

2024 Landscape of the Community Health Worker Workforce in Texas

Prepared by: Denise Hernandez, PhD & Julie St. John, DrPH , PhD(c)

Outline



Background & History



Previous Surveys



2024 Survey Results Overview



Q&A



EFH Brainstorming



Next Steps

Who Are Community Health Workers?

“A community health worker is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served.”

“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”



Defining a Community Health Worker (CHW)



A CHW is a:

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

A CHW builds individual and community capacity through:

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

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



AMERICAN PUBLIC HEALTH ASSOCIATION

For science. For action. For health.

Other Names for CHWs

- Recovery coach
- Parent support partner
- Peer educator
- Community care coordinator
- HIV peer counselor
- Lay health advisor
- Patient advocate
- Experience-based expert
- Health navigator
- Community Connector
- Patient educator
- Maternal child health worker
- Family health advocate
- Peer support specialist
- Community outreach worker
- Promotore/(a)
- Community health advocate
- Community-based doula

Core CHW Roles

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

Where do CHWs work?



CBOs/Nonprofit organizations

Provide Navigation Services

Help aid in understanding applications, processes, requirements

Outreach & Education roles (often around SDOH)



In Public Health

Health Educator - Plan, implement and manage health education

Community Engagement Coordinator - Community Health Assessment Planning

Community Preparedness/First Responder



Health Plans

Aid in enrollment

Help to understand benefits

Connect to needed community resources



Institutions of higher education

Education/Outreach Programs or Research Team



Health care teams

Address health literacy
Navigate complex care system

Pre-visit planning
Provide care coordination

Warm hand-off

Transitional care

Conduct home visits

Provide education

Health screenings

Address social determinants

Provide patient education

Research shows that CHWs:

- Increase health-related knowledge
- Increase self-care practices & health outcomes
- Increase rates of health education course completion
- Increase screening rates
- Facilitate behavioral change by providing encouragement, support, and serving as role models.
- Decrease high-risk behaviors in target population

Timeline

1998

- National Community Health Advisors Study
- CHWs and their program managers identified a set of 7 essential core roles and competencies

1999

- First Unity Conference

2000

- New Professional SPIG becomes the CHW SPIG at the American Public Health Association (APHA)

2007

- Health Resources & Services Administration (HRSA) National CHW Workforce Study: A national study of the CHW workforce and the factors that have affected its utilization and development

2009

- CHW SPIG becomes the CHZW Section at the American Public Health Association

2010

- CHWs included in the Affordable Care & Patient Protection Act (ACA): Provides the CHW field with an extraordinary-perhaps unprecedented - research, policy and advocacy agenda
- CHWs receive Standard Occupational Classification Code (SOC) 21-1094 CHW from the US Department of Labor (DOL) Bureau of Labor Statistics

2014

- Medicare & Medicaid Services (CMS) Ruling Benefits CHWs: Medicaid will allow reimbursement for CHW preventive services
- National CHW Common Core Consensus (C3) project initiation

2015

- Common Indicators Project (CI) initiation

2016

- Release of C3 Core Roles & Skills 2018: CHR Program celebrates 50 years

2019

- National Association of CHWs (NACHW) launched
- TAPCHW established
- Center of Disease Control and Prevention (CDC) funds CHWs for COVID-19 Response & Resilient Communities: ENVISION Equity-national CHW training and technical assistance center

2023

- CI project becomes the CHW Center for Research & Evaluation

2024

- C3 becomes The National Council on Community Health Worker Core Consensus (C3) Standards (National C3 Council)



CHWs in Texas

Texas was the first state to pass legislation creating a statewide training and certification program for community health workers (CHWs) implemented in 2001.

Texas CHW Certification Requirements

Must meet the following certification requirements:

