

Gunnison County Multicultural Resource Services

2017 Annual Report — DATA CORRESPONDING TO JANUARY-DECEMBER
2017



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The goal of the Multicultural Resource Services (MRS) is health equity through culturally and linguistically appropriate services (CLAS) for immigrants and Limited English Proficiency (LEP) residents.

During the One Valley Prosperity Project (OVPP) (2014-present) development, the services provided by the MRS were identified as of high importance. The OVPP is a county initiative that gathered residents from the county to think strategically about how to create a more prosperous future for our region – one that honors the community's values, builds upon local strengths, and synergizes local efforts. The immigrant community and the MRS were deeply engaged during the OVPP development which resulted in a greater understanding of the needs of this and other special populations.

The MRS coordinator provides direct services to LEP clients assisting in finding health care providers and helping making appointments and communicating with providers. Local and regional providers and organization often request information about the needs of the MRS clients in the health, basic needs, and other every day aspects.



The City of Gunnison signed a Proclamation in December 2016 to honor the International day of the Migrant. The City Council held a very powerful ceremony where the immigrants felt supported by our community. Thank you City of Gunnison!

Clients of the Multicultural Resource Services

The Gunnison County Multicultural Resources Services (MRS) is part of the Department of Health and Human Services. Since the inception of the MRS, our efforts have focused on increasing equitable access to public services, specifically culturally and linguistically appropriate health care for minority Limited English Proficiency (LEP) residents. The MRS coordinator serves as a community resource for information, providing interpretation and translation services, and culturally appropriate health education and information, assisting people in receiving the care they need, giving education, informal coaching and guidance on healthy behaviors, and advocating for individual and community health needs.

The number of families served have fluctuated over the years, with a peak in 2008 after which we saw a steady decline and in the past 4 years we have noticed a steady increase (fig 1). In 2017 we served 232 unduplicated families, impacting 643 individuals (400 adults and 243 children) (Table 1).

The majority of clients who requested services for themselves or on the behalf of a family member were women. Surprisingly, the age of women seeking help was higher than other years (23.5% were 46-50 years old) (Table 2). Possible this reflects the fact that families have established themselves in the Valley.

Most of the families served had no children (38.4%) whereas other families had between 1 and 6 children under the age of 18 (Table 3). Table 4 shows the age distribution of children under 18. The highest percentage of children are 5 and 12 years old.

Of the clients served 84% came from Mexico (51% were Nayari (Cora Indians) and 49% were from various Mexican states). Other clients (16%) were from Central and South America, Africa, Asia, and Europe, (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
2016	590	262	204
2017	643	243	232

Table 2. Age range of women.

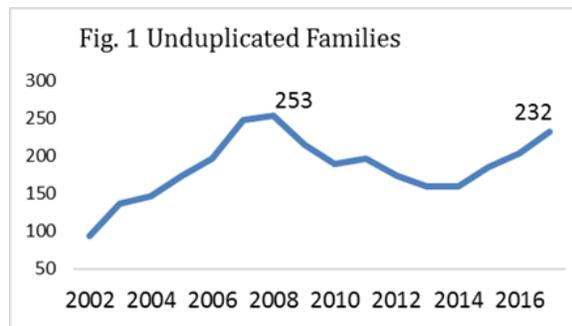
Age	%
< 20	7.8
21-25	11.2
26-30	11.7
31-35	17.3
36-40	15.6
41-45	16.8
46-50	23.5
≥51	12.8

Table 3. Number of Children per family (232 families)

# Children	%
0	38.4
1	21.6
2	19.8
3	13.8
4	4.3
5	0.9
6	0.4

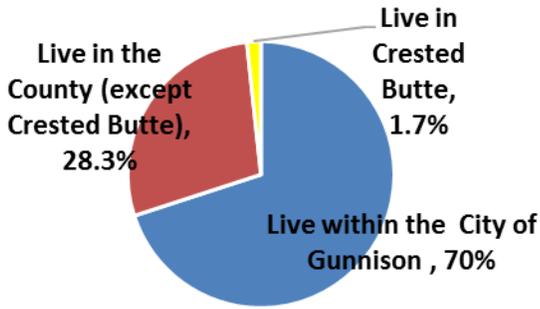
Table 4. Age of children (Total: 243 children)

age	%
0	1.2
1	2.5
2	6.6
3	2.5
4	2.9
5	9.5
6	6.6
7	5.3
8	4.1
9	7.4
10	7.8
11	7.0
12	9.1
13	4.1
14	7.8
15	6.2
16	4.5
17	4.9



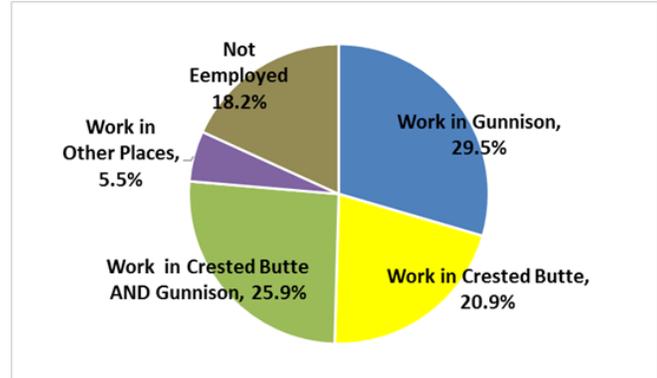
Volunteers worked over 250 hours in the office helping clients as they walked in, at medical appointments, the Community Health Fair, or at other events. The most prolific volunteers were Mayte Arzuza, Victoria Frias, Patricia Sabino, Ixchel Ibarra, Genny Acosta, and Maria Jose Blanco.

Volunteers are community members, Western or middle school students, or clients who wanted to give back. Some volunteers are bilingual, others not; the work is assigned according to their skills. Thank you to all!



We conducted a phone and in-person interview asking the participants where they live, where they work, and what type of work they do. We collected the information on the individual and the person(s) they lived with (spouse, adult child, roommate, etc.)

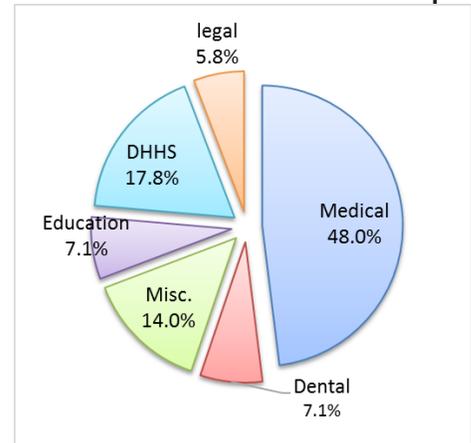
We obtained information on 202 individual adults, of whom 70% reported living in the City of Gunnison and 30% in the County. Of the people living in the County, only 1.6% live in Crested Butte and the remaining 28.3% live a few miles outside the City of Gunnison. Of the people



interviewed, 29.5% reported working in the City of Gunnison, 20.9% in Crested Butte and 25.9% both in Crested Butte and in Gunnison. The most popular jobs held by the respondents were Housekeeping (33%), Construction (26%), and Restaurant (15%) while some people (11%) reported not working/staying home with children. Other jobs included beauticians, business owners, childcare, custodial, front desk, health care center, landscaping, ranch work, etc.

Contacts: The Multicultural Resource Services made over 2,171 contacts in 2017. 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 2017 were health related (48.0% medical and 7.1% dental). Health related services include contacts with Public Health (making appointments for immunizations, family planning, etc.), behavioral health, 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 (7.1%), providing communication with schools and CAFE, legal help (5.8%), which includes contact with adult and juvenile legal and/or law enforcement services, Human Services (DHHS) (17.8%), providing referrals and helping to answer simple questions about food assistance, Medicaid and other programs, and miscellaneous (14%), which includes any contact with clients to help navigate our system in the City or County of Gunnison.



PS: "On contact" often means several phone calls. For example if a client calls the MRS requesting an appointment, I make the phone call to the provider(s), and then I have to call the client back but it is recorded as "one medical contact".

