

Gunnison County Multicultural Resource Services

2015 Annual Report

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Gunnison County has come a long way in the past fifteen years. As our community diversifies, local schools, Churches, and organizations such as Mountain Roots, Mentors, the Library, and the Gunnison Arts Center have become involved in teaching life skills to children and adults to help them feel more at home in our environment. The immigrant community in Gunnison is now comprised of business owners and University graduates; their children are involved in sports and the arts. Many local businesses are hiring bilingual staff to increase acceptance and support towards our immigrant community. In 2015 we partnered with the Congregational Church, St. Peter's, and Iglesia Emanuel to organize a service celebrating Migrant's Day, December 8th, during what had been a particularly difficult year regarding immigrants, from the Syrian refugee crisis, to the unaccompanied children fleeing Central America.



In October we held the First Annual Diversity Walk with over 50 people who identify as LGBT, white, black, and Hispanic, as well as men, women and children from over 10 countries, representing and celebrating diversity within our community. The event was organized by HAP (Hispanic Affairs Project) and UCC Crested Butte and sponsored by several other organizations.

The City and County have asked our input for strategic planning. As community members, we are working to increase communication and cultural ties, enriching our own community in the process.

Synopsis of some 2015 programs made possible by funding from Caring for Colorado Foundation

Gunnison Dental Initiative: Program in place for over 14 years. Gentle Dental donated over \$11,000 in services for 29 low-income, uninsured children.

El Pomar grant: We received an unsolicited grant to cover operating costs.

Prenatal Program: Nineteen low-income, uninsured women received prenatal care during their pregnancy. Twelve women were seen at Gunnison Valley Family Physicians by Drs. Laura Villanueva and Marie Matthews, and 7 were seen at Gunnison Valley Health Family Medicine by Drs. Anne Marie and Michael Meeuwssen. Thirteen healthy babies were born in 2015. Since the establishment of the Prenatal Program, the participants have delivered healthy babies, and if there were complications, they were caught early.

Gunnison Valley Health: The 11th year of a special fund for MRS clients that do not qualify for the GVH Charity Program; this fund helps low-income, uninsured families pay for medical bills incurred at Gunnison Valley Hospital.

Health Fair: GVH donated 80 Community Health Fair vouchers (a \$3,000 value). These vouchers were distributed to MRS clients. The vouchers were for the general blood test, Hemoglobin A1c Test, and the Complete Blood Count. After receiving clients' results from the Health Fair, Dr. Matthews from GVFP came to the MRS to interpret the results. This increases the value of the voucher because the results were actually interpreted and understood.

Children's Access to Health: Low-income, uninsured children received vouchers to visit a family physician.

Dental Breakfast: We had another successful Dental breakfast in January where we invited oral health providers to come together to discuss oral health needs in our community.

A program that didn't happen in 2015 was the visit of the Dental Van. (We were planning for a fourth visit to Gunnison to see between 70-80 children for comprehensive dental care but the Dental Van did not travel this past year)

Clients of the Multicultural Resource Services

The Gunnison County Multicultural Resources Services (MRS) is part of the Department of Health and Human Services. We act as a bridge for non-English speakers in the community to access the services available. People come to us for information, education, referrals, resources and assistance for a variety of needs.

In 2015 we served 185 unduplicated families (from 159 in 2014), impacting 552 individuals (275 adults and 277 children). The MRS served an average of 100 clients per month (Table 2) in 2015. September brought the most contacts, with 115 families served (Table 3). The majority of clients who came in were women seeking help for themselves or on the behalf of a family member. The majority of women were 31-35 (23%) and 36-40 (23%) years old (Table 4). Most of the families served had no children (38%) (Table 5), and 21% of families had two children. Table 6 shows the age distribution of children. Of the clients served, most come from Mexico (85%) (Fig. 1). Of the people from Mexico, 51% are Nayari (Cora Indians) and 49% are immigrants from various Mexican states. The remaining 15% come from Central and South America, Africa, Asia, Europe, and the Middle East. 74% of MRS clients live in the City of Gunnison while 26% live in the County (Fig. 2).

