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La Familia



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Union of Pan Asian Communities

Ensuring Equity in Aging Webinar Series

June 2, 2021, 10–11 am

Culturally Informed Services with and for **Older Immigrants and Refugees**

Closed captioning & ASL interpreting will be provided



Welcome!

Webinar Logistics: [Join by smart phone, tablet, or computer](#)

- To join audio by telephone: 888-788-0099
- Meeting ID: 989 3308 7842 Password: 651159
- Live captioning streamed through webinar (Zoom)
- American Sign Language Interpretation via webinar (Zoom)
- Recording, slides, and transcripts will be posted at CDA's online California for ALL Ages [Equity in Aging Resource Center](#) and YouTube channel.



Questions & Comments

The final 10 minutes of the webinar is reserved for questions and comments:

- Attendees joining by **webinar (Zoom)**, use the Q&A function to ask a questions or click the raise hand button to join line. The moderator will announce your name or your last 4 digits of your phone number and will unmute your line.
- Attendees joining by **phone**, press *9 on your dial pad to “raise your han”. The moderator will announce the last 4 digits of your phone number and will unmute your line.



Ensuring Equity in Aging Webinar Series

- 1st Wednesday of each month: November 2020 – July 2021
- State and local speakers with expertise in the subjects of cultural competency, equity, program and service delivery
- Let's learn together how we can help make our communities a more just place and build a **California for ALL Ages**



Today's Speakers



Wajeeha Khan,
MS, LMFT
La Familia



Brittney Johnson
*California Department
of Social Services*



Velia Gitari, MA
*Union of Pan Asian
Communities*



Services for Older Refugees (SOR)



California Department of Social Services
Refugee Programs Bureau

Adult Refugee Services Unit

Refugee Programs Bureau (RPB)

MISSION

The RPB's mission is to provide state-level leadership and coordination of programs and services to achieve successful resettlement and integration of vulnerable populations in California. Our vision is to empower individuals to successfully transition and grow in California communities.

Who We Serve

Refugee youth, adults, families, and other vulnerable populations primarily including:

- ▶ [Asylees](#)
- ▶ [Certified Human Trafficking Victims](#)
- ▶ [Cuban/Haitian Entrants](#)
- ▶ [Refugees](#)
- ▶ [Special Immigrant Visa \(SIV\) holders from Afghan and Iraq](#)
- ▶ [Unaccompanied Refugee Minors](#)

Who are Refugees? Part 1

- ▶ Any person who is outside his or her country of nationality or habitual residence, and is unable or unwilling to return to or seek protection of that country due to a well-founded fear of persecution based on race, religion, nationality, membership in a particular social group, or political opinion.

Who are Refugees? Part 2

- ▶ Individuals granted refugee status overseas are brought to the United States (U.S.) for resettlement by the U.S. Department of State. Resettlement Agencies (RAs) and the Office of Refugee Resettlement (ORR) assist with their resettlement and integration into the U.S.
- ▶ Refugees are eligible to receive ORR benefits and services from the first day they arrive in the U.S.

What is the SOR Program?

- ▶ The ORR issues federal funding annually for the [SOR Program](#).
- ▶ Funding amounts are based on the number of refugees 60 years of age or older who arrived into the U.S. in each state.
- ▶ The intent of the SOR program is designed to assist older refugees in accessing local services.

SOR Funding

- ▶ SOR funds are issued to counties that are deemed to be refugee impacted, having had a minimum of 400 refugee arrivals in the last five years. Eight counties receive funding and have two years to utilize the funds.
- ▶ The CDSS has received the following amount of funding in the last five years.

	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
SOR Funding	\$147,051	\$121,500	\$222,460	\$325,000	\$350,000

FFY 2021 SOR Funding Allocations by County

County	Refugees on Aid (age 60+)1	Refugees on Aid (age 60+) % of Totals	Final County Allocation
Alameda	111	3.39%	\$11,866
Los Angeles	1,532	46.79%	\$163,775
Orange	181	5.53%	\$19,350
Sacramento	553	16.89%	\$59,117
San Diego	737	22.51%	\$78,788
San Francisco	69	2.11%	\$7,376
Santa Clara	91	2.78%	\$9,728
Total	3,274	100.00%	\$350,000

SOR Services - Part 1

Areas of focus under the SOR Program should include:

- ▶ **Outreach** - Establishing and/or expanding relationships with state or local agencies on aging to ensure older ORR-served populations are linked to community aging services;
- ▶ **Service Enhancement** - Providing appropriate services not currently being provided in the community to older ORR-served populations;

SOR Services - Part 2

- ▶ **Independent Living** - Creating opportunities that enable older ORR-served populations to live independently as long as possible; and
- ▶ **Naturalization** - Developing services that link older ORR-served populations to naturalization services, especially individuals who have lost or are at risk of losing Supplemental Security Income or other federal benefits.

