



Promotoras Improving Mental Health of Immigrant Patients

The information in this document is not meant to provide legal advice or to substitute for the guidance, counsel or advice of legal counsel on any matters particular to a specific primary care clinic.



Presentation Overview

- Who is CPCA and CaliforniaHealth+ Advocates?
- Immigration Policy – Impact on Patients Mental Health
- Promotoras Reducing Mental Health Stigma
 - Value of CHWs / Promotoras in health and data from clinics
- Clinics and Immigration: How Promotoras can help Immigrant Patients
 - Mental Health of Immigrant Patients
 - Access to Healthcare
 - Immigrant Resources for clinics and Promotoras
- Barriers of CHW / Promotora integration
- Responding To Fears – Why Health Centers Should be Involved in Public Charge Advocacy
- Resources



California Primary Care Association

Mission

- The mission of CPCA is to lead and position community clinics, health centers, and networks through advocacy, education and services as key players in the health care delivery system to improve the health status of their communities.
- CPCA was founded in 1994 to create a unified, statewide voice for community clinics and health centers.

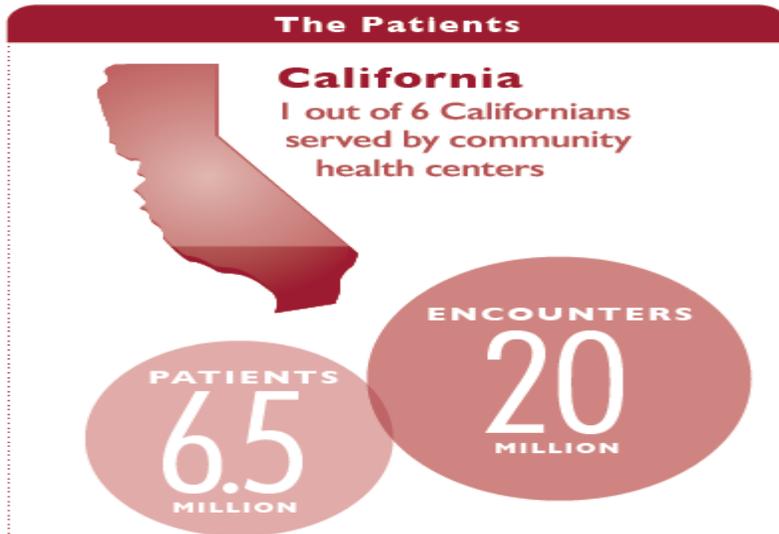
More than **1,300** Community Health Centers (CHCs) in California

CALIFORNIAHEALTH+ ADVOCATES

CaliforniaHealth+ Advocates is an independent 501(c)(4) social welfare organization that is an affiliate of the California Primary Care Association.



