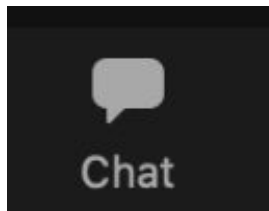
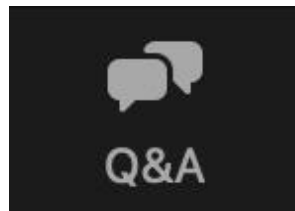




COVID-19 and Other Infectious Diseases Health Equity Response Network (CHERN) Learning Series

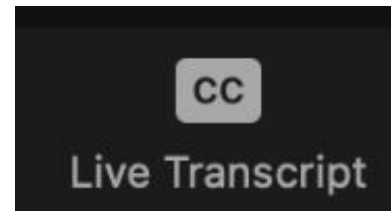
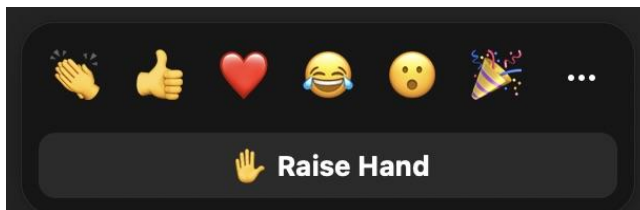
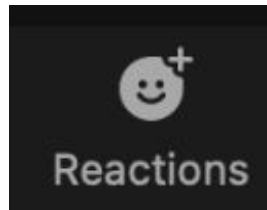
**Session 2: Promising Practices for Outreach and
Support for Elders**

Tech and Accessibility



Windows:
Ctrl+T

Mac: **⌘+K**



Windows:
Alt+Y

Mac:
Option+Y



Moderators



John Nguyen-Yap, MSW, *Associate Director of Health Equity*, AAPCHO (he/him/his)



Cara Skillingstead, CCHP, *Program Manager of Training and Technical Assistance*, AAPCHO (she/her/hers)



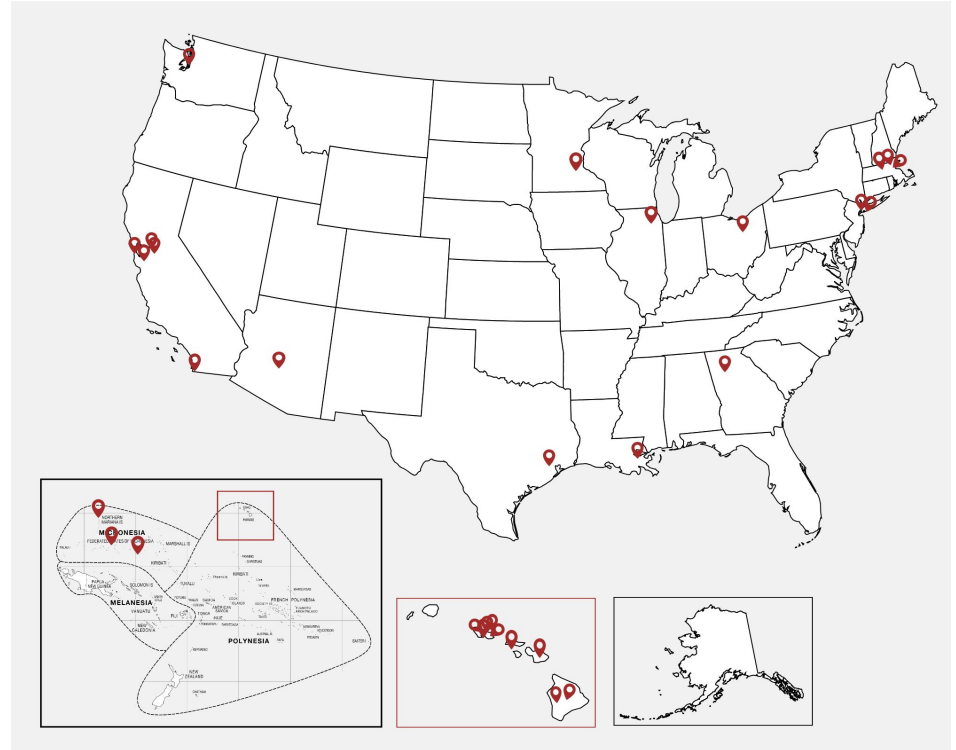
About AAPCHO.

The Association of Asian Pacific Community Health Organizations (AAPCHO) was formed to create a national voice to advocate for the unique and diverse health needs of AA and NHPI communities and the community health providers that serve their needs.



Mission & Impact

AAPCHO is dedicated to promoting **advocacy, collaboration,** and **leadership** that improves the health status and access of Asian Americans (AAs), Native Hawaiians (NHs), and Pacific Islanders (PIs) within the United States, the U.S. territories, and the Freely Associated States.



