



CHW and Health Navigation Programs Report

Descriptions of Community Health Worker and Health Navigator Programs

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CHW and Health Navigations Report

Milestone Six Overview

Milestone #6: Review Structure of Health Ambassador Programs in other Cities

Introduction: In a previous report the researchers identified 23 organizations around the country who appear to effectively engage Asian American communities in addressing health issues. Of those identified, phone interviews were conducted with key staff at 15 organizations (milestone #2).

For this report, the researchers identified 4 organizations with “Health Ambassador” programs that could be effective in reaching the underserved Asian American subpopulations in Austin/Travis County. Each program is described in summary form and key contacts are provided so that more specific information can be explored in the future, as needed.

The terms Health Ambassador, Community Health Worker and Health Navigator are used in different communities to describe similar functions. These “navigators” help link individuals with health insurance, health education, healthcare, and/or other safety net services. The advantage is that these “navigators” are trusted individuals who understand the culture and language of the community they serve. The organizations are listed below and the summary documents are attached.

- Asian Americans for Community Involvement (AACI)
Santa Clara, California
- Center for Pan Asian Community Services (CPACS)
Atlanta, Georgia
- Gateway to Care (GTC) Houston/Harris County, Texas
- International Community Health Services (ICHS) Seattle,
Washington

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Asian Americans for Community Involvement (AACI)

Organization Mission: To improve the health, mental health and well-being of individuals, families and the Asian community by 1) providing an array of high quality health and human services, 2) sharing expertise about the Asian community's needs and best service delivery practices, and 3) providing Asian leadership in advocating on key health and human services issues.

Organization Description: The team of multicultural and multilingual professionals at AACI works to bridge gaps through an array of services and programs in health, recovery, advocacy, shelter and community.

Location: Santa Clara County, California

Program Name: Patient Navigation Center (Patient Navigators)

Program Description: The focus of the program is visit enhancement, not full on case management. The Patient Navigators build AACI's capacity to improve access to care, disease screening, diagnosis time, and medication adherence, while reducing patient anxiety and avoidable ER visits.

Target Populations: Underserved Asian and Hispanic Populations; Languages spoken: Arabic, Cantonese, Mandarin, Vietnamese and Spanish.

Position Description: Navigators are mainly bilingual or multi-lingual college students. They mainly work in AACI primary care and mental health clinics. Navigators can assist with in-take forms, educational materials and/or personally escorting patients to referral, laboratory and pharmacy appointments outside of AACI

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Asian Americans for Community Involvement (AACI)

Program Funding: Hired by local clinics and hospitals. The curriculum was developed with support from a 3-year federal grant.

Program Training: Through a partnership with AACI, San Jose City College, and Evergreen Valley College, offer a 1-year certificate program for training in Patient Navigation. Another partner vital to the development of the 1-year certificate program was the non-profit Career Ladders, who understood the college systems and helped build relationships with faculty members, which helped drive the process. All students take courses in a one-year credit-bearing certificate program. Along with a cohort of 10 peers, students receive health literacy and cultural communication training in the first semester, with hands-on internship experience in the second semester. We are currently recruiting cohorts for Fall Semester 2015 classes at San Jose Community College and Evergreen Valley College.

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Center for Pan Asian Community Services (CPACS)

Organization Description: CPACS began by serving Korean community members 35 years ago, and then expanded to include other populations as the community evolved. In 2007, the Georgia Asian Pacific Islander Community Coalition (GAAPICC) identified the need for a navigator program that can link people in need to services by people who speak their language and understand their culture. In 2008, CPACS worked with GAAPICC to developed the program.

Mission: To promote self-sufficiency and equity for immigrants, refugees, and the underprivileged through comprehensive health and social services, capacity building, and advocacy.

Location: Atlanta, Georgia

Program Name: Community Health Navigator

Program Description: *The Community Health Navigator (CHN) Program* started as a cancer navigator program. The program provides health-related services, free and open to all. Trained, bilingual individuals (navigators) are the heart of the program.

Target Population: CPACS has an Interpretation Department that has grant funded translation staff supporting 7 languages (including Burmese, English and Spanish), with the capacity for 16 languages.

Positon Description: Navigators commonly come from the community they serve (for example refugees and immigrants). They are all lay navigators, not clinical staff, but many have experience or education from their home countries. They may work at any of CPACS three sites, which are all Federally Qualified Health Centers (FQHC).

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Center for Pan Asian Community Services (CPACS)

Program Description (Continued): Navigators provide one-on-one services to clients who need assistance in navigating health systems by linking clients to services, assisting with understanding their treatment, educating about health issues, and providing them with a support system. Health navigators may also assist with interpretation and translations.

CPACS also has a Transportation Department that provides bus and van rides for community members to and from health care facilities. The bus and van drivers are also bilingual and serve as connectors to information and services and a support system for community members.

Program Funding: Initial 4-year funding “Health Through Action” from W.K. Kellogg Foundation in partnership with Asian and Pacific Islander American Health Forum (APIAHF). Foundations are more likely than governments to support population health outcomes – especially Cancer. Some FQHC funding support these services. Data is key to obtain funding. Since data on Asian Americans is limited, CPACS initiate data collection on their own.