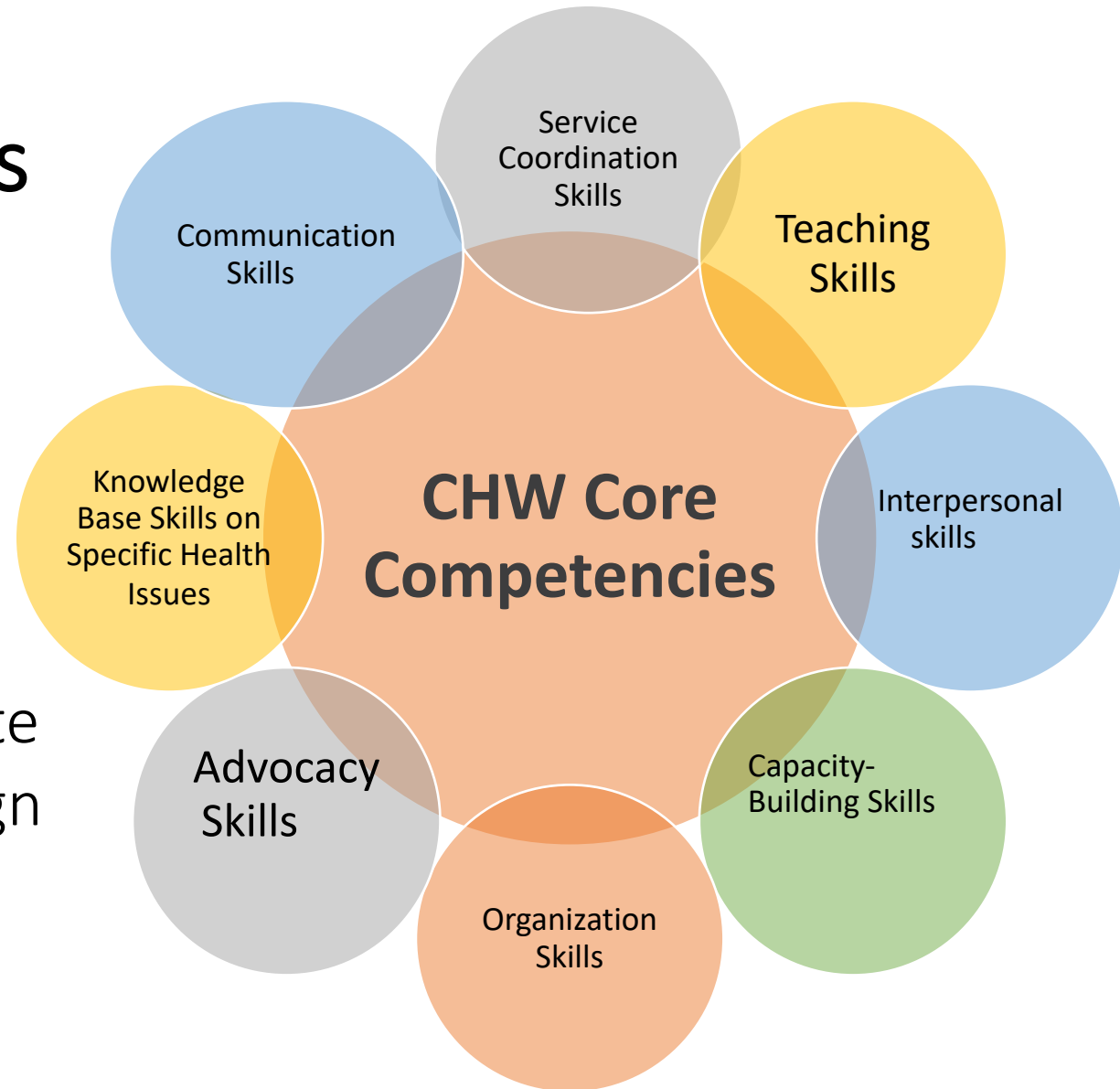
- Texas Resident
- 16 years old
- Training - Completion of an approved DSHS Certified 160-hour competency-based CHW training program OR
- Experience - At least 1000 cumulative hours of community health work services within the most recent three (3) years. Experience is verified
- Renewal required every 2 years

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



CHWs demonstrate skills in 8 core competencies

In August 2024, Texas Commissioner of Health approved the recommendation to update the 8 competencies to align with the C3 National Framework (10 roles/11 skills)



