

PLAYBOOK

**SENATE BILL 8 EMERGENCY MEDICAL
SERVICES (EMS) WORKFORCE RECRUITMENT
AND RETENTION**



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Updated April 18, 2023

Playbook Updates

Date	Version	Changes Made (Page)
1/4/23	V2.3	Update tracker included (2). Website link updated (4,9). Deliverables contacts updated (10). FAQs updated (27).
4/12/23	V2.4	Course coordinator reimbursement process added (8).
4/18/23	V2.5	Course Coordinator pledge language added (8). Course Coordinator Flowchart added (38).
4/18/23	V2.5	Course Coordinator Pledge Form added (39).

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Website and Document Links

Team Texas EMS

dshs.texas.gov/emstexas

Visit the Team Texas EMS website for up-to-date information and resources.

FY 2023 EMS Recruitment and Retention Workforce Project

Statement of Work Deliverables

View grantee responsibilities and requirements.

Emergency Medical Services Education (EMSE) Funding Application

EMSE Application Process

View for information on completing and submitting the EMSE application for reimbursement.

RAC Administrative Support: EMS Regional Workforce Development Recruiter

Sample Job Description – Recruiter

This is a sample job description for an EMS recruiter position.

Interactive Map

Texas RACs

View for the most commonly asked questions by RACs, EMS education programs, providers, and students.

RAC Administrative Support: Grant Specialist

Sample Job Description – Grants

This is a sample job description for an EMS recruiter position.

Frequently Asked Questions

FAQs

View commonly asked questions for RACs, EMS education programs, providers, and students.

Certification Flowcharts

EMS Certification Levels

Pathway to Initial Certification

Upgrading Current EMS Certification

Next Steps after Passing NREMT

View the graphics for more information on the certification process.



Introduction

The COVID-19 pandemic and other long-term factors created staffing challenges in the Texas and National emergency medical services (EMS) industry. Almost every Texas EMS agency continues to experience significant staffing shortages due to EMS professionals feeling the impact of responding to COVID-19. In addition, EMS professionals are leaving the field at a higher rate than ever due to burnout, the risk of COVID-19, and new career opportunities outside of EMS that can offer higher salaries, among other factors. The Texas Department of State Health Services (DSHS) released data indicating that only 35 percent of licensed Texas EMS professionals submitted a patient care report during the first eight months of 2021.



To support the growing opportunities in the field of EMS, the Texas Legislature is providing \$21.7 million to distribute towards the funding of EMS education and retention. The Senate Bill (SB) 8 EMS recruitment and retention initiative aims to increase the Texas EMS workforce by 2,500 certified personnel.

Top Three Goals of SB 8

- ▶ Increase personnel actively working on an ambulance
- ▶ Reduce the burden in rural/frontier and underserved areas
 - Rural: A county or area with less than 50,000 in population.
 - Underserved: A county or area where the minimum level of EMS care is diminished or does not exist.
- ▶ Retain currently certified personnel

Barriers to Increasing EMS Workforce Numbers and SB 8 Resolutions

Difficulty paying out-of-pocket tuition up front:

Education scholarships available to cover tuition, books, supplies, and first NREMT exam to eliminate most of the up-front costs for education and certification.

Certified personnel not using EMS skills on an ambulance:

Scholarship opportunity requires a commitment from newly certified or upgraded personnel to serve on an ambulance for a required amount of time.

Rural/frontier - greatest need for certified EMS personnel:

Funding focuses specifically on providing access to DSHS-approved education in rural, frontier, and underserved areas.

RAC Role in the Recruitment, Education, and Certification Process

- ▶ Coordinate with the relevant entities and participants to provide education scholarship funding and equipment for the emergency medical services (EMS) workforce development initiatives.
- ▶ Prioritize the availability of EMS education programs and EMS providers in rural or underserved areas of Texas. Programs and EMS providers must be currently licensed by the Department of State Health Services (DSHS).
- ▶ Provide administrative and recruitment duties necessary to complete this initiative's deliverables, requirements, and responsibilities.

Administrative Support

Funding has been allocated to offset associated administrative costs to assist with this initiative's recruitment and administrative responsibilities. Regional Advisory Council (RAC) leadership is encouraged to be creative in using the funds to best support the needs of their individual or combined regions.

Ideally, RACs will provide an **EMS Regional Workforce Development Recruiter** to assist interested students in gaining Texas EMS education and certification, working together with RACs, EMS Education programs, and EMS providers to develop applicants for current and future staffing positions, whether volunteer or career.

In addition to an EMS Regional Workforce Development Recruiter, RACs may consider hiring a **Grant Specialist** to provide consultative services and technical assistance to program staff, governmental agencies, community organizations, and the public concerning the funding opportunities as provided by Senate Bill 8.

Application Process

1. Before starting the application process, ensure that all students seeking scholarships are eligible for certification or licensure in Texas, pursuant to **TAC 157.33**.
2. Complete and submit an Emergency Medical Services Education (EMSE) Funding Application.
3. Application packets will be submitted to the RAC by an EMS education program or sponsoring EMS provider.
 - EMSE Scholarship Funding Application
 - Student Agreements
 - Course Schedule
4. RAC staff will verify the information in the application and that the application packet is complete.
5. Application and related documents are then forwarded to the appropriate staff within the RAC for approval and processing.
6. When final approval is received, the RAC will make scholarship payments to the EMS education sponsor or EMS provider prior to the student starting the course to cover education, books, necessary materials, and the student's cost for one National Registry

EMT examination process at the following **maximum** amounts based on past history of cost for the same education:

Emergency Medical Technician (EMT)	\$2,000
Advanced Emergency Medical Technician (AEMT)	\$3,200
Paramedic Education	\$8,000

7. Once the student completes the course, they have 90 days from the last official day of scheduled class to complete the certification process and start serving 96 hours a month, volunteer or paid, for the following amount of time:

Emergency Medical Technician (EMT)	One year
Advanced Emergency Medical Technician (AEMT)	Two years
Paramedic Education	Two years

8. Only courses starting after **September 1, 2022**, will be eligible for funding. EMSE scholarship funding is only available for courses with a class start date of September 1, 2022, or later.