On-going SOR Challenges

- ▶ Accessing translation and interpretation services
- ▶ Finding transportation to and from programs and services
- ▶ Gaps in services for older refugees (55 - 60) who do not yet qualify for SSI/SSP at age 65.
- ▶ Limited work experience or unable to find employment due to language and experience issues.

Covid-19 Related Challenges

- ▶ Increase in isolation and mental health symptoms as elderly at not socializing in person due to fear of COVID-19.
- ▶ Decrease in completing ESL Civics classes due to elderly refugees staying at home and challenges to conduct classes due to social distancing and safety guidelines.
- ▶ Delays in green card approvals by USCIS. There is a 7-8 month delay for renewal applications and over a year for new applications.

RPB Contact Information

Webpage: www.cdss.ca.gov/Refugees

[SOR Factsheet](#)

Phone: (916) 654-4356

Email: RPB@dss.ca.gov



UNION OF PAN ASIAN COMMUNITIES
www.upacsd.com

In existence since 1974, Union of Pan Asian Communities (UPAC) is a 501c3 non-profit that provides health and human services focused on improving the overall well-being of underserved diverse populations. Providing assistance in over 30 languages at 15 locations across the county, we recognize and celebrate the diversity of our region and strive to strengthen these communities to achieve self-sufficiency. Programs focus on mental health counseling, community engagement and business development, addiction treatment & recovery, housing counseling, health promotion and cultural competency education.



EMASS

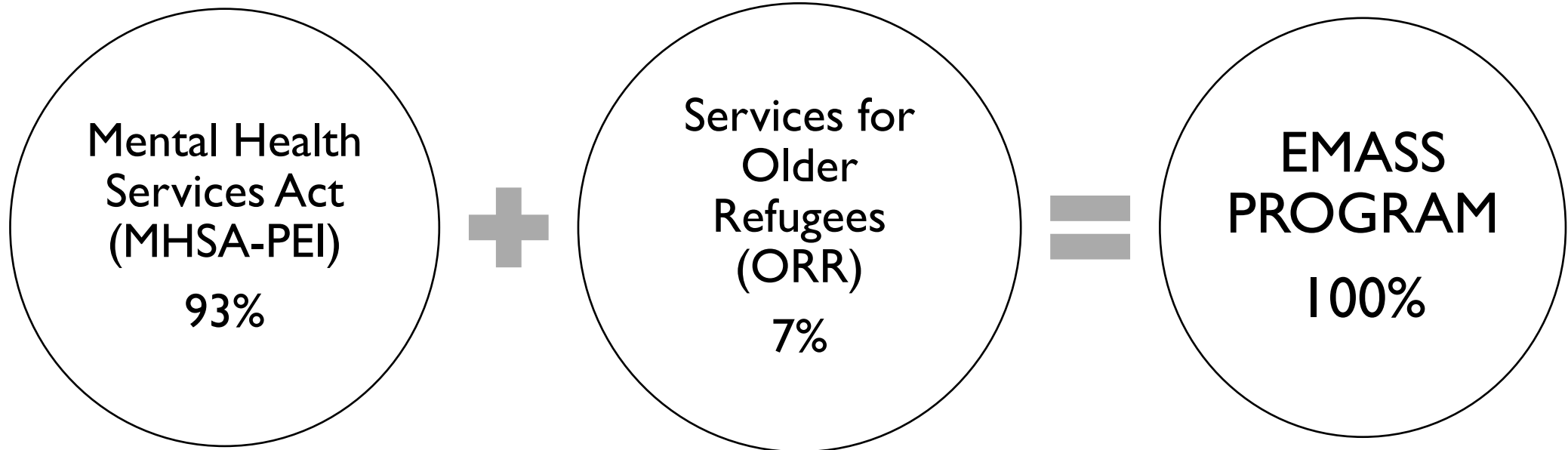
ELDER MULTICULTURAL ACCESS
AND SUPPORT **SERVICES**
PROGRAM

Velia Gitari, MA
Program Manager



DEFINITION

We are a Prevention and Early Intervention program to provide underserved seniors, ages 60 and over, with services in the Filipino, East African Refugee (Somali), Latino/Hispanic, African American and Chaldean/Middle Eastern communities of the North, Central, South and East regions of San Diego County.