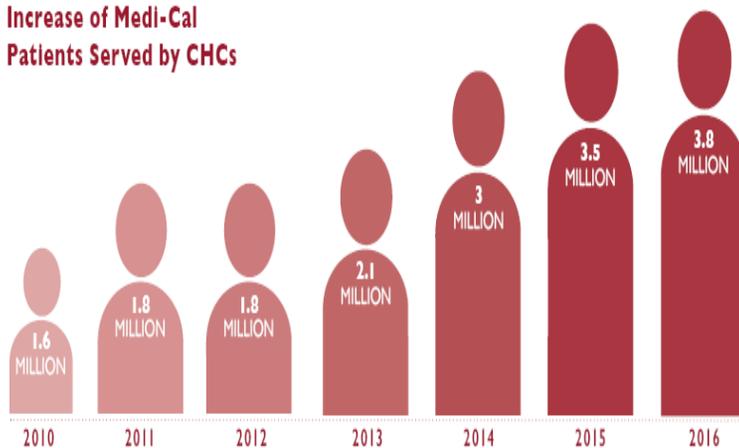
California's Community Health Centers



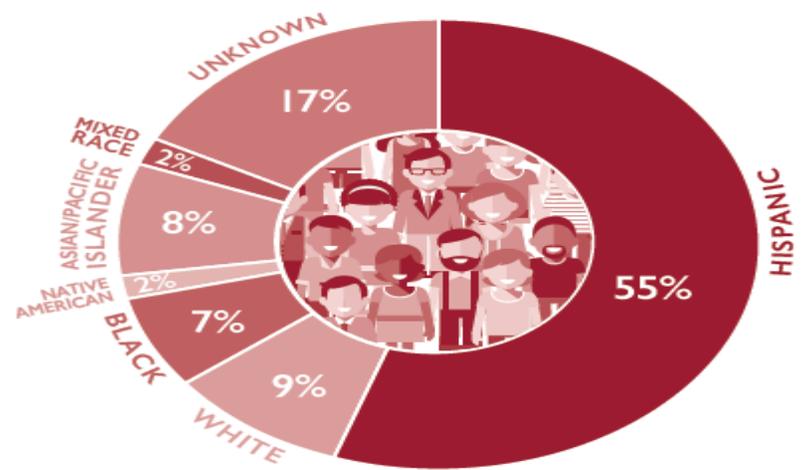
Special Populations



Increase of Medi-Cal Patients Served by CHCs



By Race | Ethnicity



Immigration Policy – Impact on Patients Mental Health



Taking a Pulse: Fear and Anxiety Among Immigrants

 MCN's 2018 poll on the rising anxiety and distress among immigrant patients and healthcare clients.

 91 healthcare providers were surveyed, including nurses, physicians, and administrators.

 Below are representations of a couple of the questions asked to those who were surveyed.

Have you perceived a change in your migrant patients' feelings toward receiving health care?

Have you perceived a change in the obstacles that your and migrant patients face to receive care?



Yes (64.84%) No (35.16%)



Yes (57.14%) No (42.86%)



“One patient, a Spanish-speaking woman in her late thirties, broke down crying as soon as I handed her the packet. She felt enormous stress due to all of the anti-immigrant policies being proposed and scared for her family, especially her children.”

- California Clinic Provider



Immigration Policy – Impact on Immigrant Children and their Parents

- CPCA partnered with The Children’s Partnership (TCP) and California Program on Access to Care (CPAC) to conduct a provider survey to capture the mental health of immigrant children and parents.
- Methodology: electronic survey (n=151)
 - Survey conducted September 2017
 - 62% of respondents provide mental health care to immigrant families, and many also provide complementary services such as primary care, pediatric care, and case management.

