



**Ensuring Equity in Aging Webinar
Culturally Informed Services with and For Older Immigrants and
Refugees
June 2, 2021 | 10:00am - 11:00am**

Captioners Transcript

10:01:17 >> GOOD MORNING EVERYONE, WELCOME TO CDA'S ENSURING EQUITY AND AGING WEBINAR SERIES, WE ARE EXSIELTED TODAY TO FOCUS ON CULTURALLY INFORMED SERVICES WITH AND FOR OLDER IMMIGRANTS AND REFUGEES.

10:01:26 BEFORE WE GET STARTED I WILL GO THROUGH A FEW LOGISTICS, WE ARE OFFERING LIVE CAPTIONING STREAMED THROUGH THE WEBINAR TODAY.

10:01:33 IN YOUR TOOLBAR, HIT THE CC CLOSED CAPTION BUTTON YOU SHOULD BE ABLE TO ACTIVATE THAT.

10:01:52 WE ALSO OFFER AMERICAN SIGN LANGUAGE INTERPRETATION. WE WILL POST THE RECORDING, SLIDE AND TRANSCRIPTS OF THE WEBINAR ON CALIFORNIA FOR ALL AGES EQUITY AND AGING RESOURCE CENTER AND ALSO HAVE RECORDING ON THE YOU TUBE CHANNEL.

10:02:11 THE FINAL TEN MINUTES OF THIS WEBINAR IS RESERVED FOR QUESTIONS AND COMMENTS, SO YOU CAN USE THAT Q AND A FUNCTION ON THE BOTTOM OF YOUR SCREEN TO ENTER A QUESTION. SOME SPEAKERS MIGHT ANSWER DURING THE PRESENTATION OR ANSWER IN THE FINAL TEN MINUTES.

10:02:26 IF YOU ARE ON THE PHONE, PRESS STAR 9 ON YOUR DIAL PAD TO RAISE YOUR HAND AND BE ADDED TO THE QUEUE. IF YOU HAVE QUESTIONS YOU CAN E-MAIL US.

10:02:57 WE HAVE HAD THESE WEBINARS EVERY MONTH SINCE NOVEMBER AND OUR FINAL WEBINAR WILL BE JULY, NEXT MONTH, DOES NOT MEAN WE WILL STOP OFFERING CONTENT, BUT THIS

SERIES IN PARTICULAR WE WRAP UP NEXT MONTH, AND TOPIC IS TBD, AND I HOPE YOU WILL CONTINUE TO JOIN US AND GO BACK IN TIME AND WATCH THE OLDER VIDEOS FROM THE WEBINARS ON OUR WEB PAGE.

10:03:16 THEY ARE GREAT FOR TRAINING TOOLS FOR YOUR STAFF AS WELL. PLEASE, SHARE THOSE WITH YOUR COLLEAGUES AND NETWORK. I AM GOING TO HAND IT OVER TO CALIFORNIA DEPARTMENT OF AGING, KIM MCCOY WADE. DIRECTOR KIM MCCOY WADE WILL DO INTRODUCTIONS OF TODAY'S SPEAKERS

10:03:30 >> GOOD MORNING AND WELCOME TO EVERYBODY, WE ARE PLEASED TO BE CONTINUING THIS SERIES, BUT FOCUSING TODAY ON IMMIGRANTS AND REFUGEES WHO MAKE THE COUNTRY SO STRONG.

10:03:38 I AM DELIGHTED WE OVER SEE A SUIT OF PROGRAMS FROM THE OLDER AMERICANS ACT.

10:03:53 SERVICES ARE AVAILABLE TO ALL OLDER ADULTS. WE REALLY ARE AT A HISTORIC MOMENT WHERE THAT SPIRIT OF CALIFORNIA FOR ALL AND SERVICES ACCESS FOR ALL, I REALLY BELIEVE THAT A HISTORIC TURNING POINT.

10:04:09 I AM DELIGHTED WE ARE COMING DAY AFTER THE PRESIDENT AND VICE PRESIDENT. FIRST DAUGHTER AND CHILD OF IMMIGRANTS TO BE IN THE WHITE HOUSE. PROCLAIMED THIS MONTH NATIONAL IMMIGRANT HER TO THE BEST OF MY KNOWLEDGE MONTH.

10:04:15 I COMMEND THIS. I WILL READ A BRIEF PIECE. IT IS MOVING.

10:04:41 SAYS AMERICA IS, ALWAYS HAS BEEN AND ALWAYS WILL BE A NATION OF IMMIGRANTS. IT WAS THE PROMISE OF OUR FOUNDING, REFLECTED IN OUR CONSTITUTION SHS ETCHED UPON THE STATUE OF LIBERTY. WAVE AFTER WAVE OF IMMIGRANTS HAVE ENRICHED OUR NATION, AND MADE US BETTER STRONGER INNOVATIVE AND PROSPEROUS.

10:04:50 TRUE FOR MY ANCESTORS AND MANY GENERATIONS. AND WONDERFUL PANEL ITSELVES WE HAVE HERE TODAY.

10:05:07 BEFORE I INTRODUCE THEM I WANT TO LIFT UP THE OTHER ELEMENT OF THE HISTORIC LEADERSHIP WE SEE. OUR OWN STATE OF CALIFORNIA. GOVERNOR IN THE BOLD COMEBACK PLAN MADE A PROPOSAL TO EXTEND HEALTH CARE FOR ALL FOR OLDER ADULTS.

10:05:23 REGARDLESS OF IMMIGRATION STATUS AND INCREASE THAT BASIC INCOME PAYMENTS INCLUDING TO IMMIGRANTS THROUGH THE STATE PROGRAMS. THE CALIFORNIA ASSISTANCE PROGRAM FOR IMMIGRANTS.

10:05:35 BUT THE LEGISLATURE'S BUDGET RELEASED YESTERDAY AND BUILDS ON THAT TO BRING HEALTH INSURANCE TO OLDER ADULTS REGARDLESS OF STATUS DOWN TO 50.

10:05:55 PROPOSING EVEN LARGER INCREASE IN THAT BASIC INCOME, AND PROPOSING HISTORIC EXPANSION OF FOOD ASSISTANCE TO PEOPLE THROUGH THE CAL FRESH PROGRAM WHO ARE AGAIN IN CALIFORNIA COMPANION PROGRAM, CALIFORNIA FOOD ASSISTANCE PROGRAM, BROADER ELIGIBILITY FOR STATUS.

10:06:12 WE HAVE A GREAT VISION FROM THE NATIONAL LEADERSHIP AND PROPOSALS FOR THE STATE LEADERSHIP, AND THREE MORE AMAZING LEADERS, TO TALK WITH US ABOUT HOW WE PUT THAT VISION AND POLICY AND FUNDING INTO REALITY FOR THE PEOPLE WE SERVE.

10:06:35 LET ME INTRODUCE OUR ALL-STAR PANEL. WE HAVE MY FORMER COLLEAGUE, BRITTNEY JOHNSON, SHE WILL SPEAK ABOUT SERVICES TO OLDER REFUGEES WITH THE STATE OF CALIFORNIA OVER NINE YEARS AND EXPERIENCE FROM THE CAL WORKS PROGRAM AS WELL AS THE TRIBAL PROGRAMS.

10:07:08 THAT'S GREAT, THANK YOU. AND THEN WE HEAR FROM VELIA, SHE IS PROGRAM MANAGER AT THE UNION OF PAN ASIAN COMMUNITIES IN SAN DIEGO, BEEN WORKING WITH OLDER ADULTS SINCE 2003, AND JOURNEY BEGAN WITH CHRONIC MENTALLY ILL OLDER ADULTS IN VARIOUS ROLES. PEER COUNSELING, AND ELDER MULTICULTURAL ACCESS SERVICE AND SUPPORT

PROGRAMS AND OVER SEES TEEM AFTER COMMUNITY HEALTH WORKERS.

10:07:30 REPRESENTING MULTIPLE COMMUNITIES IN SAN DIEGO COUNTY. AND LAST BUT CERTAINLY NOT LEAST, WAJEEHA, WITH LAFAMILIA.

10:07:39 OVERSEES SIX COMMUNITY MENTAL HEALTH PROGRAMS, TWO FOCUS ON SERVING SPANISH SPEAKING COMMUNITIES.

10:07:49 ALSO HAS GREAT EXPERIENCE WITH FAMILIES AND AS WELL AS CHRONICALLY HOMELESS ADULTS WITH SEVERE MENTAL ILLNESS.

