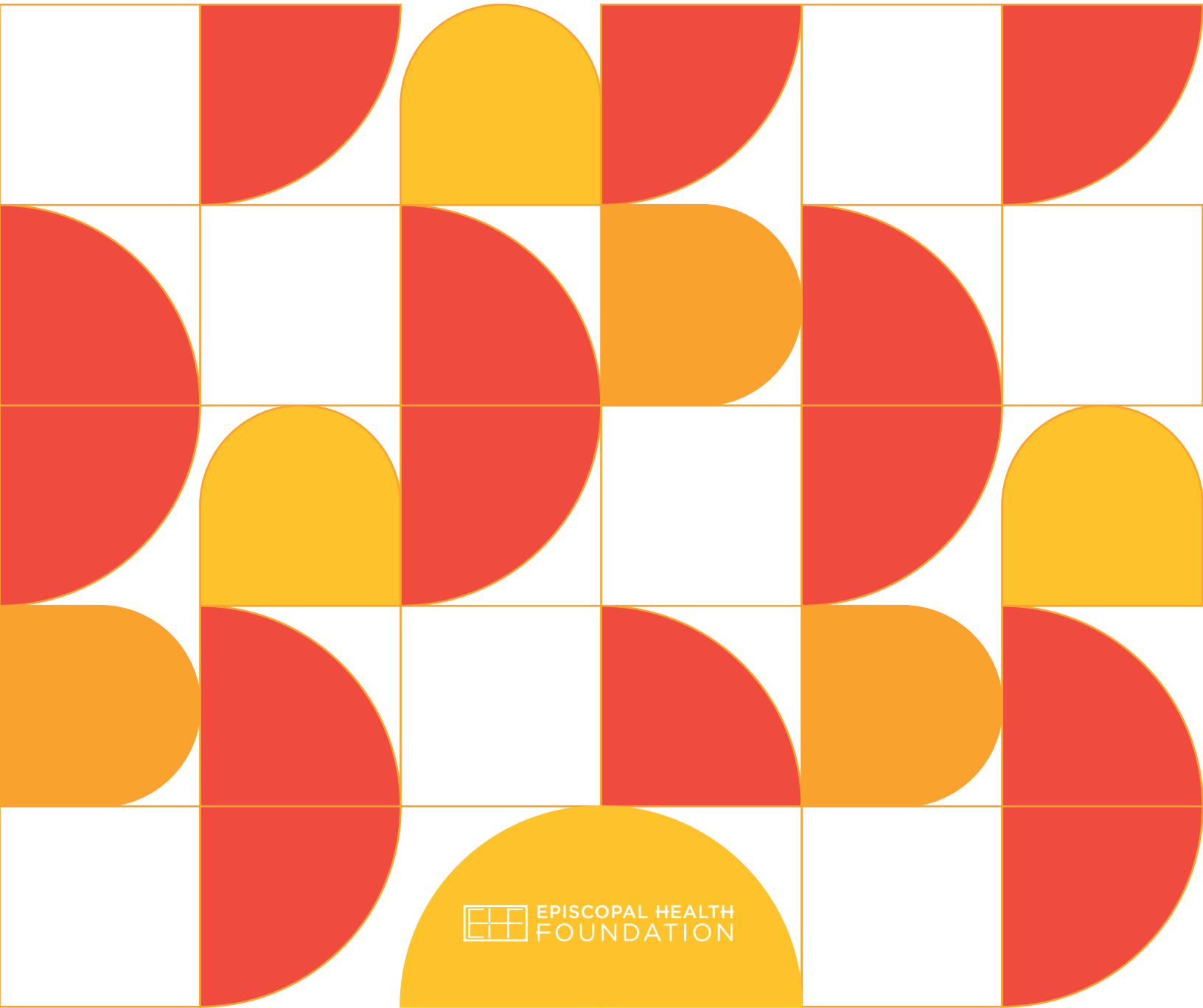
Summary Report

2024 Landscape of the Texas Community Health Worker (CHW) Workforce and Implications for Sustainability

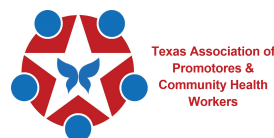
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presented to
EPISCOPAL HEALTH FOUNDATION



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FOUNDATION



Community Health Worker Landscape Study

A note from the survey team:

This is the first version of the *Landscape of the Texas Community Health Worker (CHW) workforce and implications for sustainability* Report. CHWs have officially been recognized as essential public health workforce professionals since 1999 in Texas since the state’s adoption of a statewide CHW training and certification program and passage of legislation creating certification of CHWs. In 2017, the Texas Department of State Health Services (DSHS) Community Health Worker or Promotor(a) Advisory Committee (in compliance with Chapter 48, Texas Health and Safety Code, Section 48.101(c), and Texas Administrative Code, Title 25, Part 1, Chapter 146) prepared and published the first report of the Texas CHW workforce. Each year since, the annual report provides information regarding the number of newly certified CHWs and CHW Instructors, the total number of CHWs and CHW Instructors, demographics, certification renewal rates, continuing education courses, and a map of the distribution of CHWs across the state. Over time, the annual report has shown a steady increase of CHWs in Texas, apart from 2020 when there was a decrease in the total number of certified CHWs. Conversely, certification renewal rates experienced a decline 2017 to 2019, then experienced a significant increase in 2020, continuing its an upward trend. Reasons for the upward and downward trends in certifications and renewal rates has not been thoroughly explored and understanding CHW and CHW employers’ perspectives is critical in developing effective approaches for workforce sustainability. Further, CHWs played a critical role during the COVID-19 pandemic—taking on different roles and/or a change in the frequency of conducting various roles/responsibilities. This study sought to understand the current landscape of the CHW workforce to develop strategies that best support the long-term sustainability of the workforce through new funding streams and evolving state policies.

For the complete survey instrument, please reach out to:

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Thank you for your interest,

The 2024CHW Landscape Survey Team

June 2024

Executive Summary

Since 2001, the Texas Department of State Health Services (DSHS) Community Health Worker or Promotor(a) Advisory Committee has managed the certification of CHWs, CHW instructors (CHWIs), and CHW training center [in compliance legislation passed in 1999 establishing the certification of CHW and CHWIs, Chapter 48, Texas Health and Safety Code, Section 48.101(c), and Texas Administrative Code, Title 25, Part 1, Chapter 146]. Since 2017, the CHW/Promotora Advisory Committee has prepared and published the first report of the Texas CHW workforce. This annual report provides information regarding the number of newly certified CHWs and CHW Instructors, the total number of CHWs and CHWIs, demographics, certification renewal rates, continuing education courses, and a map of the distribution of CHWs across the state. Over time, the annual report has demonstrated a steady increase of CHWs in Texas (except 2020 that showed a decrease in total number of certified CHWs). Conversely, certification renewal rates experienced a decline 2017 to 2019, then experienced a significant increase in 2020, continuing its an upward trend. Reasons for the upward and downward trends in certifications and renewal rates has not been thoroughly explored and understanding CHW and CHW employers' perspectives is critical in developing effective approaches for workforce sustainability. Further, CHWs played a critical role during the COVID-19 pandemic—taking on different roles and/or a change in the frequency of conducting various roles/responsibilities.

To better understand the current landscape of the CHW workforce and to develop strategies that best support the long-term sustainability of the workforce through new funding streams and evolving state policies, the Episcopal Health Foundation partnered with the Texas Association of Promotores/Community Health Workers (TAPCHW), The University of Texas at Arthington, and DSHS to conduct a survey of the current landscape of certified CHWs in Texas. This study examined the perceptions and experiences of CHWs: 1) understand changes in the CHW workforce, 2) identify training opportunities, and 3) describe priority needs of CHWs and their communities. An inter-professional team, including CHWs, CHW instructors, and researchers, developed an online survey to understand the perspectives and experiences of CHWs in Texas during the COVID-19 pandemic. The study team distributed the 165-item survey (3 screening items; 12 demographic items; 17 CHW certification items; 54 employment/job-related items; 19 supervision items; 7 CHW experience/satisfaction; 5 technology items; 19 volunteer items; 29 CHW association items; 16 COVID-19 items; 3 CHW legislation items; 1 door prize) with qualitative and quantitative questions available in Spanish and English, via CHW networks and associations and the Texas Department of State Health Services CHW/Promotora Training and Certification Program. The survey had a 67% completion rate, with 589 CHWs completing the survey (2,427 viewed; 879 responded).