Program Training: So far, five health navigators have been trained as medical interpreters in Mandarin, Cantonese, Thai, Korean, and Tagalog. Each client gets at least 4 touches (interactions) with a patient navigator. Navigators are often recruited through word of mouth in the community, which helps assure a connection. Website translations are done in-house. Some refugees are not literate in their preferred language, so they try to use photos and personal interactions. Dialects also present problems.

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Center for Pan Asian Community Services (CPACS)

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Gateway to Care

Organization Description: Collaborative of 190 organizations. Established in 2000 as a program in the Harris County Public Health & Environmental Services Department. Incorporated as a separate not-for-profit organization in 2006

Mission: To facilitate access to adequate health care for uninsured and underinsured residents in the Texas Gulf Coast Region by establishing a mechanism for health care agencies, health service related coalitions, and advocacy groups to coordinate common administrative and service delivery requirements to provide a seamless service delivery system and cultivate a Culture of Health

Location: Houston, Texas

Program Name: 2 programs - GTC Community Health Worker Training (CHW) and RAISE (Reaching Asian Americans through Innovative and Supportive Engagement)

Program Description: The GTC CHW training takes people who are already working in the field and provides training to become state certified. Navigators work with the community to implement RAISE program. The RAISE model comes from a program that was developed in Cleveland, Ohio.

Target Populations: Community Health Worker training – primarily Spanish, English and Vietnamese. Originally 3 Communities targeted for RAISE: African American/Hispanic, Hispanic/Asian, International (including refugees). Currently expanded to all local communities including Vietnamese, Urdu, Pakistani, and Sikh.

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Gateway to Care

Position Description: “Navigator” is more acceptable term in the community than CHW. Many people who already function as navigators in the community get GTC Community Health Worker training to get a certification that improves their job function. GTC trained and certified Community Health Workers are employed, volunteer, or placed in hospitals, clinics or social service agencies in the region. Navigators educate community members about the importance of being insured in efforts to increase health insurance enrollment. CHWs are encouraged to be very honest with the community in order to build and maintain trust and empower community members to be self-sufficient

RAISE is another community-based initiative that service community members. When RAISE started, many community members relied on over-stressed safety net services due to no insurance.

Program Funding: The GTC Community Health Worker Training is funded by fees and some grants. Often hospitals and clinics will pay the program fees for staff to obtain training and certification.

Program Training: GTC Community Health Worker Training Institute provides a Texas State certified 160 hour training with 8 competency skills. After completing the training the individual can apply for State DSHS certification. GTC also offers Continuing Education programs (CEU) to meet DSHS bi-annual requirements. Maintain a listserve of trained CHW’s to share updated information and additional training.

Contact Information:

Angel Rivera – GTC Community Health Worker Program
Karen Dunn – Navigation Services – RAISE Program
<http://www.gatewaytocare.org>

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International Community Health Services (ICHS)

Organization Description: International Community Health Services (ICHS) is a non-profit community health center that offers affordable health care services to Seattle and King County's Asian, Native Hawaiian, and Pacific Islander communities, and the broader community. ICHS provides primary medical and dental care, health support services, and health education in seven locations.

Organization Mission: ICHS provides culturally and linguistically appropriate health services to improve the health of Asian Pacific Islanders and the broader community

Location: Seattle, Washington

Program Name: Community Advocates

Program Description: Community Advocates provide outreach and education to individuals, families, and groups in the community and at ICHS clinics on multiple health topics. They provide information on ICHS clinics in the community and recruits participants for educational and support services as well as links to other community resources. Two other programs with more specific functions include:

- Patient Navigators: Arrange connections with patients during appointments at the clinic such as setting up billing plans and helping with financial literacy
- Health Educators: work primarily in clinics and provide one-on-one or group education on family planning, diabetes management, and nutrition to patients

*Some health advocates may also do ACA enrollment and health education in addition to their community advocate work.

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International Community Health Services (ICHS)

Target Populations: Underserved populations

Position Description: Advocates are mainly bilingual or multi-lingual community members who are often found by word of mouth. Advocates are bridges/connectors to patients and non-patients in the community and other resources for social needs (i.e. housing). Advocates primarily work in the community and can perform outreach and provide information on ICHS clinics and health services, health care coverage, and encourage seeking health care screening. Some activities include:

- Individual or group education and support for cancer prevention, diabetes, hypertension, and other health topics.
- Representing ICHS programs at a variety of community events and health fairs during the week as well as during some evenings and weekends.
- Conducting assessments, arrange appointments, follow-up appointments, make referrals, and interpret or translate if able
- Participating in program quality improvement and advocate for ICHS patients and community members

Program Funding: CHWs are not yet reimbursable in the state of Washington. The CHW team (Advocates) are mostly funded by the clinic and other grants.

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International Community Health Services (ICHS)

Program Training: About 2 years ago, Washington state CHW training became available, and ICHS sends CHWs to the training. Before this existed, the CHW team was trained in-house on certain health topics.

Additionally, ICHS educates all the CHWs on the same topics and knowledge via toolkits, like assessments, basics of certain health topics (cancer, other topics), basics of ACA enrollment. Implementation of the toolkits in the community and outreach depends on the community. Strategies for Chinese community members may be different than Laotian community members.

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