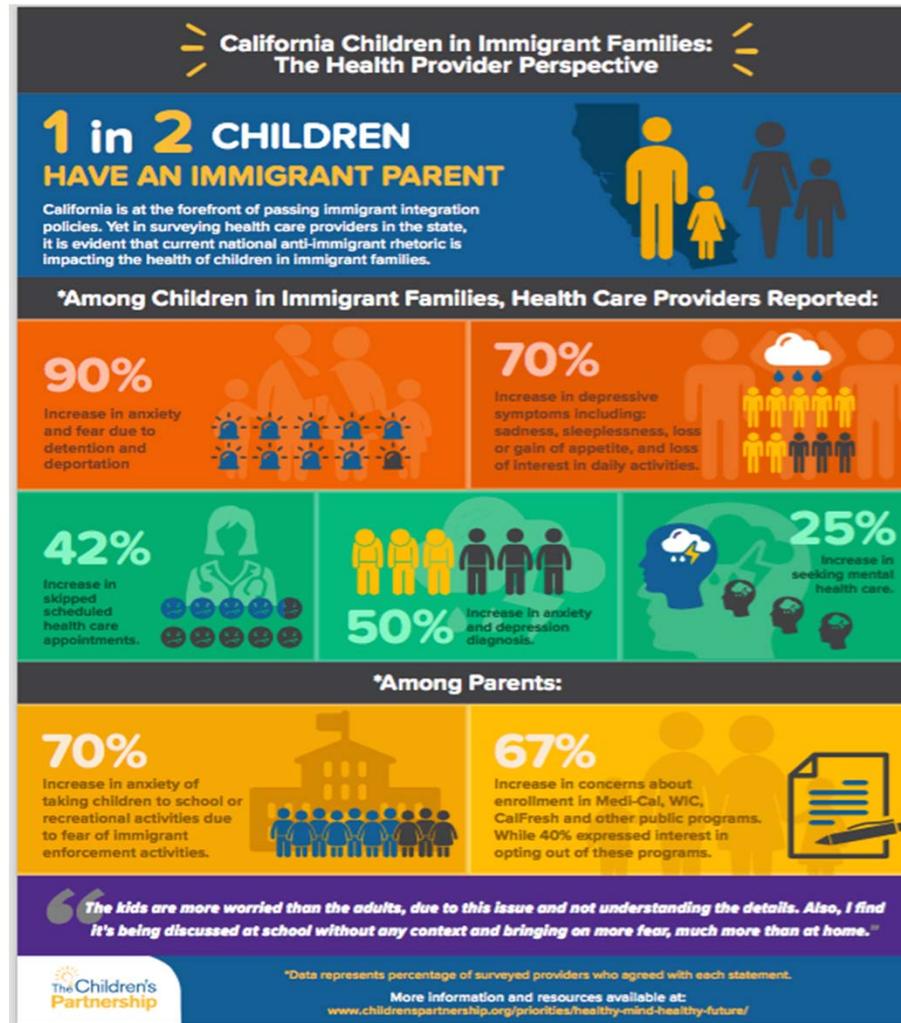
“The children are scared for their parents...”
Health Provider, California



Provider Survey Results

- Among Children in Immigrant Families, Health Care Providers Reported:
 - 90% Increase in anxiety and fear due to detention and deportation
 - 70% Increase in depression symptoms
 - 50% increase in anxiety and depression diagnosis
 - 25% increase in seeking mental health care
 - 62% increase in concerns about enrolling in public benefit programs, like WIC and Medicaid

Fear in Immigrant Patients – Impact on Mental Health



Promotoras Reducing Mental Health Stigma

IMMIGRATION WORKSHOPS

Free informational workshops. Family friendly! Appetizers and child-focused activities will be provided for all participants.

April 5th, 2017 6pm. - State Laws
Martin Isaac
Immigrant Advocate Coordinator
Clinica Monseñor Oscar A. Romero

April 12th, 2017 6pm.
Stress Management Under New Presidential Administration
Rosie Zapata, PsyD
Clinical Psychologist
The Family Depot Psychological Services, Inc.

April 26th, 2017 6pm. - Real Stories from DACA and DREAMers
Various College Student and Alumni Presenters

April 29th, 2017 9am-2pm.
Immigration Forum
Presenters:
Mexican Consulate, Various College Student and Alumni, Nadia Jones, EdD, MFT, The Chicago School of Professional Psychology, Clinica Monseñor Oscar A. Romero and many more!!!

Uplift Family Services at Hollygrove
5930 Gregory Ave. Los Angeles, CA 90038 (Dining Room)

To RSVP & For More Info Contact: **Yoana Luna-Perez**
Parent Involvement Coordinator - 323-769-7160 / yluna@upliftfs.org

Financial support for this workshop series and full-day forum was provided by:  THE PARISH OF SAINT MATTHEW



The Family Depot Psychological Services, Inc.



TALLERES DE INMIGRACION

Talleres informativos y gratuitos para la familia entera. Durante los talleres, se ofrecerán aperitivos y actividades para los niños.

5 de abril de 2017 - 6pm. - Leyes Estatales
Martin Isaac
Coordinador de Abogado de Inmigrantes
Clinica Monseñor Oscar A. Romero

12 de abril de 2017 - 6pm. - Manejando el Estrés bajo nueva Administración Presidencial
Rosie Zapata, PsyD
Psicologa
The Family Depot Psychological Services, Inc.

26 de abril de 2017 - 6pm. - Historias verdaderas de jóvenes de DACA y DREAMers
Varios Estudiantes Universitarios y Alumnos

29 de abril de 2017 - 9am-2pm.
Foro de Inmigración
Presentadores: Consulado Mexicano, Varios Estudiantes Universitarios y Alumnos, Nadia Jones, EdD, MFT, la Escuela de Chicago de Psicología Profesional, la Clínica Monseñor Oscar A. Romero y muchos más!

Uplift Family Services at Hollygrove
5930 Gregory Ave. Los Angeles, CA 90038 (Dining Room)

Para RSVP y más información, contacte: **Yoana Luna-Perez**
Coordinadora de Participación de Padres- 323-769-7160 / yluna@upliftfs.org

Apoyo financiero para estas series de talleres y el foro de día completo fue proporcionado por:  THE PARISH OF SAINT MATTHEW



The Family Depot Psychological Services, Inc.





Who are Promotoras in Healthcare

- Promotoras are frontline public health workers who are a trusted member of and/or has an unusually close understanding of the community served.
- Trusting relationship enables the Promotoras to serve as a liaison/link/intermediary between health/social services and the community
 - helps facilitate access to services and improve the quality and cultural competence of service delivery.
- A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support, and advocacy.

~American Public Health Association~



Value of CHWs / Promotoras in Healthcare

- CHWs (also known as Promotoras, health coaches and by a number of other titles) have demonstrated their ability to improve health behaviors and outcomes, particularly for racial and ethnic minority communities.
- CHWs provide culturally responsive services, including:
 - educating patients and clinical staff;
 - identifying resources;
 - providing case management;
 - supporting care coordination activities; and
 - Becoming part of an individual's support network.



Data: CA Health Centers Utilizing CHWs and / or Promotoras

- More than 45 member health center organizations of CPCA report utilizing CHWs / Promotoras.
- About 30 health center organizations reported that CHWs / Promotras are part of the patient care team.
- 40 health center organizations reported that CHWs / Promotoras serve as a liaison between members of the community and services offered, including health and social services.



Health Centers and Immigration: How Promotoras can help Immigrant Patients



Immigrants Access to Mental Health Services

- Studies have shown that immigrants from Asia, Latin America, and Africa use mental health services at lower rates than nonimmigrants
- *Promotoras* are suggested to be an effective and economic method to help extend health promotion and existing service delivery efforts to marginalized populations



How Promotoras can Help Reduce Fears in Immigrant Patients

- Linking immigrant patients with community resources (naturalization, Know Your Rights workshops, finding a lawyer).
- Helping immigrant patients understand and navigate the health system while also helping patients understand their health care rights.
- Informing patients of how and where to access healthcare services
- Helping immigrant patients understand the importance of receiving health and mental health care.
 - Help patients overcome cultural barriers to care



Health Center Services Enabled by Promotoras

- Internal: appointment reminders, no-show follow-up
- External: de-stigmatize access to BH care
- Coffee Connection at schools for parents
- Addresses “symptoms” of BH need
- Discusses “symptoms” of SUD need
- Links patients to care

Barriers for Integrating CHWs in Clinics

- CHWs / Promotoras are not billable providers under the Prospective Payment System (PPS) method of reimbursement used by clinics. Meaning that clinics cannot bill for services provided by CHWs, making it hard to pay CHWs for their work.
 - However, it's likely that clinics who provide CHW services will see a slight increase in the cost of doing business, which can increase the PPS rate received for each patient.
- Lack of understanding by clinical staff, including management, regarding the benefits of utilizing CHWs / Promotoras to help provide culturally appropriate and culturally relevant health care to diverse patients.
- Minimal evidenced based studies that quantify the impact that CHWs / Promotoras have in improving the health of patients.