This report describes: 1) respondent demographics; 2) employment/job related topics; 3) CHW supervision; 4) CHW use of technology; 5) CHW volunteerism; 6) participation/thoughts about CHW associations; 7) COVID-19; and 8) CHW legislation. CHWs have been and will continue to be affected personally and professionally by the CHW legislation, CHW funding, CHW employers, the COVID-19 pandemic, and numerous other factors. This survey created the opportunity for CHWs to describe their current demographics, experiences, perspectives, and needs, with the hope that sharing the survey findings will be utilized to inform workforce employment, benefits, training, supervision, technology, and other CHW-relevant topics to better support CHWs in fulfilling their work and service.

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Authors

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IRB Approval

This study received approval of the submitted institutional research board (IRB) non-federally funded, non-FDA regulated protocol in accordance with the UTA IRB Internal Operating Procedures by the Office of Research Administration Regulatory Services of the University of Texas at Arlington, IRB Protocol #: 2024-0087. The study was approved as Minimal Risk.

Suggested Reference

Hernandez, D. A. & St. John, J. (2024, May). Report: 2024 Landscape of the Texas Community Health Worker (CHW) workforce and implications for sustainability. The University of Texas at Arlington.

This report is available online at:

- University of Texas at Arlington, Multi-Interprofessional Center for Health Informatics <https://michi.uta.edu/hernandez-lab/>
- EHF – https://www.episcopalhealth.org/research_report/community-health-worker-workforce-and-implications-for-sustainability-a-texas-landscape-scan/
- Department of State Health Services - <https://www.dshs.texas.gov/community-health-worker-or-promotora-training-certification-program/reports>

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Introduction

Community Health Workers (CHWs) are essential members of public health and health care workforces. The American Public Health Association (APHA) Community Health Worker (CHW) Section describes a CHW as:

A frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A community health worker also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy (American Public Health Association, ©2024).

The Texas DSHS CHW/Promotora Training and Certification Program states:

A Community Health Worker (CHW) with or without compensation, is a liaison and provides cultural mediation between health care, social services, and the community. A promotor(a) or community health worker is a trusted member and has a close understanding of, the ethnicity, language, socio-economic status, and life experiences of the community served. [A CHW] assists people to gain access to needed services and builds individual, community, and system capacity. They help increase health knowledge and self-sufficiency through a range of activities such as outreach, patient navigation, and follow-up, community health education and information, informal counseling, social support, advocacy, and participation in clinical research. (DSHS, ©2024).

CHW titles include: community health advisor; community health educator; community health navigator; community health representative (CHR); health coach; lay health worker; outreach worker; promotores; etc. With CHWs’ unique knowledge and experience of individual, family and community needs as well as cultural awareness of health-related behaviors, beliefs, and attitudes, CHWs bridge gaps for their communities by connecting them to needed health and social service organizations. CHWs help communities navigate complex health, social service, and public health systems and enhance communities’ understanding and capacity to access services more easily. Further, CHWs educate professionals, providers, organizations, and systems about individual and community cultures and needs to foster improvement in service delivery systems through culturally humble and appropriate services and care.

The CHW workforce has 10 nationally recognized core roles of CHWs built through consensus of CHWs, allies, and employers (Rosenthal, Menking, & and St. John, 2018):

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

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7. Providing direct service
8. Implementing individual and community assessments
9. Conducting outreach
10. Participating in evaluation and research

CHWs have a significant impact and provide invaluable services to their communities and the healthcare, social service, and public health fields. Texas has recognized the value and capabilities of CHWs for decades, officially recognizing CHWs as essential members of the public health and health care workforces through legislation in 1999 and subsequent certification of CHWs beginning in 2001 as one of the first states to establish a statewide CHW training and certification program. The Texas DSHS Community Health Worker/Promotora Advisory Committee began compiling and publishing an annual report of the CHW workforce (in compliance with Chapter 48, Texas Health and Safety Code, Section 48.101(c), and Texas Administrative Code, Title 25, Part 1, Chapter 146) in 2017. (DSHS). The program has continued to provide annual reports that highlight information regarding the number of newly certified CHWs and CHW instructors (CHWIs), the total number of CHWs and CHWIs, demographics, certification renewal rates, continuing education courses, and a map of the distribution of CHWs across the state. These reports have documented a continuous increase of certified CHWs in Texas (except 2020). Conversely, the reports also show a decline in certification renewal rates 2017-2019, a significant increase in 2020 and then a continued an upward trend. Explanations for the upward and downward trends in certifications and renewal rates has not been thoroughly explored, yet understanding the perspectives of CHWs and CHW employers is critical in developing effective approaches for workforce sustainability. This survey sought to understand the current landscape of the CHW workforce in order to develop strategies that best support the long-term sustainability of the CHW workforce—such as through new funding streams and evolving state policies.

Specifically, the study objectives remained to:

- 1) Understand changes in the CHW workforce (for example, in CHW demographics).
- 2) Identify current workforce and employment settings and opportunities.
- 3) Describe priority needs of CHWs and their communities.

Methodology

Texas CHWs answered a 165-item online survey (qualitative and quantitative), available in Spanish and English, distributed via the Texas Department of State Health Services CHW/Promotora Training and Certification Program as well as CHW networks and associations, including TAPCHW. Survey items included: 3 screening items; 12 demographic items; 17 CHW certification items; 54 employment/job-related items; 19 supervision items; 7 CHW experience/satisfaction; 5 technology items; 19 volunteer items; 29 CHW association items; 16 COVID-19 items; 3 CHW legislation items; and 1 door prize.

This report outlines the results from 589 self-identified CHWs who completed the survey, with a 67% completion rate (2,427 viewed; 879 responded). This report describes: 1) respondent demographics; 2) CHW certification; 3) CHW employment; 4) CHW supervision; 5) technology topics; 6) CHW volunteerism; 7) CHW associations/networks; 8) post-COVID-19; and 9) CHW-related legislation. The intent of reporting survey results of the CHW respondents is to help inform current workforce needs.

Screening Questions

A total of 2,427 individuals viewed the survey. Of the 879 respondents who initially began the survey, 804 (99.9% agreed, with 0.1% not agreeing) agreed to participate in the survey. Of the 879 who began the survey, 290 dropped out.

Of the 791 who answered, “currently certified as a CHW in Texas), 758 (95.8%) answered yes and 33 (4.2%) answered no. 753 respondents answered, “over age 18” (99.5%)—with 4 respondents answering no (.5%). Of the 744 respondents who answered, “prefer to complete the survey in another language,” 109 (14.7%) answered yes, 622 (83.6%) answered no, and 13 (1.8%) preferred not to answer.

Demographics

Key demographics of the respondents included the following:

- 46.2 years median age (range 19 years to 81 years) (n=653)
- Majority female, 91.2% (n=726)
- Majority of respondent were White (57.5%), followed by 20.4% Black/African American (n=736)
 - 64.4% Hispanic/Latino (n=473)
- 51.8% reported Spanish as language spoken at home, 46.6% English (n=742):
- 60.5% reported English spoken at work, 36% Spanish (n=1081)
- 95.2% lived in **urban** counties (n=602); 4.7% lived in **rural** counties (n=30)
- Majority of respondents (76.2%) had at least some post-high school education (N=726)
- Over 50% had 3 or more family members living in home (n=726)
- Most common category for annual household income (n=726): \$50,001-75,000 (22.9%)
- Of the list of counties provided (N=1233) where CHWs live, 69.7% of responses were **urban** counties (n=860); 30.3% of responses were **rural** counties (n=373)
 - Of nonduplicated counties listed for counties worked in (N=198), 66.7% were rural counties (n=132); 33.3% were urban counties (n=66)
 - Respondents worked in 80% of Texas counties (N=254; 82 urban; 172 rural), covering 76.7% of rural counties and 80.5% of urban counties

Table 1. Gender

What is your gender?	
Female	91.18%
Male	8.13%
Other	0.28%
Prefer not to answer	0.41%

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Table 2. Race/Ethnicity

What is your race?	
Asian	2.5%
Black or African American	20.4%
Native American or Alaskan Native	1.6%
Native Hawaiian or other Pacific Islander	0.1%
White	54.5%
Mixed race	4.8%
Other	8.9%
Prefer not to answer	4.2%
Are you Hispanic/Latino?	
Yes	64.4%
No	34.4%
Prefer not to answer	1.2%
Hispanic/Latino Ethnicities	
Central American	7.1%
Mexican	80.5%
Cuban/Dominican	0.6%
Puerto Rican	0.6%
South American	4.9%
Other	2.8%
Prefer not to answer	3.4%
Asian Ethnicities	
Indian	27.8%
Chinese	5.6%
Vietnamese	27.8%
Other	38.9%