Location of CHWs

168 counties

Of 254 Texas counties

6,493 total CHWs

an increase of 32% from 2022

87% women

13% men

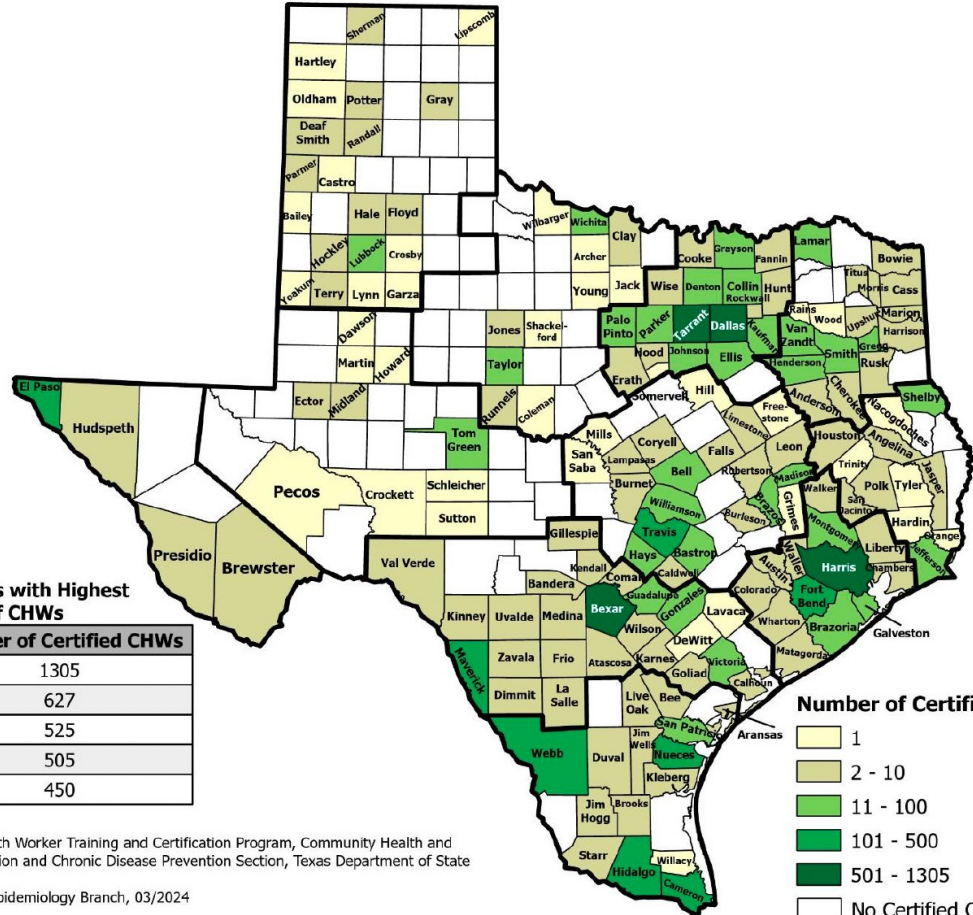
60% Hispanic

22% Black

2,897 CHWs certified in 2023

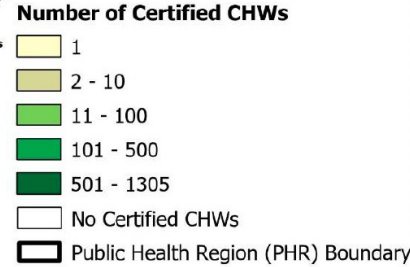
An increase of 99% from 2022

Certified CHWs by County of Residence



Top Five Counties with Highest Number of CHWs

County	Number of Certified CHWs
Harris	1305
Dallas	627
Bexar	525
Tarrant	505
El Paso	450

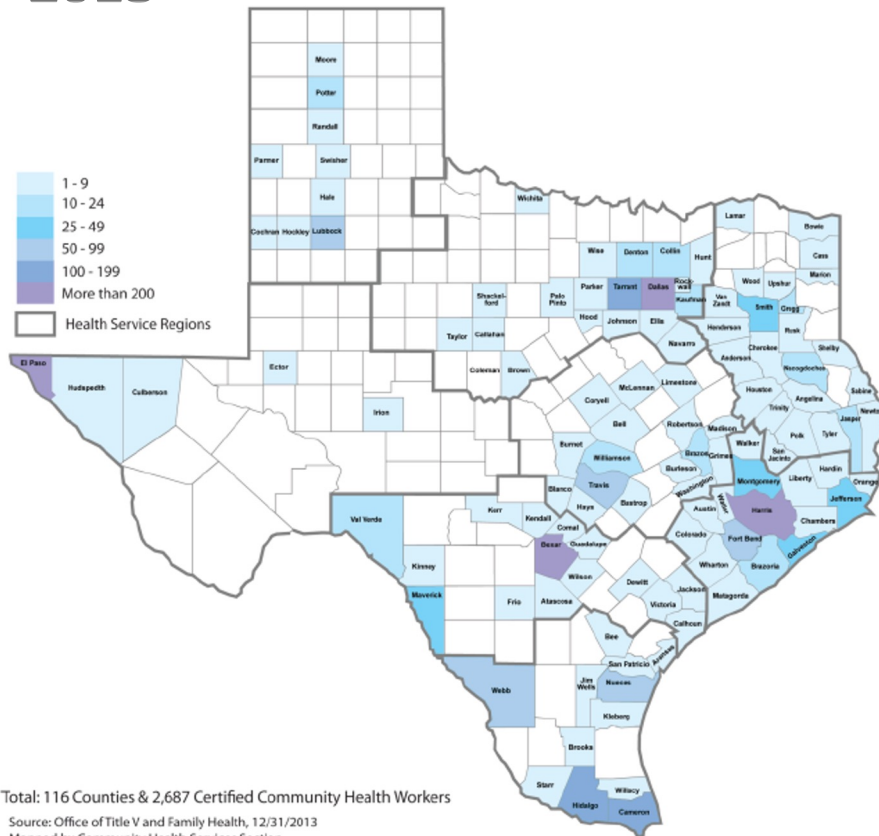


Data Source: Community Health Worker Training and Certification Program, Community Health and Wellness Branch, Health Promotion and Chronic Disease Prevention Section, Texas Department of State Health Services.
Created by: Chronic Disease Epidemiology Branch, 03/2024