Course Coordinator Reimbursement Process

Student must do the following before requesting reimbursement:

- Pay for the course using personal funds and provide proof of purchase made with the student's personal funds.
- Complete the course and provide proof of course completion during 2023 or by December 31, 2024.
- Complete the state certification process.
- Within 90 days of completing certification process, provide either a letter from the EMS Education program the student will be working for OR a letter of intent to start the EMS Education Program process.
- Pledge to teach or support an EMS education program 24 hours a month for one (1) year following certification.

Once the student completes the above steps and provides the required documentation, the RAC will reimburse the student for the \$600 course fee using available equipment or incentive funds. *Note: Documentation must be provided within the eligible timeframe while the RAC still has available funds.*

Funding Plan

The SB 8 scholarship funding plan will be based on the official DSHS two-year statement of work. All applications for scholarships will go through the RACs. Funds are available to support the administrative and equipment needs of this EMS education initiative. Any returned student funding can be used to provide additional EMS education courses; RACs must have the money spent by 12/31/24.

Reports from the RACs are due 30 days after close of contract (mid-February if closed on 12/31/24); deadline for DSHS to report to the governor's office is 3/31/24.

\$12.5 Million	Scholarships
\$4 Million	RAC Administrative Cost
\$3 Million	Education Incentives
\$1 Million	Education Equipment

Together, we are building a better, patient-centered Trauma and Emergency Healthcare System.

Contact Information

Office of EMS/Trauma Systems

Texas Department of State Health Services
1100 West 49th Street
Mail Code 1876
Austin, Texas 78756

Phone: (512) 834-6700

Fax: (512) 206-3780

Email: TEAM-TEXAS-EMS@dshs.Texas.gov

Website: dshs.texas.gov/emstexas



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Health and Human Services

**Texas Department of State
Health Services**

Appendix A: EMS Recruitment and Retention Workforce Project Deliverables

Grantee Responsibilities and Requirements

1. The RAC may use funds to administer the Contract deliverables, requirements, and responsibilities.
 - a. Direct costs identified under federal guidelines and those which can be identified and accounted for separately with a high degree of accuracy will be allowed.
 - b. Indirect costs incurred to support general business operations but not attributable to this specific project will not be allowed.
2. The RAC will submit the following reports and documents per the deliverables reporting calendar.
 - a. Submit quarterly progress reports describing expenditures and/or upcoming planned expenditures and remaining balances from allocated funds.
 - b. Submit quarterly expenditure supporting documentation reflecting the expenditures for the EMS workforce development initiative and EMS education programs.
 - c. Submit quarterly and final financial status reports.

Comply with the reporting requirements on the deliverables reporting calendar. The deliverables reporting calendar and templates will be emailed to the grantee no later than 30 days from the contract's start. The reporting calendar will include deadlines for all deliverables described herein. Submit all above-required reports/deliverables and any additional requested reports to **CMUReg.svcs@dshs.texas.gov**, **Samiyah.Bailey@dshs.texas.gov**, and **Joshua.Finholt@dshs.texas.gov**.

3. The RAC will submit to DSHS upon request a summary report of activities funded through this project, which includes the following information when available:
 - a. Dates and times the EMS courses were provided.
 - b. Level of certification of the EMS courses provided.
 - c. First and last names of all students that attended and completed the EMS course.
 - d. Physical location and address of the EMS program offering the course
 - e. Written pledges on the student agreements, signed and dated by the students, acknowledging their commitment to providing at least 96 hours of service per month to the sponsoring entity (paid or volunteer-based) for either one or two years, in accordance with the student's highest level of training:
 - At the EMT level, at least one year of EMS services to an EMS provider in their local area;
 - At the AEMT or paramedic level, at least two years of EMS services to an EMS provider in their local area; or
 - If deemed appropriate, alternative agreements may be considered under extenuating circumstances that serve the best interests of the parties affected.
4. Completed recruitment and/or publicizing activities (at least one monthly activity).
 - a. Provide requested information to describe the type of activity completed.
 - b. Activities may include general correspondence (email or regular mail).
 - c. Include the date, location, and number of people attending the organized event (virtual or in person).
 - d. When appropriate or applicable:
 - Include relevant employers and volunteer/non-profit entities in these activities.
 - Include EMS education committees and/or EMS committees in these activities.

Appendix B: Emergency Medical Services Education (EMSE) Funding Application Information

(For reference only.)

General Information

The COVID-19 pandemic and other long-term factors created staffing challenges in the Texas and National emergency medical services (EMS) industry. Almost every Texas EMS agency continues to experience significant staffing shortages due to EMS professionals feeling the impact of responding to COVID-19. In addition, EMS professionals are leaving the field at a higher rate than ever due to burnout, the risk of COVID-19, and new career opportunities outside of EMS that can offer higher salaries, among other factors. The Texas Department of State Health Services (DSHS) released data indicating that only 35 percent of licensed Texas EMS professionals submitted a patient care report during the first eight months of 2021.

The 87th Texas Legislature recognized the EMS workforce crisis and appropriated \$21.7 million during the third special session to create an EMS education and retention initiative.

The EMS education scholarship funds are distributed based on a documented need. The process strives to meet the needs of the EMS providers. It relies on input from the Regional EMS Offices to determine the severity of the problem and recommendations on funding.

The Department of State Health Services will provide EMS education to students who agree to perform emergency medical services (EMS) for at least one (1) year with a local emergency medical services provider at the EMT level and two (2) years for AEMT and Paramedics. Students who fail to test or become certified and fulfill this agreement within 90 days of the official last day of class may have administrative action taken against them, including but not limited to tuition repayment.

Procedures for Completion and Submission of EMSE Scholarship Funding

Follow the steps below to ensure consideration of your request.

1. Review the EMSE funding program request document thoroughly.
Incomplete or incorrectly completed forms may result in delay or denial of your request.
2. Complete the EMSE Funding Application, student agreement forms, and course schedule. These are to be completed for and by the course sponsor, course coordinator, or sponsoring EMS provider. Incomplete forms will delay the processing of your request, which will delay your proposed course start date. **The completed application and all supporting documents must be submitted and approved prior to your proposed course start date.**

Submission

The EMSE scholarship funding application and all other supporting documents must be submitted to your regional advisory council (RAC).

Signatures of the course coordinator, course sponsor, or sponsoring EMS provider are required to process the submitted request to affirm all parties are aware of this course and that all information submitted on the application is accurate.