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Table 3. Languages Spoken at Home and Work

	Home	Work
English	46.6%	60.1%
Spanish	51.8%	36%
Vietnamese	0%	0.5%
Chinese (Mandarin & Cantonese)	0%	0.1%
Arabic	0.7%	0.4%
American Sign Language	0.1%	0.4%
Other	8.1%	1.4%
Prefer not to answer	0%	8.3%

Figure 1. Highest Educational Attainment

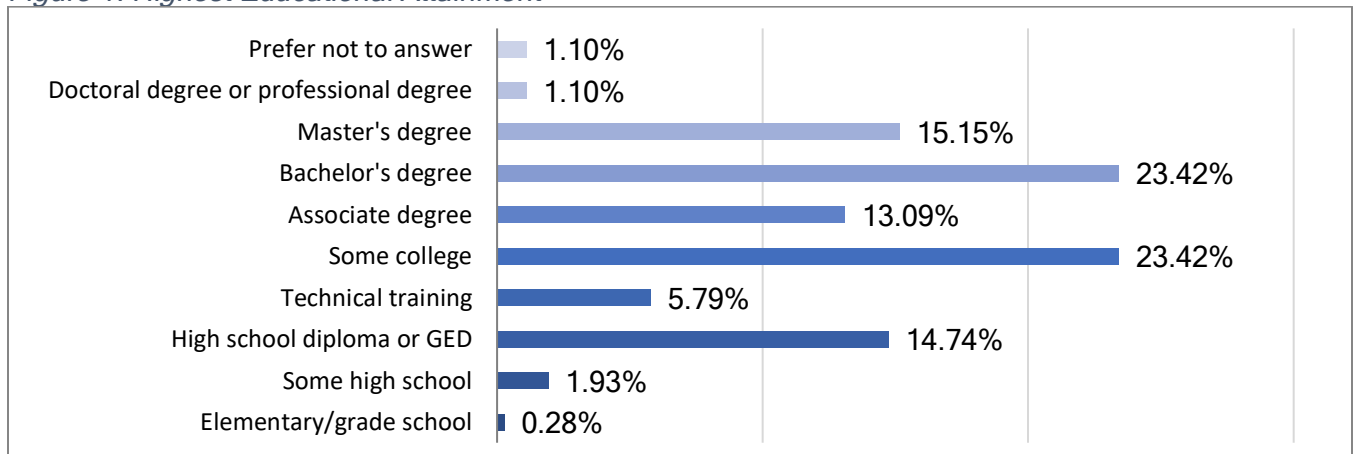
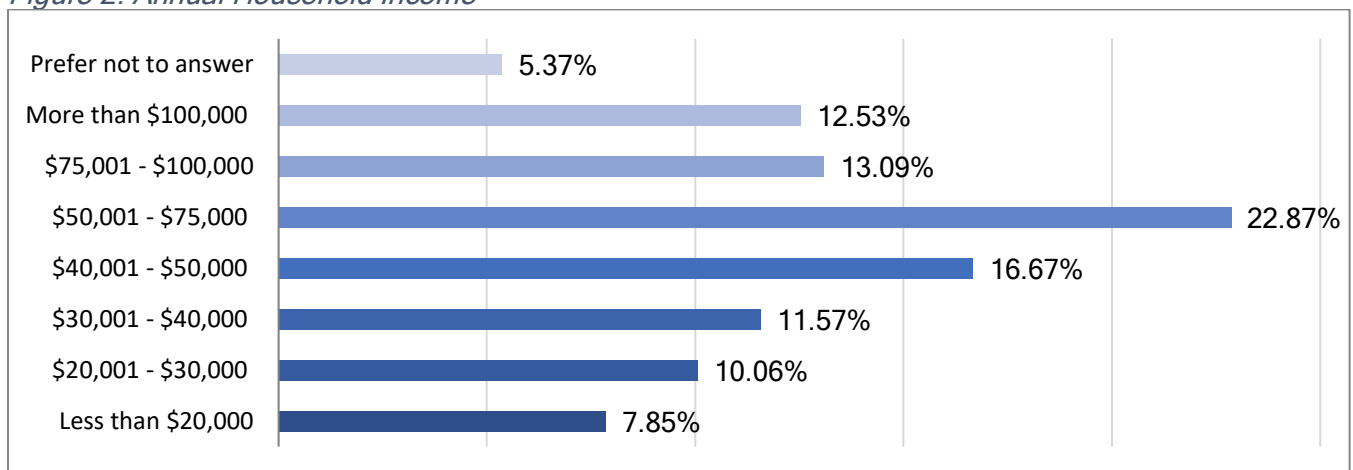


Figure 2. Annual Household Income

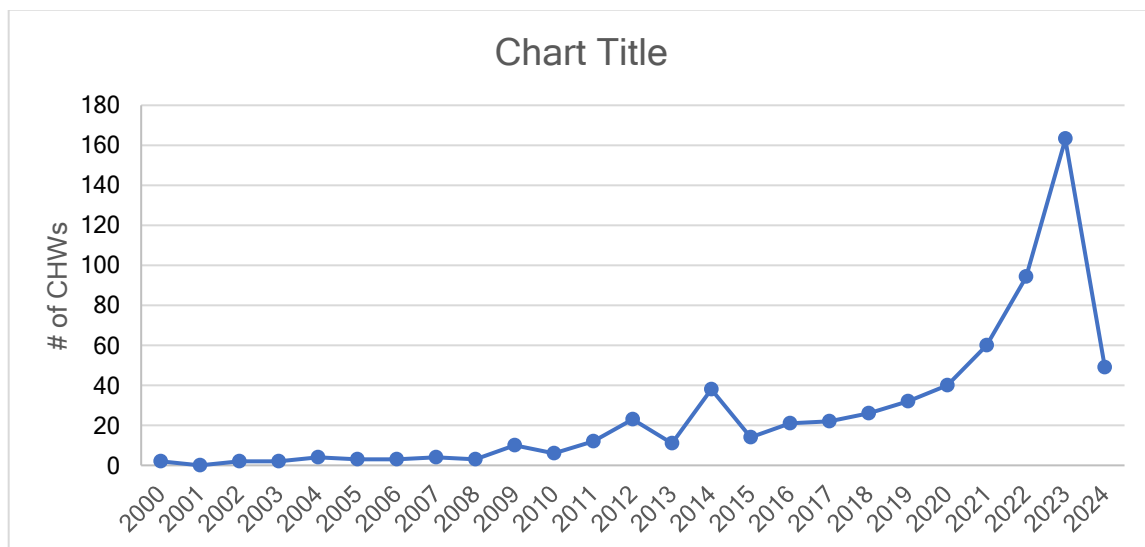


CHW Certification

Highlights of the responses related to CHW certification included the following:

- Mean number years of experience as a CHW was 4.9 years, median was 3 years (range of 0 months to 50 years)
- Top 3 reasons for being a CHW included: 1) like helping others; 2) flexibility and ability to work on my own; and 3) works hours fit schedule
- 92% respondents identified as Texas-certified CHW, while 2.17% self-identified as a CHW/Promotora(a) but were not Texas certified CHWs, and 4.47% of respondents had an expired CHW/Promotor(a) certification.
- Approximately 30% became certified through an in-person course and 30% became certified based on experience
- Of those certifying by course, about 55% took a free course and 24% paid themselves; for courses paid by another means, scholarships accounted for 65%
- For respondents certifying by experience, 54% applied experience from paid positions and 36% applied experience from paid and volunteer positions
- 92% of respondents said they “definitely” or “probably” would recommend being a CHW to a close friend or family member
- 92% of respondents select very important or important to think of themselves as a CHW
- 83% of respondents had taken a continuing education course within the past two years
 - Of these, 56% completed CEs online, 33% both online and in-person, and 10% in-person
- 97% respondents said they were very likely or likely to renew their CHW certification
- Most common reasons for stating not renewing CHW certification included: courses are too expensive; not required for job; and not working as a CHW

Figure 3. Year of Initial CHW Certification



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Figure 4. Years Experience as a CHW