CHW growth over a decade

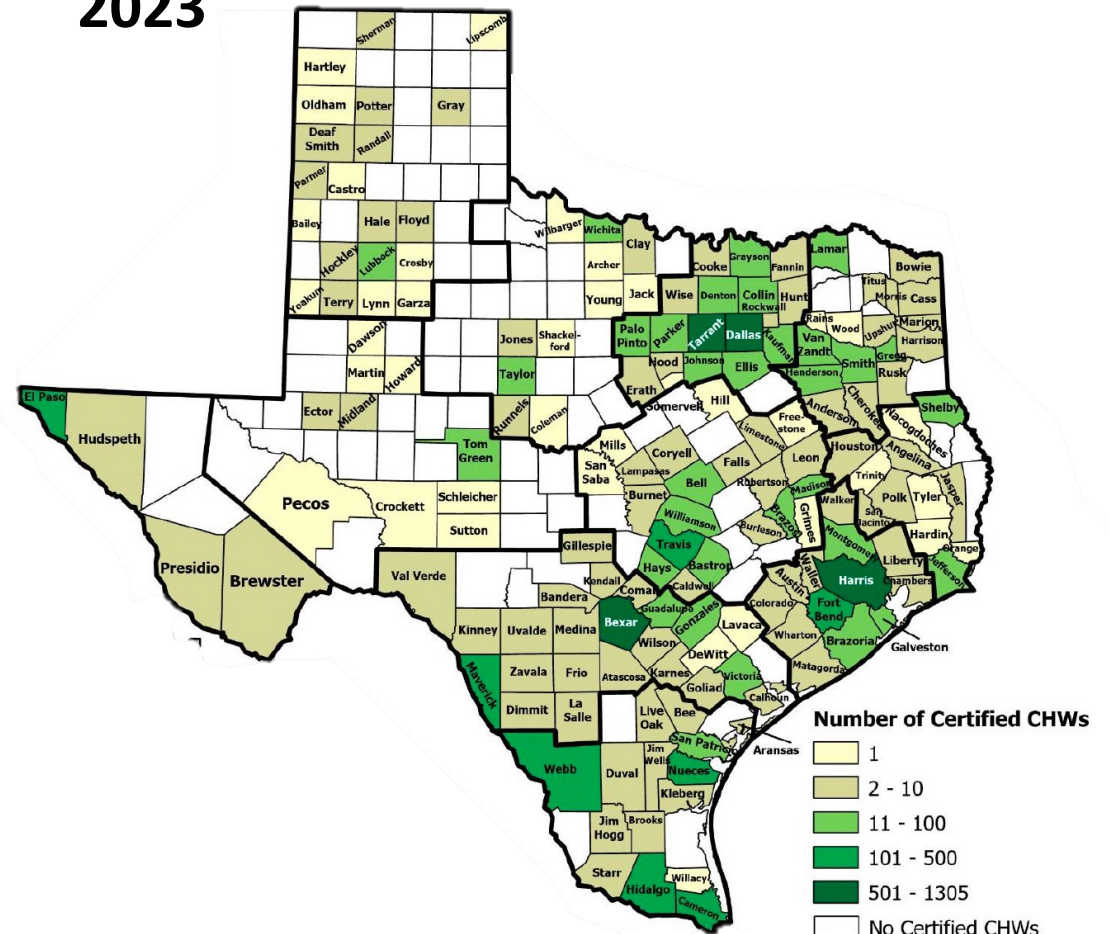
**By county of residence

2013



Total: 116 Counties & 2,687 Certified Community Health Workers
 Source: Office of Title V and Family Health, 12/31/2013
 Mapped by Community Health Services Section

2023



Number of Certified CHWs

Landscape of CHW Workforce in Texas 2016-2018

Previous workforce analysis conducted in 2018 by the Center for Transdisciplinary Collaborative Research in Self Management Science at the University of Texas at Austin School of Nursing

Funded by the Michael & Susan Dell Foundation

Three main levels of CHW workforce evaluations were conducted to lay the foundation for this initiative.

A “landscape analysis” using existing data collected by The Texas Department of State Health Services (DSHS) Community Health Worker Training and Certification Program.

***Data used was from the 2016 DSHS report*

A quantitative online survey and focus group with CHWs, and qualitative interviews with CHW stakeholders within Central Texas

Online Statewide CHW survey

Annual Reports

- Promotor(a) or Community Health Worker Training and Certification Program (CHW Program)
- In this report, the CHW Program evaluates milestones and outcomes for CHWs, CHWIs and CHW training programs.
- This report also shows data on CHW and CHWI demographic characteristics and the location of certified CHWs, CHWIs and CHW training programs in Texas.

PROMOTOR(A) OR COMMUNITY HEALTH WORKER TRAINING AND CERTIFICATION PROGRAM

2022 ANNUAL REPORT



TEXAS
Health and Human
Services

Texas Department of State
Health Services

2024 Landscape of CHW Workforce

- Goal: 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,

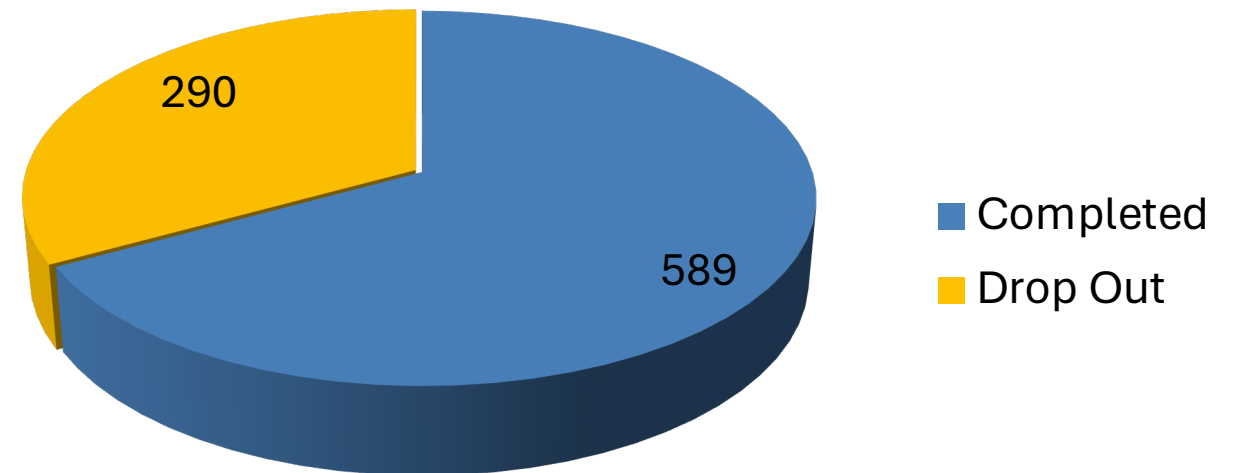
This report is divided into 8 sections:

1. Key demographics
2. CHW Certification
3. Employment & CHW supervision
4. CHW use of technology
5. CHW volunteerism
6. CHW associations
7. COVID-19
8. CHW legislation