EMASS PROGRAM FUNDING SOURCES

PROGRAM
GOALS

- 1 Access to Care
- 2 Reduce Disparities of Care
- 3 Maintain Self-Sufficiency
- 4 Reduce ER Visits and Specialty Care
- 5 Increase knowledge of Health/
Mental Health Care System
- 6 Prevent Hospitalization and
Institutionalization

EMASS SERVICE APPROACH

Role #1: Creating a bridge between the community and mental health and health systems (provide assistance in accessing both care systems, assist with completion of service applications, and facilitate patient-provider communication)

Role #2: Providing culturally appropriate health/mental health education and information (teach concepts of health promotion and disease prevention and self-management of chronic diseases and mental health symptoms)

Role #3: Assisting people in getting the services they need (care coordination, referrals and follow-up)

UPAC'S
MENTAL HEALTH
PROMOTORA
MODEL

Role #4: Providing informal counseling emotional support and social support (individually and/or forming/leading support groups)

Role #5: Providing advocacy services for individuals to help them meet their mental/health care needs (advocating for individuals to meet their mental health and basic health care needs)

UPAC'S
MENTAL HEALTH
PROMOTORA
MODEL CONT.

CHWS SERVICES

1	Providing education for mental health literacy and recognition of early signs
2	Providing education and training for mental health self care
3	Identifying and linking people to needed treatment and recovery services
4	Addressing risk factors and protective factors such as fostering connectedness and helping to reduce social isolation
5	Facilitating support groups
6	Promoting wellness
7	Providing assistance with mental health and health systems navigation
8	Linking individuals and families to other prevention and early intervention programs

**CHWS
SERVICES FOR
REFUGEES**

1

Mainstream Outreach: Information and Referral

2

Service enhancement: ESL Classes, Legal Services, Translation and Interpretation

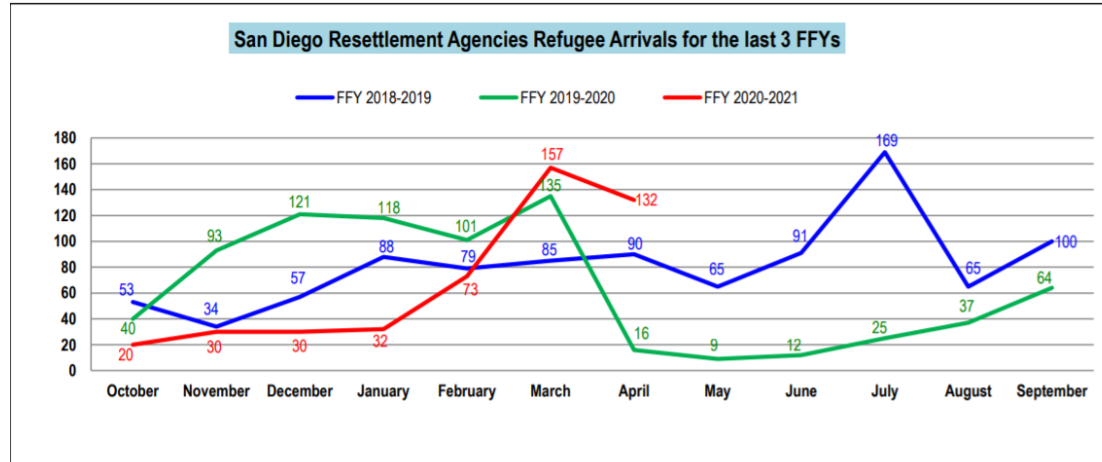
3

Independent living: Counseling; Social Adjustment Classes; Networking & Socialization; Transportation Services

4

Naturalization: Citizenship and Naturalization Services and Adjustment of Alien Status

**San Diego County Resettlement Agencies
Monthly Refugee Arrivals Report for FFY 20 - 21 by Country of Origin**



Top Three Arrivals for FFY 17 - 18

Afghanistan	56%
Democratic Republic of Congo	14%
Iraq	8%
Remainder	22%

Top Three Arrivals for FFY 18 - 19

Haiti	31%
Afghanistan	30%
Democratic Republic of Congo	12%
Remainder	27%

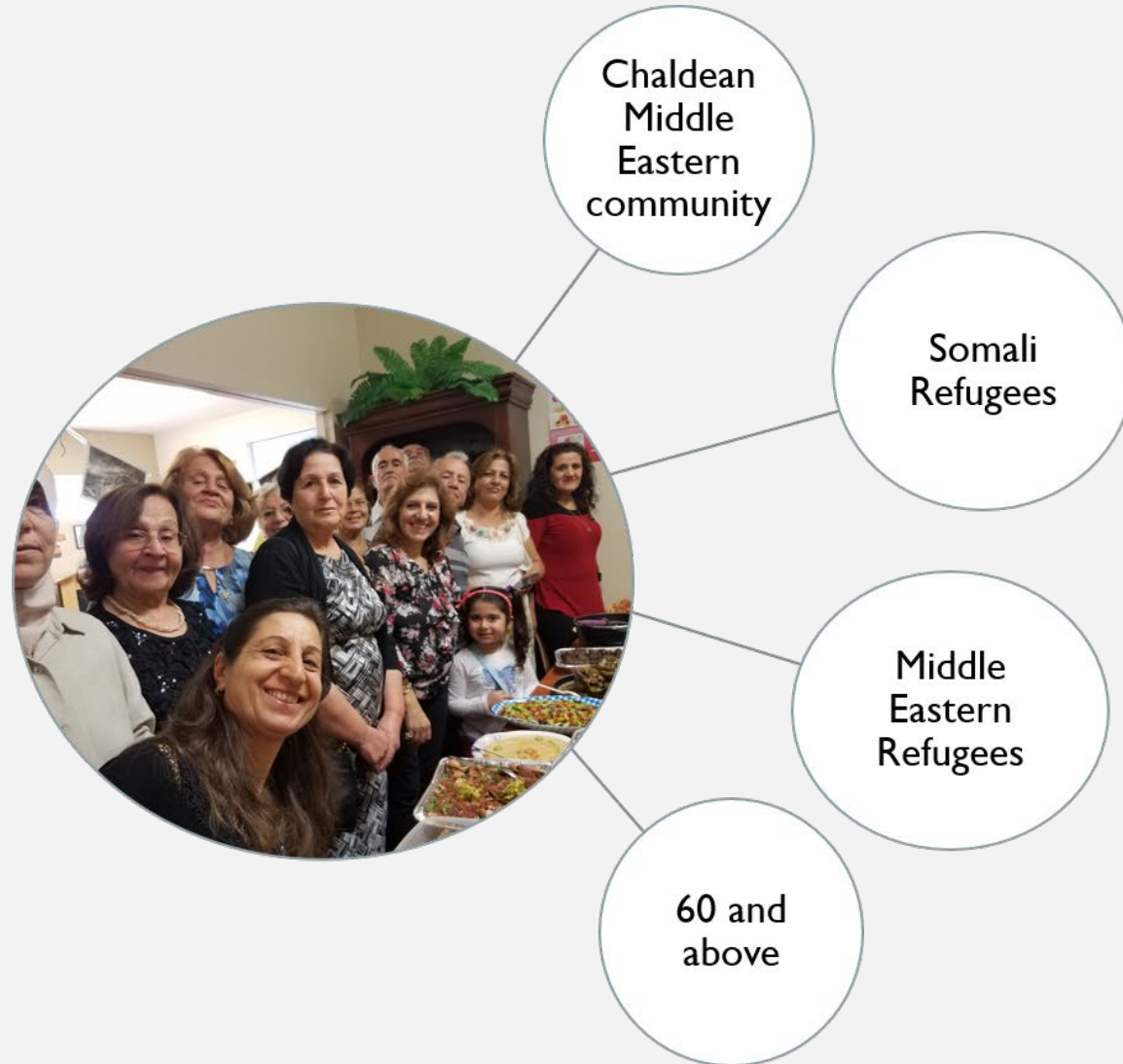
Top Three Arrivals for FFY 19 - 20

Afghanistan	40%
Haiti	38%
Iraq	7%
Remainder	16%

Top Three Arrivals for FFY 20 - 21

Haiti	70%
Afghanistan	15%
Cuba	6%
Remainder	9%

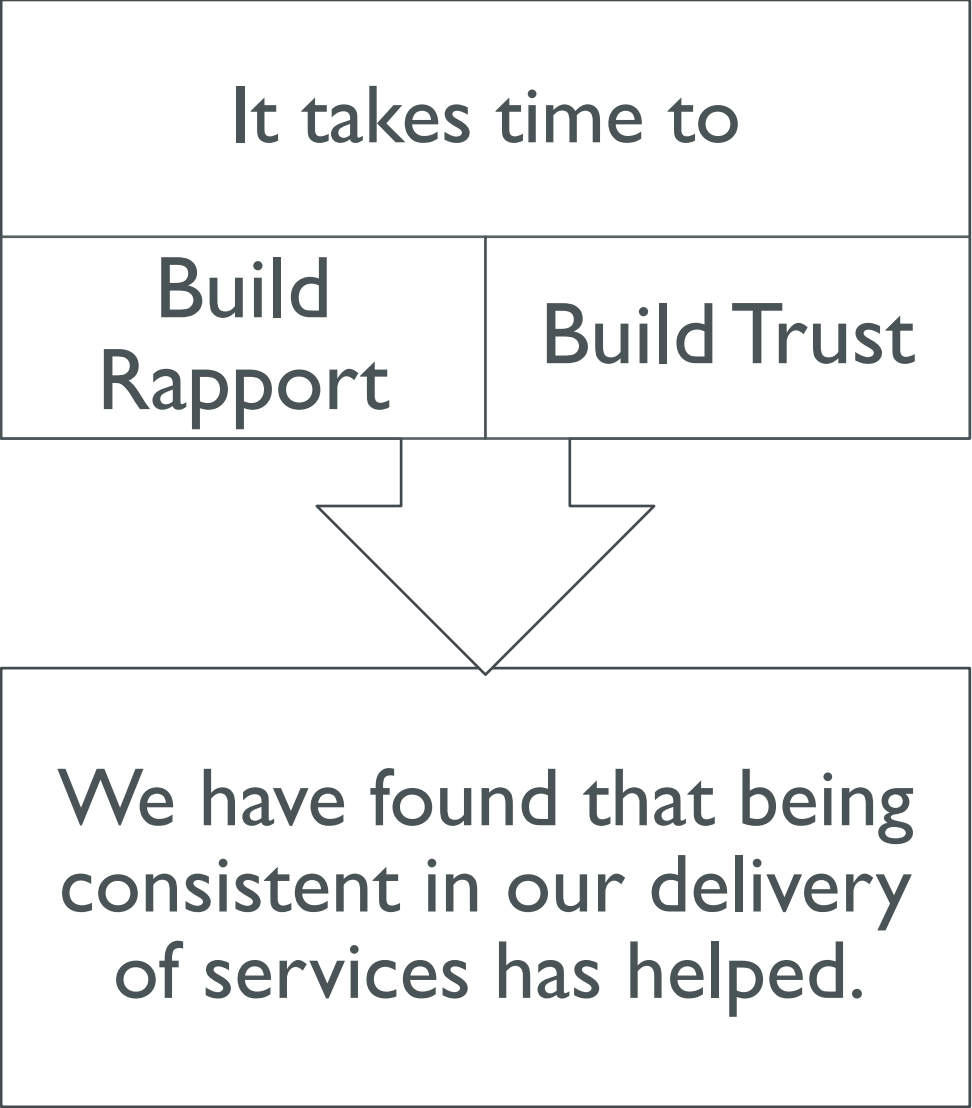
EMASS' REFUGEE TARGET POPULATION



SERVICES FOR OLDER REFUGEES

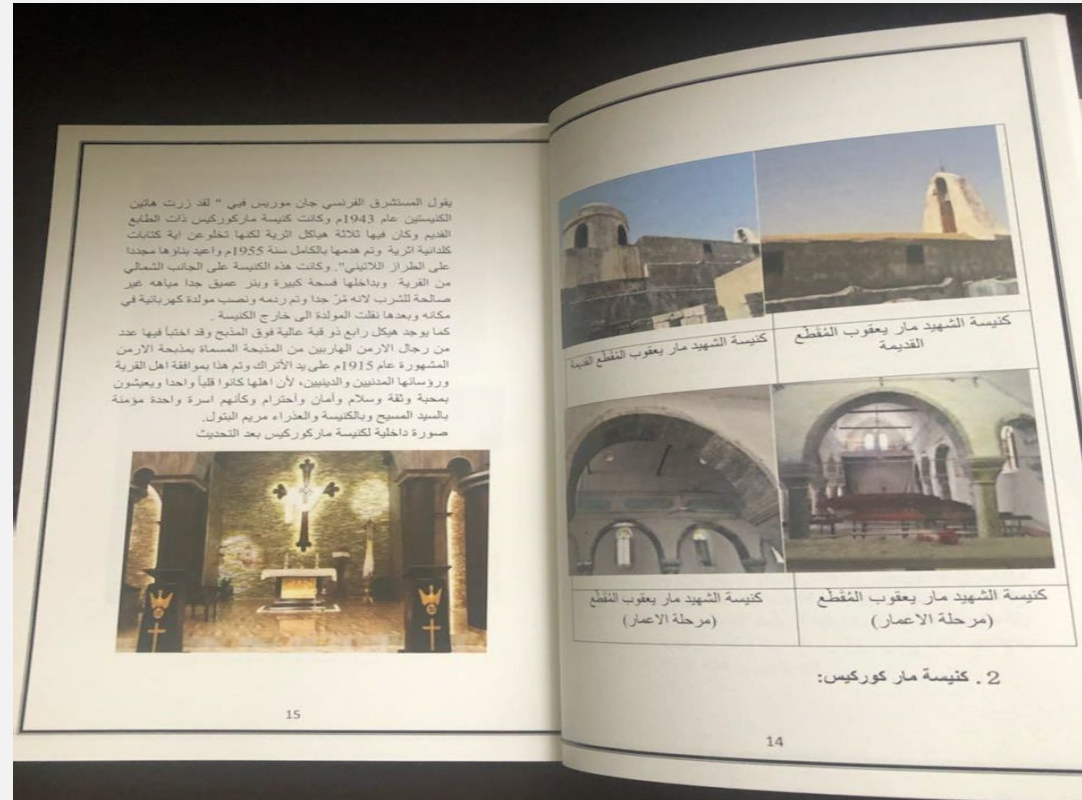
SERVICES FOR OLDER REFUGEES				
Services	Semester 1 (10/1 to 3/31)		Semester 2 (4/1 to 9/30)	TOTAL
A) Mainstream Outreach				
1. Outreach	110			
2. Information & Referrals	20			
B) Service Enhancement				
1. English as a Second Language Classes	17			
2. Legal Services	0			
3. Translation and/or Interpretations	219			
C) Independent Living				
1. Counseling	2			
2. Social Adjustment Classes	9			
3. Networking & Socializations	182			
4. Transportation Services	48			
D) Naturalization				
1. Citizenship & Naturalization Services	9			
2. Adjustment of Alien Status	8			
E) Other (activities or programs not listed above)				
TOTAL	624			
UNDUPLICATED TOTAL	221			

LESSONS
LEARNED:
PATIENCE AND
CONSISTENCY



TELLISKOF

HISTORY, CULTURE AND SURVIVAL STORY



LESSONS LEARNED: HEALTH AND MENTAL HEALTH NAVIGATION

- Mental Health continues to be a stigma for refugees. We help by assessing their mental health needs and offers linkage to services when necessary:
 - We assess for symptoms every time we give a service
 - We provide mental health education
 - We make appropriate referrals
- Our county offers a yearly event called: Check Your Mood Day in Conjunction with National Depression Screening Day.

The image shows a promotional flyer for 'Check Your Mood Day' on Thursday, October 8, 2020. The flyer is bilingual, with English and Spanish text. It encourages people to take a free and anonymous 'Check Your Mood' screening. Key points include:

- It's a free and anonymous 'Check Your Mood' screening.
- Access mental health resources on depression and other mental health illnesses.
- Help raise awareness for mental health by promoting Check Your Mood Day!

 The flyer also features a 'Patient Health Questionnaire-9 (PHQ-9)' form. The form asks, 'Over the last 2 weeks, how often have you been bothered by any of the following problems?' and provides a scale from 0 (Not at all) to 4 (Nearly every day). The questions listed are:

- Little interest or pleasure in doing things
- Feeling down, depressed, or hopeless
- Trouble falling or staying asleep, or sleeping too much
- Feeling tired or having little energy
- Poor appetite or overeating
- Feeling bad about yourself — or that you are a failure or have let yourself or your family down
- Trouble concentrating on things, such as reading the newspaper or watching television
- Moving or speaking so slowly that other people could have noticed? Or the opposite — being so fidgety or restless that you have been moving around a lot more than usual
- Thoughts that you would be better off dead or hurting yourself in some way

LESSONS LEARNED: COMMUNITY NETWORK

- We are part of a community team:
- We coordinate efforts with the four main resettling agencies:
 - Alliance for African Assistance
 - Catholic Charities
 - International Rescue Committee
 - Jewish Family Service of San Diego
- The Newcomers Network:
- Monthly meetings: where we learn about community efforts and collaborate with local projects or activities.
- One of those agencies is Circulate San Diego received the AARP Challenge Grant to create written Transportation Guides and Maps for Arabic-speaking patrons in El Cajon. Our program collaborated with the translation of these materials. You can find the project: <https://bit.ly/ElCajonTransit>



COMMUNITY
NETWORK
CONTINUED

Through the CARES Act in October 2020, we purchased 52 Smart cell phones for our seniors in order to connect to our virtual classes and telehealth.

We have connected about 313 of our participants with information about the COVID-19 vaccine as well as the coordination of their appointments.

Lastly, we collaborating with UCSD to launch a pilot program that seeks to create mental health interventions to decrease isolation among older adults.

CONTINUED CHALLENGES FOR THE POPULATION

- Housing
 - Rents are rising. Families who came as a unit the children are moving out leaving their older parents alone resulting in rents they cannot afford.
 - Insufficient low-income housing in the community
- Transportation to other recreation venues and non-medical services
- Affordable Tables/Computers, Wi-Fi
- Programs to teach technology to seniors in their target languages
- Interpretation and translation in the mental health and health navigation. It has improved but it is still a barrier.
- No enough resources to serve the community
- Continued stigma with the community and refugees continue to feel unsafe
- Unreported mental health challenges
- Multigeneration acculturation issues within the family that impact the older adult and their mental health.