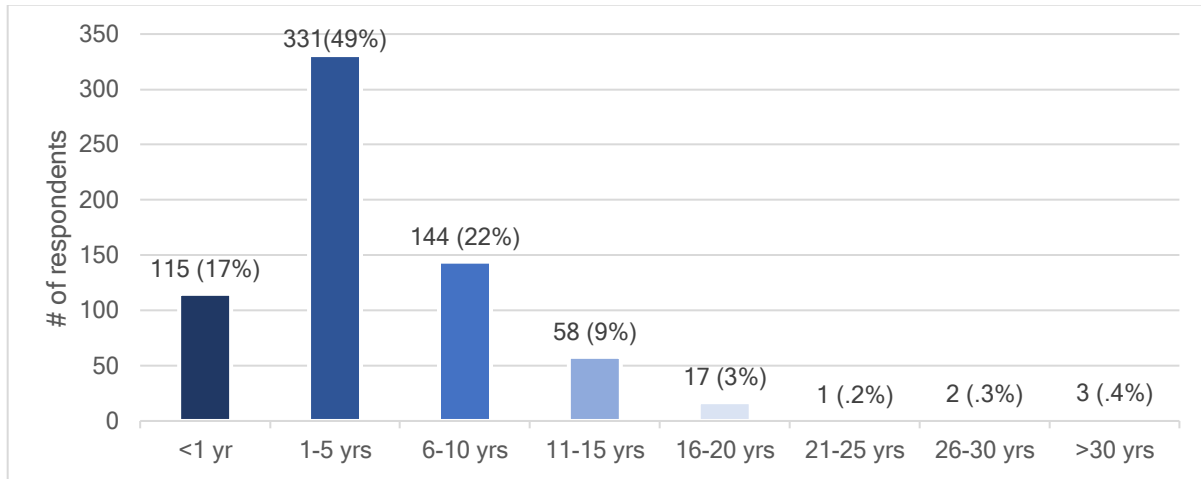
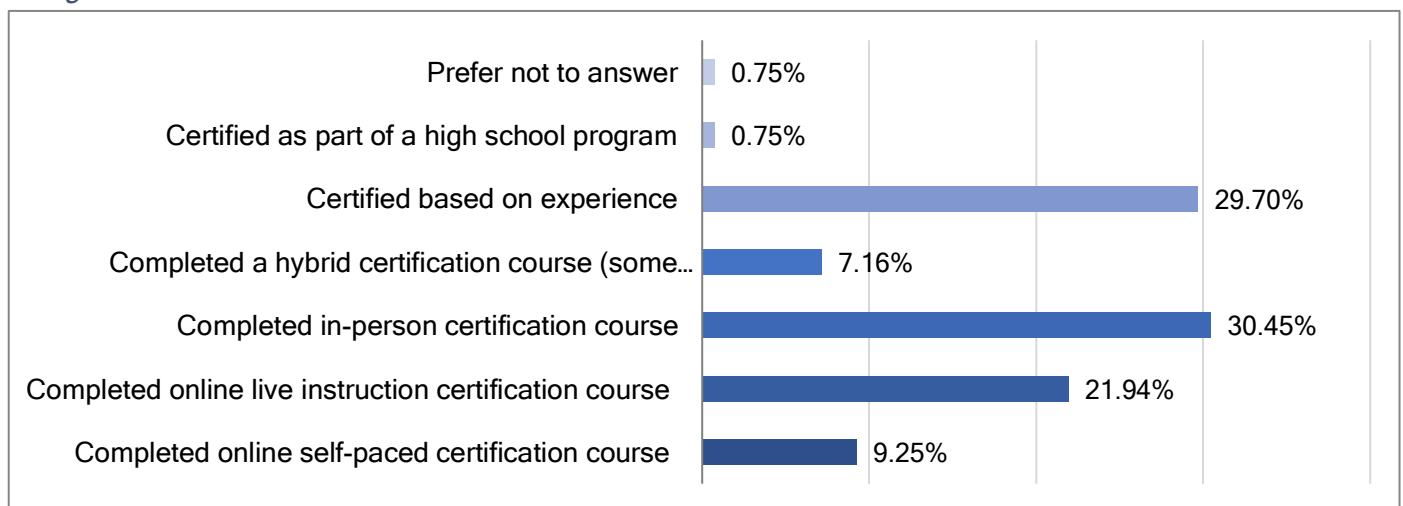


Table 4. Reasons for being a CHW

	Percentage (%)
I like helping other people	47.30%
I like the flexibility and the ability to work on my own.	15.67%
My family member or friend was/is also a CHW.	5.25%
The job is steady and secure.	6.63%
A CHW position is readily available	6.63%
The work hours fit my schedule.	11.08%
Other	7.07%
Prefer not to answer	0.36%

Figure 5. Method of CHW certification



CHW Employment

Highlights of the responses related to CHW employment included the following:

- 70% of respondents were employed full-time (10% part-time, 11% seeking)
 - Of those employed full-time, 45% were employed as CHWs 54% of those were employed in other positions
 - Of those employed part-time, 45% were employed as CHWs 54% of those were employed in other positions
 - Of those seeking employment, 90% were looking for CHW positions
- 37% of respondents had ever worked as a CHW (paid) and 23% as a volunteer; 36% had not worked as a CHW
- Of those searching for a CHW positions, 61% had been searching for less than 6 months and 31% for 6-12 months
- Respondents identified not knowing where to look for CHW jobs (22.31%) and low pay (22.31%) as key challenges to finding a CHW position.
- 93% of respondents are currently working in working in healthcare or social services
- 59% of respondents in a CHW-type position reported a job title of Community Health Worker
 - Other job titles included navigator, outreach specialist, promotor(a) health educator, and program coordinator
- 52% of respondents in a CHW position reported not working as part of a clinical team
- 78% of those in a CHW positions stated their employer requires CHW certification
- Top types of employers included: health care entity (17.5%); community health center (16.7%); community-based organization (12.6%), and educational institutions (11.3%).
 - Health insurance companies or health plans accounted for 9.5% of employment, while social/community services accounted for 8.8% of CHW employment.
- 54% of those in a CHW positions were grant funded
- When asked about salary, 54% were very satisfied or satisfied, 23% were neutral, and 24% were unsatisfied or very unsatisfied
- 66% of respondents reported NOT received a promotion within the past 5 years
- 42% said they were eligible for promotions with pay increases while 21% said they were not
- 65% received a pay raise in the past 5 years while 29% had not
- Average hourly rate was \$14.51, with a median of \$17 and a range of \$7-45
- Respondents shared thoughts about the need for higher salaries
- Majority of respondents (>60% of respondents) received the following benefits: health insurance, retirement/pension fund; dental insurance; disability insurance; mental health services; paid leave/vacation; sick leave, FMLA; transportation or mileage reimbursement
- More than half of respondents reported doing the following CHW tasks/activities daily: case management; health education/promotion; individual and community advocacy; outreach

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Table 5. Employment

	Percentage (%)
Employed full time	70.47%
<div style="text-align: right; padding-right: 20px;"> <i>As a CHW</i> <i>Other position</i> <i>Prefer not to answer</i> </div>	<div style="text-align: right;"> 45.09% 53.51% 1.40% </div>
Employed part-time	10.13%
<div style="text-align: right; padding-right: 20px;"> <i>As a CHW</i> <i>Other position</i> </div>	<div style="text-align: right;"> 45.33% 54.67% </div>
Currently seeking opportunities for employment	10.84%
<div style="text-align: right; padding-right: 20px;"> <i>As a CHW</i> <i>Other position</i> <i>Prefer not to answer</i> </div>	<div style="text-align: right;"> 89.47% 3.95% 6.58% </div>
I work multiple jobs	3.57%
Not currently seeking opportunities for employment	1.28%
Retired	0.57%
Student	1.43%
Disabled	0.71%
Prefer not to answer	1.00%

Table 6. Employer Benefits

	Percentage (%)
Health insurance	85.60%
Dental Insurance	79.01%
Disability insurance	65.69%
Mental health services	69.58%
Paid leave/vacation	83.68%
Sick leave	71.55%
Family and medical leave	72.80%
Transportation or mileage reimbursement	70.29%

CHW Supervision

Respondents were also asked to share about their experience with the direct supervisor or manager at their most recent CHW employment. Of participants who had a direct supervisor or manager, approximately half (45%) reported it was a certified CHW. Individuals expressed the primary benefit of having a certified CHW as a supervisor was the thorough understanding of the CHW role in the community. Though respondents were asked about the challenges of having a CHW supervisor, most expressed they had not experienced any challenge; however, participants did understand the value of having a supervisor who was an expert in a different field, in particular working with social workers and nursing staff. Overall participants expressed satisfaction in their relationship with the supervisor and the type of support provided in the workplace.

Table 7. Benefits of a non-CHW supervisor

“My manager is a social worker so she has the knowledge of referral, and I work with nurses who have the knowledge of health so it is a nice balance.”