Overall Survey Statistics

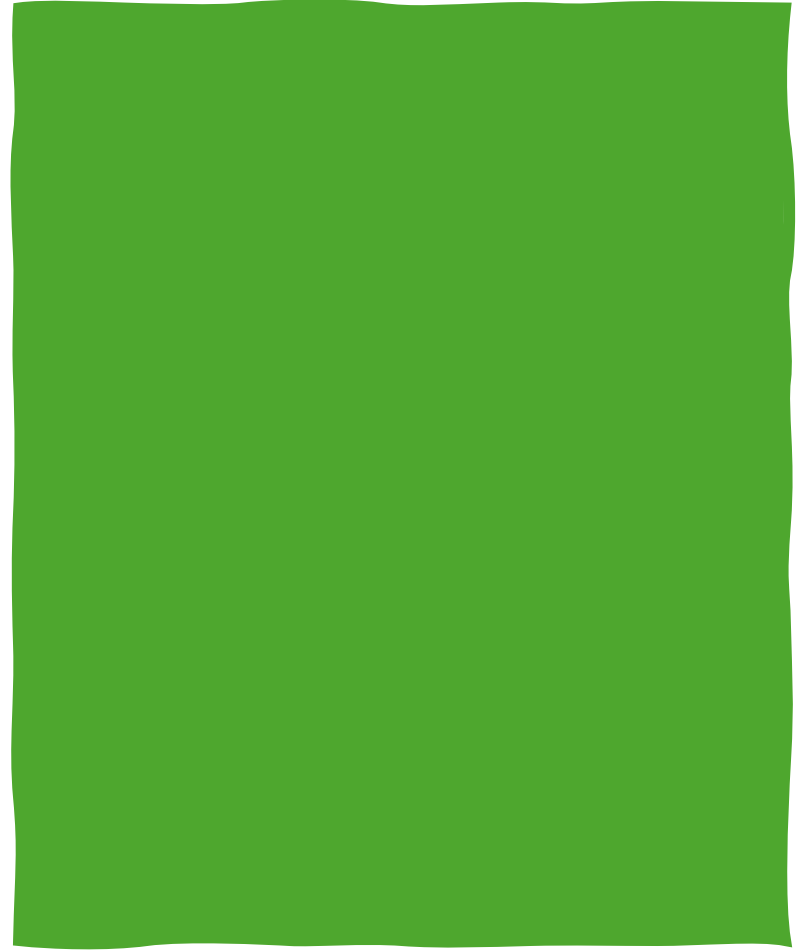
- 2,427 viewed the survey
- 879 began the survey
 - 804 agreed to participate
- 758 currently certified as CHW in Texas
 - 33 answered no
- 753 over the age of 18
 - 4 under 18

Survey Completion / Dropout



109 (14.7%) indicated they would “prefer to complete the survey in another language”

Key Demographics



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%

Other demographics

- 46.2 years median age (range 19 years to 81 years) (n=656)
- Majority female, 91.2% (n=726)
 - 8.13% male
- 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)

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%

Other languages spoken: French, Urdu, Hindi, Portuguese, Hindi, Pashto, Burmese, Indonesian, Ukrainian, Yoruba

Education & Salary



Majority of respondents (76.2%) had at least some post-high school education (N=726)

15.15% Master's degree

23.42% Bachelor's degree

16.9% had HS diploma, GED, or less

29.2% had technical training or some college



Most common category for annual household income (n=726): \$50,001-75,000 (22.9%)

25% had income above \$75,000

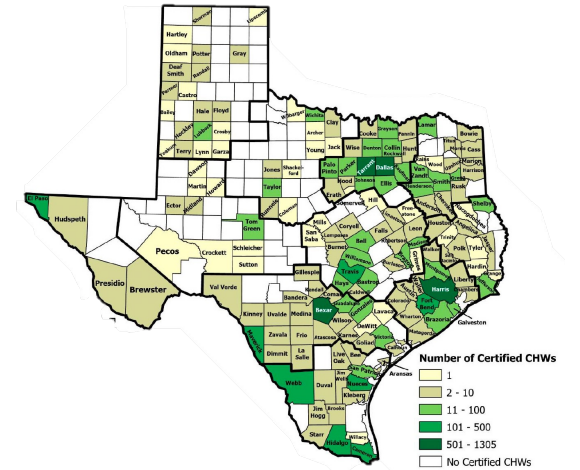
16.7% had income \$40,001 – \$50,000

28% had income less than \$20,000



Urban vs Rural Counties

- 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 counties where CHWs worked (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