Note: Do not start a class before receiving final RAC approval. Once the application for EMSE scholarship funding is complete and the RAC verifies all information, the RAC reviewer will forward the application and related documents to the appropriate RAC staff for approval and processing. Reimbursement **will not** be authorized for any requested EMSE scholarship funding course begun without prior approval.

Penalties

Falsifying or omitting documentation related to the need or situation will result in the revocation of funds. Persons who knowingly submit erroneous or fraudulent information will be subject to actions by the DSHS in accordance with either 157.16 (relating to provider license) or 157.36 (relating to EMS personnel), as

appropriate. It is understood that it is a Class A misdemeanor violation of Texas Penal Code sec. 37.10 to submit a false statement to a governmental agency.

Approval Process

► Approval

1. Upon receipt of a complete application, the RAC will compile the application information to ensure complete information is ascertained for approval.
2. The RAC will then approve the EMSE application.
3. The RAC will make payment to the EMS Education Program or the EMS Provider.
4. An EMSE scholarship application will not be approved for payment if the course starts prior to the official notification by the RAC.

Note: *Each EMSE scholarship funding application will have a prescribed start and end date, which should be ample time to complete the course. (EMT – maximum of 120 days to complete, AEMT – maximum of 240 days to complete, Paramedic – maximum of 365 days to complete) The end date of an application, though firm, can be extended under extenuating circumstances. It is essential that the education sponsor contact the RAC immediately if, for some reason, the course cannot be completed by the approved date.*

Approval of EMSE scholarship funding applications will be determined based on the approved statement of work provided to the RAC. In addition, applications from rural or underserved counties and counties with a demonstrated need for EMS education will be given special consideration.

- **Rural** Criteria: A county or area with less than 50,000 in population.
- **Underserved** Criteria: A county or area where the minimum level of EMS care is diminished or does not exist.

► **Non-Approval**

1. If the RAC does not recommend funding the EMSE request, an email will be routed to the requesting person or entity.
2. The requesting person or entity has the right to appeal the decision to the RAC leadership.
3. The requesting person or entity has the right to appeal the decision to the DSHS leadership for final consideration.

Special Notes

Do not start a class before receiving final approval, as any class that begins without prior approval will not be funded.

The EMS education sponsor or EMS provider will not be compensated for any expense incurred before the start of the class that is not explicitly stated within the approved application, with the exception of educational supplies or materials. Payments will only be made to the EMS education sponsor or EMS provider named in the application that is specified to be no higher than the following amount:

- Paramedic Education at \$8,000 per person
- Advanced-EMT Education at \$3,200 per person
- EMT Education at \$2,000 per person

Submission of Application

Application requests will be submitted to your local RAC.

Payment Process

RACs will enter into an agreement with an EMS education program or EMS provider.

It is the responsibility of the education program or sponsoring EMS provider to provide the education, books, necessary materials, and the student cost for taking the National Registry EMT examination process one (1) time.

For auditing purposes, the person or entity submitting the application should have a valid Taxpayer Identification Number [either an Employer Identification Number (EIN), Vendor Identification Number (VIN), or Texas Identification Number (TIN)] before entering into an agreement with the local RAC. Valid Taxpayer Identification Numbers are issued for the purpose of tax administration and are not intended for participation in any other activities (e.g., tax lien auction or sales, lotteries, etc.). The person or entity who submits the application must be in good standing with the state, and if applicable, their franchise tax account status must be “active.” For more information or to verify your status, please visit the Texas Comptroller of Public Accounts [website](#).

EMSE Scholarship Standards

Scholarships will be provided based on the following standard(s):

1. The EMS course sponsor or the sponsoring EMS provider will receive the amount directly from the RAC in the amount stated above.
2. The amount will be forwarded to the EMS education program or the sponsoring EMS provider before the student starts the course.

Book(s) and Course Material(s)

Costs of textbooks, education materials, and one (1) NREMT exam should be considered in the scholarship amount stated above.

Please be aware that effective January 1, 2023, all Cognitive Examination fees per attempt are:

- EMR: \$88
- EMT: \$104
- AEMT: \$144
- Paramedic: \$160

Travel or Employment Compensation

There will be no travel costs or backfill payments for employers when the student is in class. The intent of this project is to provide future EMS personnel with education leading to EMS certification at minimum cost to the student.

EMSE Funding Application

Failure to complete all applicable information may delay application processing/approval.

1. Name of sponsoring agency/organization or EMS education program
2. Physical address (street, city, and zip code)
3. Mailing address, if different from physical (PO box, street, city, and zip)
4. EMS Provider license number
5. County or counties your service provides care to
6. Regional Advisory Council/Trauma Service Area
7. Name of EMS education program if an EMS provider provides the application
8. A signed agreement by the student to provide EMS in an ambulance for one (1) year for EMT and two (2) years for AEMT and Paramedic within 90days of the last official day of class
9. Projected start and end date of the course

Counties with less than 50,000 in population or underserved areas will be considered higher priority for funding.

Counties with higher population levels will be determined on a case-by-case basis.

Course Sponsor

- To be completed by the course sponsor.
- Signature of Course Coordinator is required.
- A valid Taxpayer Identification Number (TIN) should be listed in the application process. If a TIN is not assigned, go to the Texas Comptroller of Public Accounts [website](#) for directions on how to obtain one.
- Type of Entity: Non-Profit or For-Profit AND indicate if with the city or county (if applicable).
- If the above information or forms are not submitted and completed, your application request may be withheld, which could delay the course start date.

Sponsor (Firm Name)			
Firm Administrator			
Firm Mailing Address		TX	
Firm Physical Address		TX	
Phone #			
Office #			
DSHS Firm ID #			
Email Address			
Employer Identification Number (EIN)			
County			
Course Start/End Date	Start Date:	End Date:	
Number of Students:	Entity Type:		

Name of Course Coordinator or EMS Provider	
Name of Medical Director	
Medical Director Office Mailing Address	
City, County, and Zip	
Office Phone:	Email Address:

Course Coordinator Signature

Date

To be completed by RAC Staff:

Contract Start/End Date	
Contract Amount	
Course Number:	
Comments:	

Information on the EMSE Course

Coordinator Name			
Name of Education Program Affiliation			
<input type="checkbox"/> To verify that the EMS Education Program is aware and has agreed to allow students to test upon completion, check this box.			
Mailing Resident Address		TX	
Physical Resident Address		TX	
Phone #			
Office and Fax #			
DSHS EMS ID #			
Email Address(es)			
County of Course			
Course Start/End Dates	Start Date:	End Date:	

Student Agreement

I, _____ (print name of student), agree to provide one (1) year of service as an EMS provider in an ambulance at the EMT level or two (2) years as an AEMT or Paramedic for which I received this education. In return for receiving the EMSE scholarship under the 87th Texas Legislature, Senate Bill 8, I will successfully complete the class and the NREMT certification examination. I understand that failure to complete the required year(s) of service may cause the Texas Department of State Health Services to take administrative action against me, including but not limited to tuition repayment.