“My manager is Registered Nurse. The benefit there is her medical knowledge that is shared with the diagnosis we educate on”

“I value having a nurse manager as she can guide me in medical situations”

“She’s a SW and brings a different perspective.”

“my manager is a RN and her scope of practice and expertise helps me to better perform my duties”

“Able to get different opinions or/and ideas”

“Ability to consult cases with clinical professionals”

CHW Associations/Networks

Highlights of the responses related to CHW engagement with a CHW Association:

- 31% were members of the Texas Association of Promotores/CHWs
- While 23% are members of a local CHW association, 49% did not know if there was a local CHW association in their area.
 - Of members of a local association, 63% expressed they planned on renewing their membership
 - 80% stated the local association provided excellent or good professional support
 - 75% stated the local association provided excellent or good personal support
- Primary reasons for joining a local CHW association included: networking with others and building professional relationships; staying current on information about the profession; access to free professional development/continuing education; and to advance/support the CHW profession

Post-COVID-19

Highlights of the responses related to the impact of COVID-19 on role as a CHW:

- 60% continued to work with the same organization, while only 4% were hired due to COVID funding and have since lost employment.
- 47% expressed an increased use of technology
- Respondents expressed spending more time in each of the following activities since the pandemic
 - Case management (resource referral, care coordination)
 - Health education and/or promotion
 - Community organizing
 - Individual and community advocacy
 - Outreach
 - Coaching and social support
 - Research and evaluation
 - Navigation (medical system, health insurance, etc.)
 - Helping people sign up for public assistance programs
- CHWs experienced little or no change in performing the following:
 - Cultural mediation among individuals, communities, and systems
 - Translation/interpretation
 - Providing health services in the community
 - Providing health services in a clinical setting
 - Performing home visits

CHW-related Legislation

When asked, 68% said of CHWs expressed an interest in learning more about participating in the Medicaid program after the passing of House Bill 1575 allowing Medicaid reimbursement for CHW services for children and pregnant women on Medicaid.

Conclusion

While there has not been a drastic change in the general landscape of the CHW workforce, the changes in political and environmental climates, funding sources, and leading public health concerns have led to noteworthy changes in the diversity of CHWs as well as the primary place of employment for CHWs. Overall, the demographic composition of the CHW workforce seems to have remained consistent with the majority of CHWs representing Latino and Black communities, however, there has been a slight increase in the diversity of the CHW workforce. Other language spoken at home or work included Chinese (including mandarin, Cantonese), Arabic, American Sign Language, and Vietnamese. In 2018 the most common CHW employer was identified as community health centers, while in 2024 the leading employer for CHWs shifted to the clinical setting including hospitals, clinics, and emergency services. Additional employers not included in the 2018 report were government or state agencies, home health agency/long term care facility, health insurance companies, community-based organizations, and faith-based organizations.

A notable difference is the increase average annual household income, which can be explained by the increased percentage of individuals with a master's or doctoral degree and a decrease in the amount of

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CHWs with a Bachelor’s degree or less. Like 2018, the primary reason for becoming a state certified CHW in 2024 was the desire to help and serve others.

CHW advocates, trainers, and employers are encouraged to use this initial report to tailor their support for CHWs to meet their professional and personal needs. The full report of the 2024 survey results will further analyze the relationship between specific CHW characteristics to improve understanding of how CHW advocates can support the role of CHWs in the field.

Table 8. Changes in demographics

	2018 Report	2024 Report
Average Age	46.5	46.2
Female	89.7%	91.2%
Race		
Asian	2.4%	2.5%
Black/African American	18.1%	20.4%
Native American/Alaska Native	0.6%	1.6%
White	53.7%	54.5%
Mixed race	3.6%	4.8%
Other	17.2%	8.9%
Ethnicity		
Hispanic/Latino	67.9%	64.4%
Not Hispanic/Latino	30.1%	34.4%
Education		
8 th grade or less	1.1%	0.28%
Some high school	1.9%	1.93%
Graduated high school/GED	15.4%	14.74%
Some college/ associate’s degree	44.5%	36.51%
Bachelor’s degree	25.8%	23.42%
Masters/Doctorate degree	10.3%	16.25%
Annual household income		
Less than \$20,000	12.4%	7.85%
\$20,001- \$30,000	16.3%	10.06%
\$30,001- \$40,000	22.8%	11.57%
\$40,001- \$50,000	13.8%	16.67%
\$50,001- \$75,000	17.5%	22.87%
\$75,001- \$100,000	8.7%	13.09%
More than \$100,000	6.5%	12.53%
Language used most		
English	66.3%	46.6% (home) 60.1% (work)
Spanish	31.6%	51.8% (home) 36% (work)
Other/prefer not to answer	1.6%	11.1%
Family members who live at home		
1	12.3%	13.09%
2 or more	86.1%	86.37%

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Table 9. CHW Employer

Type	2018	2024
Community health center	12.2%	16.7%
Local health department	9.8%	6.5%
Government or state agency	N/A	6.8%
Clinic/hospital/emergency service	12%	17.5%
Home health agency/long term care facility	N/A	3.8%
Social/community services	17.3%	8.8%
Health insurance company or health plan	N/A	9.5%
Community-Based Organization	N/A	12.6%
Faith based organization	N/A	3%
Educational institution or college/university/school	11.4%	11.3%
Other	N/A	6.1%
Prefer not to answer	N/A	1.1%

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- TAPCHW, <https://www.tapchw.org/home>
- DSHS Community Health Workers or Promotor(a) Training and Certification Program, <https://www.dshs.texas.gov/community-health-worker-or-promotora-training-certification-program>
- Episcopal Health Foundation, <https://www.episcopalhealth.org/>

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Appendix A: Recruitment Email



Hello:

The University of Texas at Arlington (UTA) invites you to participate in a research study titled, "The landscape of the Texas Community Health Worker workforce and implications for sustainability in collaboration with the Texas Department of State Health Services (DSHS). This research study seeks to understand the current characteristics of Texas CHWs including certification, employment, engagement with CHW organizations, and professional needs. You can choose to participate in this research study if you are at least 18 years old and a Texas certified CHW.

One reason why you might want to participate in this study is to share about your experience obtaining certification, as a CHW in your community and in your place of employment, as well as your needs to continue growing professionally. However, you might not want to participate if you are uncomfortable sharing your experiences as a CHW. Your decision about whether to participate is entirely up to you; participation is voluntary. If you decide not to be in the study, there won't be any punishment or penalty; whatever your choice, there will be no impact on any benefits or services that you would normally receive. If you choose to begin the study, you can also change your mind and quit at any time without any consequences.

Appendix B: Survey Questions

SECTION 1. SCREENING QUESTIONS

Are you currently certified as a community health worker (CHW) in the state of Texas?

- Yes
- No

If no, end of survey message.

Are you 18 years of age or older?

- Yes
- No

If no, end of survey

In the future, would you prefer to complete this survey in another language?

- No
- Yes
 - If yes, which language? _____

SECTION 2. DEMOGRAPHICS

Please check the answer that best describes you.

1. What year were you born? _____

2. What is your race?

- Asian (1) (if selected, go to 2a)
- Black or African American (2)
- Native American or Alaska Native (3)
- Native Hawaiian or other Pacific Islander (4)
- White (5)
- Mixed Race (6)
- Other (7)
- Prefer not to answer (8)

2a. *If Asian,*

- Indian (1)
- Chinese (2)
- Filipino (3)
- Japanese (4)
- Korean (5)
- Vietnamese (6)

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- Guamanian (7)
- Samoan (8)
- Other: (9)
- Prefer not to answer (10)

3. What is your ethnicity?

3a. Are you Hispanic/Latino?

- Yes (1) (go to 3aa)
- No (2)
- Prefer not to answer (3)

If no or 'prefer not to answer, skip to 4.

If Hispanic/Latino, please specify...

- Central American (1)
- Mexican (7)
- Cuban/Dominican (2)
- Puerto-Rican (3)
- South American (4)
- Other: (5)
- Prefer not to answer (6)

4. What language(s) do you speak at home? _____

- English
- Spanish
- Vietnamese
- Chinese (including Mandarin, Cantonese)
- Arabic
- American Sign Language
- Other _____
- Prefer not to answer.

5. What language(s) do you speak at work? _____

- English
- Spanish
- Vietnamese
- Chinese (including Mandarin, Cantonese)
- Arabic
- American Sign Language
- Other _____
- Prefer not to answer.

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6. What is your gender?