**CHWs reside
in 168 counties*

2018-2024 Comparison

*increased from 2018

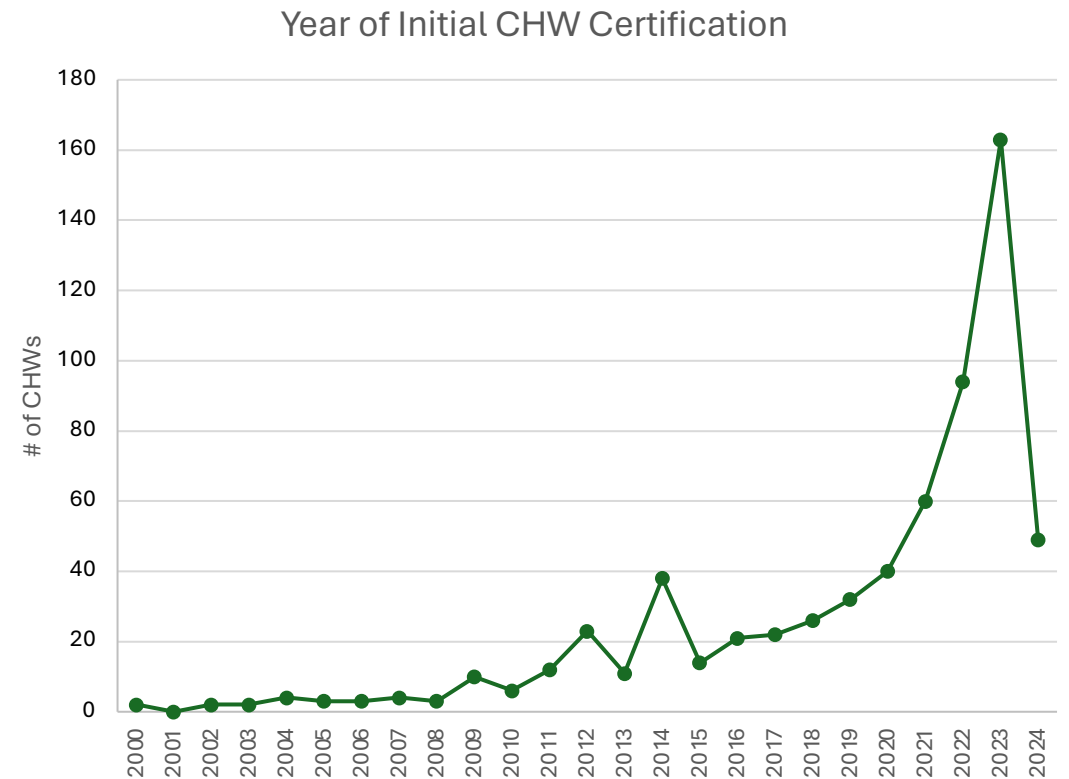
2018 Report
N=1,824

	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%

CHW Certification

- 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
- Approximately 30% became certified through an in-person course and 30% became certified based on experience
- 92% of respondents select very important or important to think of themselves as a CHW
- 97% respondents said they were very likely or likely to renew their CHW certification

**Majority of respondents became certified after the pandemic
66% had 5 or less years experience as a CHW*



CHW Employment

70% of respondents were employed full-time

- 45% were employed as CHWs
- 54% of those were employed in other positions

10% part-time

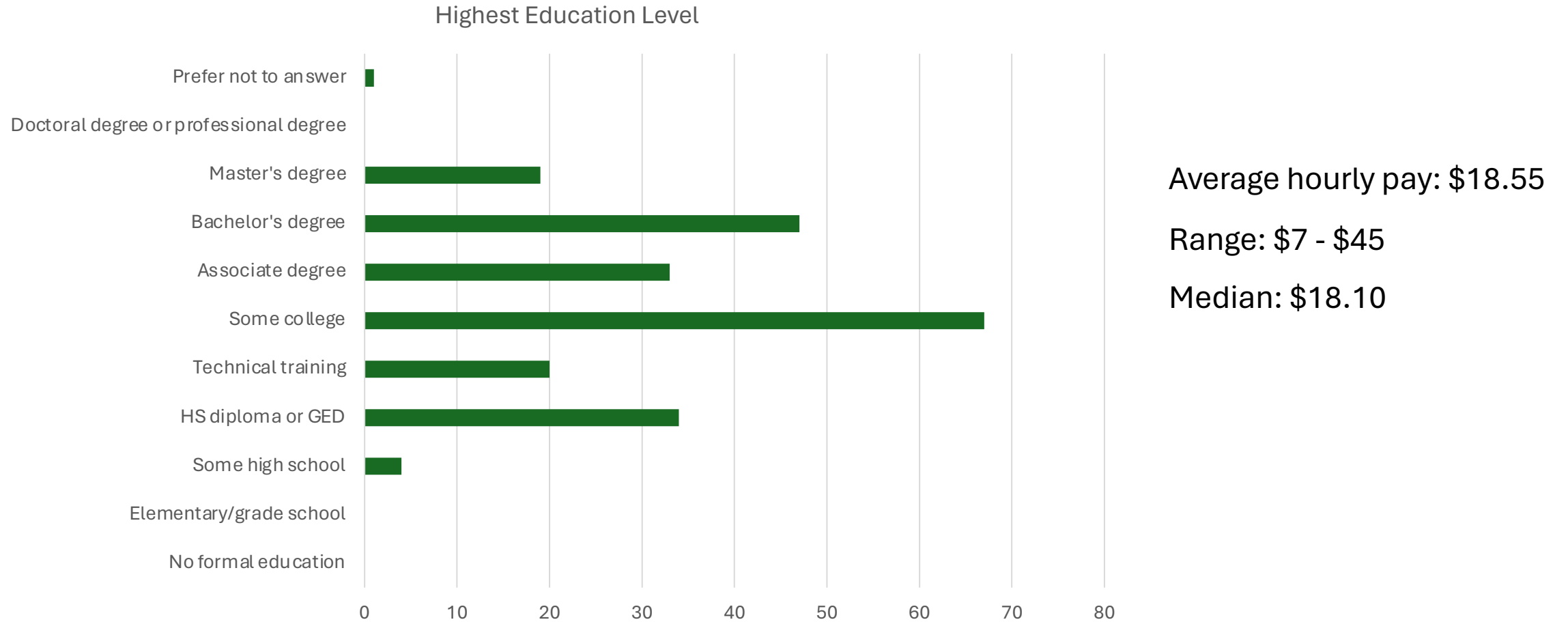
- 45% were employed as CHWs
- 54% of those were employed in other positions

