TTSTA Outreach Process

**WHO?**

- **Individuals**
  - Walk-in clients @ Volag

- **Immigrant & Refugee Communities**
  - Access gained thru Volag CHW & Case Worker

- **Organizations**
  - W2
  - Other Volags
  - MILAWA
  - CHW Regional Meetings
  - Blessed Savior
  - Capitol Heights Neighborhood

**HOW?**

- **Telephone Calls** (CCHH Health Manager, CHW, CM & IUHP RN)
- **Walk-in Nurse "Health Information & Referral" Sessions @ Volag** (T, W, R: 1p-4p)
- **Home Visits** (Scheduled as needed)
Immigrants & Refugees (newly resettled or established)

Does client have health concerns?

Is client in need of Primary Health Care?
ASK: "What clinic do you go to?"
Help client understand what Primary Health Care is (not health screening, emergency department, or urgent care)
This question leads into the Health Care Utilization Survey.

Does client have Straight Title 19 or ICARE HMO?

Is client within timeframe to change insurance or HMO?

Would client like to switch to ICARE HMO, if appropriate? (see next question)

Refer to appropriate agencies & resources (Primary Care Provider, Volag, Other Volag, free & culturally appropriate clinics)

Make referral to SSCNC for establishing Primary Health Care
Funding Acknowledgement: This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) Nurse Education, Practice, Quality and Retention (NEPQR) Interprofessional Collaborative Practice (IPCP) and Interprofessional Education (IPE) Cooperative Agreement under grant number, UD7HP28542, for $1,337,115. 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.