Male (1)

Female (2)

Prefer not to answer (3)

Other (4) _____

7. What is the highest level of education you have completed?

- No formal education
- Elementary/grade school
- Some high school
- High school diploma or GED
- Technical training
- Some college
- Associate degree
- Bachelor's degree
- Master's degree
- Doctoral degree or professional degree
- Prefer not to answer.

8. How many family members live in your home, including yourself?

- 1
- 2
- 3
- 4
- 5
- 6 or more
- Prefer not to answer

9. What is your annual household income (combined income from all those living in your home) before tax?

- Less than \$20,000 (1)
- \$20,001 - \$30,000 (2)
- \$30,001 - \$40,000 (3)
- \$40,001 - \$50,000 (4)
- \$50,001 - \$75,000 (5)
- \$75,001 - \$100,000 (6)
- More than \$100,000 (7)
- Prefer not to answer.

10. What county do you currently live in?

11. Select the county(ies) you work in.

SECTION 3. CHW CERTIFICATION QUESTIONS

12. Why did you become a CHW?

- I like helping other people.
- I like the flexibility and the ability to work on my own.
- My family member or friend was/is also a CHW.
- The job is steady and secure.
- A CHW position is readily available.
- The work hours fit my schedule.
- Other reason. Please specify:

13. How do you describe yourself? *(Select all that apply)*

a. Texas certified CHW/Promotor(a) *(if a, go to 13a)*

13a. How long have you been a CHW/Promotor(a)?

13aa. ____ Years ____ months

13ab. What year did you get certified for the first time as a CHW?

[Skip to 14.](#)

b. Self-identify as a CHW/Promotor(a) (Not Texas state certified) *(if b, go to 13b)*

13c. How long have you self-identified as a CHW?

13ca. ____ Years ____ months

[Skip to 15.](#)

c. Expired CHW/Promotor(a) or CHW/Promotor(a) certification

13d. How long has your certification been expired? *(if c, go to 13c)*

13da. ____ Years ____ months

[Skip to 15.](#)

14. IF CERTIFIED CHW: How did you obtain your certification?

- Completed online self-paced certification course
- Completed online live instruction certification course
- Completed in-person certification course
- Completed a hybrid certification course (some online, some face to face)
- Certified based on experience
- Certified as part of a high school program

[If answered a, b, c, d, go to 14a.](#)

[If answered e, f, skip to 15.](#)

The next question is about how you were first trained as a certified CHW.

14a. How much of the CHW initial certification course did you pay for yourself?

- All – amount paid _____
- Part of total – Amount paid _____ [if answer 'part of total', got to 14aa](#)

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14aa Who else paid for your CHW initial certification course?

- My employer
- Training center scholarship
- Someone else
- None, the course was free.

The next set of questions ask about your experience that led to CHW certification.

14b. What type of experience did you use to certify as a CHW? (Check all that apply).

- Experience in a paid position (1)
- Volunteer experience (2)
- Both experience in a paid and volunteer position (3)
- Other: (4)

15. Would you recommend becoming a CHW to a close friend or family member?

- a. Definitely would
- b. Probably would
- c. I'm not sure.
- d. Probably not
- e. Definitely not

16. How important to you is it to think of yourself as a CHW and?

- a. Very important
- b. Important
- c. Neutral
- d. Somewhat Un-important
- e. Not at all important

17. Have you taken any certified CHW continuing education (CE) courses in the past 2 years?

- a. Yes (1)
- b. No (2) (if no, skip to 19)

18. How did you complete these certified continuing education (CE) courses?

- a. Mostly online (1)
- b. Mostly in-person (conference, classroom, etc.) (2)
- c. Both online and in-person (3)
- d. Other: (4)

19. How likely are you to renew your CHW? (*Select all that apply.*)

- a. Very likely
- b. Likely
- c. Unsure
- d. Somewhat unlikely
- e. Very unlikely

IF "Likely to renew CHW certification" A or B, skip to 20.

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IF “Not likely to renew CHW certification” C, D, or E, ask 19a.

19a. What are your reasons for your response? *(Check all that apply.)*

- a. CE courses are too expensive (1)
- b. Takes too much time (2)
- c. Not necessary for my job (3)
- d. Not working in a CHW type position (4)
- e. The renewal process is too complicated (5)
- f. There aren't enough useful CE courses available (6)
- g. Other: (7)

20. Is there anything else about your experience as a CHW or that you would like to share with us?

SECTION 4. EMPLOYMENT

21. What best describes your current employment status? Your job title does not have to be CHW.

- a. Employed full-time *if a, go to 21aa*
 - 21aa. ___ As a CHW *(Continue to 26)*
 - ___ Other position *(Continue to 22)*
- b. Employed part-time *if b, go to 21ba*
 - 21ba. ___ As a CHW *(Continue to 26)*
 - ___ Other position *(Continue to 22)*
- c. Currently seeking opportunities for employment *if c, go to 21ca*
 - 21ca. ___ As a CHW *(Continue to 24)*
 - ___ Other position *(Continue to 22)*
- d. I work multiple jobs. *if d, go to 21da*
 - 21da. How many jobs _____
 - 21db. Are any of these CHW jobs?
 - Yes *(Continue to 21dba)*
 - 21dba. Please pick the option that best describes your combination of CHW jobs.
 - I work more than one CHW job that adds up to **less** than 40 hours (1)
 - I work more than one CHW job that adds up to 40 hours (2)
 - I work more than one CHW job that adds up to **more** than 40 hours (3)*(Continue to 26)*
 - No *(skip to 22)*
 - Prefer not to answer *(Continue to 22)*
 - Why do you have multiple jobs? – open ended _____
- e. Not currently seeking opportunities for employment *(Continue to 22)*
- f. Retired *(Continue to 22)*
- g. Student *(Continue to 22)*
- h. Disabled *(Continue to section 22)*

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IF OTHER POSITION

22. Have you ever worked as a CHW/Promotor(a) or CHW/Promotor(a)?
- Yes, in a paid full-time or part-time position.
 - Yes, in a volunteer position.
 - No
23. What is your current job title? _____

IF SEEKING CHW EMPLOYMENT

24. How long have you been searching for a CHW position?
- Less than 6 months
 - 6 to 12 months
 - 13 to 24 months
 - More than 24 months
25. What have been some challenges to finding a CHW position? (*Select all that apply.*)
- I don't know where to look to find a CHW job.
 - The pay is too low.
 - The hours are not flexible.
 - I haven't found any CHW jobs in my city.
 - I don't have the skills required.
 - The position requires a degree.
 - Other: _____

IF "WORKING AS A CHW"

26. Are you currently working in healthcare or social services (community health, clinic, health services, social services, social service provider, education, etc.)? Please answer based on your primary job if you have more than one.
- Yes (1)
 - No (2)
27. When did you start working in your current role as a CHW? (If you have multiple CHW jobs, answer based on your primary position)
- Year (1) _____
 - Month (2) _____
28. What option most closely matches your current job title?
- Community Health Worker (1)
 - Navigator (2)
 - Outreach Specialist (3)
 - Promotor(a) (4)
 - Health Educator (5)
 - Data Collector (6)

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- g. Program Coordinator (7)
- h. Program Specialist (8)
- i. Other: (9) f

29. Are you employed as part of a clinical team? *(Reminder - If you have more than one CHW job, please answer based on your primary position)*

- a. Yes (1)
- b. No (2)
- c. Not sure (3)

30. Does your current employer require that you be certified by DSHS as a CHW?

- a. Yes (1)
- b. No (2)
- c. I don't know. (3)

31. Pick the category that best describes your current employer.

- a. Community health center (1)
- b. Dentist (2)
- c. Local Health department (3)
- d. Government or state agency (4)
- e. Clinic/hospital/emergency service (5)
- f. Home health agency/long term care facility (6)
- g. Social/community services (8)
- h. Health insurance company or health plan (9)
- i. Community-Based Organization (10)
- j. Faith based organization (11)
- k. Educational institution or college/university/school (12) *(if K selected, go to 31ka)*

31ka. Pick the category that best describes the type of educational institution of your current employer.

- Private Universities
 - K-12 School
 - State Universities
 - Community Colleges
 - Area Health Education Centers (AHECs)
 - Head Start
 - Other
- l. Other

32. What is your hourly pay in your current CHW position (before taxes & deductions)?

33. Is your CHW position grant funded?

- a. Yes
- b. No
- c. I don't know.

34. How satisfied are you with your current CHW/Promotor(a) hourly salary?

- a. Very unsatisfied,
- b. Unsatisfied

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- c. Neutral
- d. Satisfied
- e. Very Satisfied

35. (Open ended) Please describe any changes you would like to see in the level of pay you receive, and/or the number of hours you work as a CHW. If there are no changes you would like to see, you can respond with, "no changes."