AAPCHO Members

AlohaCare (HI)

Asian Americans for Community Involvement (CA)

Asian Health Services (CA)

Asian Human Services (IL)

Asian Services in Action-International Community
Health Center (OH)

Bay Area Community Health (formerly Tri-City
Health Center) (CA)

Center for Pan Asian Community Services (GA)

Charles B. Wang Community Health Center (NY)

Chuuk Community Health Center (FSM)

Community Clinic of Maui, Inc dba Malama I Ke Ola
Health Center (HI)

Community Medical Wellness Centers, USA (CA)

Family Health Center of Worcester (MA)

Family Health Centers at NYU Langone (NY)



AAPCHO Members

Hawai'i Island Community Health Center (HI)*

Hawaii Primary Care Association (HI)

HOPE Clinic (TX)

International Community Health Services (WA)

Kagman Community Health Center (CNMI)

Kalihi-Palama Health Center (HI)

Kokua Kalihi Valley Health Center (HI)

Kosrae Community Health Center (FSM)

Lanai Community Health Center (HI)

Lowell Community Health Center (MA)

NOELA Community Health Center (LA)

North East Medical Services (CA)

Operation Samahan (CA)

Pacific Islands Primary Care Association (HI)

South Cove Community Health Center (MA)

Waianae Coast Comprehensive Health Center
(HI)

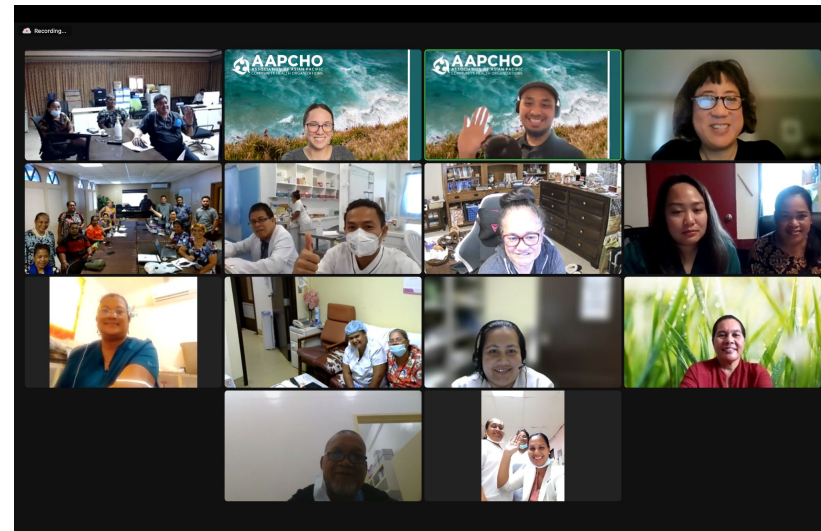
Waikiki Health Center (HI)

Waimanalo Health Center (HI)



Overview of CHERN

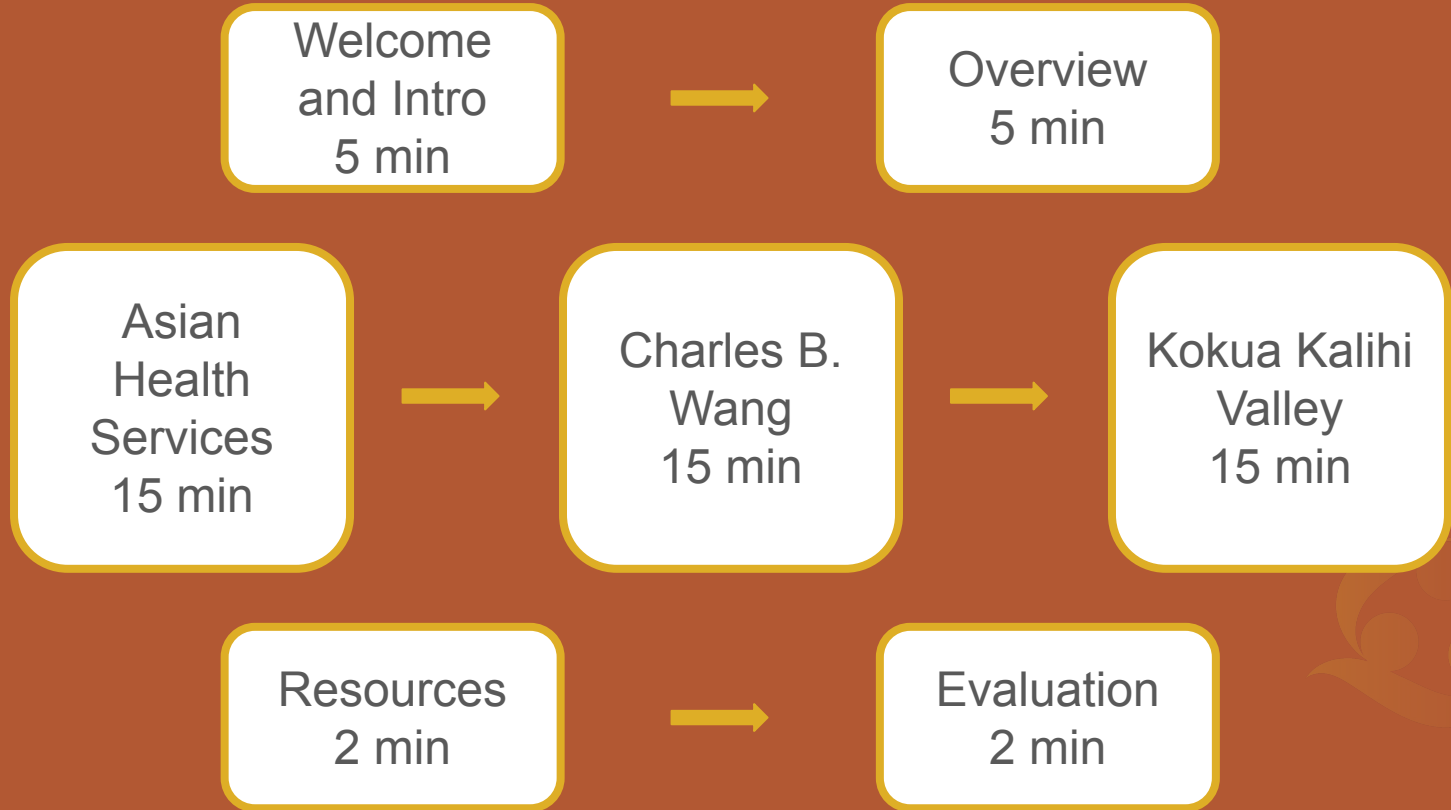
- The COVID-19 Health Equity Response Network (CHERN) is a national partnership of health centers dedicated to improving clinical outcomes among Asian, Asian American, Native Hawaiian, and Pacific Islander (A/AA and NH/PI) patients at risk for emerging infectious diseases through:
 - Webinars and virtual trainings,
 - Clinical and community leader guidance on COVID-19 priorities for AA & NH/PI serving CHCs
 - Resource curation as defined by partners and their patient and provider needs.
- Funding provided by CDC's National Center for Emerging and Zoonotic Infectious Diseases (NCEZID).



