Workforce Standards for Community Health Workers in Texas: Implications for Credentialing and Integration into Healthcare Systems

CHW P.O.W.E.R. Project
Promoting Opportunities for Work & Enhanced Reimbursement

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Acknowledgement:
- This work is supported by a grant from the Michael and Susan Dell Foundation.
PROJECT OVERVIEW

- Funded by Michael & Susan Dell Foundation
- Project Term: 11/01/2016 – 10/31/2017

Methods:
- Environmental scan
  - Literature reviews
- Evaluation of existing data
- Electronic Survey of certified CHWs (n=180)
- Qualitative interviews of multilevel stakeholders (n=20)

Purpose:
- To conduct a thorough assessment of certification, training, previous and current work experience, roles and activities, and workplace satisfaction among currently certified CHWs.
• Texas Certification Program
  – Began 2001
  – ~4,000 certified CHWs

• DSHS Health Service Region #7
  – Austin, College Station, Waco, San Marcos
    – Total certified CHWs = 240
  – n = 142, response rate of 59%
• Sample Demographics
  – 75% Female
  – Avg. age 44, range 23-69
  – 62% Hispanic/Latino
  – 68% had some college or bachelors
  – 86% took the survey in English
  – 43.3% income did not meet financial needs

Photo: Texas A&M: Healthy South Texas
DISTRIBUTION OF CHW EMPLOYMENT

Jobs Held by Certified CHWs by Type of Certification (n=134)

- Current Paid CHW (n=55): 42.3%
  - Trained: 20
  - Grandfathering: 35
- Volunteer CHW (n=24): 18.5%
  - Trained: 14
  - Grandfathering: 10
- Current Unemployed (n=8): 6.2%
  - Trained: 2
  - Grandfathering: 6
- Employed-Unrelated (n=43): 33.0%
  - Trained: 19
  - Grandfathering: 24
CURRENTLY PAID CHWs (n=55)

• Employers:
  – Public health organization or government agency: 38.2%
  – Other: 21.8%
    » Non-profit Organization: 10.9%
  – Medical service provider: 16.4%
  – Health insurance company: 9.1%
  – Grassroots organization: 5.5%
  – Faith based organization: 5.5%
  – Social service provider: 3.6%
CURRENTLY PAID CHWs (n=55)

Activity & Roles (average % of each activity & roles)

- Health education: 21.1%
- Case management: 18.59%
- Navigation: 11.67%
- Outreach: 11.13%
- Public assistance programs: 7.8%
- Other: 6.92%
- Transition: 6%
- Coaching and social support: 4.43%
- Advocacy: 3.96%
- Research: 3.43%
- Community organizing: 3.02%
- Medical services in the community: 2.75%
- Medical services in the clinical setting: 1.32%
CHWs IN CLINICAL SETTINGS

Chronic disease care (classes, one-on-one support)

Follow-up care (home visits/discharge)

Outreach and navigation
FUNDING FOR CHWs

Fee for service

Global budgets/capitated payments

Per member per month payments
NEXT STEPS

Statewide CHW Workforce Survey

CHW Workforce Report

APHA Presentation

Develop CHW workforce resources based on stakeholder feedback