36. Have you received a promotion at your current employment (primary if multiple) in the last five years?

- a. Yes
- b. No
- c. Other

37. Are you eligible for promotions/step-ups with pay increases at your place of employment?

- a. Yes
- b. No
- c. Unsure
- d. There are no opportunities for promotions
- e. Prefer not to answer

38. Have you received a pay raise in the last five years?

- a. Yes
- b. No
- c. Not sure
- d. There are no opportunities for pay increases
- e. Prefer not to answer

39. Does your employer currently offer you the following benefits? (*Check all that apply.*)

- a. Health and disability insurance:
 - Health insurance
 - Dental insurance
 - Disability insurance
 - Mental health services
- b. Other benefits
 - Paid leave/vacation
 - Sick leave
 - Family and Medical leave (FMLA)
 - Transportation or mileage reimbursement
 - Cell phone plan subsidy/reimbursement
 - Internet service subsidy/reimbursement
 - Employee assistance program
 - Retirement/pension fund
 - Bonuses
 - Hazard pay
 - Overtime pay
 - Education reimbursement/stipend

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- Cost-of-living adjustment (COLA)
 - Professional development opportunities (in-house)
 - Professional development funds (e.g., funds or paid time for participation in external professional associations and attending conferences and trainings)
- c. None of the above
- d. Prefer not to answer
40. (Open ended) Please describe any changes you would like to see in the benefits you receive (or do not receive) as part of your employment as a CHW. If there are no changes you would like to see, you can respond with, “no changes.”
41. Use the following scale to answer how much time you spend on each the following activities? (*Reminder - If you have more than one CHW job, please answer based on your primary position*)
- Daily (frequently)
 - At least once per week (sometimes)
 - At least once per month (occasionally)
 - At least once per year (rarely)
 - Never
- a. Case Management (resource referral, care coordination)
- b. Health Education and/or promotion
- c. Community organizing
- d. Individual and community advocacy
- e. Cultural Mediation among Individuals, Communities, and Systems
- f. Translation/Interpretation
- g. Outreach
- h. Providing health services in the community (blood pressure screenings, glucose checks, etc.)
- i. Providing health services in a clinical setting (blood pressure screenings, glucose checks, etc.)
- j. Performing home visits
- k. Coaching and social support
- l. Research and evaluation
- m. Navigation (medical system, health insurance, etc.)
- n. Helping people sign up for public assistance programs
42. In a typical week, how many hours do you spend traveling for work?

Please answer the following questions regarding your working environment:

43. How frequently do you communicate with the other healthcare, social service, and/or education providers with whom you work about the patients/people you serve?
(1= never, 2 = rarely, 3 = occasionally, 4 = often, 5 = constantly)
44. Do the other healthcare, social service, and/or education providers with whom you work communicate with you in a timely way about the patients/people you serve? (1= never, 2 = rarely, 3 = occasionally, 4 = often, 5 = always)
45. Do the other healthcare, social service, and/or education providers with whom you work provide you with all the information you need about the patients/people you serve?
(1= never, 2 = rarely, 3 = occasionally, 4 = often, 5 = always)

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46. To what extent do the other healthcare, social service, and/or education providers with whom you work share your goals for the care of the patients/people you serve? (1 = not at all, 2 = a little, 3 = some, 4 = a lot, 5 = completely)
47. How much do the other healthcare, social service, and/or education providers with whom you work know about the work you do with patients/people you serve? (1 = nothing, 2 = little, 3 = some, 4 = a lot, 5 = everything)
48. Do you feel respected as a CHW by the other healthcare, social service, and/or education providers with whom you work? (1 = not at all, 2 = a little, 3 = some, 4 = a lot, 5 = completely)
49. Do you feel your CHW work is valued by the other healthcare, social service, and/or education providers with whom you work? (1 = not at all, 2 = a little, 3 = some, 4 = a lot, 5 = completely)
50. Do you feel isolated from the other healthcare, social service, and/or education providers with whom you work?
- a. No
 - b. Yes. If yes, why
51. To what extent do you feel comfortable going to the other healthcare, social service, and/or education providers with whom you work to talk about needs of patients/people you serve? (1 = not at all, 2 = a little, 3 = some, 4 = a lot, 5 = completely)
52. Do you have access to record information about your patients/people you serve in your employers' main participant tracking form/system? (yes/no)
53. Does your employer provide you with adequate, dedicated space where you can work (e.g., meet with individuals, complete paperwork, make phone calls, access a computer, etc.)? (yes/no)

Please answer the following questions regarding your supervision at your place of employment:

54. In your most recent CHW employment, did/do you have a direct supervisor or manager?
- Yes (if selected, go to 54a)
 - No (if selected, go to 54b)
 - Unsure (if selected, go to 54b)
- 54a. Was/is your supervisor/manager a certified CHW?
- Yes (if yes, go to 54aa)
 - 54aa. What are the benefits of having a certified CHW as a manager? _____
 - 54ab. What are the challenges of having a certified CHW as a manager? _____Go to 55
 - No (if no, go to 54ac)
 - 54ac. What are the benefits of not having a certified CHW as a manager? _____
 - 54ad. What are the challenges of not having a certified CHW as a manager? _____

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Go to 55

54b. What are the benefits (if any) of not having a direct supervisor or manager? _____

54c. What are the challenges (if any) of not having a direct supervisor or manager? _____

Go to 66

Quantity of supervision:

55. How many hours did you meet (one-on-one) with your supervisor in the last 30 days?

56. How many hours did you meet as a group (more than 1 CHW) with your supervisor in the last 30 days?

Quality of supervision:

57. Please rate the overall quality of the individual supervision you received within the last 30 days (including administrative and/or clinical supervision). Select one:

- a. Excellent – my supervisor provided me with constructive feedback and support to do my job better.
- b. Good - my supervisor provided me with **some** constructive feedback and/or support.
- c. Fair – my supervisor provided me with **very little** constructive feedback and/or support.
- d. Bad – my supervisor did not provide any feedback or support to help do my job better.
- e. Awful – my supervisor only provided negative feedback and/or did not offer support.

58. Please rate the overall quality of the group supervision you received in the last 30 days (including administrative and/or clinical supervision). Select one:

- a. Excellent – my supervisor provided us with constructive feedback and support to do my job better.
- b. Good - my supervisor provided us with **some** constructive feedback and/or support.
- c. Fair – my supervisor provided us with **very little** constructive feedback and/or support.
- d. Bad – my supervisor did not provide **any** feedback or support to help do our job better.
- e. Awful – my supervisor only provided negative feedback and/or did not offer support.
- f. Not Applicable.

Thinking of the person you consider to be your primary supervisor over the past 30 days, please rate the following items using the following scale:

5 = strongly agree, 4 = agree, 3=neutral, 2 = disagree, 1 = strongly disagree

59. My supervisor appreciates my role as a CHW.

60. My supervisor advocates for the role of CHWs with upper management (staff who rank above the supervisor).

61. My supervisor has participated in training about the CHW profession.

62. My supervisor encourages my professional growth (e.g., by regularly encouraging me and/or accepting my suggestions within supervision sessions to pursue training opportunities, attend conferences, develop leadership skills, etc.).

63. My supervisor understands the strengths and needs of the community/ies we serve.

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64. My supervisor understands that improving health requires providing culturally sensitive services.
65. In my organization, CHWs participate on hiring panels when CHW supervisors are selected.
66. Overall, how satisfied are you with your current position? (10= very satisfied, 0= very unsatisfied;)
67. Have you ever quit a CHW job?
- Yes
 - No
- If yes, go to 67a.
If no, skip to 68.
- 67a. If so, what was the primary reason(s)? _____
68. What is the longest you have been in a CHW job? _____
69. What motivates you to continue working as a CHW?
70. Have you ever been asked to perform a job/task that was outside your comfort level as a CHW?
- Yes, please describe.
 - No
 - Prefer not to answer.
71. Is there anything you would like current and potential CHW employers to know about working with CHWs?

