

## Contact Information:

225 North Pine Street, Suite B  
Gunnison, Colorado 81230



Ellen Pedersen,  
MRS Coordinator  
Health Educator  
Phone: 970-641-7999  
epedersen@gunnisoncounty.org

# Gunnison County Multicultural Resource Services

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2013 brought many challenges to the Gunnison County Multicultural Resource Services (MRS). One of the hardest was a sharp reduction in funding. Most funding comes from grants, and, for the first time in 13 years the MRS had to operate at half time during the last 4 months of the year. Fortunately, the MRS will continue providing services in 2014 thanks to grants obtained from Caring for Colorado, El Pomar and other funding sources (Partners, Family Planning, Department of Health and Human Services, etc.)

As it happens during many crises, it was a time for reflection and humility. It was also a time to receive unconditional moral support from clients, providers, volunteers and co-workers. The MRS has been a part of our community for over a decade. The gap in services stimulated creative thinking, which hopefully will result in sustainability and a better understanding of the importance of providing services for MRS clients. MRS clients are families and individuals who are learning to navigate our system [health, education, work, language, civility... just to name a few of the challenges] so they can become productive members of our community.

An opportunity that opened up for me personally was that I was invited to be part of CAFÉ (Center for Adult and Family Education), where my office is now located. I enjoy working with the same group of people in a different capacity. At CAFÉ students take charge by trying to improve their English skills.

I am looking forward to a good future for the MRS and the services we provide.

This year's Newsletter will take a new condensed format. It will include the same statistics as in previous years but with very little narrative. A more detailed explanation of the programs can be found at <http://gunnisoncounty.org/Multicultural> viewing past years' newsletters.

## Synopsis of some 2013 programs and numbers

**Gunnison Dental Initiative:** In place for over 12 years; served 39 low income, uninsured children. Gentle Dental donated over \$18,000 in services.

**Dental Van:** UC Denver School of Dental Medicine "Colorado Smilemakers Mobile Clinic Dental Van" spent 2 weeks in Gunnison in the summer, invited by MRS. 90 children and 6 adults received complete dental work (57 uninsured, 35 had Public Insurance, and 3 had private insurance). UC Denver donated the services estimated at \$56,000. MRS contributed \$5,000 donated by the William B. Endner Fund, through the Community Foundation of the Gunnison Valley.

**Prenatal Program:** For low income, uninsured women to receive prenatal care during their entire pregnancy. Dr. Marie Matthews saw the 11 participants who delivered a healthy baby in 2013; other providers are Drs. Garren, Niccoli, and Mc Murren.

**Gunnison Valley Health.** 9<sup>th</sup> year of a special fund for MRS clients that do not qualify for the GVH Charity Program. Also, 40 vouchers were donated by GVH and Private donors for the Wellness Fair. 19 participated in interpretation of results by Dr. Marie Matthews.

**Light Program:** Sliding scale fee for medical services; Funding comes from grants and private donations. 118 Vouchers were given to adults and 25 to children (funding for adults is not available at the moment). Funding for the children's programs comes from the Van Tuyl fund.

# Clients of the Multicultural Resource Services

The Gunnison County Multicultural Resource Services (MRS) is part of the Department of Health and Human Services. We act as a single entry point for non-English speakers in the community. Here people can get information, education, referrals, resources, and assistance.

In 2013 we served 160 unduplicated families (Table 1) down from previous years. By calculating the number of family members and children, we had an impact on 515 individuals, including 266 children.

On average, the MRS served an average of 88 clients per month (Table 2). Even though there was a great decline starting in August when funding was cut in half, December was the peak month (114) (Table 3). The majority of the clients that used the office were women (88%) who come in for themselves or on behalf of their children or partner. The majority of the women were 31-35 and 36-40 years old (Table 4). Families had from 0 to 5 children; most had had 2 or 3 children (35 and 29%, respectively). Table 6 shows the age distribution of children.

The majority of the clients are from Spanish-speaking countries. 88% of the clients that use the MRO are from Mexico (Figure 1). Of the people coming from Mexico, 46% are Nayari (Cora Indians) and 54% are immigrants from various Mexican states. The remaining 12% are from Central and South America, Africa, Asia, Europe, and the Middle East.

**Table 1.** Number of families, people, and children Served

Year	# people	# children	unduplicated families
2002			94
2003	420	173	137
2004	420	189	147
2005	466	196	173
2006	523	215	196
2007	638	271	248
2008	623	264	253
2009	574	250	215
2010	552	258	190
2011	551	264	197
2012	537	272	174
2013	515	266	160

**Table 2.** mean # of clients/month

Year	mean
2004	67
2005	81
2006	94
2007	109
2008	116
2009	104
2010	101
2011	100
2012	98
2013	88

**Table 3.** Number of families per

Month	Families
Jan	93
Feb	94
Mar	97
Apr	107
May	111
Jun	99
Jul	104
Aug	51
Sept	59
Oct	68
Nov	57
Dec	114