Table 1. Number of families, people, and children Served over the years

Year	# people (adults & children)	# 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
2014	495	261	159
2015	552	277	185

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
2015	100

Table 3. Number of families per month

Month	Families
Jan	85
Feb	83
Mar	78
Apr	111
May	112
Jun	89
Jul	108
Aug	102
Sept	115
Oct	108
Nov	90
Dec	113

Table 4. Age range of women. N=155

Age	%
< 19	3
20-25	12
26-30	8
31-35	23
36-40	23
41-45	12
46-50	6
≥50	13

Table 6. Age of children (n=277)

age	%
0	5.1
1	2.5
2	4.7
3	6.1
4	5.8
5	4.7
6	4.3
7	7.2
8	7.2
9	6.5
10	7.9
11	5.4
12	5.4
13	4.3
14	4.7
15	3.6
16	5.8
17	8.7

Table 5. Number of Children per family

Children	%
0	38
1	15
2	21
3	17
4	5
5	3
6	1

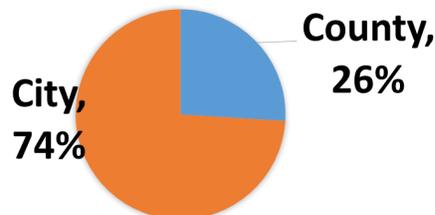
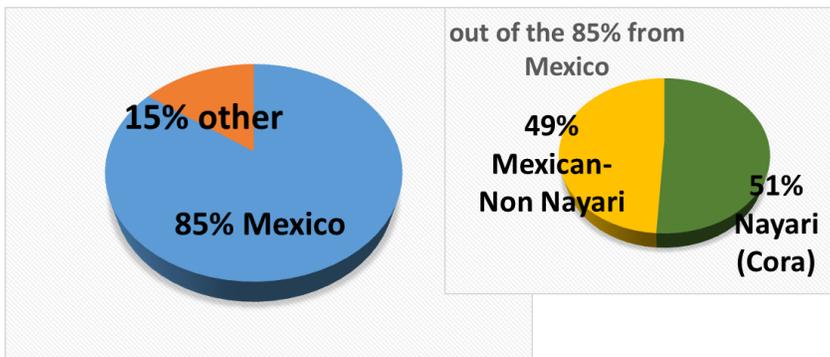
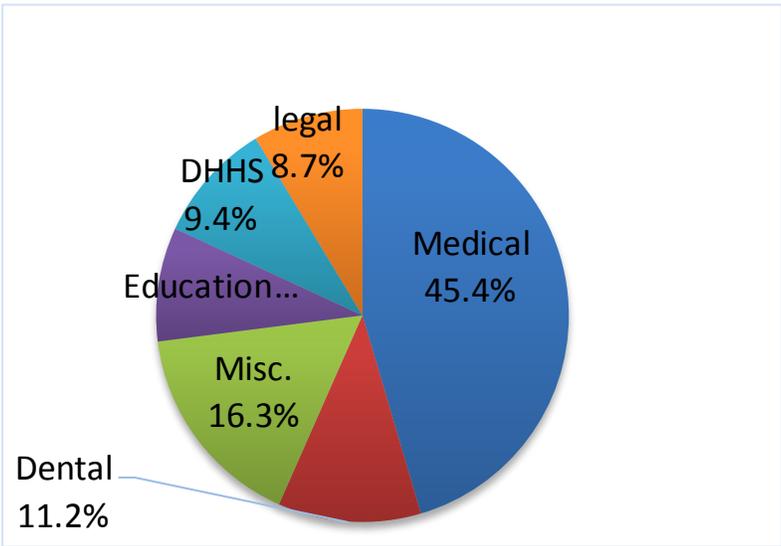


FIG. 2 WHERE DO CLIENTS LIVE?

Contacts: The Multicultural Resource Services made 3,408 contacts in 2015 (an increase from 3,019 in 2014). A contact is any type of communication on behalf of clients, including phone calls to providers and in-person appointments. Over half of the services provided in 2015 were health related (45% medical and 11% dental). Health related services include contact with Public Health (making appointments for immunizations, family planning, etc.), pharmacies, local and out-of-town dental, medical and health care providers, prenatal care coordination, as well as making calls and inquiries about medical bills. Other contacts include education (9%), providing communication with schools and CAFÉ, legal help (9%), which includes contact with adult and juvenile legal and/or law enforcement services, Human Services (DHHS) (9%), providing referrals and helping to answer simple questions about food assistance, Medicaid and other programs, and miscellaneous (16%), which includes any contact with clients to help navigate our system in the City or County of Gunnison.



Volunteers

Volunteer work is essential to creating and maintaining the foundation of support and communication within our community. Interpretation and translation services were provided by volunteers at events and appointments created by the MRS, offering services in seven different languages: Cora, Czech, Danish, English, Spanish, and Sign Language (ASL & PSE). Programs such as the Community Health Fair benefitted from volunteer help. Volunteers also assist the MRS with office work, interpreting for clients during appointments, helping with landlord disputes, filling out paperwork and applications for passports, rent, etc. Over 20 volunteers worked (and reported their hours to the MRS) totaling over 120 hours. Amazingly, the volunteer who worked most was 14 year old Emilia Mendez Maqueo.

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

Funding

Our main support comes from the Caring for Colorado Foundation (May 2015-Present). We also received an unsolicited grant from El Pomar Foundation. As a way to work on sustaining funding for the MRS we have been included in some grants and we have also started charging other departments and businesses for the services we provide. For example, collaborating with DHHS Administration, GCSAP, FAST, Gunnison Valley Health, etc. We are continuing to look for funding sources locally and at the State level. Look for changes in 2016.

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



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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.

2015 Collaborations

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

Center for Adult and Family Education (CAFÉ): Promoting English learning; **City of Gunnison:** Street clean up; **Clients and community members:** Donations of money, time, clothes, furniture, strollers, etc.; **Colorado Legal Services (Gunnison, Denver, and Frisco):** Collaboration on civil law cases, Domestic Violence, U and V visas; **Community Church:** Assistance to families facing difficult circumstances; **Community Foundation of the Gunnison Valley:** Health Equity Webinars, Dolly Parton’s Imagination Library; **Community Options:** Collaboration on cases; **Department of Human Services (DHHS):** Member of Child Protection Team, Health and Human Services Commission; **Family Advocacy Support Team (FAST):** **Gentle Dental:** Provider for Gunnison Dental Initiative; **Gunnison Area Restorative Practices (GARP);** **Gunnison Business Women:** Donated winter clothes; **Gunnison Co. Food Pantry:** Board member; **Gunnison Co. Library District;** **Gunnison Co. Parks and Recreation:** Promotion of programs; **Gunnison Co. Substance Abuse Prevention Project (GCSAPP):** Member; **Gunnison Congregational Church:** Social Justice Program actively involved in immigrant issues; **Gunnison Mentors:** Promotion of programs; **Gunnison Shopper:** Publishes bilingual announcements; **Gunnison Valley Health:** Working to improve the quality of services for the non-English speaking community members; **GVFP Drs. Matthews and Villanueva:** Interpretation of Health Fair results and provision of prenatal care; **Hispanic Affairs Project (HAP) & Inmigrantes Unidos de Gunnison (IUG):** Immigrant rights information and volunteers; **Law Enforcement:** collaboration on cases; **Light Program Providers (Children’s Portion):** **ABBA Eye Care, City Market Pharmacy, Gunnison Family Dentistry, Family Vision Center, Gunnison Valley Family Physicians (GVFP), Main Street Clinic (MSC), Gunnison Valley Health Medical Center (GVHMC), Center for Mental Health, Treasured Teeth, Community Dental, Smiles for Kids (Montrose), Mexican Consulate, and Mountain Roots:** Promotion of programs; **One Valley Prosperity Project (OVPP):** Collaboration on ideas and planning; **Project Hope:** Collaboration on cases; **Saint Mary’s Garage (CB):** Donated winter coats; **Saint Peter’s Catholic Church:** Assistance to 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; **WSCU:** Interns, information sharing; **Many more...**please let me know if I omitted your name so I can include it next time!