

Access to Care for Immigrant Populations: ¡Ay Mamá! ¿Qué Handan haciendo Ya?

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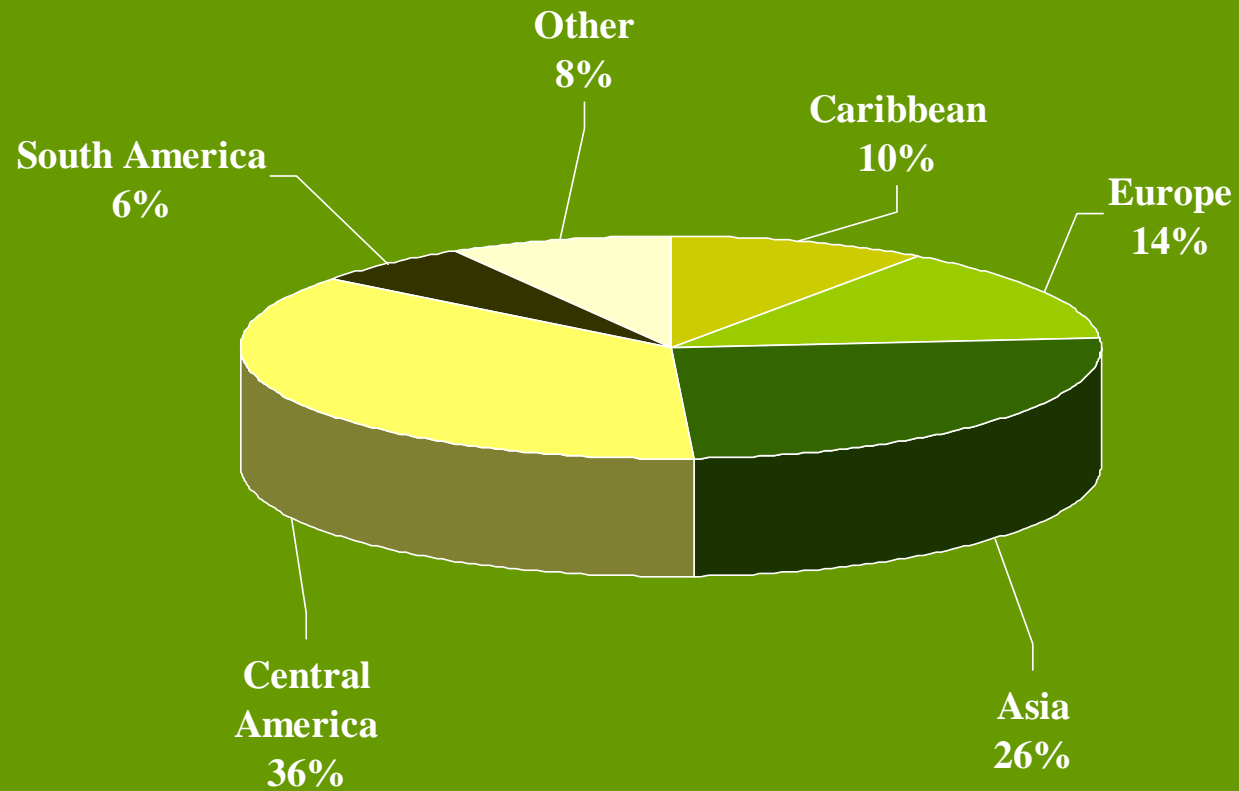
Barriers and CHC Response: Locura y Como se Cura

- Language and Cultural Barriers
- 1996 Welfare & Immigration Reform
- Fears of Effects on Immigration Status
 - Current Areas of Concern

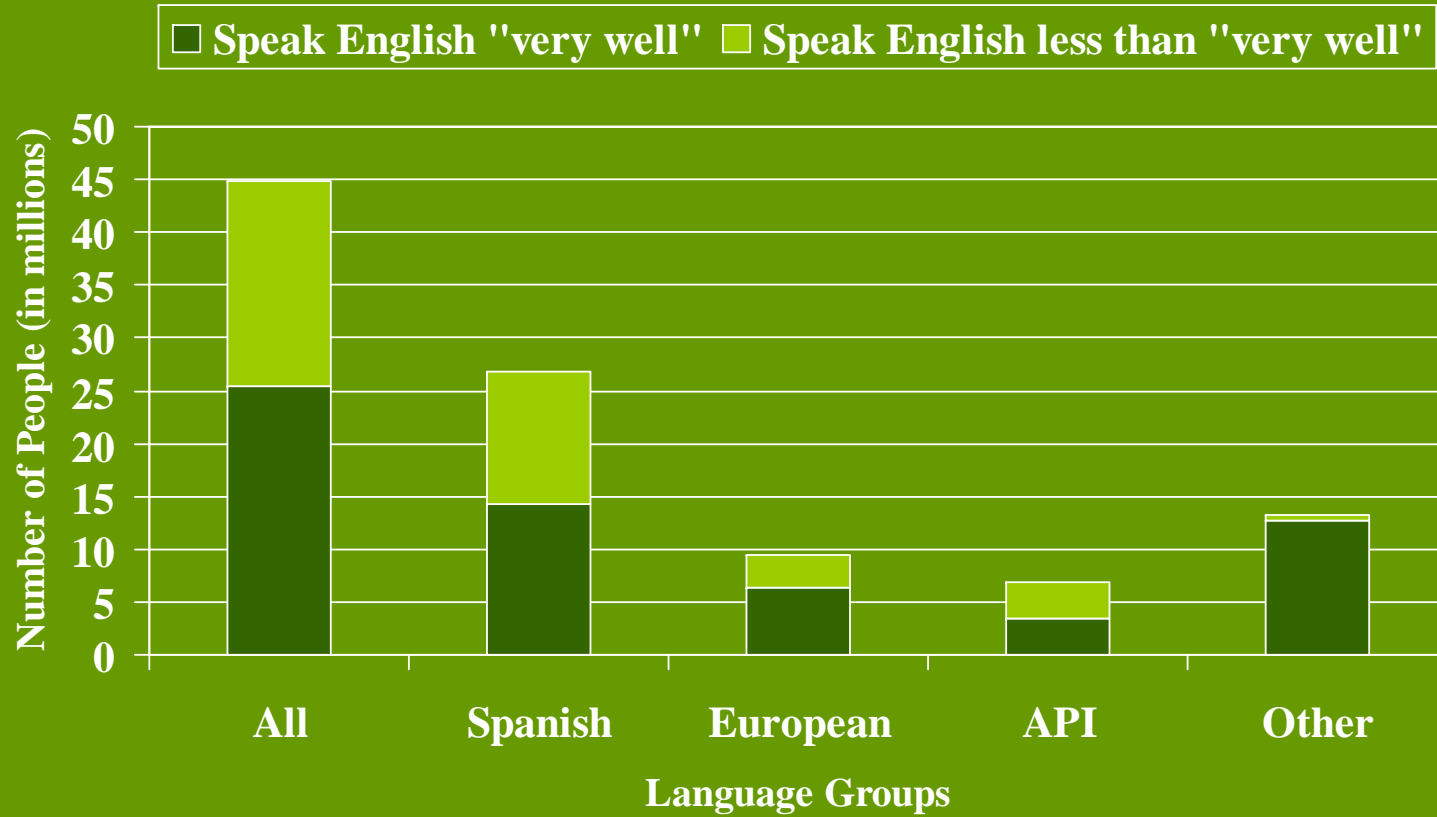
We have a strong immigrant history.

- In 2002, 32.5 million people (11.5% of the U.S. population) were foreign born.
- Twenty percent of the nation's children under the age of 18 are immigrants or members of an immigrant family.

Immigrants by Region of Birth



Language Barriers



Varying Cultural Beliefs



- African Americans, Latinos, and Asian Americans are less likely than whites to believe in medical care's potential to improve health
- Communities of color who use alternative therapies are less likely to tell their doctor.
- 20% of Latinos and Asian Americans feel as if their doctor looks down on them and the way they live their lives.

Role of Health Centers: Nuestro Papel

- Health centers are unique providers
- Almost 30% of health center patients nationwide are limited English proficient (LEP)
- Open Door Policy
 - Serve everyone that comes to our doors regardless of income, immigration status, insurance status, etc
- Commitment to Serve Special Populations
 - Linguistically & Culturally Diverse



Promising Practice (Los Mero Meros): Asian Health Services

- Language & Cultural Access Program
 - Language Cooperative
 - Health Care Interpretation Training
 - Cross-Cultural Health Care Training

Promising Practice (Los Mero Meros): Golden Valley Health Center

- Cultural Mediators Program
 - Provide language interpretation for Latino, Hmong and Lao patients
 - Also serve as cultural mediators to transmit cultural understandings and beliefs between clinicians and patients
- Interpreter and Cultural Competence Training

Promising Practice (Los Mero Meros):

- Special Room for Translation
- Evaluation of Proficiency
 - Oral and Written Tests
- Language Barrier Log
 - Patient's Name, Time Seen, Native Language
 - Monitoring Compliance
 - No client should wait more than 15 minutes
- Multi-Lingual Materials
- CPCA's Promising Practice Guide

Barriers (aka Locura): 1996 Welfare and Immigration Laws

- 1996 laws banned “qualified” immigrants who arrived after August 22, 1996 from accessing benefits such as Medicaid and SCHIP within the first five years of arriving to the U.S.
- Sponsor Issues
 - An individual who petitions his/her spouse, child, or relative to immigrate
 - Sponsor Deeming/Sponsor Liability

CHC Response: La CURA

- Open Door Mission
 - Ensured that CHC services would not be considered “means tested” government benefits
- Joined Coalitions to ensure Coverage at the State Level
- Need to be documenting the impact of sponsor liability and sponsor deeming

Barrier (Locura): Fear

- Public Charge
- INS Raids
- Arizona's Proposition 200
- Federal Funding for Emergency Services



Barrier Public Charge

- “Public Charge” is a term used by INS to describe persons who the INS believes cannot support themselves and who might need to be on welfare (general assistance) in the future.
- How this fear presents itself.....

Public Charge Clarification

- All Health Care Benefits are SAFE to Use
 - Only exception is institutionalized long-term care
 - BUT FEAR PERSISTS!

Barrier (Locura): La Migra

- June 2004 Border Patrol agents conducted raids in Riverside, San Bernardino, San Diego, and Los Angeles counties
- Led to 450 arrests
- The sweeps were conducted in or near public places such as schools, health care centers, supermarkets, bus stops and other public places where families engage in routine, day-to-day activities

La Migra: The Impact Decreased Encounters & Missed Appointments

- St. John's Well Child Center in Los Angeles usually has an average of 4,500 patient encounters per month, but in June 2004, the period of the border patrol sweeps, the number of patient encounters dropped to 3,400, more than a 25% decrease.
- St. John's Well Child Center also had a 70% increase in missed appointments.
- The number of walk-in patients decreased from over 30 per day to less than 10 at East Valley Community Health Center in Los Angeles.
- AltaMed's general medicine sites experienced an average 40% rate of missed appointments and dental sites experienced an average 42% rate of missed appointments.
- Venice Family Clinic had had more than 50% of its patients not showing up for appointments, with 30 cancellations in 2 days.
- Family Health Centers of San Diego had 19 cancellations for one day alone.

La Migra: Decreased Access to Care

- Missed appointments resulted in decreased access to health care for patients.
- At one CCHC, 700 of the patients who did not show up were scheduled for Child Health & Disability Prevention physicals, which would include immunizations and other preventive services.

La Migra: Decreased Revenues for CCHCs

- One CCHC reported that the decrease in patient encounters and increased missed appointments resulted in an estimated \$90,000 loss in revenue during the three-week period.
- Another CCHC reported an approximate financial loss of \$67,893 due to the missed appointments.
- These losses impact the delivery of other health care services to the larger community of uninsured and underserved patients.

La Cura: CHC Response



- CCHC program changes
 - Staff resources to follow-up/contact patients
 - Mobilization of alternative transportation mechanisms
 - Taxi vouchers & van service
 - Bringing medications to diabetic patients

La Cura: CHC Response

- Advocacy
 - Coalition-building (local, state, and federal)
 - Rallies/Marches
 - Community Forums
 - Documenting stories
 - Contacting legislative members
 - Letter writing
- Legislative & Agency Officials
 - CA Delegation and Congressional Hispanic Caucus
 - Republican Letter
 - Department of Homeland Security

Resource for CCHCs and Patients



- Document created by the National Immigration Law Center (NILC)
- Public versus private areas
- NILC's recommendations:
 - Establish written policy regarding areas not open to public
 - Provide posters and educational materials of rights
 - Establish relationship with a lawyer
 - Designate a person to handle contacts with law enforcement
 - Train people to handle contacts with law enforcement

Immigrant Health Current Events

- Federal Funds for Emergency Services for Undocumented
 - Initial guidance would have required hospitals to ask about status information
 - Would have served as a deterrent to immigrants seeking care
 - Proposing to have providers ask proxy questions, such as SSN
 - Because of strong advocacy (*la cura*) these provisions were not included

Immigrant Health Current Events

- **Arizona Proposition 200**
- Passed in Nov 2004
- Ballot measure would require documentation of citizenship status, and require state employees to report undocumented immigrants
- AZ Department of Economic Security stated Prop 200 affects these programs:
 - General Assistance
 - Sight Conservation
 - Neighbors Helping Neighbors
 - Utility Repair, Replacement & Deposit
 - Supplemental Payment Program
 - No undocumented immigrants are currently eligible