



## **PUBLIC HEALTH & MEDICAL SUPPORT CAREER PATHWAY (PHMS)**

The **Public Health & Medical Support Career Pathway (PHMS)** prepares learners for community-based, clinical support, environmental health, laboratory, and emergency preparedness roles that strengthen population health systems. Training emphasizes public health principles, regulatory compliance, outbreak prevention, laboratory procedures, emergency response coordination, and community outreach supporting healthcare providers, public agencies, and emergency management systems.

### **SOC CODES**

13-1082 — Emergency Management Specialists  
19-1041 — Environmental Scientists and Specialists, Including Health  
19-4091 — Environmental Science and Protection Technicians, Including Health  
21-1093 — Social and Human Service Assistants  
21-1094 — Community Health Workers  
29-2012 — Medical and Clinical Laboratory Technicians  
29-2072 — Medical Records Specialists  
29-2099 — Health Technologists and Technicians, All Other  
29-9011 — Occupational Health and Safety Specialists  
29-9012 — Occupational Health and Safety Technicians  
31-9092 — Medical Assistants  
31-9099 — Healthcare Support Workers, All Other  
43-6013 — Medical Secretaries and Administrative Assistants

## **CAREER PATHWAY CERTIFICATES**

### **PUBLIC HEALTH EMERGENCY PREPAREDNESS (TECHNICAL TRACK)**

This certificate prepares trainees for roles that support public health emergency response, disaster coordination, and community preparedness efforts. Training emphasizes incident command systems, outbreak response coordination, emergency communication, and public health continuity planning.

### **SOC CODES**

13-1082 — Emergency Management Specialists  
19-1041 — Environmental Scientists and Specialists  
21-1094 — Community Health Workers  
31-9099 — Healthcare Support Workers, All Other

### **CORE COURSES**

PHMS 101 — Foundations of Public Health Systems  
PHMS 102 — Public Health Communication & Documentation  
PHMS 103 — Public Health Ethics, Compliance & Regulatory Frameworks

### **OCCUPATIONAL COURSES**

PHMS 205 — Public Health Emergency Preparedness & Incident Command  
PHMS 206 — Disaster Response, Recovery & Continuity Planning  
PHMS 207 — Outbreak Investigation & Surveillance Support  
PHMS 208 — Risk Communication & Community Response Coordination

### **INDUSTRY CREDENTIALS**

ICS 100 — Introduction to the Incident Command System  
ICS 200 — Basic Incident Command System for Initial Response



## **ENVIRONMENTAL & CONSUMER HEALTH SERVICES (TECHNICAL TRACK)**

This certificate prepares trainees for roles that support environmental health inspections, food safety enforcement, sanitation systems, and consumer protection activities. Training emphasizes regulatory compliance, environmental risk assessment, water and food safety principles, and documentation practices used by local health departments and regulatory agencies.

### **SOC CODES**

19-1041 — Environmental Scientists and Specialists, Including Health  
19-4091 — Environmental Science and Protection Technicians, Including Health

### **CORE COURSES**

PHMS 101 — Foundations of Public Health Systems  
PHMS 102 — Public Health Communication & Documentation  
PHMS 103 — Public Health Ethics, Compliance & Regulatory Frameworks

### **OCCUPATIONAL COURSES**

PHMS 201 — Environmental Health & Sanitation Systems  
PHMS 202 — Food Protection, Consumer Safety & Inspection Support  
PHMS 203 — Water, Waste & Vector Control Compliance & Enforcement  
PHMS 204 — Environmental Compliance Documentation & Field Reporting

### **INDUSTRY CREDENTIALS**

ICS 100  
Food Manager

## **CLINICAL & LABORATORY SUPPORT TECHNICIAN (TECHNICAL TRACK)**

This certificate prepares trainees for entry-level clinical and laboratory support roles in healthcare and diagnostic environments. Training emphasizes specimen handling, infection control, laboratory documentation, patient interaction protocols, and quality assurance practices.

### **SOC CODES**

29-2012 — Medical and Clinical Laboratory Technicians  
29-2072 — Medical Records Specialist  
29-2099 — Health Technologists and Technicians, All Other  
31-9092 — Medical Assistants  
31-9097 — Phlebotomists  
43-6013 — Medical Secretaries and Administrative Assistants

### **CORE COURSES**

PHMS 101 — Foundations of Public Health Systems  
PHMS 102 — Public Health Communication & Documentation  
PHMS 103 — Public Health Ethics, Compliance & Regulatory Frameworks

### **OCCUPATIONAL COURSES**

PHMS 207 — Outbreak Investigation & Surveillance Support  
PHMS 209 — Clinical Procedures & Patient Support Basics  
PHMS 210 — Specimen Collection, Handling & Infection Control  
PHMS 211 — Laboratory Documentation & Quality Assurance



## **INDUSTRY CREDENTIALS**

ICS 100 — Introduction to the Incident Command System  
Bloodborne Pathogens Certification

## **COMMUNITY HEALTH PROMOTION (TECHNICAL TRACK)**

This certificate prepares trainees to serve as frontline community health workers who connect individuals and families to healthcare services, education, and social support resources. Training emphasizes outreach, health promotion, case coordination, and culturally responsive communication.