Print Name:	
Mailing Address:	
City, Zip, and County:	
Contact Phone Numbers:	
Email:	
Sponsoring EMS Provider:	
Signature:	Date:

Appendix C: Sample Job Description for EMS Regional Workforce Development Recruiter

The EMS Recruiter position within a Regional Advisory Council (RAC) in a defined region of Texas will provide centralized support to Emergency Medical Services (EMS) organizations in recruiting interested students to become qualified Emergency Medical Technicians (EMTs), Advance EMTs, and Paramedics. This position is responsible for building robust talent pipelines, education resources, and recruitment strategies based on a statewide recruitment plan. The EMS Recruiter will assist interested students in gaining Texas EMS certification, education, and information on employment opportunities.

Essential Job Functions (EJF)

This position includes working within the RAC system office or a combination of office and telework, depending on the RAC structure.

- Develop and maintain relationships with regional EMS hiring directors and managers to determine the short and long-term EMS hiring needs in a designated region.
- Establish and nurture relationships with in-person visits, phone calls, and virtual meetings with potential referral sources such as high schools, career centers, and volunteer fire departments with the goal of sharing information about EMS careers and EMS education opportunities.
- Establish and maintain a strong relationship with EMS providers in the region to understand staffing needs, employment opportunities, incentives, and qualifications for employment.
- When appropriate, partner with local agencies for presentations and demonstrations on a career in EMS.
- Source applicants through various methods, including advertising, recruiting, job sites, and career fairs.
- Network through industry contacts, association memberships, social media, trade groups, and community-based organizations to create and maintain recruitment pipelines.

- Seek opportunities to address potential EMS student candidates directly through demonstrations, career fairs, and direct referrals from the Texas EMS recruitment website and provide detailed presentations about the EMS field, career opportunities, the scope of practice of EMS professionals, and the kinds of skills and equipment used by EMS professionals.
- Respond directly to inquiries from the Texas EMS recruitment website.
- Develop and implement a needs assessment and regional plan based on the EMS organization's current staffing, existing vacancies, and anticipated staffing needs. The plan shall provide a pathway to increase the number of EMS students and EMS professionals in the region.
- Aid and provide direction to interested student candidates to facilitate enrollment in an EMS education program and/or sponsorship by a regional EMS agency.

Knowledge, Skills, and Abilities

- Knowledge of modern office practices and administrative procedures.
- Skilled in the use of standard office equipment and software.
- Ability to use correct spelling and arithmetic in English.
- Ability to learn and carry out oral and written instructions.
- Ability to create and maintain complex computer records and files.
- Ability to meet, present to, and deal effectively with the public.
- Ability to use a computer and use Windows-based software, including MS Word, Excel, PowerPoint, and TEAMS.
- Ability to organize work and manage time effectively.
- Ability to work independently or in cooperation with others using sound judgment in difficult situations.
- Ability to plan and organize multiple competing tasks effectively and efficiently.
- Ability to maintain confidential information.
- Ability to adhere to all RAC Policies and universal expectations for personal responsibility and the Guiding Principles, Code of Ethics, and Standards of Conduct knowledge.

- Must be able to demonstrate competence and confidence in facilitating and leading group presentations.
- Comfortable with analytics and the ability to present data in a factual and compelling manner.
- Attend recruitment events as needed, including occasional night or weekend presentations/recruiting open houses.
- Be a subject matter expert on upcoming EMS education opportunities in the region, as well as qualifications for entering an education program and the career paths in EMS.

Licensure

Hold or able to obtain a valid Texas driver's license within 60 days of the first day of employment. Employees must meet and maintain an acceptable driving record. Current EMT, AEMT, or Paramedic is preferred.

Selection Criteria

High school graduate or GED required. Must have knowledge of the Texas EMS system. Certificated as EMT, AEMT, or Paramedic with five years of experience in EMS operations preferred.

Appendix D: Sample Job Description for Grant Specialist

Under the supervision of the Regional Advisory Council (RAC), the Grants Specialist provides consultative services and technical assistance to program staff, governmental agencies, community organizations, and the public concerning the funding opportunities provided by Senate Bill 8.

The Grants Specialist is the liaison between EMS providers, EMS education programs, State EMS/Trauma Systems, students, and the RAC. The Grants Specialist facilitates communication and collaboration between all contract stakeholders and serves as a point of contact for all contractual accountability activities between the state and contractors; assists with fiscal monitoring staff regarding risk assessments, desk audits, and on-site reviews; and works under minimal direction with extensive latitude for the use of initiative and independent judgment.

Essential Job Functions (EJF)

Attends work on a regular and predictable schedule in accordance with the RAC's policies.

- Utilizes various software packages (such as Microsoft Outlook, Excel, Word, and Access) to develop, monitor, and provide funding per state guidelines for EMS education grants.
- Collects data and information to develop calculations for EMS, RACs, and allocations and provides reports that demonstrate the progress and effectiveness of implemented programs as well as other associated work assignments.
- Processes assigned requisitions/applications in an automated environment; reviews requisitions/applications for completeness and compliance with applicable requirements prior to processing; prepares, reviews, releases, and tracks payments for EMS education; and monitors legal and regulatory requirements pertaining to scholarships.
- Collaborates with the RAC, state staff, and stakeholders to seek input on funding-related issues in providing EMS Education scholarships.

- Provides consultative services and technical assistance for RAC staff, which includes managing and overseeing special projects and assignments to advance a statewide recruitment and retention EMS workforce project.
- Other duties as assigned include actively participating and/or serving in a supporting role to meet the RAC's obligations for disaster response and/or recovery or Continuity of Operations (COOP) activation.