COVID-19 Management training with USAPI health ministries, March 2022



Session Agenda



Session Objective

Explore alternative and promising practices to support and provide care to A/AA and NH/PI Elder communities.



Topic Intro and Overview

- Elders are still foregoing healthcare due to fear of Anti-Asian racism and hate incidents
- Elders are still at higher risk of severe impact from COVID-19 infection
- Isolation and Reduced access to healthcare



Community Health Initiatives



Asian Health Services



Ben Wang
Director of Special
Initiatives



ASIAN HEALTH SERVICES COMMUNITY HEALING INITIATIVES

CHERN SEPT 13 2022



CREATION OF COMMUNITY HEALING INITIATIVES



- Formed in 2021 in response to crime and hate incidents affecting AHS patients, staff, and Board
- Stop AAPI Hate recorded 451 hate incidents targeting AAPIs in Alameda County since Covid Pandemic began
- Provided direct services to 113 survivors of crime, hate, and violence

Goal: To promote community safety, prevention, and healing in the AAPI community

IN THE COMMUNITY

Community Healing Launch Event Feb 2022



Break the Silence Event Mar 2022



COMMUNITY HEALING INITIATIVES TEAM

Ben Wang
Director of
Special Initiatives



Stop the Hate Funding Press Conference

Irene Pan
Special Initiatives
Program Manager



Fiona Chen
COVID Program
Manager

Jessica Nguyen
IBH Program
Coordinator

ASIAN HEALTH SERVICES

Break the Silence Event

COMMUNITY HEALING UNIT



COUNSELING

Meet with
culturally sensitive
counselors who
specialize in
trauma informed care.



CASE MANAGEMENT

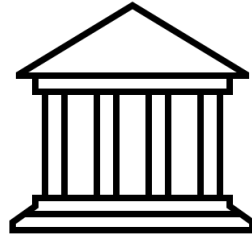
Fulfill comprehensive health
needs through linkage to
community resources.

SPECIAL INITIATIVES



REGIONAL LEAD FOR STATE GRANTS

Regional Lead for the Bay Area's Stop the Hate grant program for the CA Dept. of Social Services



POLICY & ADVOCACY

Advance proactive policy agendas to increase resources, address gaps, and promote cross racial understanding.



COMMUNITY-FOCUSED RESEARCH

Explore attitudes regarding race, crime, and hate to identify opportunities for healing, reconciliation, and justice between AAPI and Black/AA communities.



OTHER DIRECT SERVICES

Provide systems navigation, case management, legal support, and connection to cultural healing opportunities.