11% seeking employment

- 90% were looking for CHW positions

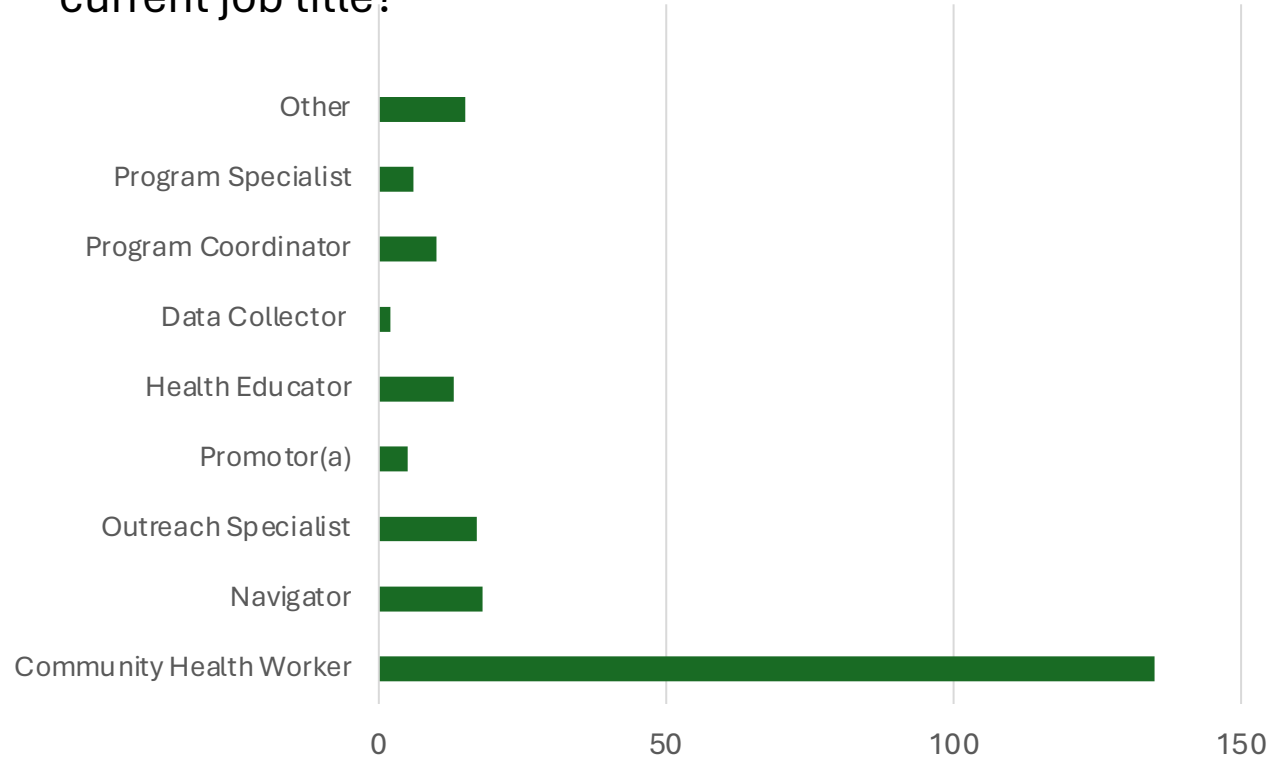
Of those searching for a CHW positions, 61% had been searching for less than 6 months, and 31% for 6-12 months

Of those who were employed full time as CHWs...

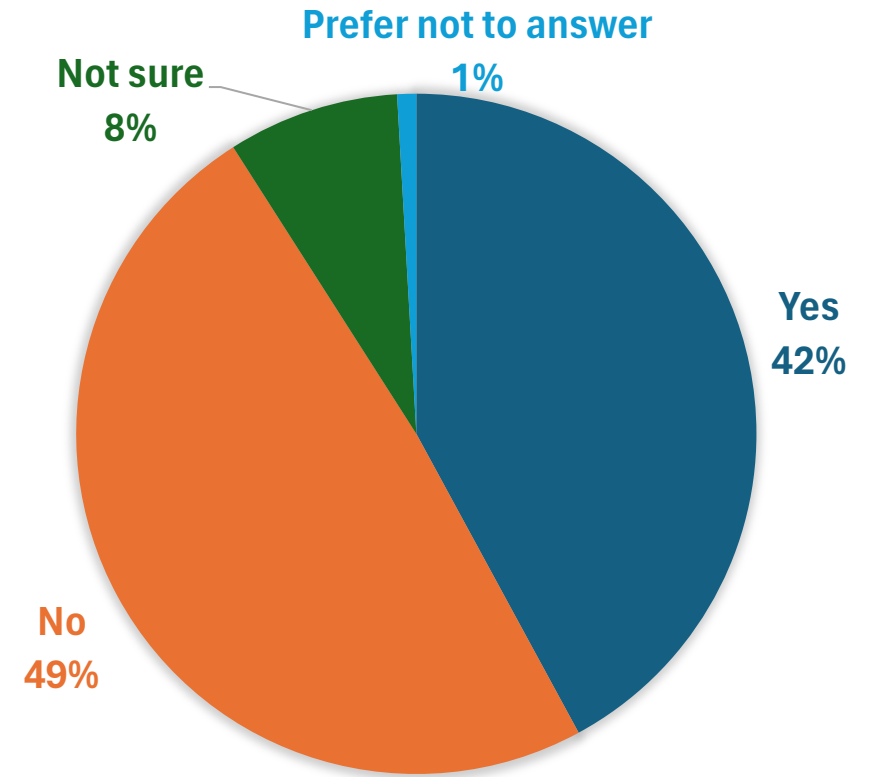


Of those who were employed full time as CHWs...

