



## Meet Families Where They Are: Strategies & Inclusive Formats to Engage Diverse and Medically Underserved Families in Title V

Webinar 2 of a 3-webinar learning series January 8, 2020

# Welcome

- Please mute your line by using the mute function on your phone or by using \*6 to mute/un-mute.
- To Ask a Question
  - Please type your questions into the chat box (shown right).
- At the end of the presentation, there will be time for additional questions and to share strategies you have used to engage diverse and medically underserved families in Title V programs & activities





If you need technical assistance, contact lan at <u>iwhitney@familyvoices.org</u>

# Support for this work

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U01MC00001 Partnership for State Title V MCH Leadership Community Cooperative Agreement (\$1,738,864). This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

# Agenda

- Welcome
- Arizona Raising Special Kids
- New Mainers Public Health Initiative
- Q & A and discussion

# Objectives

- 1. Participants will hear engagement strategies from two states for engaging diverse and medically underserved families, including fathers, in Title V programs and activities
- 2. Participants will have an opportunity to share additional strategies and resources



#### **Engaging Fathers**

January 8, 2020 Christopher Tiffany, Executive Director Raising Special Kids



# "Dads have a hard time" – Anna Burgmann

- Tend to internalize emotions/feelings
- May not be inclined to 'talk about it'
- Action oriented 'tell me what to do to fix it'
- May not be proactive in problem-solving
- In the case of CSHCN, loss of the dream may be devastating
  - Football star
  - Homecoming queen
  - In my case bilingual language abilities

# Engaging Fathers in Title V Programs

- I'm happy to help, but I need to know exactly what you want
  - How much time?
  - Why?
  - What, specifically, do you need from me?
- Oh, you need Dad's to respond? Say so!
- You have food/gift cards? Say so!
- When possible: Father to father dad to dad – man to man
- Don't be afraid to enlist the help of Mothers!



# Engaging Fathers in Title V Programs

- Arizona Title V Needs Assessment CSHCN Focus Groups
- Printed Material
- Direct Ask
  - Email
  - Text
- When you really need Fathers, pick up the phone

# Resources for real and just for fun

Resource for real

<u>https://www.fatherhood.gov/content/outreach-and-recruitment-best-practices-fatherhood-practitioners</u>

Just for fun

<u>https://www.fatherhood.gov/dad-jokes/jokes</u>

## Hibo Omer, MPH 01/08/2020

#### **MEET FAMILIES WHERE THEY ARE:** STRATEGIES & INCLUSIVE FORMATS TO ENGAGE DIVERSE AND MEDICALLY UNDERSERVED FAMILIES IN TITLE V

# OUTLINE

- New Mainers Public Health Initiative (NMPHI)
- Experience in outreaching
- Roles in translating materials and interpreters'
- Challenges of health awareness
- Roles of Title V providers to consider
- Recommendations
- Q & A



About Us:

New Mainers Public Health Initiative (NMPHI) is a grass-root organization that is actively working amongst the Lewiston and Auburn community to empower, inform and educate immigrants, refugees and asylum seekers about preventive health measures through the promotion of healthy habits.

## OUR MISSION

NMPHI is to engage, empower, educate and advocate immigrants, refugee, and asylum seekers about preventive health by developing the capacity to mobilize community partnerships in identifying and solving health problems in order to bridge the gap in health equity, therefore, reducing racial health inequalities and identifying the social determinant of health.

## OUR VISION

NMPHI is to engage, empower, educate, and advocate for New Mainers' community at large by creating a safe space for all!



- Targeted Case Management
- Rehabilitations Community Services (RCS)
  - Behavioral Health Professionals (BHP)
- Practicing cultural humility



## PROGRAMS CONTINUES



- Navigating HealthCare Careers for New Mainers Youth
  - Engage youth through university tours and information sessions
- Health Literacy (HL)
- Women's Health
- Men's Health
- Cancer Awareness
- Thrive: Autism Awareness for New Mainers
- Community Health Workers (CHWs)
- Introduced to local providers CHWs methods
- Case Manager plus an interpreter = CHWs

Empowering New Mainers Families one family at time!

#### Connecting with the community

#### Human connection

### Gaining trust

It's hard work!

Don't give up!

#### PAST EXPERIENCE WITH OUTREACHING

# GAINING TRUST



- Knowing the community
- Building a relationship
- Working relationship
- Patience
- Flexibility



Having translated material available

#### ROLES IN TRANSLATING MATERIALS AND INTERPRETERS



Families will connect with translated materials



Have a few signs in the targeted communities' native languages on the wall

# USING AN INTERPRETER

- Checking in with interpreter if he/she worked with Title V
- Giving the courage to stop the provider for any word he/she does not understand
- Speaking in groups of concept
- Looking at the family member and seeing body language
- Asking back if families understood



## CHALLENGES OF HEALTH AWARENESS

- Low literacy
- Lack of cultural and linguistically appropriate literatures
- Targeted community lifestyle (buzzy)
- Lack of commitment
- Unknown concept (reconfiguration of minds)

## CHALLENGES...

Creating a safe place to vent out for parents

Eg: families will pour out all their problems without distinguishing

- Not respecting time
- Transportation barriers
- Juggling multiple responsibilities





Provide ongoing training for interpreter

**MM** 

Support community health works model

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Listening to the feeling of your community



Plan to hire from the community to build trust



Training your staffs on how to interact with communities those don't look like them

Acknowledging cultural difference

Being aware of unconscious bias

## HEALTH DISPARITY

Approaching each population with cultural humility

Checking one self for preconceived bias

### When parents are "engaged"

## Active participation

### Attendance increases

Working together for better outcome

#### RECOMMENDATIONS



## RECENT EXAMPLE





#### NMPHI and CCIDS Parent Advocacy Training Collaborative

#### Crystal Cron, B.A. Psychology and April Fournier, M. Ed. Leadership Partners: Hibo Omer, MPH, NMPHI, and Marnie Morneault, M. Ed., CCIDS

New Mainers Public Health Initiative (NMPHI) aims to empower, inform, and educate new Mainers about preventive health measures through health promotion by developing the capacity to mobilize community partnerships in identifying and solving health problems in order to bridge the gap in health care service delivery and decrease health disparities. NMPHI works with the underserved, including those with intellectual impairments, by providing targeted case management services and rehabilitative community support services.

Being inclusive and equitable means that all parents should have access to and understanding of their child's health and education information. Immigrants who come from countries where parent engagement in the school setting is not encouraged may not fully understand their right to have a say in their children's education.

We have experienced an increase in participation weekly as more parents within the community learn about our initiative. Our first session had 7 parents, the second session had 12 parents, and the third session had 9 parents.

Trainings were developed through the feedback from the listening sessions. Parents' concerns and challenges with the education system, and the areas that they were seeking guidance became the topics of the structured learning sessions.

Institute on Disability/UCED



We are providing Group Listening and Structured Learning Sessions on Special Education Topics Relevant to Community Members' Interests and Needs

Our Listening Sessions allowed us to hear First-hand Accounts of Challenges Accessing Education and Special Education

Feedback followed each learning session and this shaped the structure of the subsequent training. This family led approach allowed us to provide information that was especially relevant.

MAINE Center for Community Inclusio and Disability Studies Our Project Scope Assist in the development of parent advocacy training module for parents of children on the autism spectrum

Lewiston Public Schools has almost 25% of the student population identified as

English Language Learners. Approximately 10% of Lewiston's population is Somali.

Assist in the planning of parent advocacy trainings for Somali parents of children on the autism spectrum.

Participate in delivering parent advocacy trainings for Somali parents of children on the autism spectrum in Lewiston, Maine.

Assist in the development of resource and information materials on Somali populations in NH and Maine.

Culturally and linguistically appropriate ervices are lacking in the school systems. We hope to support and provide resources for community members to lead their own trainings, using their expertise about their community and their unique needs.

We have partnered with Community Members to Develop Leadership Opportunities for Future Trainings, Increasing Community Capacity for Peer Leaders and Mentors.

The NH-ME LEND Program is supported by a grant (#T73 MC 00024) from the Maternal and Child Health Bureau, Health Resources and Services Administration (HR8A), U.S. Department of Health and Human Services and administered by the Association of University Centers on Disabilities (AUCD).

GEISEL MEDICINE

## Q & A



## New Mainers Public Health Initiative

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"Empower, educate, advocate, and inform New Mainers about: Preventative health measures, health delivery strategies, and access to services to decrease health disparities." Engage, Empower, Educate, and Advocate

# HIBO OMER, MPH

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## Questions, Sharing, Discussion....



## Resources

- <u>Serving Young Fathers: An Assessment and Checklist for</u> <u>Organizations</u>
- Engaging Leaders to Foster Welcoming Communities
- <u>Growing Your Capacity to Engage Diverse Communities by working</u> with Community Liaison and Cultural Brokers
- <u>School-based Health Alliance Children's Health and Education</u>
  <u>Mapping Tool</u>
- The Center for Faith and Opportunity Initiatives (Partnership Center)
- Who can fulfill the role of cultural brokers in health care settings?

## Save the Date

Webinar 3: Preparing Families to Participate Wednesday, February 12, 2020 2 pm ET / 1 pm CT / 12 pm MT / 11 am PT



https://www.surveymonkey.com/r/MeetFamilies