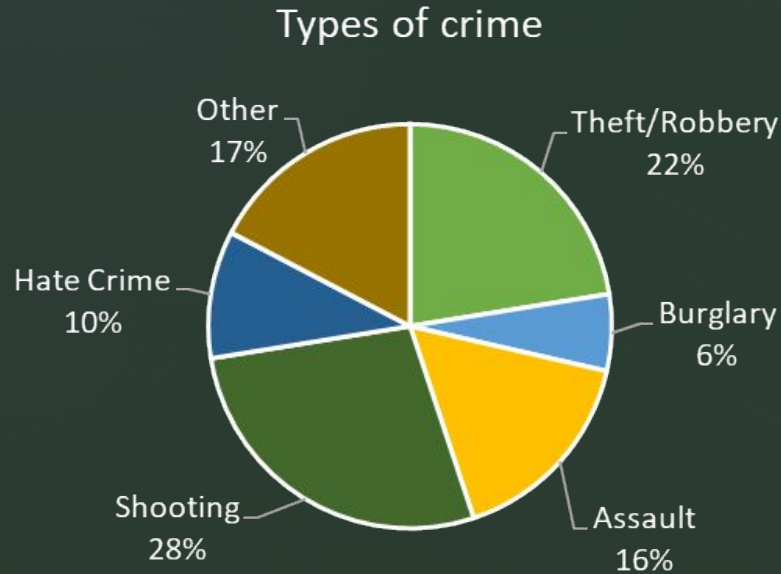
TOTAL CLIENTS SERVED

	Total Clients Served
Aug-Dec 2021	13
Jan-Aug 2022:	100
Cumulative Total	113

# of recipients	Fund amount	Total amount distributed
40	\$1,000 each	\$40,000

Client Stats

from Aug 2021 to July 2022



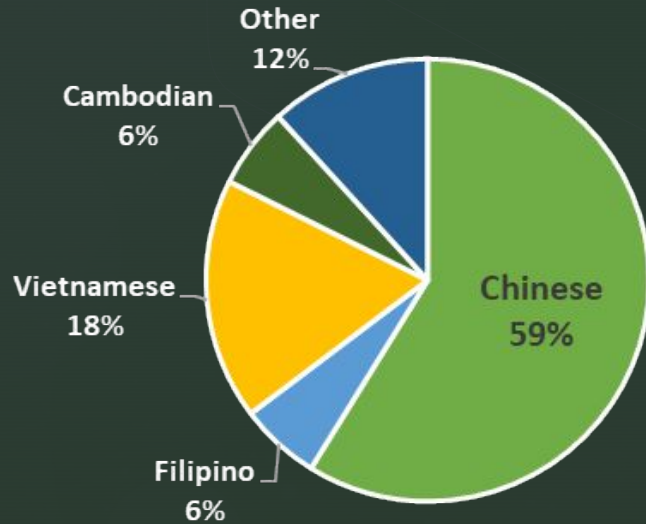
Most common mental health diagnoses:

- Post-Traumatic Stress Disorder
- Unspecified Trauma and Stress Related Disorder
- Unspecified Anxiety Disorder

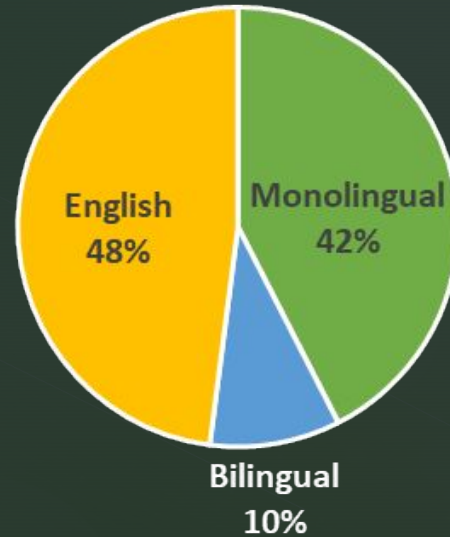
Client Stats

from Aug 2021 to July 2022

Ethnicity



Speaking Language



CONTACT US

ELIGIBILITY

- Survivor of prejudice or community violence
- Alameda County Resident
- 18 years or older

PROGRAM IS FREE

- Health Insurance is not required
- Asian Health Services Membership is not required
- Services are provided in English & multiple Asian languages.



ASIAN HEALTH SERVICES
COMMUNITY HEALING UNIT

CALL 510-735-3940

MONDAY - FRIDAY: 9AM - 5PM

This is not a crisis hotline. For emergencies call 911. After hour calls can leave a voicemail or email ahshealingunit@ahschc.org.

Outreach and Engagement Strategies



Charles B. Wang Community Health Center



Shaoling Hu, LCSW
Director of Social Work



**Yajie Zhu, EdD, MA,
MCHES**
Director of Health
Education

CBWCHC Elder Outreach and Engagement Strategies

Meeting people where they are to receive education, services, and support.

Presented by

Yajie Zhu, EdD, MCHES
Director of Health Education

Shaoling Hu, LCSW
Director of Social Work



CHARLES B. WANG
COMMUNITY HEALTH CENTER
王嘉廉社區醫療中心

About the Charles B. Wang Community Health Center

Mission

Provide high-quality and affordable healthcare to all, building on our heritage of success in caring for underserved Asian Americans.



CHARLES B. WANG
COMMUNITY HEALTH CENTER
王嘉廉社區醫療中心

Our Services:

- Internal Medicine
- Pediatrics
- OBGYN
- Dental service
- Mental Health
- Health Education
- Social Work Services
- Health Insurance Enrollment



Engaging Current Elder Patients with Supporting Services through Referrals and Follow-ups.

- Increase flexibility and accommodation in scheduling appointments.
- Provide continuum care to elder patients through tracking referrals and medical follow-ups.
- Collaborate with caregivers to engage elder patients through telehealth.
- Offer patient accessibility to all NYC locations across.



Medical Social Worker Focus on HealthCare-Related Psychosocial Needs.