**Table 6.** Age of children (n=266)

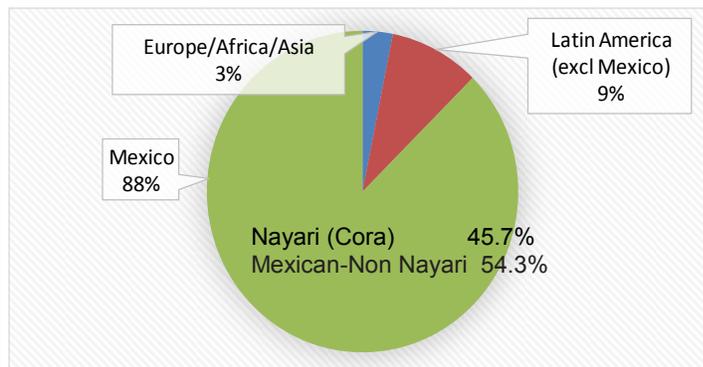
age	%
0	2.7
1	6.3
2	5
3	4.1
4	4.1
5	8.1
6	5.9
7	5.4
8	8.1
9	5.4
10	6.8
11	4.5
12	6.3
13	4.1
14	6.8
15	5.9
16	5
17	5.9

**Table 4.** Age range of women. N=119

Age	%
< 19	14
20-25	10
26-30	11
31-35	22
36-40	23
41-45	9
46-50	7
≥50	4

**Table 5.** Number of Children per family

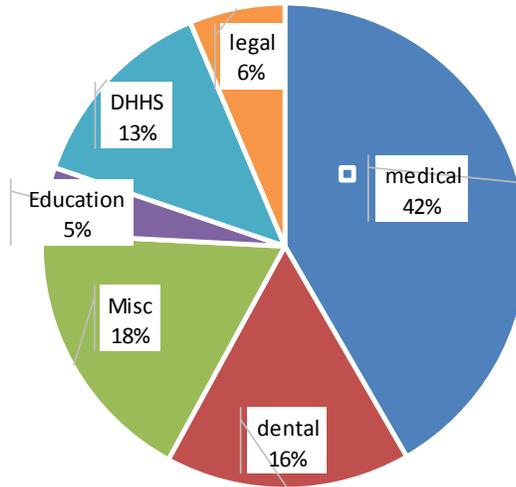
Children	%
0	17
1	12
2	35
3	29
4	5
5	3



# Contacts

In 2013, there were 2,283 contacts (Figure 2) with or on behalf of clients. A contact consists of a call or any type of communication with providers or other people on behalf of clients. Over 58% of contacts were health related (41.6% medical and 16.2% dental). The contacts include Public Health (appointments for immunizations, family planning services, etc.); appointments at local clinics; prenatal care coordination; local and out of town medical, dental, and mental health providers; pharmacies, scheduling appointments, interpretation, reminder calls, and medical bill inquires, etc. Other contacts included **education** (5%) [Includes all types of communications with schools and CAFÉ], **Legal** (6.3%) [Contacts with adult and juvenile legal/or law enforcement issues], **Human Services (DHHS)** (13.4%) [referrals/simple questions on food assistance, Medicaid, and other programs], and **miscellaneous** (18.5%) [Any other contact with clients to help navigate our system].

Figure 2



**Volunteers:** The Multicultural Resource Office has a list of 21 bilingual or multilingual volunteers of which 6 worked more than 5 hours in 2013. Together, these volunteers speak seven different languages (Cora, Czech, Danish, English, Hebrew, Spanish, and Sign Language (ASL &PSE)). Volunteers helped in translation and interpretation services at events or appointments that were set up through the MRO at doctor's appointments including dental and mental health, during landlord issues, and filling out applications and other forms (passport, rent, etc.). Volunteer services are needed and very much appreciated by our clients and providers.

**Volunteers of the Year:**

**Arden Anderson and Indeliza Marquez**

**Funding:**

Main support comes from **Caring for Colorado Foundation** (July 2012- August 2013 and March 2014-Feb 2015).

Other grants: El Pomar Foundation, Community Foundation of The Gunnison Valley, Colorado Division of Behavioral Health, Substance Abuse Prevention Program (through Partners 2011-present), Family Planning.

Contributions: Gunnison County, Community Services Block Grant.

**Donations / Support:**

- Gunnison Valley Health
- In Kind Volunteer Hours
- Van Tuyl Estate Gunnison
- Gunnison Community Church
- Saint Peter's Church
- Union Congregational Church
- Private donations

Community members with big a heart who support behind the scenes by helping families

[I apologize if I have omitted somebody. Please let me know so I can correct it!]

**Managing for Results** This past year the MRO has participated in a county wide initiative called "Managing for Results". This is an initiative that provides a model for the development of a strategic business plan that allows for greater governmental transparency in a measurable and performance-based way. The MRS activities (the work we do) spans across the entire DHHS and the community at large. For this particular initiative we have selected priorities and performance measures that pertain to access to health care and include such services as health screenings, referrals to health care providers and programs, health care linkage, advocacy and case management services. We believe that access to health care is the foundation for an improved quality of life. For more information on Managing for Results, visit [www.gunnisoncounty.org](http://www.gunnisoncounty.org)

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FOUNDATION  
*of the GUNNISON VALLEY*

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## **Mission Statement**

The purpose of the Multicultural Resource Services is to provide client services, access to health care, and cultural competency development to residents, businesses, organizations and county departments so they can receive and provide culturally appropriate services and responses.