Synopsis of some 2017 programs made possible by funding from Colorado Health Foundation and local organization

Gunnison Dental Initiative: Dr. Anderson from Gentle Dental and Dr. Shawn Harvey and their staff participated in the program that provided comprehensive oral health care for 15 low income, uninsured children in 2017. The Dental Offices donated \$5,964 in services to this program.

Prenatal Program: This program serves low-income, uninsured pregnant women who receive prenatal care during their pregnancy by Dr. Laura Villanueva and Dr. Anne Marie Meeuwse. Of the 13 women enrolled in the program in 2017, five delivered healthy babies and seven are due in 2018.

Health Fair: GVH donated Community Health Fair vouchers (total \$3,000 value) that 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. Tarr came to the MRS to interpret the results and Dr. Houck provided an educational presentation about healthy lifestyles. Over 50 MRS clients participated in the Health Fair and following interpretation and education.

CLASS training: The MRS Coordinator participated in the Training on Cultural and Linguistic Appropriate Services (CLAS) with other County employees and other local organizations.

Health Equity Annual Meeting (Colorado Health Foundation): The MRS Coordinator obtained a scholarship from CHF to attend the Keystone annual conference.



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The Colorado
 Health Foundation™

Funding

Established in 2001 the MRS is part of the Gunnison County Department of Health and Human Services. Several organizations and foundations have provided funding over the years, including: Caring for Colorado Foundation, The Colorado Trust Immigrant Integration Initiative, Office of Health Disparities, and El Pomar Foundation. The MRS has also received local funding from the Community Foundation of the Gunnison Valley, the Rotary Club, as well as through Public Health and Human Services programs, such as Mentor’s Youth Program Tobacco Education & Prevention grant, FAST (Family Advocacy Support Team), GCSAPP (Gunnison County Substance Abuse Prevention Program), among others.

In 2017, the MRS received a grant from Colorado Health Foundation (funding through August 2018) to serve Immigrants and Refugees. Additional funds come from Colorado Department of Public Health and the Environment through Healthy Communities and HCP (Program for children for special needs) to provide care coordination for children, and for adults and children who have Medicaid and/or Medicare and County Admin.

2017 Collaboration & Activities

CENTER FOR ADULT AND FAMILY EDUCATION (CAFÉ): Promoting English learning; **CITY OF GUNNISON:** Street clean up; Conversations with law enforcement, **CLIENTS AND COMMUNITY MEMBERS:** Donations of money, time, clothes, furniture, strollers, etc.; **COLORADO HEALTH FOUNDATION:** Scholarship to participate in Health Equity Annual Meeting. **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 & WRAPAROUND); GENTLE DENTAL:** Gunnison Dental Initiative; **GUNNISON BUSINESS WOMEN:** Donated winter clothes; **GUNNISON Co. FOOD PANTRY; 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:** bilingual announcements; **GUNNISON VALLEY HEALTH:** Working to improve the quality of services for the non-English speaking community members; **GVFP DR. VILLANUEVA:** Prenatal care, medical care; **HISPANIC AFFAIRS PROJECT (HAP) & INMIGRANTES UNIDOS DE GUNNISON (IUG):** Immigrant rights information and volunteers; **LAW ENFORCEMENT:** collaboration on cases; **LIVING JOURNEYS:** collaboration **HEALTH PROVIDERS: 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, LUTHERAN FAMILY SERVICES ROCKY MOUNTAINS:** Refugee program; **MOUNTAIN ROOTS:** Promotion of programs; **ONE VALLEY PROSPERITY PROJECT (OVPP):** Collaboration on ideas and planning; **PROJECT HOPE:** Collaboration on cases; **SHAWN HARVEY DENTISTRY:** Dental Initiative; **ST. MARY’S GARAGE (CB):** Donated winter coats; **ST. PETER’S CATHOLIC CHURCH:** Assistance to families facing difficult circumstances in paying their rent, providing food and clothing and constant support; **SCHOOLS:** Interpreter Program, Collaboration with teachers; **TOYS FOR TOTS:** Distribution of Christmas presents for children; **WSCU:** Interns, information sharing; Keynote speaker at WSCU Department of Communications, Arts, Languages, and Literature: Conference on Hispanic and Latin American Studies **MANY MORE...** please let me know if I omitted your name so I can include it next time!