Social Work Department provides
below services

- **Health insurance coverage**
- **Government benefit assistance**
- **Eviction prevention**
- **Emergency food arrangement**
- **Transportation arrangement**
- **Free cell phone application**
- **Home care service**
- **Durable medical equipment**
- **Supportive counseling**




Community Health Education



CHARLES B. WANG
COMMUNITY HEALTH CENTER
王嘉康社區醫療中心

Omicron Variant and COVID-19 Vaccine Updates Workshop

Omicron變種病毒與新冠疫苗健康講座



Speaker
Holly Lee, FNP or CBWCHC Clinical Director

主講者
李凱莉 家庭醫學師

Know about Omicron
Take precautions to slow the spread of COVID-19
the s Answer to common COVID-19 vaccination questions

Omicron變種病毒通知事項
採取預防措施, 減慢病毒傳播
解答新冠疫苗接种常见问题

Wednesday, January 26, 2022
10:30 a.m. - 11:15 a.m.
Conducted in Cantonese

2022年1月26日 (星期三) 上午10時至11時
粵語講座

Zoom Link
<https://us06web.zoom.us/j/89097970429>
Meeting ID: 89097970429

粵語講座
2022年1月26日 (星期三) 上午10時至11時
粵語講座

Call to RSVP by Saturday Nov. 13: 請在11月13日前預約

In-person location
CPC Nan Shan Senior Center
133-14 41st Ave, Flushing, NY 11355
Vaccination proof for in-person attendees is recommended

講座地點
華僑會福壽老人中心
法拉盛41大道133-14號
建議現場參加講座者攜帶疫苗接種證明

Join Zoom Meeting 進入Zoom線上講座鏈接:
<https://us06web.zoom.us/j/89097970429>
Meeting ID: 講座編號: 89097970429

Call CBWCHC to make an appointment to see a doctor:
預約掛號: 歡迎致電王嘉康社區醫療中心
(929) 362-3006

Charles B. Wang Community Health Center
王嘉康社區醫療中心

Learn About Preventative Care

健康知識講座: 預防保健知多少?



Speakers
Nancy Cai, Navigator
Charles B. Wang, Community Health Center

主講人
Yajie Zhu, MD, MCHES (CBWCHC)
朱雅潔, 健康教育博士, 王嘉康社區醫療中心

Importance of regular checkups
Cancer screening and prevention
Telehealth
Medication safety

定期檢查的重要性
癌症篩檢與預防
遠程醫療診治注意事項
藥品安全, 謹慎對待

Tuesday, November 16, 2021
10:00 a.m. - 11:00 a.m.

2021年11月16日 (星期二)
上午10時至11時

Call to RSVP by Saturday Nov. 13: 請在11月13日前預約

In-person location
CPC Nan Shan Senior Center
133-14 41st Ave, Flushing, NY 11355
Vaccination proof for in-person attendees is recommended

講座地點
華僑會福壽老人中心
法拉盛41大道133-14號
建議現場參加講座者攜帶疫苗接種證明


Join Zoom Meeting 進入Zoom線上講座鏈接:
<https://us06web.zoom.us/j/89097970429>
Meeting ID: 講座編號: 89097970429

Call CBWCHC to make an appointment to see a doctor:
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(929) 362-3006

Charles B. Wang Community Health Center
王嘉康社區醫療中心

Health Insurance Overview and Healthcare Access

健康保險概覽與醫療服務可及性



Speakers
Nancy Cai, Navigator
Charles B. Wang, Community Health Center

主講人
Yajie Zhu, MD, MCHES (CBWCHC)
朱雅潔, 健康教育博士, 王嘉康社區醫療中心

Importance of regular checkups
Cancer screening and prevention
Telehealth
Medication safety

定期檢查的重要性
癌症篩檢與預防
遠程醫療診治注意事項
藥品安全, 謹慎對待

Friday, December 3, 2021
4:00 p.m. - 5:30 p.m.

2021年12月3日 (星期五)
下午4時至5時30分

Call to RSVP by Saturday Nov. 13: 請在11月13日前預約

In-person location
CPC Nan Shan Senior Center
133-14 41st Ave, Flushing, NY 11355
Vaccination proof for in-person attendees is recommended

講座地點
華僑會福壽老人中心
法拉盛41大道133-14號
建議現場參加講座者攜帶疫苗接種證明

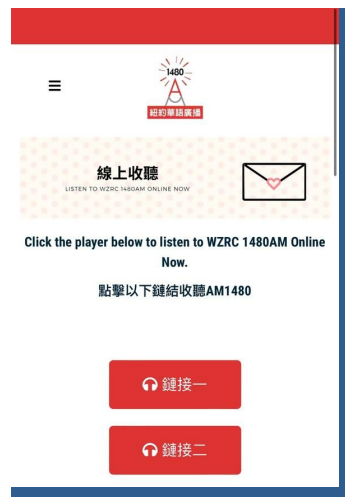
Join Zoom Meeting 進入Zoom線上講座鏈接:
<https://us06web.zoom.us/j/89097970429>
Meeting ID: 講座編號: 89097970429

Call CBWCHC to make an appointment to see a doctor:
預約掛號: 歡迎致電王嘉康社區醫療中心
(929) 362-3006

Charles B. Wang Community Health Center
王嘉康社區醫療中心



Radio



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王嘉廉社區醫療中心

Newspaper & Digital Ads



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COMMUNITY HEALTH CENTER
王嘉廉社區醫療中心

