

Montgomery County – DHHS
Asian American Health Initiative (AAHI) Steering Committee Meeting
November 18, 2014

<u>Steering Committee</u>	<u>Present</u>	<u>AAHI Staff</u>	<u>Present</u>
<u>Organizational Members</u>			
Ji-Young Cho	X		
Wilbur Friedman	X	Perry Chan	X
Yan Gu	X	Sierra Jue-Leong	X
Michael Lin	X	Jasmine Vinh	X
Mayur Mody	X	Shannon Lee	X
Sam Mukherjee	X	Nazia Cheema	X
Nguyen Nguyen		Kelly Huynh	X
Stan Tsai		Betty Lam	
Tho Tran	X	Michelle Pineda	X
Sovan Tun	X		
<u>Individual Members</u>			
	<u>Present</u>	<u>Guests</u>	<u>Present</u>
Nerita Estampador (Vice Chair)		Sonia Mora	X
Meng K. Lee (Chair)	X	Dourakine Rosarion	X
Sunmin Lee		Shahin Sebastian	X
Cathy Ng	X	Aparna Puri	X
Wendy Shiau			
Ashraf Sufi	X		
<u>Affiliate Members</u>			
	<u>Present</u>		
Anis Ahmed	X		

Welcome:

- Meng calls the meeting to order at 6:17 PM.

Approval of Agenda

- Meng moves to approve the agenda.
- Michael moves and Wilbur seconds the motion.
- All members vote to approve the agenda.

Approval of Minutes

- Meng moves to approve the September 18, 2014 minutes.
- Wilbur moves and Sam seconds the motion.
- All vote to approve the minutes.

Overview of the Welcome Back Center of Suburban Maryland (Sonia Mora)

- Meng Introduces Sonia Mora.
- Sonia starts off by emphasizing that this is a workforce development program in the Department of Health and Human Services (DHHS). She notes that the Maryland population and workforce are aging.
- See attached PowerPoint Slides.

Overview of the Outreach and Enrollment of Affordable Care Act in Year 2

Dourakine Rosarion – Special Assistant to Director

- Meng introduces Dourakine Rosarion.
- Dourakine gives a verbal presentation and starts by saying that the open enrollment began officially on Saturday. This year they will have 3 Saturday sites: Germantown Regional Services Center, Silver Spring Services Center, and Piccard Drive health Center.
- She mentions that as of today, they have 100 plus people at all their sites to make sure that everyone has coverage by 1/1/15. If people were enrolled last year, they have to come back by 12/18 to re-enroll. This year the enrollment is only open for 90 days.
- Dourakine says they really need to work together to get the word out. She asks what this means for this group, for diversity and people working in Montgomery County. She says they have learned from last year and that they will see people from various backgrounds who speak different languages helping with outreach and enrollment.
- She says that Prince George's County has its own set of partners and Montgomery County has its own set and they intersect with big events, reporting requirements, and collaboration with the State.
- She says the partners in Montgomery County this year include: KCSC, Casa de Maryland, Family Services, Interfaith Works, and PCC. PCC is there to help with data collection. They work with these partners to determine where do we place our staff, who needs support, where do we place people to draw people that were not there last year.
- She mentions two upcoming events. On 12/6 at the Silver Spring Civic Center from 9 AM-3 PM they will be doing enrollment. The second event is on 1/31 at County Regional Services Center. Every Navigator from every site will be there on this day to help with enrollment, outreach, and health literacy.
- She states that health literacy is big this year. People will go into the community so people know exactly what they are getting from their coverage and when to use it. People are doing what they should by getting coverage but they need education.
- Tho asks how many outreach partners they have so far and how community members know about events and get information if they do not have internet access.
- Dourakine responds that they have 8 outreach partners with a sprinkling of partners that represent diversity in Montgomery County. She will distribute that list of partners to the member of the meeting. She says that they recognize their marketing effort needs to be responsive to diversity here in the County. They are working with the Public Information Officer to translate materials and get them published on newspapers.
- Tho asks who their partners are for outreach in the Vietnamese community?
- Dourakine says she will share the list of partners