Use of technology in the workplace

72. Which technology tools do you use in your workplace? (Check all that apply).
- a. Desktop computer (1)
 - b. Laptop (2)
 - c. Tablet (3)
 - d. Smart phone (4)
 - e. Other: (5)
 - f. None (6)
- If a-e, go to 73
If f “none” selected, go to 72a.
- 72a. How would you want to use technology in your work if the tools were available? (Check all that apply.)
- Documentation of interactions with clients
 - Resource navigation
 - Filing out applications for public services
 - Researching health information
 - Teaching or educational tools
 - Tracking clients’ progress
 - Texting with clients
 - PowerPoint presentation

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- Other: _____
- None of the above

73. How do you use your technology tools in your workplace?

- Documentation of interactions with clients
- Resource navigation
- Filing out applications for public services
- Researching health information
- Teaching or educational tools
- Tracking clients' progress
- Texting with clients
- PowerPoint presentation
- Talk with clients (before or after texting with clients)
- Other: _____
- None of the above

74. How useful are these technology tools in improving the outcomes of your patients/clients?

- Extremely useful
- Very useful
- Moderately useful
- Slightly useful
- Not at all useful
- Not sure

75. How useful are these technology tools in your daily work or tasks?

- Extremely useful
- Very useful
- Moderately useful
- Slightly useful
- Not at all useful
- Not sure

SECTION 5. CHW VOLUNTEER

76. In the past year, did you **volunteer** as a CHW/Promotor(a) or CHW/Promotor(a)?

- Yes, volunteered as a CHW/Promotor(a)
- Yes, volunteered as a CHW/Promotor(a)
- No (If no selected, go to 82)

77. What county(ies) do you volunteer in?

78. Use the following scale to answer how much volunteer time you spend on each the following activities?

- Daily (frequently)
- At least once per week (sometimes)
- At least once per month (occasionally)
- At least once per year (rarely)
- Never

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- a. Case Management (resource referral, care coordination)
- b. Health Education and/or promotion
- c. Community organizing
- d. Individual and community advocacy
- e. Cultural Mediation among Individuals, Communities, and Systems
- f. Translation/Interpretation
- g. Outreach
- h. Providing health services in the community (blood pressure screenings, glucose checks, etc.)
- i. Providing health services in a clinical setting (blood pressure screenings, glucose checks, etc.)
- j. Performing home visits
- k. Coaching and social support
- l. Research and evaluation
- m. Navigation (medical system, health insurance, etc.)
- n. Helping people sign up for public assistance programs

79. Pick the category that best describes the organization you volunteer for?

- a. Community health center (1)
- b. Dentist (2)
- c. Local Health department (3)
- d. Government or state agency (4)
- e. Clinic/hospital/emergency service (5)
- f. Home health agency/long term care facility (6)
- g. Social/community services (8)
- h. Health insurance company/health plan (9)
- i. Community-based organization (10)
- j. Faith based organization (11)
- k. Educational institution or college/university/school (12)
- l. Other
- m. Prefer not to answer.

80. How many hours do you usually volunteer in an average week?

- a. Less than 10 hours per week (1)
- b. 10- 29 hours per week (2)
- c. 30-39 hours per week (3)
- d. 40 hours per week (5)
- e. Over 40 hours per week (4)
- f. Prefer not to answer.

81. What is the main reason you volunteer as a CHW?

- a. I like helping other people. (1)
- b. My friends/family volunteer there (2)
- c. A paid CHW position was not readily available. (3)
- d. The volunteer hours fit my schedule. (4)
- e. I don't work but want to stay involved in my community (5)
- f. I am required to complete volunteer hours (6)
- g. Other: (7)
- h. Prefer not to answer.

SECTION 6. CHW ASSOCIATIONS IN TEXAS

82. Are you **currently** a member of the Texas Association of Promotores/CHWs?

- a. Yes
- b. No
- c. Unsure

83. Are you **currently** a member of a **local** CHW association?

- a. Yes
If yes, go to 83aa.

83aa. What is the name/location of the CHW association?

83ab. Name _____

83ac. City _____

83ad. How long have you been a member? _____ years _____ months

- b. I do not know if there is a local CHW association in my area – continue to Section “IF NOT MEMBER OF AN ASSOCIATION”
- c. No, there is not a local CHW association in my area– continue to Section “IF NOT MEMBER OF AN ASSOCIATION”
- d. No, I am not interested in joining a local CHW association. – continue to Section “IF NOT MEMBER OF AN ASSOCIATION”

If no for 83b,c,d, go to 89.

IF MEMBER OF A CHW ASSOCIATION

84. Indicate whether each of the following reasons is a major factor, a minor factor, or no factor in your decision to belong to a local CHW association.

	Major Factor	Minor Factor	No Factor
To network with others and build professional relationships			
To stay current on information about the profession			
To have access to member benefits			
To attend the organization’s events			
To have access to free professional development/ continuing education			
For the prestige of being a member			
To advance/support the profession			
To advance/support the organization			
To be involved with the organization			
To volunteer/give back to the profession			
To participate in committees and gain leadership experience			
To serve in the organization’s governance			
Employer requirement			

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Employer reimburses membership dues			
Supervisor/mentor suggested joining			
Other CHWs suggested joining			

85. How would you rate the **overall** quality of the member benefits at the local CHW association?

- a. Excellent
- b. Good
- c. Neutral
- d. Poor
- e. Very Poor

86. How likely are you to renew your membership to the local CHW association?

- a. Very likely
- b. Likely
- c. Unsure
- d. Somewhat unlikely
- e. Very unlikely

87. How would you rate the overall quality of **professional** support you receive from the local CHW association?

- a. Excellent
- b. Good
- c. Neutral
- d. Poor
- e. Very Poor

88. How would you rate the overall quality of **personal** support you receive from the local CHW association?

- a. Excellent
- b. Good
- c. Neutral
- d. Poor
- e. Very Poor

IF NOT A MEMBER OF A CHW ASSOCIATION

The following **asks questions about membership in** a local CHW association.

89. Have you previously been a member of a local CHW association?

- a. Yes (if yes, go to 89aa)
 - 89aa. Feel free to share information as to why you did not renew your membership.
- b. No

90. Which of the following would motivate you to join the local CHW association?

- a. CHW CE courses
- a. Volunteer opportunities
- b. Employment opportunities/ resources
- c. Networking opportunities

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- d. Conferences
- e. Member meetings
- f. Scholarships/funding opportunities
- g. Leadership opportunities
- h. Mentorship
- i. Advocacy opportunities
- j. Online platforms (Facebook, Website, Emails, etc.)
- k. Community outreach projects
- l. Other: _____

91. Which of the following impact your decision regarding membership in a local CHW association? *(Select all that apply.)*

- a. Times/dates for meetings or events
- b. Cost of becoming a member
- c. Lack of support from my employer
- d. Technology barriers (access to online video platforms, internet access, etc.)
- e. Not interested in joining a local CHW association at this time
- f. Other: _____

92. Are you interested in becoming a member of a local CHW association?

- a. Yes – provide [website for list of associations](#)
- b. No (if no, go to 91ba.
 - 91ba. Why not?
- c. Undecided

SECTION 7. COVID-19 Impact

93. How has your CHW employment status changed since the end of the COVID-19 pandemic?

- a. Chose to stop working.
- b. Continued working with the same organization.
- c. Hired, because of COVID funding BUT fired after funding ended.
- d. Hired, because of COVID funding AND still working after funding ended.
- e. Lost my employment because of COVID.

94. How has the use of technology (such as computers, cell phones, internet, etc.) changed since the end of the COVID-19 pandemic?

- a. Use a lot more often than during the pandemic.
- b. Use more than during the pandemic.
- c. There has been no change.
- d. Use less than during the pandemic.
- e. Use a lot less than during the pandemic.

95. Use the following scale to answer how much time you spend on each the following activities since the end of the COVID pandemic? *(Reminder - If you have more than one CHW job, please answer based on your primary position)*

- Use a lot more often than during the pandemic.
- Use more than during the pandemic.

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- There has been no change.
 - Use less than during the pandemic.
 - Use a lot less than during the pandemic.
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SECTION 8. CHW Legislation

The Texas Legislature recently passed a law ([House Bill 1575](#)) that allows Medicaid reimbursement for CHW services for residents with Medicaid.

96. Are you interested in learning more about participating in the Medicaid program?
- a. Yes
 - b. No
 - c. I don't know.
97. Are you interested in being added to an email list to receive updates on implementation of House Bill (HB) 1575? If you select 'yes,' you will be placed on a list serve managed by the Texas Association of Promotores/CHWs (TAPCHW) to receive updates on this bill.
- a. Yes, provide email. _____
 - b. No
 - c. I don't know.

SECTION 9. RAFFLE

98. **Would you like to be included in a raffle for completing the survey? The raffle will be handled solely by the University of Texas at Arlington. The Texas Department of State Health Services has no role in it.**
[Add information about raffle prizes]

Name:

Email:

Phone number: