

Community Health Navigation Services and Sacramento County's Health Program for the Undocumented

Barriers to Care and Characteristics of Health Care Utilization of Undocumented Immigrants

- Overall lower utilization of health services including ED usage
- When receiving care, many have difficulty understanding the physician when compared to other immigrant populations
- Many report having delayed needed care in the past 12 months
- More likely to be unable to pay for other basic necessities due to medical bills
- Barriers such as poverty, language, lack of health insurance, fear of public charge all contribute to the above.

More detailed information can be found here:

<http://healthpolicy.ucla.edu/publications/Documents/PDF/undocumentedreport-aug2013.pdf>

Community Partners Offering Navigation Support (In-Kind)

As Sacramento County launches its new health services program for undocumented residents, three local nonprofit partners that are working collaboratively to support this population have offered in-kind services to Sacramento County's new initiative to ensure that undocumented residents are aware of the new program, understand what services are available and receive support to appropriately access those health services.

Support from culturally competent health navigators can improve the success of the program, increase efficiencies and even improve health outcomes for patients. All three agencies have significant experience and competencies serving this population.

Organization	Estimated Capacity for Patients in One Year (Full-Service)
Sacramento Covered	500
La Familia Counseling Center, Inc.	60*
Health Education Council	180
Total:	740

**additional patients can be served in group-based sessions*

Sample Navigation Services from all Agencies (Proposed for Discussion):

- Education/referral to the new program/explanation of available services and how to access care appropriately
- Assistance in establishing eligibility (explanation, interpreting, completion of forms)
- Assistance in scheduling medical appointments
- Interpreting services (Spanish, Russian, Ukrainian, Hmong)
- Care coordination to ensure patients attend appointments (education/reminders/transportation resources), teaching clients how to inform clinicians of their medications, health concerns
- Follow up to gather data, assess satisfaction with services, troubleshoot any barriers
- Education and referral to other supportive services not offered through the Health Program

Estimated In-Kind Value* of offered/proposed services: \$122,200

*Value was estimated at \$150 per patient, assuming health navigators will have multiple contacts (3-5) with each patient during a one-year period of time. A program administrative rate of 10% was also applied to reach an estimate of \$122,200.

Services/Programs Currently In Place (Opportunities to Leverage):

Sacramento Covered

- Seven (7) Patient Navigators placed in five (5) local hospital emergency departments (Dignity & UCD)
- Referral relationship with Kaiser Permanente EDs
- Three (3) Health Navigators focused on families with children, 0-5 (some parents will be undocumented)
- Two (2) Health Navigators focused on health insurance enrollment and access to care
- One (1) Health Navigator stationed at the Oak Park Community Center to facilitate connections to health and other community resources
- Multilingual call-center (50 hr/week) where information about the new program can be accessed telephonically
- Hospital ED data sharing relationships -could demonstrate utilization of emergency departments for this patient population

La Familia Counseling Center, Inc.

- Individual Case management –support and referrals to other supportive services needed
- Education classes – in English and Spanish (Evidenced based curriculum), Nutrition Education, Healthy Behavior Courses , Chronic Disease management Programs
- Support Groups
- Zumba classes and other exercise programs
- Health Fairs – including health screening events, health resources, information and referrals
- Partnerships with medical providers for health services to undocumented
- Mental Health awareness services, stigma reduction
- Senior Companion for Spanish speaking
- Birth and Beyond Services for families with children – (incorporating health education)

Health Education Council

- One (1) Program Coordinator and two (2) Community Health Leaders
- Refer as appropriate to community health education services and resources in Sacramento to improve Patient Health:
 - Nutrition Education, Cooking Classes, Exercise Programs, Healthy Living Education Courses , Chronic Disease management Programs, Support Groups.
- Provide free health exams, services, resources at VDS monthly health fairs
Ventanilla De Salud (VDS) referral for enrollment in Seguro Popular and referrals to multilingual enrollment counselors
- Referral and navigation for legal Services, pharmaceutical, financial assistance, transportation, specialty care
- Possible additional .50 FTE staff to support outreach and education services in addition to 1 FTE at VDS

*Value was estimated at \$150 per patient, assuming health navigators will have multiple contacts (3-5) with each patient during a one-year period of time. A program administrative rate of 10% was also applied to reach an estimate of \$122,200.