- Meng says for Asian communities the major barrier is language. Two major tasks to ensure this works are: outreach and personal assistance for enrollment. Meng says for outreach they need all the materials and documents to be translated and available. He has not seen them on the ACA website.
- Dourakine responds that they have the official English documents back and now they are in the process of translating them with a professional service so you can select your language on the website. She says you can find the translations on the local website and not on the Maryland Health Connection website.
- Tho says she only knew about the MD Connection, not about the local website.
- Meng says that enrollment starts in a few days and wants to know when the translated materials will be out.
- Dourakine replies that they are being translated right now and in less than a week they can be found under “resources” on the website.
- Meng says the second part of the project is in enrollment which is personal assistance to help with the language. He asks how many certified Navigators there are in each language or let’s say Chinese.
- Dourakine replies 2 Chinese, 3 Vietnamese, and 1 or 2 Korean, adding that she is only talking about Navigators that HHS has hired.
- Everyone agrees and Dourakine will pull together a list of certified personnel with their language capacities and where they are located for the meeting members.
- Ashraf asks if you can do telephone enrollment.
- Dourakine says you can always call, but you cannot call locally and get registered over the phone. You can call the State Call Center and if they have a Navigator and translator both available then you may register over the phone with them.
- Dourakine says the State Call Center will allow you to do everything over the phone, even register your family members. They have capacity for 200 plus languages.
- Meng says that he does not think 3 Chinese navigators are enough.
- Dourakine says that 3 is the number of Chinese Navigators that she personally has. She notes that the County wide navigators look much different than the Capital Region.
- Dourakine says she will get Meng a break down on what the County wide navigators look like in terms of languages they speak (how many personnel can assist in each language).
- Sam asks if you exclude budgetary resources and had volunteers who at no expense could help with outreach, would that be of interest to DHHS.
- Dourakine responds yes, but they have organizations that approach them who want to help, but they need funding to do that and they may not always have the resources.
- Sam says that AICS was very interested in helping but they had to pull out because they never got a response from anyone. He asks for better communication.
- Dourakine responds that Sam’s organization was requesting additional information that they were not able to provide to one organization.
- Ji-Yong asks if they have the producer’s list?
- Dourakine says yes, and clarifies that producers are licensed brokers who want to work with the organizations to help people enroll. She says she will share the producer’s list

that includes language capability information with the meeting tomorrow. It is a State-wide list and brokers have to have a private and State-issued license.

- Jasmine asks will the ACA enrollment flyer with the locations within Montgomery County and Prince George's County be updated?
- Dourakine replies yes, it is updated but it is not on the website yet. It lists where one should go if they are looking for assistance in a particular language.
- Kelly says because we had a community member go to Montgomery Works on 11/09 to enroll and they said they were no longer participating as an enrollment partner.
- Dourakine says that someone from Interfaith should have been there at that site.
- Kelly says she called Interfaith and they said they did not have any information.
- Dourakine says she would look and get back to them with some information.
- Sam asks how many Asian Indian languages they intend to provide?
- Dourakine says in the list she is sharing with Perry you will see all the languages.
- Meng asks how everyone at the meeting could help.
- Dourakine says to help get the word out about open enrollment, where to go, and what to bring. They should work together to identify volunteer organizations that can help in that capacity. Also, there needs to be continual conversation about what capacities are sitting around this table and leverage them to improve communication and outreach efforts.
- Meng says that we need to know the basic information. The website is not complete and like Sam said there is a communication gap.
- Dourakine says they will work to improve so everyone knows the process.
- Ji-young asks if she could explain about the computer lab matter.
- Dourakine says some facilities have workplaces where a Navigator can provide assistance, but not necessarily one-on-one. Some people just need assistance with one particular question. They have terminals outside in the lobby with two computer labs and the Germantown site has a room of computers with staff to help from the beginning to the end of enrollment. One-on-one can be available for people that need that help because the computers do not have the capacity to help people in some languages.
- Perry asks if you could make an appointment.
- Dourakine replies no, it is only walk-ins.
- Dourakine says they are already seeing over 100 people onsite and she encourages everyone to come early because 90 days will go fast.
- Wilbur asks with ACA are you talking about Medicaid?
- She responds that ACA expanded the role of the State to include Medicaid so people can enroll but there is no time limit, it is rolling all year long. The real requirement is to get everyone who qualified for private health insurance enrolled within those 90 days.
- Mayur asks if they would accept paper applications?
- Dourakine replies no paper applications would be accepted this year. You can call the State Center and request a paper application with a barcode that is specific to you.
- Aparna asks how long is training for Navigators and Assistors?
- Dourakine says they do not train, the State does. The training can be done in about a week but there are also some self-webinars they must complete so that makes it vary.

- Sam asks if they are still recruiting Navigators.
- Dourakine responds that they have 3 slots available and they are beginning interviews next Monday. She says they have 26 part-time positions and they have only filled a fraction of them so they are still looking for Assistors.

AAHI Program Updates (Perry Chan)

- Perry gives a verbal summary. It is a good time for AAHI to do health information and education in communities. He says in addition to outreach and education, community members need assistance from the County to help apply and utilize the services. This is a model used in the past from the AAHI Cancer Program but they adapted it for other programs such as Dental. Perry says AAHI has helped 23 community members and 10 cases are closed with the success rate of 90% and about 13 cases are still on-going.
- Perry mentions the E. C. H. O. Mental Health Workshop went very well. Over 100 people represent about 50 organizations participated. Based on evaluations, people thought it was good and they liked the small group discussion and the quality of the moderators.
- Perry says they are continuing with the health education articles in different newspapers. The topics are about mammograms and breast cancer.
- Perry talks about a recent training that health promoters received regarding ACA outreach. The Health Promoters have shown increased knowledge based on tests, and are more capable of talking to communities regarding ACA matters.
- The next Steering Committee meeting with Healthy Montgomery will be on 12/08 from 6 PM-8 PM at the New Holy Cross Hospital in Germantown.
- Perry says one of the potential topics at the Healthy Montgomery meeting could be a Community Needs Assessment. He has no further information right now, but he will talk to Wendy so she can represent the group at this meeting.
- Perry says Healthy Montgomery may conduct both qualitative and quantitative forms for the assessment. The survey will be multilingual, but nothing is confirmed until the Healthy Montgomery announce the project.
- He says that one target area for Healthy Montgomery is behavioral health. AAHI joined with the Behavioral Health Task Force for a meeting on 11/10. Main initiatives were setting up an administrative charter, getting members to sign up for one of the subcommittees focused on information sharing, establishing protocol, and establishing a coordinated system between different care providers.
- Perry introduces the new Behavioral Health Program Coordinator, Michelle Pineda.

Subcommittees:

Membership and Nominating Subcommittee

- Wilbur says he has no report and he wants further instructions from Meng so he will email him tonight to figure out what he wants.
- Meng says the next subcommittee meeting will be sometime in December.

Advocacy and Public Relations Subcommittee

- Sam says they had one teleconference and it was a mixed group with different levels of experience. The intention of the first conference was to get everyone on the same page and define definitions. Next step will be defining what they want and will lobby and advocate for. They have not reached this step yet though. This will be for the chair to decide in the future.
- Meng asks what the timeline is for the FY2016 budget.
- Perry replies that between now and the end of December, departments will develop their budgets and after December they will send the department budget to the Executive Office and then on March 15 each year the County Executive will submit his recommended budget to the Council.
- Sam says the advocacy side works in sync with the budget process described above by meeting with DHHS and having informal off the record conversations with them. This gives them real input about how to strategize and they share this information with LHI and AAHP so they can confer about strong common points that they can lobby together. That comes in mid-February but by the end of December they have some idea of where it is going and if necessary can set up other meetings.
- Meng says that one task they need to do is create two documents: One of them is the talking points paper and the second is a statement you give to the people.