**For more information, please contact:
UPAC-EMASS Program**

Escondido Office: 760-233-1984

El Cajon Office: 619-749-5560

Velia Gitari, MA 619-540-5853
EMASS Program Manager

Maria Ayala
Escondido Site Coordinator 619-871-3290

Salwa Yalda
El Cajon Site Coordinator 619-206-6661



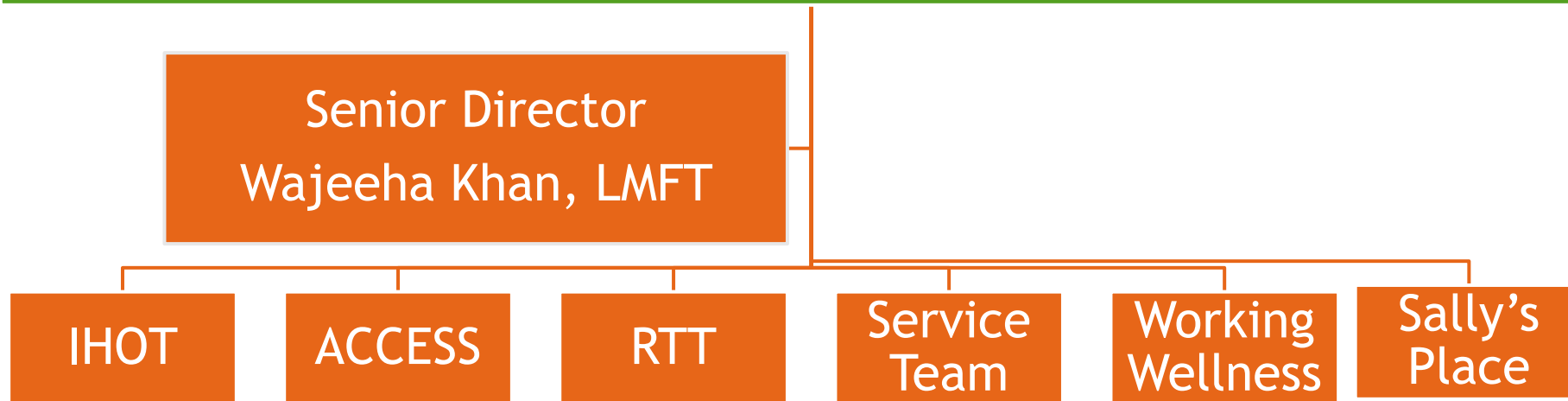
EMASS

La Familia Counseling Services

Adult Behavioral Health Programs

26081 Mocine Ave,
Hayward, CA 94544

Adult Behavioral Health Programs



Adult Programs

In-Home Outreach Team (IHOT)

Spanish-Language ACCESS

Service Team

Re entry Treatment Team (RTT)

Sally's Place Peer Respite Home

Working Wellness

In-Home Outreach Team (IHOT)



Provides intensive outreach and engagement services to adults with serious mental illness.

Aims to engage and connect the hardest-to-serve and most resource-intensive individuals with needed community supports.

Service Team



Long-term case management and psychiatric treatment services to adults with severe and persistent mental illness.

Focus is on stabilization and capacity-building.



SPANISH SPEAKING CLINICIANS

Acute Crisis Care and Evaluation for System-Wide Services (ACCESS)

Clients ages 18 and older who are experiencing acute mental health symptoms



Brief Stabilization Treatment (45 days-to 6 months)