戒煙之路並不孤單
我們與您攜手並肩

王嘉廉社區醫療中心
提供免費戒煙貼片和口香糖給18歲及以上人士
以會面或電話形式提供戒煙輔導

今天就致電
(718) 661-6040



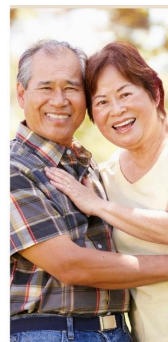
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王嘉廉社區醫療中心

王嘉廉社區醫療中心

提供新冠疫苗加強針

輝瑞Pfizer
莫德納Moderna

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(718) 490-7165



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www.cbwhc.org



Flushing BID

優質醫療 全心為您



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CHARLES B. WANG
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王嘉廉社區醫療中心

協助申請健保: (646) 899-0444



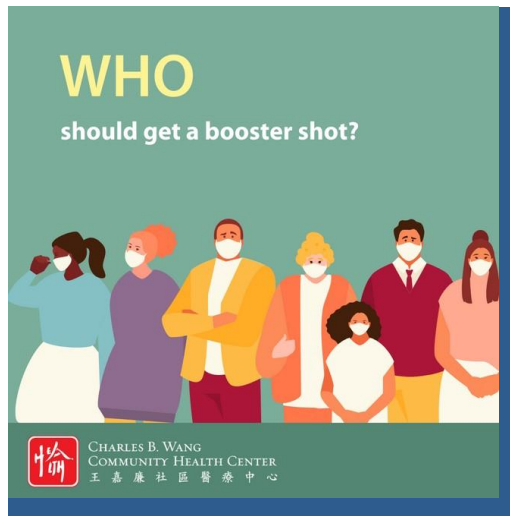
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王嘉廉社區醫療中心

紐約市政府疫苗預約電話: 877-829-4692

Social Media



王嘉廉社區醫療中心

新的一年，關愛自己與家人的健康。預防性檢查可幫助您擁有更健康的生活。現在就預約年度體檢、兒科體檢、牙齒檢查，以及年度婦科檢查。查詢請瀏覽王嘉廉社區醫療中心網站：https://www.cbwchc.org/location_ch.asp。



February 4, 2022 10:43 AM Delete



CHARLES B. WANG
COMMUNITY HEALTH CENTER
王嘉廉社區醫療中心

Look Ahead:

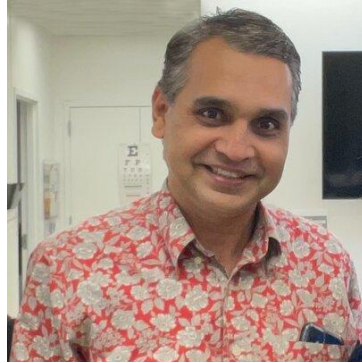
1. Increase medical care accommodation and accessibility through supporting services.
2. Expand social work services to address health-related psychosocial needs.
3. Tailored health education outreach through various platforms.
4. CBWCHC Community Health Resource Center.



Ke Ola Hou: Community Navigators



Kokua Kalihi Valley



Nabin Oli
Care Coordinator





Kokua Kalihi Valley Comprehensive Family Services
Honolulu, Hawaii

Looking Back to KKV

- Out of these connections in the community, KKV grew volunteer medical and dental services. KKV moved to two renovated surplus trailers in 1973, and two years later opened O'ahu's first shelter for abused spouses and children.



Kōkua Kalihi Valley started in 1972 with four female employees from the Kalihi Valley community whose job it was to walk door to door, sharing the value of "Neighbors being neighborly to neighbors" through talk-story.





Looking back, to move forward

Checking in, pushing forward,
and caring for each other

Kokua Kalihi Valley

Comprehensive

Family Care



Challenges we face..

- A lot of fear and stresses among seniors
- Uncertainty and anxiety
- Social isolation and Depression
- Disrupted work and family routines
- Economic instability
- We missed many of our seniors and their loved one
- Resource and additional funding need
- Maintaining seniors' health and keep their spirits up



...Many Different Healing Spaces...



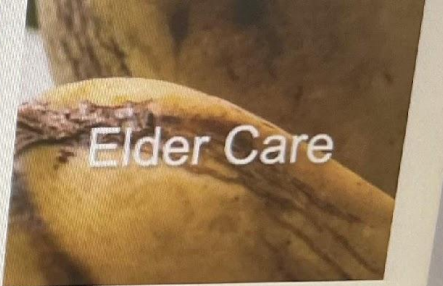
Medical



Dental



Behavioral



Elder Care



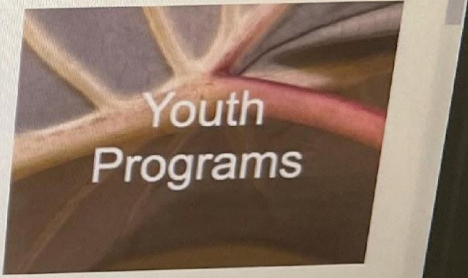
Maternal
Child Health



Ho'oulu 'Aina



Roots



Youth
Programs

Our Geneology

Super Aunty Strong

“

We didn't do anything special, but
we served
the community and served
ourselves by accepting
each other's cultures.
The good and bad.