Program Subcommittee

- Met on October 1st, 2014 with about 7 people participating.
- Cathy says the goal for mental health this year should be to de-stigmatize, and everyone agreed. The action items included building a project plan, reviewing materials, and developing new products like videos, two members mentioned different screening tools.
- Perry says the advice he got was to do a comprehensive scan to make sure there is no existing material that fits the needs of AAHI. They need to move on to develop our own information and they have done behind the scenes groundwork and will need to call another meeting soon.
- Meng says data for mental health always comes up which they do not have enough.
- Cathy says they are focusing on common topics such as depression and anxiety because they are the more common behavior health issues.

Liaison Updates:

Meng says that all liaisons need to submit their report to him after the meeting through email.

- Governor's Commission: Anis points out that the Governor lost and he does not know the fate of the ethnic commission or the other 5 commissions. The Health guide book and the SS Learning Essentials are not off the table.
- Commission on Health

Next Meeting: January 13, 2015: Meng motions for approval, Wilburn seconds and the next meeting date is approved.

Adjourn: 8:21 PM.

Tapping on Community Assets to Enhance Access to Culturally and Linguistically Competent Health Care: The Role of the Welcome Back Center of Suburban Maryland

November 18, 2014



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Background

The following factors converge to increase the demand for health services impacting the industry's ability to meet the needs of Maryland residents:

- Aging population and workforce of health professionals
- Lack of capacity of educational institutions
- Influx of cultural and language diversity
- Implementation of the Affordable Care Act

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Background

- Despite the fact that many immigrants in Maryland are highly educated, well experienced health professionals, many of them are currently under-employed and are not utilizing their skilled-training and full intellectual potential.
- Greater workforce diversity may lead to improved public health.

3

Challenges Faced by Internationally-Trained Health Professionals

- Limited English proficiency
- Unfamiliarity with licensure process
- Economic difficulties
- Lack of time to study and work at the same time
- Lack of confidence in personal ability
- Unfamiliarity with US health care system

Source:

"Status of Licensure of Foreign-Trained Latino Nursing Professionals in the State of Maryland." Latino Health Professionals Workgroup, Latino Health Initiative, Montgomery County DHS. November 2004.

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Welcome Back Center of Suburban Maryland

- An evidenced-based model that includes key elements of successful programs across the country.
- Seeks to diversify the health workforce and address shortages.
- Provides services to facilitate the integration of internationally-trained health professionals into the Maryland health workforce.

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Model Components

Guidance and Support:

- Individualized case management to obtain licensure/certification and secure employment in the health field
- Social support and access to financial assistance

Academic Support:

- English as a Second Language (ESL) for healthcare professionals courses
- Refresher courses
- Board exam preparation courses

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Model Components (Cont.)

Workforce Development

- On-the-job practical exposure to the US healthcare system and mentoring (paid internships and stepping-stone jobs)
- Job readiness (e.g. resume writing, interview prep)
- Skills development
- Permanent employment in health sector

Leadership Development

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WBC Partners

Government:

- Montgomery County DED
- Montgomery Works One-Stop Workforce Center

Academic Sector:

- Montgomery College

Private Sector:

- Adventist Healthcare (WAH, SGAH, ABH)
- Cornerstone Montgomery
- Family Services Inc.
- Holy Cross Hospital
- Maryland Treatment Centers

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Intensive Services Provided 2006-2014

- **Services to Nurses- 163 nurses** (2006 - present)
- **Incorporation of Physicians 18 physicians** (November 2012 to present)
- **Pilot with 25 behavioral health professionals** (December 2014)

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Welcome Back Center of Suburban Maryland

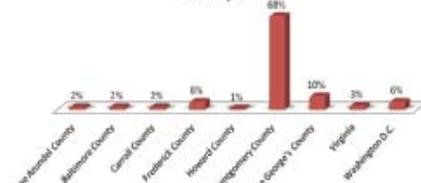
Overall Current and Potential Participants Registered in WBC Database (n=935)
(March 2006-December 2013)



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Demographics of WBC Participants

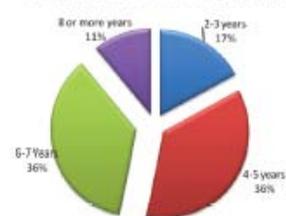
Participants' County of Residence in Maryland, and Vicinity (n=153)



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Demographics of WBC Participants

Participants' Years of Study (n=153)

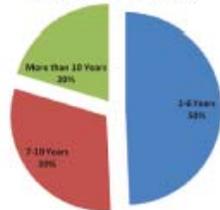


Strong Academic Credentials – 83% of the participants have more than 4¹² years of Study equivalent to a Bachelors' degree or above.