Knowledge, Skills, and Abilities

- Knowledge of contract/grant management theory and practice, including financial management, process improvement, and quality management.
- Knowledge of purchasing and procurement methods and procedures.
- Knowledge of state government structure and functioning.
- Demonstrate strong written and oral communication skills.
- Knowledge of basic office practices and administrative procedures.
- Skill in building and maintaining effective working relationships, exercising professional judgment, tact, discretion, and diplomacy.
- Ability to interpret regulations, rules, policies, and procedures.
- Skill in the use of Microsoft Office software (e.g., Excel, Word, SharePoint, Teams, and PowerPoint).
- Skill in effective customer service practice and providing technical assistance to a variety of stakeholders

Registration or Licensure Requirements

A Bachelor's degree in a related field of discipline from an accredited college or university is preferred. Experience may substitute for education.

Frequently Asked Questions



EMS Education and Training Scholarships in Texas



Students

Q: Where can I obtain information about EMS training scholarships that are available in my area of the state?

A: Use [this map](#) to identify the Regional Advisory Council (RAC) that serves your county and contact them to request information about available EMS scholarships in your area. Additional information available at dshs.texas.gov/EMSTexas.

Q: What can be paid for using scholarship funds?

A: Scholarship funds can be used towards your education, education material and the ability to take the National Registry of Emergency Medical Technicians (NREMT) examination for the first time only.

Q: What cannot be paid for using scholarship funds?

A: Scholarship funds cannot be used towards your student uniform, lab coat, required equipment, etc. or towards your state certification.

Q: Can I receive education to move from Emergency Medical Technician (EMT) to Advanced Emergency Medical Technician (AEMT) consecutively, and receive funding?

A: Yes.

Q: I have one year left on my volunteer/employment obligation in this program. I accept another job offer with an out-of-state ambulance. What happens?

A: Contact the [Regional Advisory Council](#) office or the [EMS-Trauma Systems Unit](#). Funding will need to be returned to the sponsoring agency or entity.

Q: What happens to my tuition or any remaining balance if the education program closes without notice and I cannot finish my course? Who do I contact for help?

A: Contact the [Regional Advisory Council](#) that processed the scholarship or the [EMS-Trauma Systems Unit](#) for assistance with completing the scholarship requirements.



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Students (Cont.)



Q: If I'm working or volunteering for a DSHS-licensed EMS provider on an ambulance, community paramedic program, or special event response, will these hours count toward my service requirement?

A: Yes, so long as you are working or volunteering for a current [Texas-licensed EMS](#) provider.

Education Programs



Q: Who is eligible to receive the scholarship incentive?

A: The EMS education program will receive the incentive through the EMS provider or the [Regional Advisory Council](#) (RAC).

Q: What must an EMS education program include to apply for scholarships?

A: At minimum, the EMS program must include tuition, books, and the fee to take the National Registry of Emergency Medical Technicians (NREMT) exam the first time. An EMS education program is not prohibited from providing additional resources to the students.

Q: May an education program receive the incentive for a non-scholarship student? Example, a community college has twenty students in a paramedic course with two students on scholarship. How much of an incentive payment can the program receive?

A: Only the students receiving the scholarship through the approved education program qualify for the incentive.

Q: Does the funding for one National Registry of Emergency Medical Technicians (NREMT) examination include funding for psychomotor (skills) testing at the Advanced Emergency Medical Technician (AEMT) and paramedic level?

A: Yes, this includes one skills exam session.

Q: Which national registry exam does the scholarship pay for?

A: The scholarship pays for tuition, National Registry Exam (practical and written) one time, books and course material. An education program may include other supplies as part of tuition, however the maximum amount paid by the RAC to the EMS Education Provider or EMS Provider is as follows:

- EMT \$2,000
- AEMT \$3,200
- Paramedic \$8,000

Q: What is the cost for the NREMT test as of 1/1/2023?

A: The 2023 Cognitive Examination Fee schedule will reflect the new fees on January 1, 2023.

Effective January 1, 2023, all Cognitive Examination fees, per attempt, are:

- EMR: \$88
- EMT: \$104
- AEMT: \$144
- Paramedic: \$160

Until December 31, 2022, all Cognitive Examination fees, per attempt, are:

- EMR: \$85
- EMT: \$98
- AEMT: \$136
- Paramedic: \$152



Education Programs (Cont.)

Q: If a student fails the NREMT test the first time, it can be difficult to file and find a slot to retake the test within the 90-day timeframe. Agencies state it can take two to three weeks for a test slot to open. Can this language or timeframe be adjusted?

A: DSHS understands this can be a challenge, but the purpose of this project is to increase the EMS workforce as soon as possible. We cannot adjust the timeframe but will allow the RAC to consider providing more time to complete the 90-day requirement on a case-by-case basis. The RAC will need written documentation to allow this hardship and should keep a copy of the document with their Senate Bill 8 files.

Q: What documentation is required to show an education entity's inability to complete Paramedic training in 365 days?

A: The goal of this project is to increase the workforce as fast as possible, keeping in mind that the student will need to balance education, work and family. When constructing the timeframe, a 90-day window was built-in to complete the testing process and to begin working or volunteering for an EMS Provider.

- If unable to meet the required timeline, documentation from the course coordinator should be sent to the RAC executive director stating that course enrollment would be higher if the program could offer more time to complete the course. Please note that reasons such as "This is how we've always done it" will not be considered.
- If a program requests additional time and can have the student tested, certified, and working within 90 days after the last official day of class, the project will meet its goal.

Q: How will education programs be able to use awarded incentives? Are there any restrictions or must it go towards direct costs?

A: There are no restrictions on how an EMS education program uses the awarded incentives.

Q: Is there an appeals process if an Emergency Medical Services Education (EMSE) Funding Application is not approved?

A: Yes. Approval of EMSE scholarship funding applications will be determined based on the approved statement of work provided to the RAC. (Special consideration will be given to applications from rural or underserved counties and counties with a demonstrated need for EMS education.)

- If the RAC does not recommend funding the EMSE request, an email will be routed to the requesting person or entity.
- The requesting person or entity has the right to appeal the decision to RAC leadership.
- The requesting person or entity has the right to appeal the decision to DSHS leadership for final consideration.
- This information is located on page 14 of the playbook as well.

EMS Providers



Q: Does an EMS provider need to participate in their local RAC to receive funding?

A: [Texas Administrative Code 157.11 \(n\) \(3\)](#) requires EMS providers to participate in regional advisory councils (RAC) and provide an attestation or documentation that its management staff will or continue to participate in the local regional advisory council. If an EMS Provider is not participating in their local RAC they would not qualify to receive funding.



EMS Providers (Cont.)

Q: Are EMS providers that provide 911 and/or inter-facility transports both eligible to receive scholarships under this program?

A: Yes, both are eligible to participate if they are a current [Texas-licensed EMS](#) provider.

Q: May time employed or volunteering with a local fire department on the fire truck or rescue unit count toward the volunteer or employment obligation?

A: You may only count time volunteering or employed on a Texas Department of State Health Services (DSHS) [licensed ambulance](#).

Q: Are first responder organizations eligible to participate in this program?

A: Scholarship awards are for students working for EMS providers only. The department may review and consider recognized first responder organizations in the future.

Q: What happens if someone becomes injured on or off the job and cannot complete the obligation to volunteer or work on an ambulance?

A: You may extend the requirement time until they are able to work. If they are unable to work, contact the [Regional Advisory Office](#) that processed the scholarship for assistance.

Q: What happens if a scholarship recipient has not fulfilled their volunteer or employment obligation and accepts a job offer with an out-of-state ambulance service?

A: Contact the [Regional Advisory Council](#) office or the [EMS-Trauma Systems Unit](#); funding will need to be returned to the sponsoring agency or entity.

Q: What is the process for recovering funds if a student does not complete the education or fails to complete the service requirements?

A: The EMS Sponsor must make a good-faith effort to recover funds if a student does not finish the program or does not complete the required service. If the EMS Sponsor is not successful in recovering the funds, the RAC office will attempt to recover the funds, and if they fail, the state will then make attempts. *Note: All returned/refunded scholarship money must be used to benefit Senate Bill 8 EMS Recruitment and Retention.*

Q: Is there an appeals process if an Emergency Medical Services Education (EMSE) Funding Application is not approved?

A: Yes. Approval of EMSE scholarship funding applications will be determined based on the approved statement of work provided to the RAC. (Special consideration will be given to applications from rural or underserved counties and counties with a demonstrated need for EMS education.)

- If the RAC does not recommend funding the EMSE request, an email will be routed to the requesting person or entity.
- The requesting person or entity has the right to appeal the decision to RAC leadership.
- The requesting person or entity has the right to appeal the decision to DSHS leadership for final consideration.

Regional Advisory Councils

Q: Who is eligible to receive funding?

A: All education programs and/or EMS providers currently [licensed by DSHS](#).



Regional Advisory Councils (RACs)

Q: Does an EMS provider need to participate in their local Regional Advisory Council (RAC) to receive funding?

A: [Texas Administrative Code 157.11 \(n\) \(3\)](#) requires EMS Providers to participate in RACs and provide an attestation or documentation that its management staff will or continue to participate in the local regional advisory council. If an EMS Provider is not participating in their local RAC, they would not qualify to receive funding.

Q: If a student is eligible for tuition assistance through another program, but that program does not cover the cost of books and the first national registry exam, are RACs able to provide only the funds needed to cover those costs?

A: It is at the discretion of the RAC to determine how funds are distributed – provided the funds are used for education, books, and a one-time national registry exam cost, and does not exceed the allocated amount of funding for the course.

Q: Must all applicants live in the RAC or have pre-existing employment with a RAC-participating EMS member?

A: There is no requirement that someone must live in the RAC to receive a scholarship, but the student must complete their EMS service commitment in an ambulance serving the RAC that provided the scholarship.

Q: For students completing their service commitment, must all 96 hours be completed in the sponsoring RAC? Some EMS agencies have agreements with, and transport to, multiple RACs. Can a student complete their hours in another RAC?

A: Yes, but only if the student completes 96 hours in an ambulance that meets the standard of a rural EMS provider or underserved area of Texas, as determined by the RAC. The two RACs should work together to ensure that the student successfully completes the service requirements.

Q: May time employed or volunteering with a local fire department on the fire truck or rescue unit count toward the volunteer or employment commitment?

A: No. Funds can only be distributed to DSHS approved education programs and/or EMS providers for the benefit of students participating in the scholarship program.

Q: For RACs with military installations or large companies with private, contract EMS services not licensed in Texas (but providing prehospital care in the area) – are they eligible for scholarships?

A: No. To be eligible for a scholarship an EMS education program or the EMS provider receiving the scholarship must be licensed in Texas.

Q: What happens to scholarship funds if a student does not complete the education program?

A: The EMS education program that received the scholarship can redistribute the funds to additional EMS education resources or participants if the initial recipient cannot complete the process. Please contact the [EMS-Trauma Systems Unit](#) for questions.

Q: What happens with collected funds?

A: The Education Provider or the EMS Provider can redistribute the funds to additional EMS education resources or participants if the initial recipient cannot complete the process. Please contact the [EMS-Trauma Systems Unit](#) for questions.



Regional Advisory Councils (RACs) (Cont.)

Q: Should the RAC allocate a portion of Medicare and social security to the funding stream?

A: Based on how you have established this allocation within your cost centers for fringe benefits, you will also need to allocate Medicare and social security for the proportion of staff time spent working on Senate Bill 8 activities.



Background

To support the field of emergency medical services (EMS), the Texas Legislature is providing \$21.7 million to distribute towards funding [EMS education and retention](#).

Scholarships are provided by DSHS to approved EMS education programs or licensed EMS providers.