— ”
- Mama Merina



Process matters

Deep Listening

Love and Caring

Relationship Focused

Equitable Access

Dignity and Agency

“ That's the resilience, people
keep coming back.
Generations
keep coming back. And it's
because they feel like this is a
place where they're cared for.”

- Aunty Mili



Some Emergency Response

July 2020-Present

- Over 12,000 prevention deliveries
- 1,238 COVID deliveries
- Over 600 home visits
- (5,933 individuals)
- Na Koa completed over 10,000 COVID tests (200 tests a day)
- 9,030 vaccines
- Roots gave over 65,000lbs of produce to community

“We felt supported by KKV, you guys were the only people that offered us help and support during our isolation.”



Data collection

- Debriefs & check ins
 - HA, Elderly, MCH
 - Roots, KVICE
- Program
 - EA, Telehealth, HH, KVICE, HA
- Talk story & interviews
 - super aunties, legacy
- Surveys
 - Program, patient &. employee satisfaction

Data management

- Program based
 - MCH, ROOTS, HH, HA, KVICE
- Data integration
 - Story catching
 - SDOH metrics
 - grants

Data

dissemination

- Staff meetings
 - Provider, all staff,
- Waiting rooms

Resources

- Produce pick up
- Direct relief
- Phones
- EA
- Referrals

Research

- HCF
- Gusnip
- Collaborations
 - PIKO
- Contracts



KKV reached out and served Kalihi seniors.

Elders served	Total
# of seniors reached Out/follow-up	1579
# of meals delivered	15,400
# of essential supplies	8,200



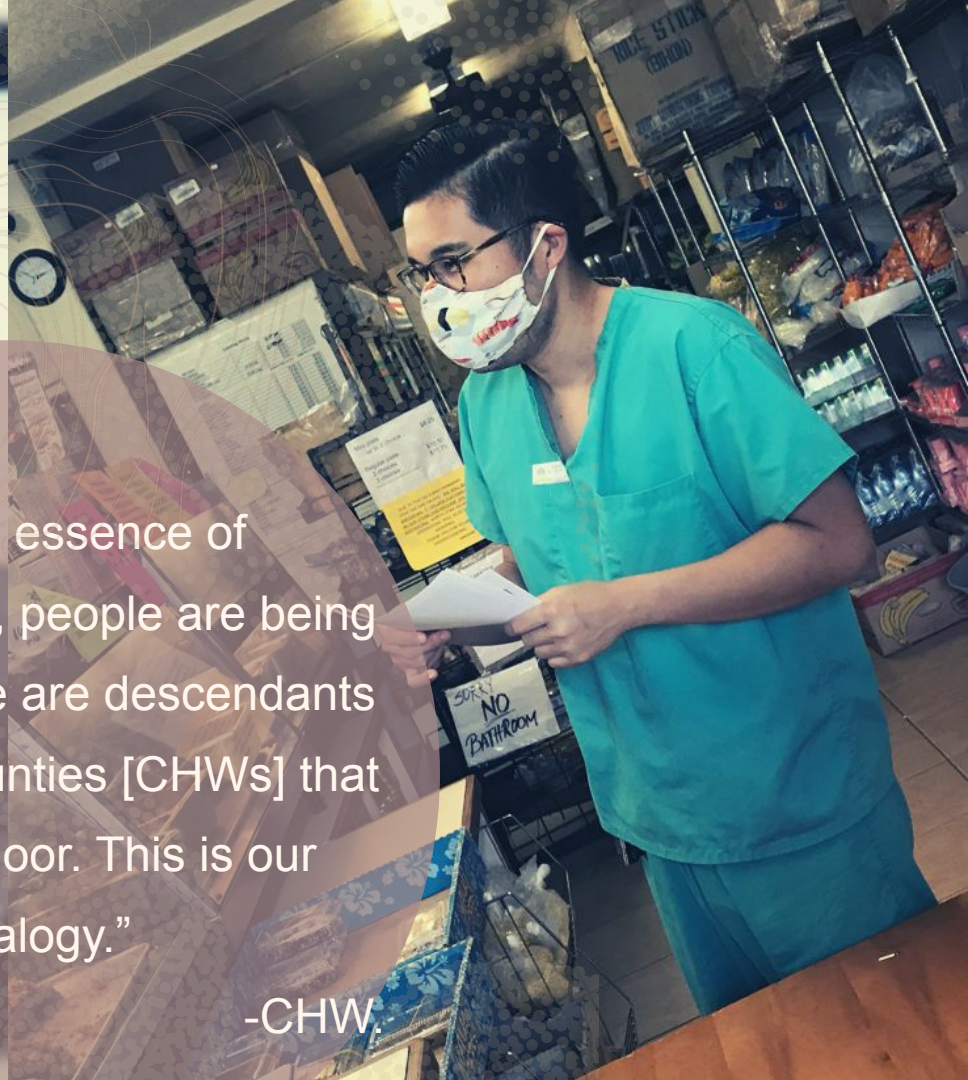
Services Provided During Pandemic Time

- KKV provided wrap-around emergency assistance and caring social support to Kalihi community elders.
- Help includes delivering food, medical appointments and other essential supplies, conducting outreach and health education, identifying health needs, connecting elders and their families to health care, translation assistance, help with obtaining legal, housing, tele-exercise and other social services.
- Home Care
- Exercise and Wellness - Virtual and limited in-person on Monday, Wednesday and Friday 9:30 to 10:30 am
- Case Management
- Training for Care Givers / Respite Workers
- Micronesian Caregiver Support Group - Last Thursday of every month from 9:30 to 12:00 pm.
- PPE's
- Vaccination



“In the true essence of why KKV started, people are being reminded that we are descendants of those super aunties [CHWs] that went door to door. This is our genealogy.”