Psychotherapy and Medication Evaluation/Management

Sally's Place

Peer Respite Home



Voluntary program, up to 14 days



Peer based service model

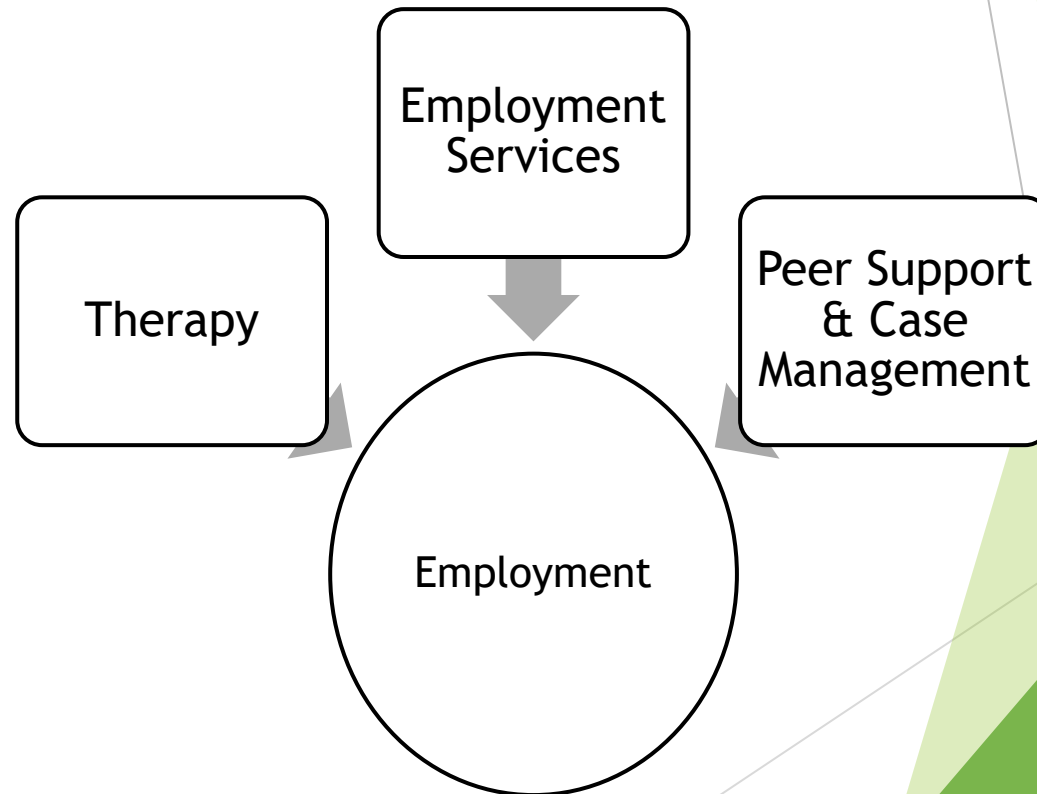


First and only in Alameda County

Working Wellness

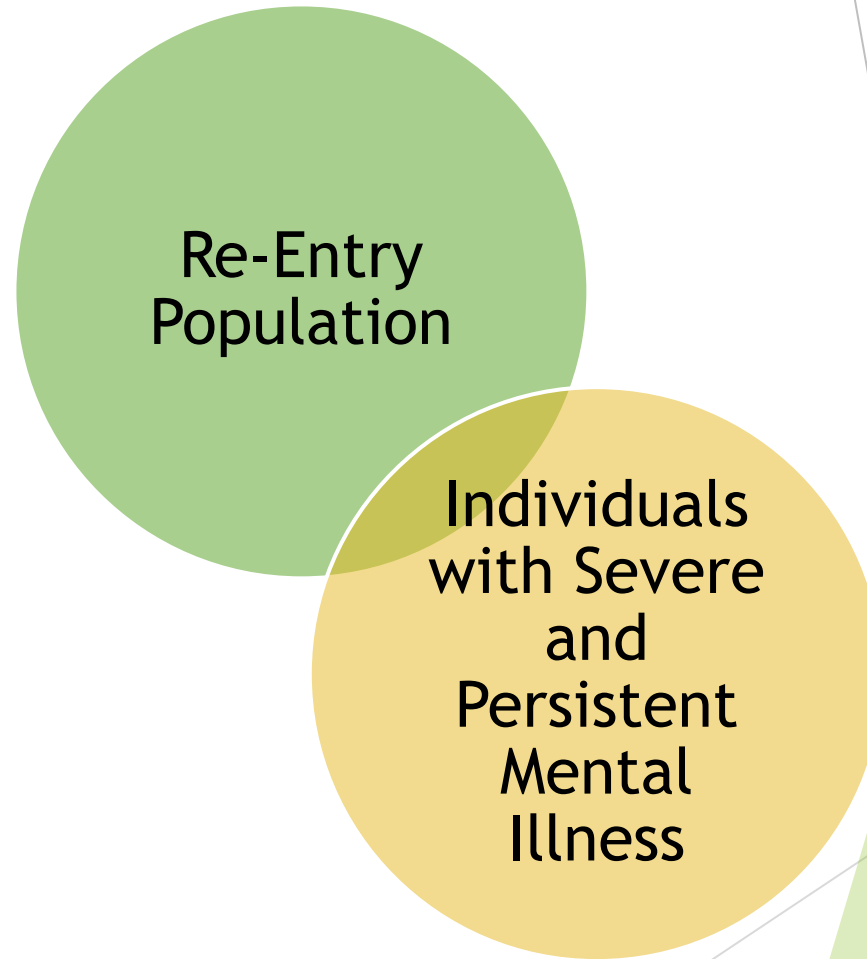
For CalWORKs recipients with a mental health barrier to employment.

Partnership with Social Services Agency, Alameda County Behavioral Health, and Fremont Family Resource Center.



Re-Entry Treatment Team (RTT)

- ▶ Mental health, case management, crisis intervention, and medication support services to adults with a severe mental illness who have been involved in the justice system.
- ▶ The primary goals of the program are to provide clients with mental health treatment in order to improve their wellbeing and facilitate positive re-integration in the community.



Re-Entry Employment Program (REP)

REP is a job-readiness program for the re-entry and homeless community to:



Questions & Comments

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- For additional information or for feedback email Engage@aging.ca.gov.



Thank You

- **Visit CDA's Aging & Equity Resources for More Information:**
 - [Equity in Aging Resource Center](#)
 - [California For All Ages Campaign](#)
- **Webinar recordings, slides, and transcripts** are available at CDA's online [Equity in Aging Resource Center](#) and [YouTube channel](#).
- **Send questions and comments to** engage@aging.ca.gov