## **SOC CODES**

21-1093 — Social and Human Service Assistants  
21-1094 — Community Health Workers  
31-9099 — Healthcare Support Workers, All Other

## **CORE COURSES**

PHMS 101 — Foundations of Public Health Systems  
PHMS 102 — Public Health Communication & Documentation  
PHMS 103 — Public Health Ethics, Compliance & Regulatory Frameworks

## **OCCUPATIONAL COURSES**

PHMS 212 — Community Outreach & Health Education Strategies  
PHMS 213 — Case Management & Resource Navigation  
PHMS 214 — Chronic Disease Prevention & Health Promotion  
PHMS 215 — Cultural Competency & Community Advocacy

## **INDUSTRY CREDENTIAL**

ICS 100 — Introduction to the Incident Command System  
Mental Health First Aid (MHFA)

This advanced certificate prepares trainees for entry-level management, supervisory, and program coordination roles across public health, environmental health, emergency preparedness, clinical support, and community health settings. Training emphasizes foundational management skills, team coordination, regulatory awareness, program oversight, and data-informed decision-making—equipping learners to transition from technical roles into leadership responsibilities within public health systems.

## **PREREQUISITE REQUIREMENT**

Completion of one (1) ITEAM-TX PHMS Technical Track Certificate is required prior to enrollment in this Advanced Track. Eligible Technical Tracks include Environmental & Consumer Health Services, Public Health Emergency Preparedness, Clinical & Laboratory Support Technician, and Community Health Promotion. This prerequisite ensures learners enter with applied technical knowledge and workforce readiness necessary for management-level training.

## **SOC CODES**

11-9151 — Social and Community Service Managers  
13-1082 — Emergency Management Specialists  
19-1041 — Environmental Scientists and Specialists  
29-9011 — Occupational Health and Safety Specialists



29-2072 — Medical Records Specialists

### **ENTRY-LEVEL MANAGEMENT COURSES**

- PHMS 301 — Supervision & Team Coordination in Public Health
- PHMS 302 — Workplace Communication & Conflict Resolution
- PHMS 303 — Public Health Compliance & Ethical Practice
- PHMS 304 — Program Coordination & Community Impact
- PHMS 305 — Data Reporting & Performance Support
- PHMS 306 — Emergency Coordination & Incident Management
- PHMS 307 — Grant Writing, Program Funding & Resource Management

### **INDUSTRY CREDENTIALS**

- ICS 200 — Basic Incident Command System for Initial Response
- ICS 300 — Intermediate Incident Command System
- IS-240 — Leadership and Influence
- Mental Health First Aid (MHFA)

### **PHMS CORE COURSES**

#### **PHMS 101 — Foundations of Public Health Systems**

This course introduces the structure, functions, and responsibilities of public health systems at the local, state, and federal levels. Trainees examine disease prevention models, health policy frameworks, regulatory oversight, and the role of public health agencies in protecting population health.

#### **Upon successful completion, the trainee will be able to:**

- Describe the structure of public health systems
- Explain the role of regulatory agencies in population health
- Identify core public health functions and services
- Recognize the relationship between public health and healthcare systems

#### **PHMS 102 — Public Health Communication & Documentation**

This course develops professional communication and documentation skills used in public health and healthcare environments. Emphasis is placed on accurate reporting, case documentation, confidentiality standards, and structured communication across agencies.

#### **Upon successful completion, the trainee will be able to:**

- Document public health activities accurately and professionally
- Communicate health information clearly to diverse populations
- Maintain confidentiality in compliance with regulations
- Support reporting and documentation systems used in health agencies

#### **PHMS 103 — Public Health Ethics, Compliance & Regulatory Frameworks**

This course examines ethical standards, compliance requirements, and regulatory frameworks governing public health practice. Trainees explore accountability, professional conduct, legal authority, and documentation requirements.

#### **Upon successful completion, the trainee will be able to:**

- Explain ethical principles in public health practice



- Identify compliance and regulatory requirements
- Recognize legal responsibilities in health settings
- Apply professional standards to documentation and reporting

## **PHMS OCCUPATIONAL COURSES**

### **PHMS 201 — Environmental Health & Sanitation Systems**

This course introduces sanitation systems, environmental risk factors, and inspection principles used in public health settings. Trainees examine contamination pathways, sanitation controls, and field assessment practices.

#### **Upon successful completion, the trainee will be able to:**

- Identify environmental risk factors affecting public health
- Explain sanitation system requirements
- Recognize inspection procedures and documentation
- Support environmental health compliance activities

### **PHMS 202 — Food Protection, Consumer Safety & Inspection Support**

This course focuses on food safety regulations, consumer protection standards, and inspection support procedures. Emphasis is placed on regulatory enforcement, hazard identification, and corrective action processes.

#### **Upon successful completion, the trainee will be able to:**

- Identify food safety risk factors
- Support inspection and compliance activities
- Recognize violations and corrective actions
- Document inspection findings accurately

### **PHMS 203 — Water, Waste & Vector Control Compliance & Enforcement**

This course examines regulatory enforcement practices related to water quality, waste management, and vector control systems. Trainees explore compliance standards and municipal code enforcement principles.

#### **Upon successful completion, the trainee will be able to:**

- Identify water and waste-related public health risks
- Recognize vector control measures and regulations
- Support enforcement and compliance documentation
- Assist with field reporting procedures

### **PHMS 204 — Environmental Compliance Documentation & Field Reporting**

This course strengthens documentation and reporting skills used in environmental compliance and regulatory field operations. Emphasis is placed on inspection reports, corrective actions, and structured field communication.

#### **Upon successful completion, the trainee will be able to:**

- Complete environmental compliance reports accurately
- Document field observations and findings clearly
- Support enforcement documentation processes



- Maintain organized regulatory records

### **PHMS 205 — Public Health Emergency Preparedness & Incident Command**

This course introduces emergency preparedness principles and Incident Command System (ICS) structures used in public health emergencies. Trainees examine roles, coordination systems, and response protocols.

**Upon successful completion, the trainee will be able to:**

- Explain the structure of ICS
- Identify public health emergency response roles
- Support coordination during response operations
- Document emergency activities appropriately

### **PHMS 206 — Disaster Response, Recovery & Continuity Planning**

This course focuses on disaster response operations, recovery planning, and continuity of operations strategies. Trainees explore hazard mitigation and community resilience concepts. Emphasis is placed on coordinated interagency response, resource management, and maintaining essential public health functions during and after emergency events.

**Upon successful completion, the trainee will be able to:**

- Identify phases of disaster response and recovery
- Support continuity planning activities
- Recognize hazard mitigation strategies
- Assist with recovery documentation processes

### **PHMS 207 — Outbreak Investigation & Surveillance Support**

This course introduces surveillance systems and outbreak investigation fundamentals. Trainees examine case tracking, reporting systems, and epidemiological support activities.

**Upon successful completion, the trainee will be able to:**

- Support outbreak investigation procedures
- Identify key elements of surveillance systems
- Document case information accurately
- Recognize reporting requirements

### **PHMS 208 — Risk Communication & Community Response Coordination**

This course develops communication strategies used during public health emergencies. Emphasis is placed on crisis communication, public messaging, and stakeholder coordination.

Upon successful completion, the trainee will be able to:

- Communicate risk information clearly to communities
- Support emergency communication strategies
- Coordinate messaging across agencies
- Document communication efforts effectively

### **PHMS 209 — Clinical Procedures & Patient Support Basics**

This course introduces basic clinical procedures and patient interaction protocols. Trainees examine vital signs, patient preparation, documentation, and professional conduct. Emphasis is placed on maintaining



patient safety, confidentiality, and clear communication to support efficient and ethical clinical care delivery.

**Upon successful completion, the trainee will be able to:**

- Support basic clinical procedures
- Prepare patients for examinations
- Document clinical activities accurately
- Maintain infection control standards

**PHMS 210 — Specimen Collection, Handling & Infection Control**

This course focuses on safe specimen collection, transport, labeling, and infection prevention practices in laboratory environments. Trainees examine proper handling techniques, chain-of-custody procedures, biohazard precautions, and regulatory standards that protect both patients and healthcare personnel. Emphasis is placed on accuracy, contamination prevention, and adherence to established laboratory safety protocols to ensure reliable diagnostic outcomes.

**Upon successful completion, the trainee will be able to:**

- Collect and label specimens accurately
- Follow infection control protocols
- Maintain chain-of-custody documentation
- Support laboratory safety standards

**PHMS 211 — Laboratory Documentation & Quality Assurance**

This course develops documentation and quality assurance skills used in clinical laboratory settings. Trainees examine recordkeeping, compliance, and quality monitoring systems. The course reinforces accuracy, traceability, and regulatory adherence to ensure reliable laboratory results and audit readiness.

**Upon successful completion, the trainee will be able to:**

- Maintain laboratory records accurately
- Support quality assurance procedures
- Identify documentation discrepancies
- Follow regulatory laboratory standards

**PHMS 212 — Community Outreach & Health Education Strategies**

This course develops outreach and health education skills used in community settings. Trainees examine engagement strategies, educational planning, and program implementation.

**Upon successful completion, the trainee will be able to:**

- Plan basic health education activities
- Engage diverse community populations
- Communicate health information clearly
- Support outreach initiatives effectively

**PHMS 213 — Case Management & Resource Navigation**

This course introduces case coordination, referral systems, and resource navigation used in community health settings. Trainees examine intake procedures, documentation standards, eligibility requirements, and follow-up practices that support continuity of care. The course strengthens skills in connecting



individuals and families to healthcare services, social support programs, and community-based resources while maintaining confidentiality and professional boundaries.

**Upon successful completion, the trainee will be able to:**

- Connect individuals to community resources
- Document case coordination activities
- Support referral tracking systems
- Maintain client confidentiality standards

**PHMS 214 — Chronic Disease Prevention & Health Promotion**

This course focuses on prevention strategies for chronic diseases including diabetes, cardiovascular disease, and obesity. Trainees examine risk factors, behavioral health influences, and evidence-based prevention approaches used in public health practice. The course emphasizes community-level interventions that promote healthy lifestyles, reduce health disparities, and support long-term population health outcomes.

**Upon successful completion, the trainee will be able to:**

- Identify major chronic disease risk factors
- Support prevention education initiatives
- Promote healthy behavior strategies
- Document health promotion activities

**PHMS 215 — Cultural Competency & Community Advocacy**

This course develops culturally responsive communication and advocacy skills in public health environments. Trainees examine equity, access, social determinants of health, and community engagement principles that influence health outcomes. The course strengthens the ability to build trust, reduce barriers to care and support inclusive public health initiatives across diverse populations.

**Upon successful completion, the trainee will be able to:**

- Communicate respectfully across diverse populations
- Identify barriers to healthcare access
- Support community advocacy initiatives
- Promote culturally responsive service delivery

**PHMS ENTRY-LEVEL MANAGEMENT**

**PHMS 301 — Supervision & Team Coordination in Public Health**

This course introduces foundational supervision and coordination skills used in public health and healthcare support environments. Topics include team coordination, task delegation, accountability, and supporting workforce performance.

**Upon successful completion, the trainee will be able to:**

- Support team coordination and daily operations
- Delegate tasks and monitor workflow progress
- Promote accountability and professional conduct
- Contribute to a positive and productive work environment



### **PHMS 302 — Workplace Communication & Conflict Resolution**

This course develops communication and interpersonal skills needed for entry-level management roles. Topics include team communication, conflict resolution, stakeholder interaction, and collaboration strategies.

**Upon successful completion, the trainee will be able to:**

- Communicate effectively with teams and stakeholders
- Identify and address workplace conflict appropriately
- Support collaboration across teams and programs
- Strengthen communication flow within organizations

### **PHMS 303 — Public Health Compliance & Ethical Practice**

This course focuses on regulatory awareness and ethical practices in public health environments. Topics include compliance basics, regulatory frameworks, and ethical decision-making in workplace scenarios.

**Upon successful completion, the trainee will be able to:**

- Recognize key public health regulations and compliance expectations
- Apply ethical decision-making in workplace situations
- Support compliance activities within programs
- Identify issues that require escalation or reporting

### **PHMS 304 — Program Coordination & Community Impact**

This course introduces program coordination and planning concepts used in public health organizations. Topics include scheduling, resource coordination, outreach planning, and community impact awareness.

**Upon successful completion, the trainee will be able to:**

- Support coordination of public health programs and activities
- Assist with planning outreach and service delivery efforts
- Align activities with community needs
- Contribute to program effectiveness and impact

### **PHMS 305 — Data Reporting & Performance Support**

This course introduces basic data interpretation and reporting practices used in public health programs. Topics include data tracking, reporting support, and performance monitoring.

**Upon successful completion, the trainee will be able to:**

- Support collection, analysis, and tracking of program data
- Assist with reporting and documentation
- Identify basic trends in program performance
- Contribute to continuous improvement efforts

### **PHMS 306 — Emergency Coordination & Incident Management**

This course prepares trainees to support coordination efforts during public health emergencies. Topics include incident command awareness, communication workflows, and coordination across agencies.

**Upon successful completion, the trainee will be able to:**

- Support coordination during emergency response activities



- Apply basic incident management concepts
- Communicate effectively within structured response systems
- Assist with documentation and operational support

### **PHMS 307 — Grant Writing, Program Funding & Resource Management**

This course introduces foundational grant writing and funding management skills used in public health and community-based organizations. Topics include identifying funding opportunities, basic proposal development, budgeting concepts, reporting requirements, and resource management strategies that support program sustainability.

#### **Upon successful completion, the trainee will be able to:**

- Identify potential funding sources for public health programs
- Support development of basic grant proposals and narratives
- Assist with budget tracking and resource allocation
- Understand reporting requirements and compliance expectations
- Contribute to program sustainability through funding awareness and support