Responding To Fears – Why Health Centers Should be Involved in Public Charge Advocacy





Public Charge: How will Communities be Impacted

- Immigrants ability to become permanent residents is jeopardized if they enroll in Medicaid, SNAP or use housing assistance.
- The chilling effect will drive eligible families away from enrolling in programs that help them stay healthy and pay for medical care at community health centers
 - Increasing the number of uninsured patients
- Many immigrant families may avoid seeking healthcare until their condition deteriorates, which could increase avoidable emergency room visits.
 - Increase in healthcare costs



How Will Health Centers be Impacted?

- Staff will need to be retrained, in particular enrollment staff, to ensure they can answer questions from immigrant patients who may qualify for Medicaid.
- If the proposed policy changes go into effect, it will no longer be possible to assure patients that using Medicaid won't affect their immigration status.
- Each Clinic will need to decide how to talk to immigration patients about the possibility that receiving essential benefits could affect their ability to adjust their immigration status.
- Since health centers may no longer be able to enroll all their immigrant patients into public benefit programs, or offer them the sliding fee scale, it could raise the cost of providing services to patients.



Getting Involved - Next Steps

- Immigration Webinar Series – Stay Tuned for more trainings
- Review CPCA's Immigration Resource Page:
<http://bit.ly/cpcaResources>
- Join Us:
 - National Health Center Immigration Workgroup
 - PIF Campaign
 - CA PIF Coalition (CIPC)
 - PIF Funded Coalition



Available Resources



How are Clinics Responding to Fears & Increased Mental Health Issues

- Established written policies that:
 - Designate areas in your clinic as private spaces (having an intake person by the main entrance can help create waiting room as a private space)
 - Designate a specific person or persons as responsible for handling contacts with law enforcement officials.
 - Specify when and what information must be provided to law enforcement, while outlining how patients should be notified of this.
- Provide posters, Know Your Rights cards and educational materials advising patients of their rights.
- Create an environment where ALL patients feel safe in obtaining healthcare services
 - Have welcome signage through out the clinic
 - Provide culturally and linguistic appropriate services



Immigration Resource Page

Know Your Rights information in various languages, including:

- Tagalog
- Spanish
- Chinese
- Arabic
- Korean
- Mongolian

FAQs and Talking Points

- immigration FAQs to help frontline staff answer patient questions.
- Immigration talking points that can be used for meetings with press or legislators

Sample Policies and Procedures

Resources for DACA and DACA employers

Free Trainings for providers, patients, and community

- Know your rights
- Legal help

New Webpage:

<http://bit.ly/cpcaResources>

Public Charge Advocacy Toolkit





Immigration Sample Policies and Procedures

- 1) Internal Protocol for Interacting with Immigration Officials and Law Enforcement
- 2) Disclosure of Personal Health Information
- 3) Private and Public Spaces in a Clinic
- 4) Creating an Integrated Rapid Response Team
- 5) Training Clinic Staff on Immigration
- 6) Messaging to Patients
 - CaliforniaHealth+ Advocates Immigration Talking Points for Clinic Staff

Sample Policies Available at: [CPCA's Immigration Resource Page](#)



Overview of Immigration Sample Policies and Procedures

- Create a Rapid Response team with members of the community, like attorneys and local media
- Specify when and what information must be provided to law enforcement, while outlining how patients should be notified of this.
 - Under certain circumstances HIPAA allows covered entities, to decide when to disclose personal health information
 - Health centers should implement policies that are protective of patient health information, and **ONLY** allow staff to disclose this information when required by law or when patient consent is provided.
- Identify signage requirements (incl. language) for organization's sites
- Designate areas in your clinic as private spaces (having an intake person by the main entrance can help create waiting room as a private space)
 - Fourth Amendment: Expectation of Privacy
 - Your policies and procedures should indicate who is allowed on the premises and who's not.



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