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Demographics of WBC Participants

Participants' Average Number of Years of Work Experience Abroad (n=153)



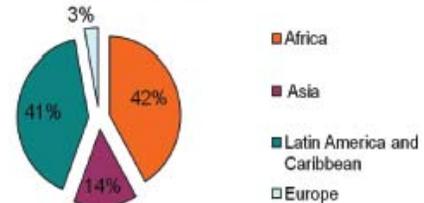
Valuable Professional Work Experience – 50% of the participants have more than 7 years of work experience abroad.

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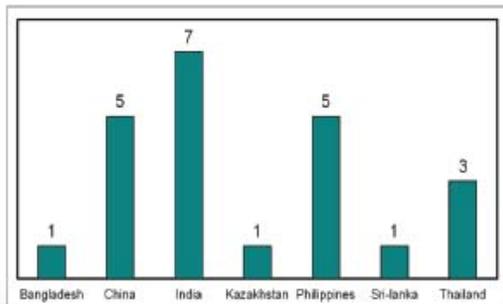
Demographics of WBC Nurses (2006-2014)

Participants' Continent of origin (n=163)



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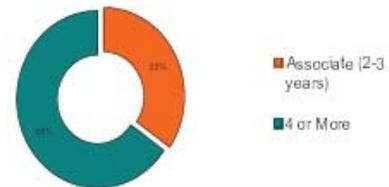
Demographics of Asian Nurses 2008-2014 (n=23)



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Demographics of Asian Nurses 2008-2014 (n=23)

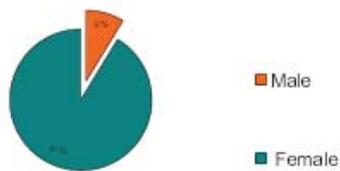
Participants' years of Nursing Degree



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Demographics of Asian Nurses 2008-2014 (n=23)

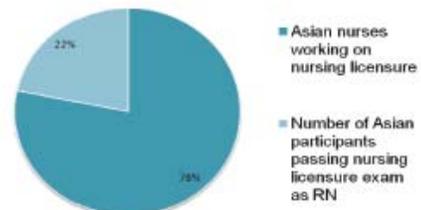
Participants' Gender



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Demographics of Asian Nurses 2008-2014 (n=23)

Outcome Measures



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Selected Outcomes: March 2006 – June 2014 (n= 129 nurses)

- **Average increase in wages** **154%**
(From \$11.64/Hr at the time participants entered the program to \$29.51/Hr at the time hired as Registered Nurses - RNs)
- **Total of Licenses/Certifications obtained including 53 RNs** **109**
- **Participants Retained** **92%**

Achievements

- The prestigious *Migration Policy Institute E Pluribus Unum* Prizes for exceptional immigrant integration initiatives, 2011.
- Governor O'Malley's Maryland Council for New Americans Best Practice Model, 2009.
- Received NACo (National Associations of Counties) *Achievement Award and designated "Best of Category,"* 2008.
- *Workforce Leadership Award* Montgomery County Dept of Economic Development, 2008.

Funders

Current

- Montgomery County
- Maryland Department of Labor, Licensing and Regulations

Former

- Annie E. Casey Foundation Healthcare Initiative Foundation
- Maryland Hospital Association
- National Kaiser Foundation (Community Health Initiatives Grants Program)

WBC Contributions

- Cost-effective model
- Builds on the assets of internationally-trained health professionals
- Addresses workforce shortages
- Increases economic self-sufficiency of participants
- Supports integration of highly skilled immigrants into the health field
- Improves health outcomes through the delivery of culturally and linguistically appropriate health services

WBC Participants



THANK YOU !!!

Sonia E. Mora, MPH -- Director
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