

# Gunnison County Multicultural Resource Services

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For the fourth year in a row, the Multicultural Resource Services (MRS) has received funding from the Caring for Colorado (CFC) Foundation whose mission is "To promote health and improve health care for the people of Colorado" and its vision is to make the people of Colorado are the healthiest in the nation. Thanks to these grants the MRS has been able to work to reduce health disparities and address the needs of the underserved (one of CFC's values). In addition to the financial support, the MRS has a great network of supporters which includes our health care providers, community members, and the Community Foundation for the Gunnison Valley who hosted a webinar series focusing on Health Equities.

It is encouraging to see that the MRS has been working for over 14 years on topics that are of State- and Nation-wide interest. We still have a long way to go and we are confident that funding will be available to keep this service available for our community. Please enjoy this report and call me if you have questions or comments. Visit <http://gunnisoncounty.org/Multicultural>.

## Synopsis of some 2014 programs

**Gunnison Dental Initiative:** Program in place for over 13 years. Gentle Dental donated over \$12,000 in services for 30 low income, uninsured children.

**Dental Van:** Gunnison County Multicultural Resources Services (MRS) coordinated the visit and served as the host agency to the Dental Van. Four advanced dental students under the supervision of their professor Dr. James Jack performed exams, x-rays and follow-up appointments for a variety of dental treatments for 75 people. Patients needed from 0-6 follow up appointments, depending on the severity. Some were referred to pediatric dentists.

The dental van provided services for children, however 6 adults with dental emergencies received care. 42 of the patients did not have dental insurance whereas 33 had Medicaid or CHP+.

We appreciate the work of Smile Makers and the services of UC Denver to our community. Staff time for the MRS Coordinator was made possible by grants from Caring for Colorado and El Pomar Foundations. Rotary Club provided a grant that was used for on-site logistics. Inmigrantes Unidos de Gunnison provided over 70 hours of volunteer work manning the waiting area at the Fairgrounds. UC Denver donated the services estimated at \$27,000.

**El Pomar grant:** Delivered childcare provider-based preventive dental health services for children 3-5 years old in Gunnison County at no cost to parents or Child care center/school. Services included visual oral health exams and education for children and their parents/guardians, dental health screenings, and fluoride varnish treatments. We screened 248 children in 2014 at Stepping Stones, Season Schoolhouse, Tenderfoot, Crested Butte Community School, Lake School, Paradise Place, and Little Red. The Majority (85.9%) needed routine care, 10.5% had possible decay, and 3.6% needed attention soon/now. Our data show an improvement in oral health.

**Prenatal Program:** Low income, uninsured women receive prenatal care during their entire pregnancy. Dr. Marie Matthews (GVFP) saw all the participants in 2014; GVHFM is now part of this program as well.

**Gunnison Valley Health.** 10th year of a special fund for MRS clients that do not qualify for the GVH Charity Program. 40 vouchers were donated by GVH and Private donors for the Wellness Fair; 28 people participated in interpretation of results by Dr. Marie Matthews (in Spanish; free of cost—some had the results interpreted at the Health Fair by Drs. Meeuwsen).

**Dental Breakfast:** Dental providers came together to discuss oral health in our community.

2014 Funding to operate MRS: **Caring for Colorado Foundation (CFC), El Pomar Foundation, and Tobacco prevention program through Gunnison Mentors.**

# 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 for a variety of needs.

In 2014 we served 159 unduplicated families (Table 1) impacting 495 individuals (261 children and 234 adults).

The MRS served an average of 83 clients per month (Table 2). October was the month when more families visited the MRS (103) (Table 3). The majority (81%) of the clients that used the office were women 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). 30% of the clients had no children and the remaining had between 1 and to 6 children; 24% had 2 children and 18% had either 1 or 3 children. 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 over the years

Year	unduplicated fam-#	people#	children
2002	94		
2003	137	420	173
2004	147	420	189
2005	173	466	196
2006	196	523	215
2007	248	638	271
2008	253	623	264
2009	215	574	250
2010	190	552	258
2011	197	551	264
2012	174	537	272
2013	160	515	266
2014	159	495	261

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

Year	clients/ month
2004	67
2005	81
2006	94
2007	109
2008	116
2009	104
2010	101
2011	100
2012	98
2013	88
2014	83

**Table 3.** Number of families per month

Month	Families
Jan	94
Feb	64
Mar	68
Apr	79
May	94
Jun	98
Jul	67
Aug	69
Sept	76
Oct	103
Nov	93
Dec	87

**Table 6.** Age of children (n=261)

age	%
0	2.0
1	4.1
2	7.0
3	6.6
4	3.7
5	4.9
6	8.6
7	7.0
8	4.9
9	8.2
10	7.4
11	5.3
12	4.1
13	4.9
14	3.3
15	6.1
16	6.1
17	5.7

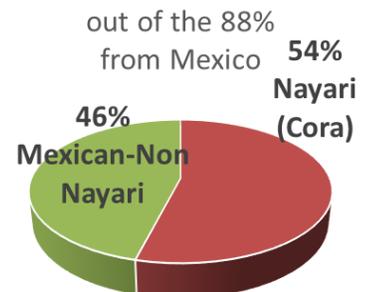
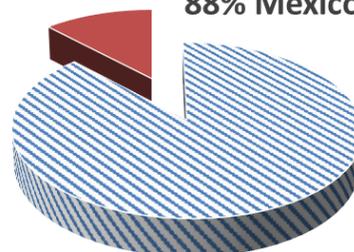
**Table 4.** Age range of women. N=128

Age	%
< 19	4
20-25	13
26-30	9
31-35	23
36-40	20
41-45	15
46-50	7
≥50	10

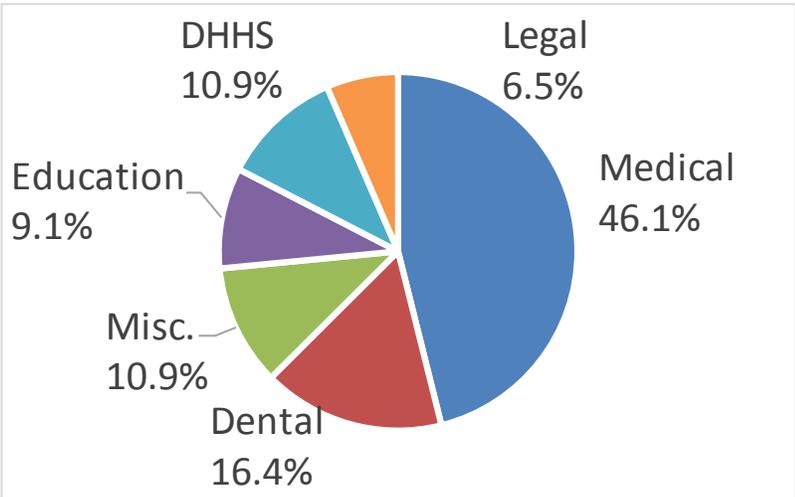
**Table 5.** Number of Children per family

Children	%
0	30
1	18
2	24
3	18
4	7
5	3
6	1

12% other 88% Mexico



**Contacts:** In 2014, there were 3,019 contacts with or on behalf of clients. There were 2,283 contacts in 2013). A contact consists of a call or any type of communication with providers or other people on behalf of clients. Over 62% of contacts were health related (46% medical and 16% dental). The health related 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 (9%) [Includes all types of communications with schools and CAFÉ], Legal (7%) [Contacts with adult and juvenile legal/or law enforcement issues], Human Services (DHHS) (11%) [referrals/simple questions on food assistance, Medicaid, and other programs], and miscellaneous (11%) [Any other contact with clients to help navigate our system in the City of Gunnison or the County].



**Volunteers**

The function of the volunteers in 2014 was different from past years. Of the 221 hours of work reported, 71% were done by a number of people from the organization Inmigrantes Unidos de Gunnison or by high school students that wanted to contribute to our program. Volunteers helped during the Dental Van visit, doing office work, interpreted during the Community Health Fair, and assisted the Rotary Club picking up trash after the 4th of July fireworks. These volunteers were all immigrants or from immigrant families and many were people that at some point were MRS clients who now are able to pay back to the community.

Interpretation and translation was also provided by our volunteers. seven different languages (Cora, Czech, Danish, English, Spanish, and Sign Language (ASL &PSE)) are represented. Volunteers helped in translation and interpretation services at events or appointments that were set up through the MRS 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. Dr. Veronica Mendez Maqueo trained 6 new interpreters that were added to our pool of bilingual volunteers.

**Funding**

Main support comes from **Caring for Colorado Foundation** (March 2014-May 2015). Other grants and funding: **El Pomar Foundation**, Colorado Division of Behavioral Health, Substance Abuse Prevention Program (through **Mentors** 2011-present), Family Planning, Gunnison County, Community Services Block Grant.

Donations / Support: Rotary Club; Gunnison Valley Health; in Kind Volunteer Hours; Van Tuyl Estate Gunnison; Gunnison Community Church; Saint Peter's Church; Union Congregational Church; Private donations from community members with big hearts who support behind the scenes by helping families

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

To make a donation to the Multicultural Resource Services, please call Carol Worrall, Director Public Health, 970-641-0209

**Managing for Results** This past years 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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Rotary



CARING FOR COLORADO  
FOUNDATION



**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.

## 2014 Collaborations

The following is a list with a brief description of our work with other agencies (listed alphabetically).

Catholic Charities of Pueblo; Know your right workshops; **City of Gunnison**: invited MRS to provide input for strategic plan; **Clients and community members**: donate money, time, clothes, furniture, strollers, etc. to the MRS; **Colorado Legal Services (Gunnison, Denver, and Frisco)**: collaborate on civil law cases, Domestic Violence, U, and V visas. **Community Church**: Assist families who are facing difficult circumstances in paying their rent, buying food, etc.; **Community Foundation of the Gunnison Valley**: Health Equity Webinars, Dolly Parton's Imagination Library; **Community Options**: collaborations on cases; **Department of Human Services**: the MRS Coordinator is a member of Child Protection Team, Health and Human Services Commission, Family Advocacy and Support Team (FAST), and the Early Childhood Council (ECC); **GVFP Dr. Marie Matthews**: interprets health fair results on one night (coordinated by the MRS); **Early Childhood Council (ECC)**; **FAST (Family Advocacy Support Team)**, **Gunnison Co. Substance Abuse Prevention Project (GCSAPP)**: Member; **Gentle Dental**: Provider for Gunnison Dental Initiative; **Gunnison Arts Center**: "Book Talk" reading a book related to immigrant lives in English or Spanish and have a bilingual discussion; **Gunnison Mentors**: Promotion of Summer Youth Program, after school program, and all Mentors programs; **Gunnison Valley Health**: Working to improve the quality of services for the non-English speaking community members, Free vouchers for the Wellness Fair were donated by GVH and private donors, Bilingual volunteers worked at the Health Fair; monetary support for the Charity Program; **Gunnison Congregational Church**: Social Justice Program actively involved in immigrant issues; **Gunnison Co. Parks and Recreation**: scholarships for activities; **Gunnison Co. Food Pantry**, board member; **Gunnison Shopper**: Publishes ads and announcements in Spanish; **HAP, Hispanic Affairs Project & Inmigrantes Unidos de Gunnison**: Immigrant rights information and providing volunteers; **Law Enforcement**; Gunnison Co. **Library District**; **Light Program Providers (Children's Portion)**: **ABBA Eye Care**, **City Market Pharmacy**, **Dr. Bichon**, **Family Vision Center**, **Gunnison Family Medical Center (GFMC)**, **Gunnison Valley Family Physicians (GVFP)**, **Main Street Clinic (MSC)**, **Gunnison Valley Health Medical Center (GVHMC)**, **Center for Mental Health**, and **Treasured Teeth**, **Community Dental**, and **Smiles for Kids and (Montrose)**; **Mexican Consulate**: visited Gunnison; **Mountain Roots**; **Project Hope**: collaboration on cases; **Rotary Club**: grant for Dental Van; **Saint Mary's Garage (CB)**: donated winter coats; **Saint Peter's Catholic Church**: Assist families facing difficult circumstances in paying their rent, providing food and clothing and constant support; **Schools**: Career Fair, Interpreter Program; **Toys for Tots**: Distribution of Christmas presents for children; **UC Denver School of Dental Medicine**: 2 week visit in Gunnison; **WSCU**: interpreter training, Extended Studies, **Lighten the Shadows**: Play based on interviews of the immigrant community in the Gunnison valley [<https://www.youtube.com/watch?v=26M5-KMTISs>]; **Translation of materials for organizations such as**: **Gunnison Valley Health**, **Gunnison Schools**, **Gunnison Co. Library and CAFE**, **Local Businesses**, **Mentors**, and **Public Health**, and many more....please let me know if I omitted your name so I can include it next time!