-CHW





Although stressful, the work we completed during the pandemic liberated our staff from many oppressive and extractive systemic practices. One CHW shared, “Now, when other organizations want to partner but they want us to go back to the old way – of only being so worried about counting and getting information from people – I’m not afraid to say, ‘No that’s not how we do it anymore.’” Instead, we have reconnected to KKV’s origin story, of staff knocking on doors to ask neighbors what they needed.

A large, stylized opening quotation mark in a light beige color, positioned at the top left of the slide. The background is a dark purple with faint, abstract patterns of dots and concentric lines.

“I was calling a patient to let her know her quarantine was over and so I wouldn’t be checking in on her everyday anymore. Then the auntie asked me to turn on my video so that we could see each other’s faces, so that when we saw each other after the pandemic was over, she could thank me, and we could give each other a hug. After I turned on my camera the auntie showed me all the pictures on her wall and told me about her family. And she is not the only one, there are so many people who are now a part of our ‘ohana (family).”

A large, stylized closing quotation mark in a light beige color, positioned at the bottom right of the slide. The background is a dark purple with faint, abstract patterns of dots and concentric lines.



“ This is good not just for them, but for me too. There was this woman in the program who I think she doesn't like me very much but when I called her, as soon as she heard my voice, I could tell she was happy and was crying. She misses us. And I know when we see each other again we are going to get along. We are learning a lot from this different time. We will change our behaviors, we will respect people more and we won't waste anything – not time, not budgeting, not people. ”

- Auntie Katary

Story Sharing



Unfolding of events

Pushing harder

Innovation/endurance



Seniors on the Move..

Lessons Learned

- Masks are useful tools
- Telehealth might become the new normal
- Vaccines are powerful tools
- We have the capacity for resilience
- Community is essential and Technology too
- Young, healthy people are not invulnerable
- Sometimes we all need a dose of humility
- Prolonged pandemic, economic crises continue, and community needs remain urgent.
- Robust intensive efforts serve as a lifeline and transformative force for our community and our organization.
- KKV and our partners commitment
- Additional funding support needed
- *Fake news and misinformation can be dangerous*
- *People of color are at higher risk in some countries*

MEETING PEOPLE WHERE THEY'RE AT

-Grace, CHW



A group of people, including men and women of various ages, are standing in a circle on a grassy field, holding hands. They are surrounded by lush green vegetation, including banana trees and other tropical plants. In the center of the image, there is a large, semi-transparent brown circle. Inside this circle, there is a white horizontal line above the word "Mahalo" in a white, sans-serif font.

—
Mahalo

Promising Practices



Key Elder Outreach Strategy Summary

- Prepared interviews with ethnic radio stations
- In-language public service announcements and advertisements
- Meet people where they are
- In-language and culturally appropriate services and materials



Key Elder Support Strategy Summary

- Wraparound services and resources
- Alternative methods for accessing care
- Relationship and trust building
- Mental health and other psychosocial care for trauma survivors
- Identify and promote opportunities for cultural healing and connection



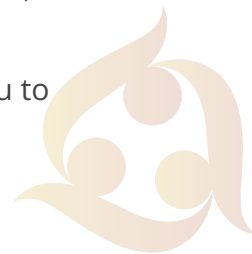
Get the Facts Campaign - Translated Resources Library



The Get the Facts campaign is based on CDC guidance, offering facts about COVID-19 vaccines in a simple and memorable way that counters common misconceptions. These facts address cost, ingredients, side effects, eligibility and more.

Each set of materials includes translations in more than 30 languages as well as the ability for you to customize the logo, URL, photo and more.

Get the resources: <https://nrcrim.org/vaccines/campaigns/get-facts-campaign>



We Can Do This



Join the We Can Do This national campaign to increase COVID-19 vaccine confidence including toolkits in multiple languages.



AAPCHO Member providers share heartfelt experiences of COVID-19 vaccination with their patients.

Upcoming Sessions

Session 3: Wednesday, **September 28** -
Lessons Learned During the COVID-19
Pandemic and Key Takeaways for Future
Infectious Disease Outbreaks


Session 4: Wednesday, **October 19** -
Health Center Preparations for Clinical
Care after the End of the Public Health
Emergency

**COVID-19 & Other Infectious
Diseases Health Equity Response
Network (CHERN) Learning Series**

August 17
September 14
September 28
NEW DATE! October 19

1-2pm HT/ 4-5pm PT / 7-8pm ET

Register at
<https://bit.ly/CHERNSeries-Registration>





Questions?

Email us at training@aapcho.org

Visit us at aapcho.org/covid19