What option most closely matches your current job title?



EMPLOYED AS PART OF A CLINICAL TEAM



81.4% stated their employer required CHW certification

Employment



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



78% of those in a CHW positions stated their employer requires CHW certification

Employers

Health care entity
(17.5%)

Community health
center (16.7%)

Community-
based
organization
(12.6%)

Educational
institutions
(11.3%)

Health insurance
companies or
health plans
(9.5%)

Social/community
services (8.8%)

Funding & Salaries

- 54% of those in a CHW positions were grant funded
- Average hourly rate was \$14.51, with a median of \$17 and a range of \$7-45
- When asked about salary
 - 54% were very satisfied or satisfied
 - 23% were neutral
 - 24% were unsatisfied or very unsatisfied
- 65% received a pay raise in the past 5 years while 29% had not

CHW Tasks & Responsibilities

Statement	Daily (frequently)	At least once per week (sometimes)	At least once per month (occasionally)	At least once per year (rarely)	At least once per year (rarely)	Never	Prefer not to answer
Case Management (resource referral, care coordination)	61.25%	19.17%	5.42%	2.50%	2.08%	7.92%	1.67%
Health Education and/or promotion	60.74%	23.55%	5.79%	1.24%	2.07%	4.55%	2.07%
Community organizing	40.08%	21.90%	15.29%	5.37%	2.89%	11.98%	2.48%
Individual and community advocacy	56.30%	16.39%	13.87%	2.10%	2.94%	5.88%	2.52%
Cultural Mediation among Individuals, Communities, and Systems	28.81%	19.49%	13.98%	7.20%	3.81%	20.76%	5.93%
Translation/Interpretation	42.68%	19.67%	7.95%	4.60%	4.18%	19.67%	1.26%
Outreach	64.17%	17.08%	10.83%	4.58%	0.83%	2.08%	0.42%
Providing health services in the community (blood pressure screenings, glucose checks, etc.)	24.07%	9.96%	10.37%	5.39%	3.32%	45.64%	1.24%
Providing health services in a clinical setting (blood pressure screenings, glucose checks, etc.)	18.49%	5.04%	7.98%	6.72%	2.10%	57.56%	2.10%
Performing home visits	19.50%	12.45%	12.03%	5.39%	2.49%	47.72%	0.41%
Coaching and social support	40.25%	20.75%	11.62%	4.15%	3.73%	17.01%	2.49%
Research and evaluation	33.61%	17.01%	14.11%	5.39%	4.15%	23.65%	2.07%
Navigation (medical system, health insurance, etc.)	48.96%	17.84%	10.79%	4.15%	2.07%	14.52%	1.66%
Helping people sign up for public assistance programs	45.87%	22.73%	12.81%	4.13%	2.07%	10.74%	1.65%

Experience as a CHW Employee

- Do you feel **respected** as a CHW by the other healthcare, social service, and/or education providers with whom you work?
 - Completely or A lot - 67.62%
 - Some - 22.95%
 - A little or not at all – 8.61%
- Do you feel your CHW work is **valued** by the other healthcare, social service, and/or education providers with whom you work?
 - Completely or A lot - 61.47%
 - Some - 25.41%
 - A little or not at all – 11.89%

CHW Supervision

- Please rate the overall quality of the individual supervision you received within the last 30 days (including administrative and/or clinical supervision).
 - Excellent/Good – 81.61%
 - Fair – 11.66%
 - Bad/Awful – 4.04%
- My supervisor advocates for the role of CHWs with upper management (staff who rank above the supervisor).
 - Strongly agree/Agree – 77.83%
 - Neutral – 15.38%
 - Disagree/strongly disagree – 6.79%
- In my organization, CHWs participate on hiring panels when CHW supervisors are selected.
 - Strongly agree/Agree – 47.73%
 - Neutral – 18.18%
 - Disagree/strongly disagree – 26.37%

Have you ever been asked to perform a job/task that was outside your comfort level as a CHW?

22.55% said Yes

Technology

- Desktop computer (26.68%)
- Laptop (32.33%)
- Tablet (12.19%)
- Smartphone (27.21%)

How do you use your technology tools in your workplace? (Select all that apply)	
Documentation of interactions with clients	14.87%
Resource navigation	14.36%
Filing out applications for public services	10.68%
Researching health information	12.37%
Teaching or educational tools	10.68%
Tracking clients' progress	8.91%
Texting with clients	8.91%
PowerPoint presentation	8.47%
Talk with clients (before or after texting with clients)	10.31%
Other	0.37%
None of the above	0.00%
Prefer not to answer	0.07%

Association Engagement

- 30.97% are members of TAPCHW
- 22.65% are members of a local association
- 48.69% did not know if there was a local CHW association
- 11.71% stated there is not a local CHW association in their area
- Main reasons for joining a CHW Association included
 - To network & build professional relationships
 - To stay current on information about the profession
 - Access to free professional development/CEs
 - To advance/support the profession
 - To be involved/support the association

Of those who were not members, 60% were interested in joining a local association

Interest in HB 1575

68% said of CHWs expressed an interest in learning more about participating in the Medicaid program after the passing of House Bill 1575

61.19% interested in receiving communication about updates

Implications & Opportunities

***HB1575 Summit for CHWs
Early 2025*





Questions?

Contact Information

- Denise Hernandez
denise.hernandez@uta.edu,
817.272.3153
 - Julie St. John
julie.st-john@ttuhsc.edu,
325.513.4943
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