10:08:01 WE HAVE ALL-STAR PANEL AND MOMENT IS RIGHT, I LOOK FORWARD TO PRESENTATION AND DISCUSSION HERE TODAY. WE HAVE OVER A HUNDRED PEOPLE HERE, I WILL HAND IT OVER TO START THE DIALOGUE, THANK YOU.

10:08:18 >> THANK YOU KIM AND GOOD MORNING EVERYONE, THANK YOU FOR HAVING ME, LIKE SAID, I AM WITH THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES. I WORK IN THE REFUGEE PROGRAMS BUREAU, AND I AM ADULT SERVICES.

10:08:32 A LITTLE BIT ABOUT THE PROGRAMS, OUR MISSION IS PROVIDE STATE LEVEL LEADERSHIP AND COORDINATION OF PROGRAMS AND SERVICES TO (READING) (ON SCREEN).

10:09:09 SO, FUNDING WE GET FROM OUR PARTNERS WE DISTRIBUTE TO THE COUNTIES AND WORK CLOSELY TO MAKE SURE WE ARE RESETTLING INDIVIDUALS INTO CALIFORNIA PROPERLY. THANK YOU. SO, FEW POPULATIONS WE SERVE. REFUGEES, ADULT AND FAMILIES. AND ALL OF THESE POPULATIONS INCLUDE ASYLEES, HUMAN TRAFFICKING VICTIMS, REFUGEES, (ON SCREEN).

10:09:18 WE ALSO SERVE INDIVIDUALS OR FAMILIES AND WE WITH (INAUDIBLE).

10:09:46 SO FIRST QUESTION IS WHO IS A REFUGEE, ANY PERSON THAT IS FLEEING THEIR COUNTRY OR NATIONALITY, OR RESIDENCE. DUE TO THE FACT THEY CANNOT RETURN OR FEAR

OF RETURNING DUE TO PERSECUTION BASED ON RACE, RELIGION, NATIONALITY OR (INAUDIBLE).

10:10:00 WHEN IT COMES TO REFUGEES, THEY HAVE BEEN GRANTED ENTRY INTO THE UNITED STATES OVERSEAS AND OFFERED A SETTLEMENT ALONG WITH OTHER AGENCIES.

10:10:26 ASSIST WITH BRINGING THE INDIVIDUAL OR FAMILY INTO THE UNITED STATES. THEY ARE ELIGIBLE TO RECEIVE BENEFITS AND SERVICES FROM THE FIRST DAY THEY ARRIVE IN THE UNITED STATES. SO ONE OF THE PROGRAMS IS THE SOR PROGRAM, SERVICES TO OLDER REFUGEES AND THIS PROGRAM SERVES REFUGEES 60 YEARS OF AGE OR OLDER WHO ARRIVE IN THE UNITED STATES.

10:10:53 AND OUR PROGRAM WOULD BE--DESIGNED THE ASSIST OLDER REFUGEES IN ACCESSING SERVICES THEY MIGHT NOT KNOW ABOUT. WHEN IT COMES TO THE OLDER POPULATION, SOMETIMES THEY NEED A LITTLE MORE ASSISTANCE. AND THIS PROGRAM IS DESIGNED TO DO IT. SO OUR FUNDS ARE ISSUED TO COUNTIES DEEMED TO BE IMPACTED COUNTIES.

10:10:53 .

10:11:01 THEY ARE COUNTIES THAT SERVE THE MINIMUM OF 4 HUNDRED REFUGEES IN THE LAST 5 YEARS.

10:11:31 SO TOTAL OF 7 COUNTIES THAT RECEIVE SOR FUNDING, GET INTO THAT LATER. SEE AT THE BOTTOM, OVER THE LAST FIVE YEARS FUNDING SIGNIFICANTLY INCREASED. TOOK A DIP IN 2018, AS YOU SEE IT'S BEEN MOVED UP SINCE. OUR IMPACTED COUNTIES. (ON SCREEN) (READING).

10:12:05 NOW THE EIGHTH COUNTY IS STANILAS BUT THEY DON'T RECEIVE THE SOR FUNDING. AREAS OF FOCUS IN THE PROGRAM SHOULD INCLUDE OUTREACH, MAKE SURE WE ARE REACHING OUT TO THESE INDIVIDUALS AND MAKING SURE THEY ARE GETTING LOCAL ASSISTANCE. THEY KNOW ABOUT THE LOCAL ASSISTANCE, HOW TO COME IN, FILL OUT PAPERWORK. AND MAKING SURE THEY ARE LINKED TO COMMUNITIES.

10:12:23 AND KNOW WHAT IS GOING ON IN THE COMMUNITY. SERVICE ENHANCEMENT, PROVIDING WITH APPROPRIATE SERVICES. NOT PROVIDED IN THE COMMUNITY. THAT TIES IN WITH OUTREACH, MAKING SURE THEY KNOW WHAT IS GOING ON IN THE COMMUNITY AND HOW TO BEST SERVE THEM. INDEPENDENT LIVING.

10:12:41 YOU KNOW WE ARE INTEGRATING INDIVIDUALS INTO SOCIETY WE ARE YOU KNOW TRYING TO MAKE SURE WE HAVE THEM BECOME MORE INDEPENDENT. HOW TO LIVE ON THEIR OWN, AND AGAIN KNOW WHAT IS GOING ON IN THE COMMUNITY, AND HOW TO BE PART OF THE COMMUNITY.

10:13:09 YOU KNOW WHEN IT COMES TO THE OLDER POPULATION, YOU KNOW, ONE OF THE THINGS, THEY KNOW THE FAMILY, BUT AS FAR AS GETTING OUT AND KNOWING OTHER PEOPLE AND KNOWING WHAT IS GOING ON THAT IS DIFFICULT. NATURALIZATION, ONE OF THE BIGGEST THINGS IS HELPING WITH THE PAPERWORK, INTERPRETERS, INTERPRETATION, SO THEY KNOW WHAT THEY ARE FILLING OUT.

10:13:26 SERVICES LIKE THAT, AND BENEFITS, MAKING SURE THE POPULATION KNOWS EVERYTHING AVAILABLE TO THEM AND HOW TO BEST ASSIST. SOME OF THE CHALLENGES CURRENTLY GOING ON THAT ARON GOING CHALLENGES WITH THIS POPULATION.

10:13:42 ACCESS AND TRANSLATION, INTERPRETATION SERVICES, OLDER REFUGEES COMING INTO THE UNITED STATES THEY ONLY SPEAK THEIR LANGUAGE. NOT ONLY THEIR LANGUAGE, BUT ENGLISH IS PROBABLY NOT THE FIRST LANGUAGE AND PROBABLY WHAT THEY ARE STRUGGLING WITH.

10:14:00 MAKING SURE THEY ARE UNDERSTANDING THE PAPERWORK, ABLE TO READ YOU KNOW WHAT'S GOING ON. IT'S REALLY IMPORTANT. FINDING TRANSPORTATION, YOU KNOW, DON'T KNOW TRANSPORTATION SYSTEMS. SOME OF THEM DON'T HAVE DRIVER'S LICENSE OR UNABLE TO DRIVE AND GET AROUND BY THEMSELVES AT ALL.

10:14:19 MAKING SURE WE ARE ABLE TO TAKE THEM TO DOCTOR'S APPOINTMENTS AND THINGS LIKE THAT. WE HAVE A HUGE GAP IN

SERVICES. FOR THOSE WHO ARE NOT QUALIFIED UNTIL AGE OF 65. FINDING THE LOCAL RESOURCES TO HELP THEM.

10:14:38 AND LIMITED WORK EXPERIENCES, SOME OF THE WORK EXPERIENCES THEY HAVE IN THEIR PREVIOUS PLACE OF LIVING DON'T TRANSFER OVER TO THE UNITED STATES. ASSISTING WITH LANGUAGE BARRIERS AND EMPLOYMENT AND THINGS LIKE THAT.

10:14:53 SO CURRENTLY, WE HAVE ALL BEEN FEELING THE WRATH OF COVID-19, SO A LOT OF THE CHALLENGES WITH THIS POPULATION IS A HUGE ONE IS INCREASE IN ISOLATION AND MENTAL HEALTH SYMPTOMS.

10:15:11 I THINK WE ALL THINK THE ISOLATION AND INCREASING MENTAL HEALTH SYSTEMS. BUT I THINK FOR THE OLDER POPULATION YOU KNOW FOR THEM IT'S A LITTLE HARDER, SIMPLY BECAUSE YOU KNOW, SOME THRIVE YOU KNOW ON SEEING GRANDCHILDREN OR THINGS LIKE THAT, YOU KNOW, ALL OF THE SUDDEN.

10:15:37 YOU KNOW, SEEING THEM ON A WINDOW, DON'T GET THAT YOU KNOW, PHYSICAL CONNECTION WITH THEM, WITH THEIR FAMILY MEMBERS, A LOT OF THEM YOU KNOW, IN COMMUNITIES GARDENING PROGRAM AND THINGS LIKE THAT, ALL OF THE SUDDEN TAKEN AWAY FROM THEM. SIMPLE THINGS THEY CANNOT DO THEMSELVES BECAUSE OF THE COVID-19. WE HAVE SEEN INCREASE OF MENTAL HEALTH THINGS LIKE THAT. .

10:16:01 DECREASE IN COMPLETING CIVICS CLASSES DUE TO THEM AT HOME. A LOT OF THE CLASSES ARE TYPICALLY IN PERSON, WHEN THIS POPULATION CAN'T YOU KNOW JOIN IN PERSON, MAKES IT A LITTLE DIFFICULT, ESPECIALLY IN YOU KNOW, SOMEONE WHO IS ELDERLY IS NOT AS GOOD WHEN IT COMES TO TECHNOLOGY. AS YOU KNOW, SOMEONE HAS A LITTLE YOUNGER.

10:16:19 THAT IS A HUGE CHALLENGE RIGHT NOW, A BIG CHALLENGE, IS DELAY IN GREEN CARD APPROVALS. RIGHT NOW IF YOU ARE RENEWING YOUR GREEN CARD IT'S 8 MONTH DELAY AND APPLICATIONS IS OVER A YEAR DELAY RIGHT NOW.

10:16:50 THAT IS HARD FOR THE POPULATION. UMM, SO, THAT'S JUST MY VERSION OF THE SOR PROGRAM, I KNOW LATER YOU HAVE Q ANDA, IF YOU HAVE QUESTIONS FEEL FREE TO REACH OUT. HERE IS OUR INFORMATION. WE ALSO HAVE A WORK SHEET ON THE WEBSITE. I CAN DROP A LINK IN THE CHAT, OR SEND IT TO SOMEONE.

10:17:08 HERE IS THE MAIN LINE AT THE BOTTOM, E-MAIL. YOU CAN PUT IT TO MY ATTENTION IF YOU HAVE ANY QUESTIONS, AGAIN THANK YOU FOR HAVING ME. I AM GOING TO PASS IT OVER, THANK YOU.

10:17:21 >> GOOD MORNING EVERYONE, MY NAME IS VELIA, MY AGENCY IS UNION OF PAN ASIAN COMMUNITIES.

10:17:37 SINCE 1974, WE HAVE BEEN PROVIDING HEALTH AND SERVICES TO IMPROVE THE OVERALL WELL BEING OF UNDERSERVED DIVERSE POPULATIONS.

10:17:50 MY PROGRAM IS THE ELDER MULTICULTURE WRAL ACCESS AND SUPPORT SERVICE PROGRAM. WHICH IS CONTRACTED BY THE BEHAVIORAL HEALTH SERVICES IN THE COUNTY.

10:18:15 WE ARE A PREVENTION PROGRAM TO PROVIDE SERVICES IN THE FILIPINO EAST AFRICAN REFUGEES, LATINO, HISPANIC, AFRICAN AMERICAN, EASTERN COMMUNITIES OF SAN DIEGO COUNTY.

10:18:28 OUR FUNDING SERVICES COME FROM THE MENTAL HEALTH SERVICES ACT. 90% OF THE FUNDING AND THE OLDER REFUGEES PROGRAM.

10:18:57 OUR GOALS ARE PROVIDE SENIORS WITH ACCESS TO CARE, REDUCE DISPARITIES OF CARE. MAINTAIN SELF-SUFFICIENCY. REDUCE ER VISITS, INCREASE KNOWLEDGE. WE HAVE A TWO PRONG APPROACH. PROVIDE A CENTER BASED ONE STOP COMMUNITY CENTER THAT PROVIDES RESOURCES AND INFORMATION AND EDUCATION.

10:19:05 IN SOCIAL AND RECREATION AND CULTURAL ACTIVITIES, WE PROVIDE THE MODEL WE USE IN COMMUNITY HEALTH WORK WE ARES.

10:19:33 FIRST IN MENTAL HEALTH THAT GOAL OUT IN THE COMMUNITY. PROVIDE EDUCATION AND SUPPORT, WHERE THE SENIORS RESIDE, THIS IS A PRECOVID MODEL. RIGHT NOW IN COVID WE HAVE BEEN CONTINUING TO ENGAGE OUR SENIORS THROUGH TELE-HEALTH AND PHONE CALL AND VIRTUAL PRATT FORMS TO PROVIDE SERVICES TO THEM.

10:19:46 THE MODEL THAT WE USE PROVIDES VARIOUS ROLES FOR THE COMMUNITY HEALTH WORKERS, THEY BECOME A BRIDGE TO THE COMMUNITY AND MENTAL HEALTH AND HEALTH SYSTEMS.

10:19:54 THEY PROVIDE CULTURALLY APPROPRIATE HEALTH AND MENTAL HEALTH EDUCATION AND INFORMATION WITH TOPICS RELEVANT TO SENIORS.

10:20:00 THEY ASSIST PEOPLE IN GETTING THE SERVICES THEY NEED WITH CARE COORDINATION AND POLL LOW UP.

10:20:06 THEY PROVIDE INFORMAL COUNSELING AND EMOTIONAL SUPPORT, AND SOCIAL SUPPORT.

10:20:15 AND PROVIDE ADVOCACY SERVICES FOR INDIVIDUALS TO HELP THEM MEET THEIR MENTAL HEALTH CARE NEEDS.

10:20:31 THE OVERALL SERVICES WE PROVIDE ARE EDUCATION AND MENTAL HEALTH, EDUCATION AND TRAINING FOR MENTAL HEALTH SELF-CARE, LIPGING PEOPLE TO SERVICES.

10:20:36 ADDRESSING RISK FACTORS, FOSTERING CONNECTEDNESS TO REDUCE ISOLATION.

10:20:51 FACILITATING SUPPORT GROUPS, PROMOTING WELLNESS AND PROVIDING ASSISTANCE WITH SYSTEM NAVIGATION AND HAVE P LINKING TO PROGRAMS.

10:20:57 SPECIFIC SERVICES FOR REFUGEES ARE MAINSTREAM OUTREACH PROVIDING INFORMATION AND REFERRAL IN THE COMMUNITY.

10:21:24 PROVIDE ACCESS TO ESL CLASSES, LEGAL SERVICES, TRANSLATION AND INTERPRETATION, INDEPENDENCE LIVING, COUNSELING, SOCIAL CLASSES, (READING), (ON SCREEN).

10:21:59 SOME OF THE DEMOGRAPHICS THAT WE CONTINUE TO HAVE IN SAN DIEGO, AS YOU CAN SEE IN THE TOP GRAPH, YOU CAN SEE THE INFLUX OF REFUGEES COMING TO SAN DIEGO COUNTY. AND IN THE YEARS OF FISCAL YEAR 2019 AND 20, WE SAW INFLUX OF IRAQI RESIDENTS, PREVIOUS TWO YEARS, INFLUX OF 8%.

10:22:24 THESE DEMOGRAPHICS DON'T INCLUDE THE OLDER ADULT REFUGEES. BUT THE NEXT SLIDE, WILL PROVIDE THE TARGET POPULATION WE WORK WITH. NEXT SLIDE WILL PROVIDE SOME OF THE SERVICES WE HAVE PROVIDED WITH SOME DEMOGRAPHICS OF THE SENIORS WE PROVIDE.

10:22:57 WE SERVE IN THE PAST 6 MONTHS, 624 REFUGEES, THE MAIN SERVICES THAT WE PROVIDED WAS OUTREACH WITH INFORMATION AND REFERRAL. NEXT WAS TRANSLATION, 219, INTERPRETATION, ONE OF THE MAIN SERVICES THAT WE PROVIDE. ENGAGING IN ADVOCATING FOR OUR REFUGEES IN OTHER LANGUAGES IN LANGUAGES. AND THEN THE LAST ONE WILL BE NETWORKING AND SOCIALIZATION.

10:23:16 WE HAVE SEEN THAT REFUGEES TEND TO ISOLATE AND WE PROVIDE ENGAGEMENT THROUGH NETWORKING AND SOCIALIZATION. SOME OF THE LESSONS THAT WE HAVE LEARNED WORKING WITH REFUGEES IS TO PATIENCE AND CONSISTENCY.

10:23:48 TAKES TIME AND IT'S NOT AUTOMATIC THING, THE COMMUNITY HEALTH WORKER SHARED WITH ME, THAT SHE KNOCKS OR CALLS OR MAKES CONTACT WITH 130 PLACES AND PEOPLE IN ORDER TO FIND ABOUT 5 SENIORS, IT'S NOT AUTOMATIC REPAIR WHEN SHE FINDS THEM, IT TAKES TIME.

10:24:14 I THINK ALSO BEING CONSISTENT HAS HELPED. ONE PARTICULAR EXAMPLE A PARTICIPANT WAS NOT VERY HAPPY TO BE IN AMERICA. HE WAS A LAWYER AND CEO IN IRAQ AND HAVING A HARD TIME ADJUSTING TO AMERICA. WHEN WE ENGAGE IN SERVICES HE WAS DISPLEASED.

10:24:27 HE WAS NOT HAVING A GOOD TIME ABOUT THAT. THROUGH THE EDUCATION, INFORMATION AND ENGAGEMENT WE PROVIDED SOME OF THE EDUCATION PROPONENTS ALWAYS HAVE AN ACTUAL PLAN.

10:24:41 AND DURING THE YEAR OF SERVICES HE RECEIVED ONE, AFGHAN TO ADJUST THE EMOTIONAL STATUS ABOUT BEING IN AMERICA, HE WAS TO WRITE A BOOK.

10:25:12 AND NEXT SLIDE, WE CAN SEE THE RESEARCH THAT HE DID ABOUT HIS HOME DOWN. AND HE WROTE THE BOOK IN A YEAR. HE RECEIVED HELP PROVIDING. PUBLISHED A HUNDRED COPIES AND PLEASED WITH THAT, BECAUSE HE WAS INVOLVED IN CARE DURING THE TIME HE WAS HERE.

10:25:19 THE OTHER LESSONS LEARNED IS HEALTH CONTINUES TO BE A STIGMA FOR REFUGEES.

10:25:32 WE HELP BY ASSESSING THE HEALTH NEEDS. WE ASSESS FOR SYMPTOMS EVERY TIME WE PROVIDE MENTAL HEALTH EDUCATION AND MAKE REFERRALS.

10:25:42 AND HAPPY THE COUNTY OFFERS A YEARLY EVENT, IN CONNECTION WITH THE NATIONAL DEPRESSION SCREENING DAY.

10:26:11 ONE OF THESE DAYS ONE OF OUR PARTICIPANTS CAME AND SHE WAS ALREADY CON NECKED WITH MENTAL HEALTH SERVICES. BUT, SHE WAS FEELING UNWELL AND WANTED TO CHECK HER MOOD. WE PROVIDED HER WITH THE FREE ASSESSMENT AND SCORED HIGH AND THEN DECIDED SHE WANTED TO DO THE FORM. WE DISCOVERED SHE SCORED HIGH.

10:26:32 WE IMMEDIATELY ASSIST HER IN CONNECTING AGAIN WITH HER PSYCHIATRIST AND COUNSELOR. THEY IMMEDIATELY SAW HER THE NEXT DAY AND WHEN SHE CAME BACK TO REPORT ON WHAT HAD HAPPENED SHE WAS VERY PROUD IN SAYING SHE TOOK HER QUESTIONNAIRE TO THE PSYCHIATRIST AND COUNSELOR.

10:27:00 THEY WERE CURIOUS AS TO WHERE SHE HAD ACQUIRED THAT ASSESSMENT AND SHE SHARED HAPPILY THAT WE HELPED HER WITH MORE SYMPTOMS AND IMMEDIATELY RECEIVED

MEDICATION FOR HER DEPRESSION AND MORE COUNSELING SESSIONS BECAUSE OF THAT INTERPRETATION.

10:27:12 SOME OF THE OTHER LESSONS LEARNED IS WE ARE A NETWORK THAT HELPS US TO HELP OUR REFUGEES.

10:27:36 WE COORDINATE EFFORTS WITH THE FOUR MAIN AGENCIES. WE ALSO ARE PART OF THE NEWCOMERS NETWORK, A MONTHLY MEETING WE LEARN ABOUT COMMUNITY EFFORTS AND COLLABORATE IN LOCAL PROJECTS AND ACTIVITIES, AS A RESULT WE PARTNER WITH SAN DIEGO.

10:28:00 RECEIVED AN AARP CHALLENGE GRANT TO CREATE TRANSPORTATION GUIDES AND MAPS FOR THE PROGRAM. IT IS VERY DIFFICULT FOR IRAQI PEOPLE TO TRAVEL AND UNDERSTAND THE LOCAL TRANSPORTATION.

10:28:25 AND IT IS A GOD SEND FOR THESE COMMUNITIES. THE OTHER COMMUNITY NETWORK THAT WE HAVE DONE IS THAT THE CARES ACT IN 2020. WE PURCHASED 52 SMART CELL PHONES FOR SENIORS TO CONNECT TO VIRTUAL CLASSES. WE HAVE CONNECTED 313 PARTICIPANTS WITH INFORMATION ABOUT THE VACCINE.

10:28:40 AS WELL AS COORDINATION OF APPOINTMENTS, LASTLY WE ARE COLLABORATING WITH A PROGRAM THAT SEEKS TO MAKE INTERVEPGSS TO DECREASE ISOLATION AMONGST OLDER ADULTS.

10:29:09 WE HAVE CHALLENGES FOR THE POPULATION, HOUSING IS ONE OF THE MAIN CHALLENGES WE ARE SEEING, RISING IN FAMILIES WHO CAME AS A UNIT. CHILDREN ARE LEAVING OLDER PARENTS ALONE AND RENT THEY CANNOT AFFORD. TRANSPORTATION FOR NONMEDICAL APPOINTMENTS IS A CHALLENGE.

10:29:11 (READING) (ON SCREEN).

10:29:27 THERE IS NOT ENOUGH RESOURCES TO SERVE THE COMMUNITY, STIGMA WITH COMMUNITY OF REFUGEES AND CONTINUE TO FEEL UNSAFE.

10:29:58 UNREPORTED MENTAL HEALTH CHALLENGES IN MULTIGENERATIONAL CULTURAL ISSUES. IMPACT THE OLDER

ADULTS AND MENTAL HEALTH CONTINUES TO RISE. WE ARE AVAILABLE FOR ANY QUESTIONS WE ARE OPERATING REMOTELY, BUT YOU CAN CALL US DIRECTLY AND FIND MORE INFORMATION ABOUT OUR SERVICES ALSO, THANK YOU SO MUCH AND I WILL NOW LEAVE THE OTHER PERSON, THANK YOU.

10:30:15 >> THANK YOU SO MUCH. I APPRECIATE BEING HERE TODAY, WELCOME EVERYBODY. MY NAME IS WAJEEHA. I AM DIRECTOR OF THE ADULT OUT PATIENT PROGRAMS.

10:30:31 I AM A LICENSED FAMILY THERAPIST AND HAVE BEEN WORKING IN COMMUNITY BASED ORGANIZATIONS FOR QUITE A WHILE. I AM VERY PROUD TO BE WITH THE COUNSELING SERVICES.

10:30:46 I WOULD LIKE TO FIRST TALK ABOUT THE MISSION, AS WELL AS OUR VISION. AND VALUES. YOU KNOW WE PROVIDE UNDERSERVED MULTICULTURAL COMMUNITIES WITH THE TOOLS AND SUPPORT NECESSARY TO BUILD RESILIENCE WELLNESS AND ECONOMIC POWER.

10:31:07 AND OUR VISION IS TO ENVISION HEALTHY PROSPEROUS AND SAFE COMMUNITIES FOR ALL, VALUES INCLUDE BELONGING PARTNERSHIP, SELF-DETERMINATION, SOCIAL JUSTICE.

10:31:26 WITH THAT I WOULD LIKE TO PRESENT THE PROGRAMS I OVERSEE. ONE OF THEM IS OUR IN-HOME OUT REACH TEAM. WHICH IS A PROGRAM, ALL OF THE PROGRAMS ARE ADULT PROGRAMS SERVING WITH SEVERE MENTAL ILLNESS AND SUPPORT.

10:31:34 IN-HOME OUTREACH TEEM PROVIDES OUTREACH AND ENGAGEMENT SERVICES LINKING ADULTS TO SERVICES NEEDED.

10:32:05 AND THIS IS A VERY CRUCIAL PART OF OUR ADULT PROGRAMS WHERE YOU KNOW FINDING, LOCATING INDIVIDUALS THAT ARE HESITATING TO FIND SERVICES OR DON'T KNOW WHERE TO FIND SERVICES. WE HAVE A WONDERFUL TEAM THAT IS PROVIDING OUTREACH AND BUILDING REPOIR WITH LOTS OF CLIENTS THAT ARE HOUSED OR UNHOUSED.

10:32:50 AND, JUST HE HAS TENT TO REALLY LOOK INTO SERVICES. SO, OUR I HOT TEAM IS ONE OF THE PROGRAMS. WE ALSO HAVE OUR ACCESS PROGRAM. AND THIS IS A CRISIS STABILIZATION PROGRAM. WE PROVIDE SUPPORT AND USING A BRIEF THERAPY MODEL. AND THIS IS FOR YOU KNOW ADULTS THAT NEED SUPPORT, NOT KNOWING WHERE TO GO FIRST, YOU KNOW, COULD BE EXPERIENCING TRAUMA, DOMESTIC VIOLENCE OR YOU KNOW SIGNIFICANT EVENT THAT HAS OCCURRED IN THEIR LIFE.

10:33:26 THEY COME TO US SEEKING SPANISH SPEAKING CLINICIANS. AND SUPPORT FROM YOU KNOW, PEOPLE WHO ARE FAMILIAR WITH THE CULTURE AND CAN REALLY UNDERSTAND, AND RELATE TO THE YOU KNOW RELATIONSHIP ISSUES. OR THE CULTURAL DYNAMICS THAT OCCURRED. AND WANTING TO FEEL COMFORTABLE WITH THAT. SO, THIS PROGRAM IS A SIX MONTH YOU KNOW CRISIS, STABILIZATION SUPPORT SERVICE.

10:33:39 AND IF CARE IS NEEDED BEYOND THAT POINT. WE ARE THEN ABLE TO PROVIDE THEM WITH LONGER TERM CARE. THAT IS OUR SERVICE TEAM.

10:34:04 SERVICE TEAM IS A TEAM THAT INVOLVES A MEDICAL PROVIDER, AND WE HAVE CASE MANAGERS, CLINICIANS, AND SUPERVISOR AND PROGRAM MANAGER.

10:34:38 SO MAIN FOCUS OF SERVICE TEAM. IS TO PROVIDE CASE MANAGEMENT. THIS IS CASE MANAGEMENT TO HELP COMMUNITY MEMBERS FEEL EMPOWERED TO USE COMMUNITY RESOURCES. AND MANY OF OUR ADULTS IN THE COMMUNITY ARE NOT FAMILIAR WITH WHAT RESOURCES ARE AVAILABLE AT THE TIME AND YOU KNOW, SO, CASE MANAGERS ARE ABLE TO HELP THEM NAVIGATE THROUGH THE SYSTEM.

10:34:53 EVEN GO WITH THEM AND TRANSPORT THEM AND BASICALLY BE WITH THEM THROUGH THE PROCESS. UNTIL THEY ARE COMFORTABLE, AND THEN AT THAT TIME, UNTIL THEY FEEL COMFORTABLE.

10:34:56 WE ARE CONSTANTLY EMPOWERING OUR CLIENTS.

10:35:17 THE NEXT ONE IS REENTRY TREATMENT TEAM. AND RTT IS A PROGRAM THAT ASSISTS CLIENTS THAT ARE, OR HAVE HISTORY WITH THE CRIMINAL JUSTICE SYSTEM.

10:35:26 WHO HAVE BEEN INCARCERATED OR HAVE ANY HISTORY WITH THE CRIMINAL JUSTICE SYSTEM AND NEED SUPPORT COMING BACK INTO THE COMMUNITY.

10:35:56 WHETHER CLIENTS NEED HOUSING OR EMPLOYMENT SERVICES. THEY ARE NEEDING SOME ASSISTANCE IN CONNECTING. AND ASSISTANCE IN JUST GETTING STABILIZED BACK INTO THE COMMUNITY. SO WE HAVE A TEAM OF PEER COUNSELORS AS WELL AS INDIVIDUAL THERAPISTS OR CLINICIANS HELPING TO PROVIDE INDIVIDUAL THERAPY.

10:36:25 AND AS WELL AS PROGRAM SUPERVISOR. SO, WE ARE OUT THERE IN THE COMMUNITY A LOT. LINKING LOTS OF CLIENTS THAT ARE JUST TRYING TO GET BACK. GET BACK TO FUNCTIONING IN THE COMMUNITY. AND TO FEEL A PART OF THE COMMUNITY. SO, THAT IS THE NEXT.

10:36:59 I HAD SOME SLIDES FOR EACH AND EVERY PROGRAM HERE. THAT'S OKAY, WE CAN MOVE ONTO RTT, THERE WE GO. AND THEN SALLY'S PLACE IS THE RESPITE HOME, PEER RESPITE HOME, THIS IS A TWO TO THREE-YEAR-OLD PROGRAM. FAIRLY NEW. WE HAVE A HOUSE OR B STREET IN HAY WARD THAT IS JUST MAINLY FOR COMMUNITY MEMBERS THAT JUST NEED A PLACE TO GO.

10:37:24 AND BE SURROUNDED WITH COMPASSIONATE PEER COUNSELORS. SO, THESE ARE FOR COMMUNITY MEMBERS THAT HAVE AN ADDRESS. WE ARE SO PROUD TO HAVE THIS AMAZING PEER RESPITE HOME CALLED SALLY PLACE.

10:37:47 THE FIRST ONE IN THE COUNTY. AND VERY SUCCESSFUL RIGHT NOW, WE HAVE DUE TO COVID WE HAVE TO OF COURSE MAKE SOME ADJUSTMENTS. BEFORE WE USED TO HAVE TWO PEOPLE IN A ROOM, AND DUE TO COVID, AND THE PANDEMIC, WE ARE NOW ABLE TO PROVIDE FIVE BEDS.

10:38:28 SO, WE HAVE ROOMS WITH JUST A ONE PERSON PER ROOM. AND THE SERVICES INCLUDE ACTIVITIES SUCH AS ART ACTIVITIES. WE HAVE SUPPORT GROUPS, WE HAVE YOGA, PAINTING CLASSES. IT'S A PLACE WITH SOMEONE CAN JUST CONNECT WITH PEER COUNSELORS WHO HAVE BEEN THERE. HAVE BEEN THERE AND HAD TO NAVIGATE THROUGH THE MENTAL HEALTH SYSTEM AND PROVIDE THAT SUPPORT FOR OUR GUESTS.

10:38:41 THEN WE HAVE WORKING WELLNESS. WE ARE VERY CLOSE TO WORKING WITH BRITTNEY'S BRAMS.

10:39:31 CAL WORK RECIPIENTS HAVE THE OPPORTUNITY TO CONNECT TO SERVICES SUCH AS THERAPY AND JOB COACHING. YOU HAVE PEER SUPPORT FOR OUR CLIENTS FROM WORKING WELLNESS. AND IT IS ANOTHER PROGRAM WHERE WE ARE PROVIDING LOTS OF COMMUNITY SUPPORT, HELPING PEOPLE TO FIND JOBS, SUSTAIN A JOB. AND BE ABLE TO YOU KNOW LOOK AT THOSE BARRIERS, THOSE MENTAL HEALTH BARRIERS THAT PREVENT THEM FROM KEEPING A JOB. AND THE WHOLE BASIS AROUND THIS PROGRAM IS TO PROVIDE SUPPORT.

10:39:50 AROUND EMPLOYMENT, BECAUSE WE FEEL IN THIS PROGRAM THAT HAVING A JOB IS AN EMPOWERING THING TO DO. FINDING A JOB, KEEPING A JOB. WHERE YOU FIND YOUR SKILLS.

10:40:09 SO WE HAVE AN AMAZING JOB COACH. AND WE HAVE THERAPISTS. AND WE HAVE A PEER COUNSELOR WHO COME TOGETHER AND REALLY SUPPORT ADULTS IN THIS MATTER.

10:40:50 HAS BEEN VERY SUCCESSFUL. SO THOSE ARE THE PROGRAMS THAT I HAD. ALREADY TALKED ABOUT REENTRY EMPLOYMENT PROGRAM. THANK YOU THOSE ARE MY SLIDES I WANT TO YOU KNOW, ALSO MENTION. HISTORY, WE STARTED IN 1975. AND EARN IS OUR CEO OF LA FAMILIA AND AMAZING STORY, GROWING UP IN THE COMMUNITY AND FAMILIAR WITH NEEDS OF THE COMMUNITY.

10:41:16 AND AT AN EARLY AGE, HE DEVELOPED A REALIZATION THAT WE NEED TO PROVIDE PROGRAMS. PROVIDE COMMUNITY SERVICES THAT WILL ADDRESS THE NEEDS OF OUR COMMUNITY. AND HE WALKED THROUGH THOSE ORIGINAL RED DOORS.

10:41:23 WHICH WAS OUR HEAD QUARTERS AND ALWAYS WILL BE LOTS OF HISTORY IN THE BUILDING.

10:41:45 WHERE ALL OF OUR ADULT PROGRAMS RESIDE. CONTINUED HIS YOU KNEE TO RECEIVE HIS MASTER'S IN PUBLIC HEALTH, AND DID HIS INTERNSHIP AT LAFAMILIA, WE HAVE AN INTERNSHIP PROGRAM, AND OVER 30 YEARS NOW, BEEN AROUND FOR A LONG TIME.

10:42:10 AND, SO, HE HAS REALLY A LOT OF HISTORY WITH US, AND GROWN PROFESSIONALLY. AND HE IS THE CEO, SO HIS PASSION LIES WITHIN THE AGENCY AND HIS LEADERSHIP STYLE IS ALIGNED WITH MINE. SERVICE LEADERSHIP.

10:42:23 SEEING PEOPLE SUCCESSFUL IN WHAT THEY DO. MAKING SURE THAT WE ARE ABLE TO PROVIDE THE COOLS AND RESOURCES FOR THE STAFF.

10:42:28 SO THEY CAN GO IN THE COMMUNITY AND PROVIDE THAT FOR THE COMMUNITY MEMBERS.

10:43:00 AND I FEEL THE SUCCESS AROUND PROVIDING SUPPORT FOR OUR IMMIGRANT ADULTS, REFUGEE ADULTS. COMES FROM THE FACT WE ARE ACKNOWLEDGING AND RESPECTING THE CULTURE. WHILE EMPOWERING OUR CLIENTS TO LEARN ABOUT THE RESOURCES. JUST TO GIVE YOU A QUICK BACKGROUND.

10:43:12 I AM A FIRST BORN GENERATION. MY PARENTS ARE BORN IN INDIA, I AM 52, MOM IS 79 AND DAD A 82. I CAN TELL YOU TODAY.

10:43:40 THAT SPEAKING TO THEM IN MY NATIVE LANGUAGE FOR 52 YEARS CONSISTENTLY AND FLUENTLY, REALLY HELPS ME TO CONNECT WITH THEM AND THEIR NEEDS. AND REALLY CONNECTING WITH THEM EMOTIONALLY. SO, KNOWING HOW BENEFICIAL IT IS TO HAVE THIS UNDERSTANDING THROUGH LANGUAGE.

10:43:56 AND THROUGH THE UNDERSTANDING OF THEIR CULTURE. I WAS BORN HERE, BUT KNOWING WHERE THEIR CULTURE, WHAT IT MEANT TO THEM AND TRYING TO PROVIDE THAT EMOTIONAL SUPPORT AS BEST AS POSSIBLE.

10:44:08 I FEEL THAT MAKES MY PARENTS FEEL COMFORTABLE AS AGING ADULTS AND LA FAMILIA I SEE THE SIMILARITIES.

10:44:11 WE ARE CONNECTING AND PROVIDING THE COMMUNITY HEALING.

10:44:13 USING CULTURE AND LANGUAGE TO CONNECT.

10:44:30 ACKNOWLEDGING UNIQUENESS AND BEAUTY OF THE CULTURE THAT OUR CLIENT ADULTS ARE IDENTIFYING WITH. AND EMPOWERING THEM TO CONNECT WITH COMMUNITY RESOURCES THAT WILL ENHANCE THEIR LIVES.

10:44:54 BEING LIAISON TO MAINTAIN THE CULTURE AND IDENTITY AND CULTURE THAT THEIR CHILDREN OR GRANDCHILDREN ARE ADAPTING AND ASSIMILATING TO. IS WHAT WE DO A LOT OF. LIKE BUILDING FAMILY RELATIONSHIPS. AND SINCE WE HAVE BEEN AROUND FOR 46 YEARS, IN HAY WARD. WE KNOW OUR COMMUNITY VERY, VERY WELL.

10:45:23 AND IN FACT THE OTHER DAY, THERE WAS SOMEONE WHO STOPPED BY AND WAS WALKING BY AND SAID I USED TO DO MY INTERNSHIP THERE. IT WAS AN ELDERLY GENTLEMAN. AND THAT IS ACTUALLY SO REWARDING TO HEAR, I JUST WANTED TO SHARE THAT, I THANK YOU SO MUCH FOR ALLOWING TIME FOR ME TO SHARE SUPPORT SERVICES.

10:45:49 >> THANK YOU SO MUCH, THIS HAS BEEN SUCH A FANTASTIC PRESENTATION, AND I WILL JUST SHARE THAT ONE OF MY FAMILY MIGRATED TO UNITED STATES IN 1996, THE COMMUNITY SERVICES AVAILABLE, CLASSES, SUPPORT WITH EMPLOYMENT AND NAVIGATING THE CITIZENSHIP PROCESS WERE REALLY CRITICAL AND REALLY IMPORTANT.

10:45:55 NOT ONLY TO THEM BUT FOR OTHERS. SO WE DO HAVE A COUPLE OF QUESTIONS SUBMITTED.

10:46:14 AND I WANT TO POSE THEM. I THINK THE FIRST ONE MIGHT BE FOR BRITTNEY, QUESTION IS SOR FUNDING AND WHETHER THAT FUNDING IS MADE AVAILABLE TO JUST PROGRAMS OR INDIVIDUALS. IF IT DOES GO TO INDIVIDUALS CAN THEY ALSO RECEIVE SSI AT THE SAME TIME?

10:46:39 >> HELLO, SO THE ANSWER TO THAT QUESTION. SO THE SOR FUNDING, YES TO ANSWER YOUR QUESTION, THEY CAN RECEIVE BOTH, BECAUSE THE SOR FUNDING IS NOT NECESSARILY FUNDED DIRECTLY TO A INDIVIDUAL, BASICALLY TO PROGRAMS THAT ASSIST THE POPULATION.

10:46:54 THEY RECEIVE THAT FUNDING TO ASSIST THIS POPULATION. SO, THAT SHOULD NOT AFFECT, IF THE PERSON IS OF AGE TO RECEIVE SOCIAL SECURITY THAT SHOULD NOT EFFECT THEM.

10:47:05 >> I DO SEE TWO MORE QUESTIONS SUBMITTED TO Q AND A I WANT FOLKS TO GET ENGAGED IF YOU HAVE A QUESTION OR COMMENT YOU WOULD LIKE TO SHARE DROP THAT INTO THE Q AND A.

10:47:16 IF YOU ARE JOINING BY PHONE, PRESS STAR 9, THAT WILL ADD YOU TO THE QUEUE AND UNMUTE YOUR LINE TO HEAR YOUR QUESTION OR COMMENT, CERTAINLY IF THINGS COME UP AFTER THE WEBINAR.

10:47:34 YOU CAN E-MAIL US. (ON SCREEN). I GUESS OUR NEXT QUESTION I AM SEEING IS HOW MUCH FAMILY SUPPORT DO YOUR CLIENTS HAVE. SO YOU KNOW YOU ARE TALKING ABOUT OLDER ADULTS.

10:47:43 AND ASSUMING THEY HAVE FAMILIES TO SUPPORT THEM, CAN YOU KIND OF TALK A LITTLE BIT ABOUT WHAT'S THE PATTERN THAT YOU SEE IN YOUR WORK?

10:48:12 >> I CAN GO FIRST. WE REALLY TRY INCLUDE FAMILY MEMBERS IF POSSIBLE, IF THE CLIENT WISHES TO. THAT IS HOW WE LEARN MORE ABOUT WHAT OUR CLIENT NEEDS AND WHAT KIND OF SUPPORT THEY HAVE CURRENTLY.

10:48:18 AS WELL AS HOW WE CAN BUILD A STRONGER SOCIAL SUPPORT SYSTEM FOR OUR CLIENTS.

10:48:27 THIS IS USUALLY DONE DURING OUR INTAKE ASSESSMENT. AND THROUGH OUT OUR TIME WITH OUR CLIENTS.

10:48:29 IS TO REALLY IDENTIFY THOSE RELATIONSHIPS.

10:48:46 BECAUSE WE KNOW THAT THE STRONGER THE SUPPORT SYSTEM IS. THE BETTER CHANCES OF TREATMENT AND CHANCES OF GAINING THAT CONFIDENCE AND EMPOWERMENT TO FUNCTION IN THE COMMUNITY.

10:49:00 SO, WE DO A LOT OF COLLATERAL WORK. WE DO A LOT OF CONNECTING WITH ANY SIGNIFICANT MEMBER OF THE CLIENT'S TREATMENT.

10:49:26 YOU KNOW COULD BE A NEIGHBOR. COULD BE A COUSIN, ANYBODY. WE TRY TO GET THAT INFORMATION FROM A CLIENT, AND WE REALLY HONE IN ON THE BUZZWORDS. LIKE OH YOU KNOW IF A CLIENT SAYS YEA, MY SISTER AND I SPENT A LOT OF TIME. SO OKAY, NOW WE KNOW THERE IS A SISTER WE CAN CONNECT WITH. .

10:49:38 WE DO PROVIDE LOTS OF SUPPORTS AND WE INCLUDE FAMILY IF THE CLIENT CHOOSES TO. ALWAYS WITH PERMISSION OF THE CLIENT.

10:50:01 >> WE DO SEE A LOT OF FAMILIES AS A UNIT. AND WITH SENIORS. ALSO WE ASK PERMISSION FOR THEM TO INCLUDE THE FAMILY MEMBER, AND WHEN THAT HAPPENS WE PROVIDE THE INFORMATION TO THE RELATIVE OR THE FAMILY MEMBER THAT THE SENIOR CHOOSES TO BE HELPED WITH.

10:50:21 AND WE WORK IN UNISON WITH THEM TO CREATE A PLAN AND PLAN OF ACTION FOR THEM. AND WE INCLUDE THEM AS MUCH AS POSSIBLE TO HELP THE SENIOR IN GETTING THEIR SERVICES THEY NEED

10:50:23 >> GREAT THANK YOU SO MUCH.

10:50:35 >> THERE IS A QUESTION AND I THINK YOU HAVE RESPONDED TO THIS ONE. BUT POSING IT TO ALL OF YOU.

10:50:47 ANY PROGRAMS WITHIN YOUR PROGRAM THAT SERVE FAMILY CAREGIVERS WHETHER THAT'S TO HELP THEM GAIN EMPLOYMENT OR HELP THEM TO BECOME INDEPENDENT CONTRACTORS, MAYBE OTHER TYPES OF SUPPORT?

10:51:11 >> WE DON'T HAVE PROGRAMS THAT PROVIDE CAREGIVERS WITH THAT INFORMATION. BUT, WE WORK WITH

CAREGIVERS AND WE HAVE SOME AGENCIES THAT HIRE OR WE ARE AWARE THAT SOME OF THE TRAININGS COME FROM THE IN-HOME SUPPORT SERVICES.

10:51:25 IF ANYBODY ASKS ABOUT EMPLOYMENT, WE GIVE THEM A LIST OF RESOURCES IN THE COMMUNITY AND WE CERTAINLY GUIDE THEM TO THE IN-HOME SUPPORT SERVICES THEY HAVE SPECIAL TRAINING FOR THAT.

10:51:46 >> WE DO THE SAME, TOO. WE ALSO PROVIDE THOSE RESOURCES. WE ARE ALWAYS A LIAISON TO YOU KNOW COMMUNITY RESOURCES. THE COUNTY HAS A LOT OF SUPPORT GROUPS.

10:51:59 SO, WE ARE ALWAYS TRYING TO LOOK AT YOU KNOW SOME NEW SUPPORT GROUPS THAT ARE AVAILABLE FOR OUR CLIENTS AND CAREGIVERS.

10:52:07 I ALSO WANT TO MENTION WITHIN LA FAMILIA WE HAVE A COMMUNITY OUTREACH PROGRAM.

10:52:16 IT'S A CULTURALLY RESPONSIVE PREVENTION AND EARLY INTERVENTION SERVICES AND FUNDED BY MENTAL HEALTH SERVICES ACT FUNDED PROGRAM.

10:52:22 I AM MENTIONING THIS, BECAUSE, IT JUST INCLUDES ALL COMMUNITY MEMBERS THAT NEED SUPPORT.

10:52:34 AND CONNECT THROUGH CULTURE. SO, WE DO HAVE YOU KNOW PROGRAMS THAT BUILD RESILIENCY AND KNOWLEDGE AND PRACTICAL SKILLS AND LOTS OF CLASSES.

10:52:40 SO YOU KNOW CAREGIVERS THAT ARE INTERESTED IN LEARNING AND CONNECTING WITH OTHERS.

10:53:02 THEY HAVE TO CALL AND GET INFORMATION FOR THIS PROGRAM, IT'S A WONDERFUL PROGRAM, AND IN FACT RIGHT NOW THEY ARE DOING A DRUM CIRCLE AS WE SPEAK. THEY ARE ALWAYS DOING CLASSES. IT'S A WAY TO COME TOGETHER. SO, YEA, I WANTED TO JUST MENTION THAT AS A RESOURCE.

10:53:15 >> THANK YOU SO MUCH. I BELIEVE THAT INDIVIDUAL WHO IS ASKING ABOUT THESE SUPPORTS FOR CAREGIVERS MAY BE DOING DIRECT OUTREACH TO YOU ALL TO GET SOME ADVICE.

10:53:28 MOVE ONTO OUR NEXT QUESTION. THIS ONE IS ABOUT SENIORS FACING EVICTION. AND QUESTION IS I WANT TO KNOW WHERE I CAN GET HELP FOR SENIORS FACING EVICTION.

10:53:38 SO MUCH STRESS WITH THE PASSING OF HER HUSBAND LAST MONTH, ANY RESOURCES OR COMMUNITY PROGRAMS THAT YOU CAN SPEAK UP THAT WOULD BE GREAT

10:54:04 >> DEPENDING ON WHAT THE PERSON NEEDS, THE LEGAL TEAM IN SAN DIEGO, WE HAVE THE ELDER LAW, AND THEY CAN HELP WITH EVICTION PROCESS BY COMMUNICATING WITH A LAWYER, THEY WILL BE ABLE TO HEAR THEIR CASE AND ASSESS IT.

10:54:15 SO, DEPENDING ON WHAT THEY NEED. RESOURCES FOR LAW OR ELDER LAW WITH HELP WITH THE EVICTION PROCESS.

10:54:20 >> THANK YOU VERY MUCH.

10:54:44 OKAY, MOVING RIGHT ALONG, I DON'T KNOW, THIS ONE MIGHT BE A QUESTION FOR BRITTNEY, CERTAINLY EITHER OF YOU IT'S GREAT, TOO. CERTAIN CIRCUMSTANCES IF A INDIVIDUAL WHO IS NOT A CITIZEN TO RECEIVE SOCIAL SECURITY BENEFITS ONCE THEY ARE 65 OF AGE OR OLDER?

10:54:47 >> CAN YOU ASK THAT QUESTION AGAIN?

10:55:00 >> SURE, ARE THERE CERTAIN CIRCUMSTANCES IN WHICH AN INDIVIDUAL WHO IS NOT AAL RALIZED CITIZEN RECEIVE SOCIAL SECURITY BENEFITS ONCE THEY ARE 65 OF AGE OR OLDER?

10:55:13 >> SO ARE THEY ABLE TO RECEIVE THE BENEFITS ONCE THEY ARE 65 OR OLDER BECAUSE THEY ARE NOT NATURALIZED, I DWAULLY DO NOT KNOW THE ANSWER TO THAT QUESTION RIGHT NOW, I HAVE TO GET BACK TO THEM ON THAT ONE.

10:55:18 >> I HAVE TO DO A BIT OF RESEARCH.

10:55:37 >> SOUNDS GOOD. SO, WE WILL SWING BACK AROUND. OKAY, ANOTHER QUESTION, UNDERSTANDING NEED OF HOUSING IS A HUGE CHALLENGE THAT IS MENTIONED, DO YOU THINK THE STATE CAN ALLOCATE FUNDS FOR HOUSING NOW OR IN THE FUTURE?

10:55:44 >> THAT ONE MIGHT BE A SWING BACK AROUND TO QUESTION AS WELL, BUT I WANT TO ASK IT ANY WAY.

10:55:59 >>

10:56:13 I DON'T HAVE THE ANSWER FOR THAT, BUT HOPING THE NEW MASTER PLAN FOR CALIFORNIA WILL INCLUDE HOUSING AS THAT AND LOCATE MORE SENIOR HOUSING AND LOW INCOME HOUSING, THAT IS MY HOPE FOR THE MASTER PLAN FOR CALIFORNIA.

10:56:15 >>

10:56:23 >> THANK YOU, CERTAINLY THE MASTER PLAN FOR AGING HAS THE HOUSING AND AS ONE OF THE TOP GOALS THERE.

10:56:27 WHAT DO YOU HAVE, SOMETHING YOU WOULD LIKE TO SHARE ON THAT TOPIC, TOO?

10:56:40 >> I WOULD LIKE TO, ALSO, JUST THINGS ARE CHANGING, AND, SO YOU KNOW, WE JUST ARE KIPING CURRENT WITH THE DIFFERENT KINDS OF PROGRAMS AND GRANT ANDS FUNDING.

10:57:08 I ALWAYS MY GO TO IS 211. REALLY CHECK IN WITH WHAT SERVICES ARE AVAILABLE FOR HOUSING AND THAT'S ALWAYS YOU KNOW HELPFUL BECAUSE THEY KEEP CURRENT WITH THE GRANTS AND SERVICES.

10:57:23 >> WE WANT TO HIGHLIGHT THAT IMPACT PROVIDES ALL OF THESE WONDERFUL ELDER REFUGEE SERVICES WITH A VERY SMALL AMOUNT OF FUNDING, BIG THANK YOU TO YOU PAT FOR THAT. NEXT QUESTION FROM WILLIAM.

10:57:24 .

10:57:36 DO YOU CONTINUE TO RECEIVE FUNDING FROM THE STATE FOR THOSE WITH DISABILITIES AND ELDERLY FOR

EMPLOYMENT OPPORTUNITY AND VOLUNTARY AK TUFTY TRAINING?

10:58:03 >> WE DO, THANK YOU FOR ASKING THAT QUESTION. AND OTHER SERVICES THAT DID NOT INCLUDE HERE, SO MANY SERVICES THAT WE DO. FEEL FREE TO CHECK OUT OUR WEBSITE. WE DO RECEIVE FUNDING. WE DO HAVE NATURAL DEPARTMENT THAT SUPPORTS INDIVIDUALS IN THE COMMUNITY WITH DISABILITIES.

10:58:14 SO, PLEASE FEEL FREE TO LOOK AT THAT.

10:58:29 >> THANK YOU SO MUCH. LOOKS LIKE OUR LAST QUESTION IS ABOUT MENTAL HEALTH AND I THINK YOU BOTH TOUCHED ON THE CHALLENGE OF MENTAL HEALTH SERVICES OR MENTAL HEALTH BEING A STIGMA.

10:58:40 HOW DO YOU ADDRESS MENTAL HEALTH AMONG THE OLDERLY POPULATION OR SMALLER COMMUNITIES OR CULTURES IN WHICH IT IS STIGMATIZED

10:59:24 >> WE PROVIDE THIS MENTAL HEALTH AWARENESS BY PROVIDING A LOT OF INFORMATION. AND WE ALSO USE THE VOCABULARY THAT THE REFUGEE USES TO IDENTIFY HOW THEY FEEL. AND WHEN VOCABULARY INCREASES TO UNDERSTANDING. THEN HELP WITH THE SENIOR. OUR EDUCATION IS ABOUT ENGAGING THE SENIOR WHERE IT IS HOW THEY DESCRIBE THEIR SYMPTOMS.

10:59:38 SOMETIMES THEY SAY THEY HAVE A STOMACH ACHE, AND WE GO WITH THAT INFORMATION. BUT WE ARE AWARE OF THE SYMPTOMS AND ALWAYS TRAINING OUR COMMUNITY TO HAVE WORKERS IN MENTAL HEALTH.

10:59:53 AND BY DOING A MORE INFORMATION AND GETTING THEM, THE SENIORS INFORMED ABOUT WHAT IT FEELS LIKE TO HAVE DEPRESSION OR ANXIETY. THEN THAT HELPS US TO ADDRESS THE CULTURAL ISSUES AND STIGMA IN THE COMMUNITY.

11:00:02 WE DO THIS VERY CONFIDENTIALLY AND WE TAKE THE PACE OF THE PARTICIPANT.

11:00:27 >> THANK YOU. I JUST WANTED TO ADD, ALSO THAT IS THE BEAUTY OF SERVICES THAT WE PROVIDE. BECAUSE WE ARE FOCUSING ON THE COMMUNITIES THAT HAVE THE BARRIER TO SERVICES AND STIGMAS AND MISCONCEPTIONS.

11:00:51 AND A LOT OF EDUCATION IS NEEDED. BUT, JUST PROVIDING FOR EXAMPLE A PANNISH SPEAKING CLINICIAN AND PAIRING THEM UP TO ADULT OR OLDER ADULT WHO SPEAKS SPANISH WHO IS REALLY WANTING TO CONNECT WITH SOMEONE WHO UNDERSTANDS WHAT THEY ARE GOING THROUGH.

11:01:02 IT'S THERAPY IN ITSELF, ACKNOWLEDGING THAT CLINICIAN CAN UNDERSTAND THE FAMILY DYNAMICS.

11:01:21 NOT GOING TO A DOCTOR BECAUSE OF FEAR OF NOT KNOWING WHAT THE TREATMENT MAY BE. SO OUR SERVICES INCLUDE A LOT OF EMPOWERMENT AS DISCUSSED IN MISSION AND VALUES.

11:01:45 REALLY ABOUT EMPOWERING OUR CLIENT TO UNDERSTAND. SO WE COLLABORATE WITH MEDICAL PROVIDERS AS WELL. JUST TO MAKE SURE THAT THE INFORMATION IS BEING TRANSLATED AND CONVEYED ACCURATELY TO THE CLIENT. OUR CASE MANAGERS SUPPORT OUR CLIENTS IN THOSE STEPS AS WELL

11:01:53 >> THANK YOU ALL VERY MUCH, I THINK WE ARE ABOUT ONE MINUTE OVER, TRANSITION AND PASS ITS OFF FOR A QUICK CLOSING, THANK YOU

11:02:11 >> HI EVERYONE, I WANT TO SHARE CDA'S SINCERE GRATITUDE TO OUR SPEAKERS TODAY FOR SHARING THE CONSIDERATIONS WHEN SERVING OLDER ADULTS AND REFUGEES IN CALIFORNIA.

11:02:23 I APPRECIATE THE HOLISTIC APPROACHES THAT SPEAKERS SHARED TODAY FOR IMPROVING WELL BEING AND OLDER ADULTS THAT COME FROM OTHER COUNTRIES AND CULTURES.

11:02:34 APPRECIATE THAT YOU REALLY EMPHASIZE THAT BUILDING TRUST AND CONSISTENT IN PROVIDING SUPPORT THAT

IS REFLECTIVE OF KUFRRPS AND LANGUAGES THAT YOUR CLIENTS SEEK.

11:02:39 AND MAKING RIGHT CONNECTIONS, NOT JUST PROGRAMS BUT EMPHASIZING THAT CONNECTION TO OTHER HUMANS.

11:02:48 BUILDING THE HUMAN CONNECTION SO IMPORTANT FOR HEALTH AND WELL BEING AND LONGEVITY OF ALL OF US.

11:02:53 THESE SLIDES AND ALL MATERIALS WILL BE POSTED TO THE WEBSITE AS ALWAYS.

11:02:55 CHECK OUT THE EQUITY AND AGING RESOURCE CENTER.