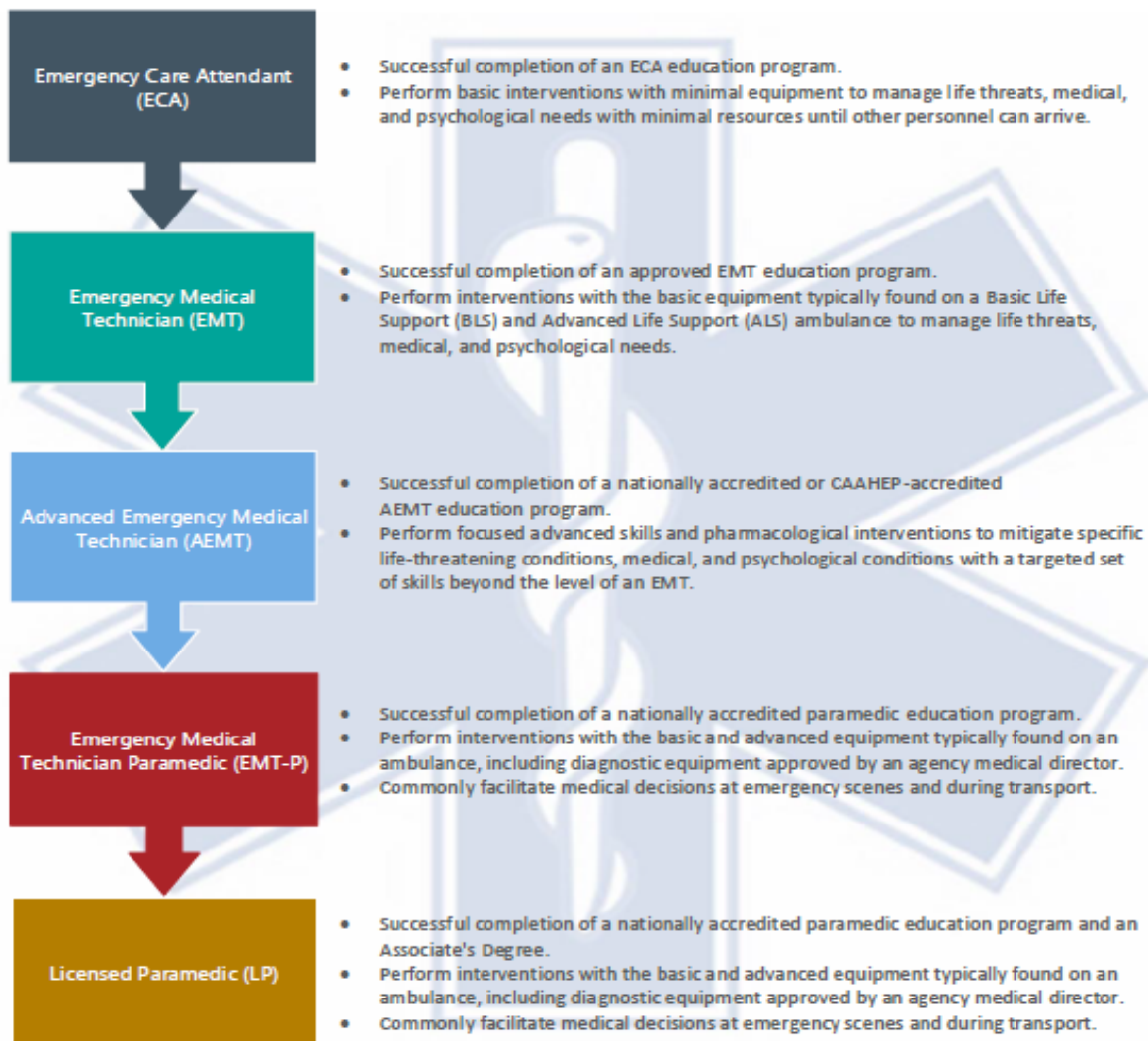
Scholarships are available based on documented need, with special attention given to rural and underserved areas within Texas. Courses can be in-person, online, or hybrid.

Appendix F: Levels of Certification in EMS Flowchart

JOIN THE TEXAS EMS TEAM!

Your future begins today.

Texas has five levels of certification. The highest is Licensed Paramedic, followed by EMT-Paramedic, Advanced EMT, EMT-Basic, and Emergency Care Attendant (ECA).



EMS degree programs are available, though many courses are offered through technical programs and others are approved through programs outside college settings. In Texas, EMS training programs are approved and monitored by staff in field offices located throughout the state. Contact the field office nearest you for information on available EMS courses.

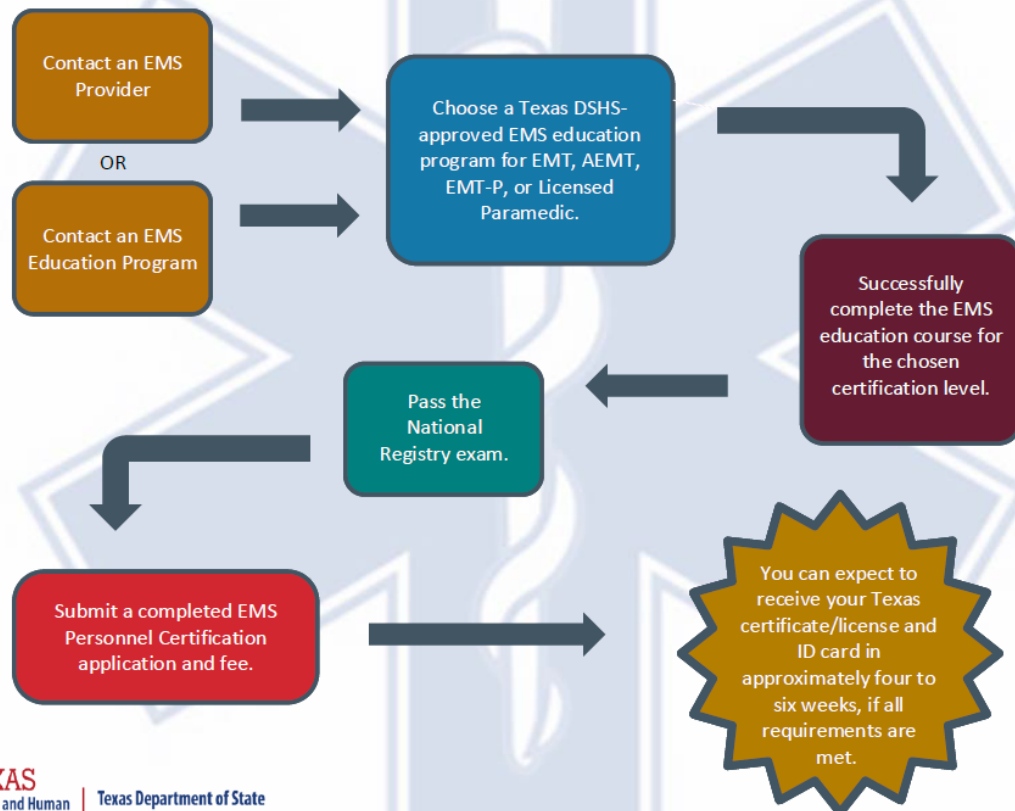
Appendix G: Pathway to Certification Flowchart



Appendix H: Upgrading Certification Flowchart

Awesome! You've decided to upgrade your EMS certification.

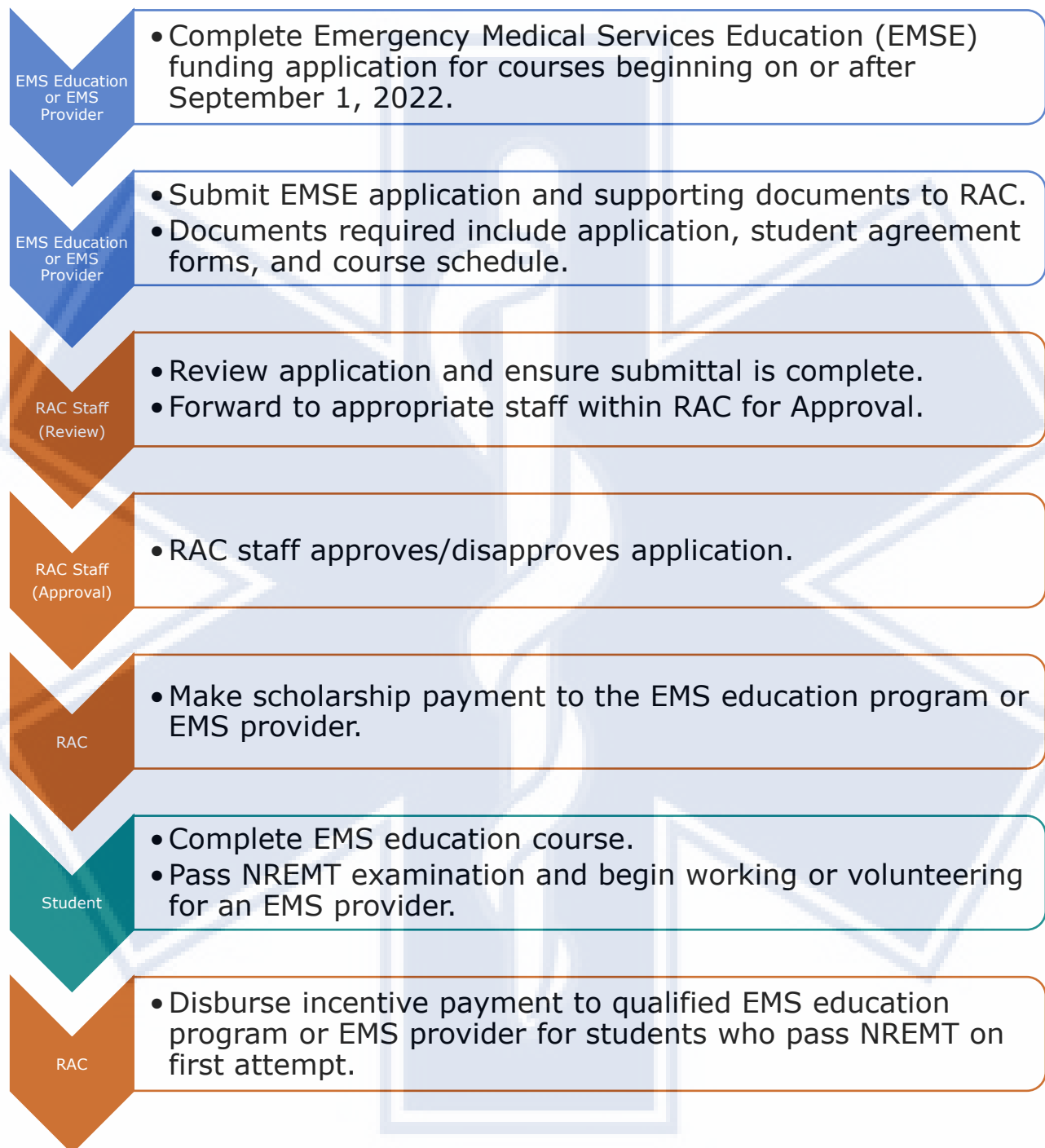
Here's the process:



Appendix I: Passed the NREMT Flowchart



Appendix J: SB 8 EMS Education Recruitment Process

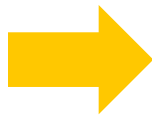


The RAC will submit quarterly progress reports and supporting documentation on expenditures, quarterly and final financial reports, and upon request, summary reports of activities funded through this project including recruitment and publicizing activities.

Course Coordinator Reimbursement

Process

REIMBURSEMENT PLAN



START HERE **Student**

Requirements:

- Pay for course using personal funds
- Provide proof of purchase*
- Complete course
- Provide proof of course completion**

COURSE COMPLETION **Student**

Complete state certification process

Within 90 days of completing certification process, provide either:

- a letter from the EMS Education program you will be working for, **or**
- a letter of intent to start the EMS Education Program process.

REIMBURSEMENT **Regional Advisory Councils**

RACs will:

- Reimburse course fee using available equipment or incentive funds
- Provide \$600 per person if all listed requirements are met and documentation provided.

* Course fees must have been paid using the student's personal funds.

** Documentation must be provided within the eligible timeframe while the RAC still has available funds.



TEXAS
Health and Human
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Texas Department of State
Health Services

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Course Coordinator Reimbursement Pledge

Within 90 days of the last day of class, I, _____ (print name), agree to provide 24 hours per month as a certified, state-approved Basic or Advanced Education Coordinator teaching or supporting an EMS education program for one (1) year following certification. In return for my commitment to service, I am being reimbursed \$600 for the cost of the completed course coordinator's course. I understand that failure to complete the required year and hours of service may cause the Texas Department of State Health Services to take administrative action against me, including but not limited to repayment of the course reimbursement.

Print Name:	
Mailing Address:	
City, Zip, and County:	
Contact Phone Numbers:	
Email:	
<input type="checkbox"/> I will be working for an EMS Education Program: _____	
<input type="checkbox"/> I intend to start the EMS Education Program progress: _____	
Signature:	Date:

Office of EMS/Trauma Systems

dshs.texas.gov/team-texas-ems/