



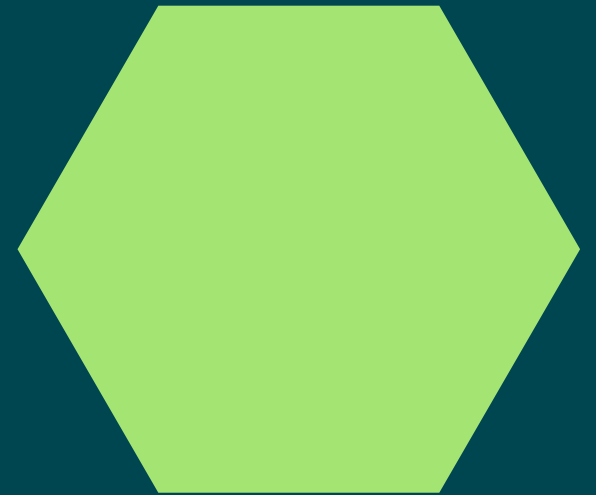
# Community Navigation Forum

June 20, 2023

The Universities at Shady Grove



# Health Care and Behavioral Health

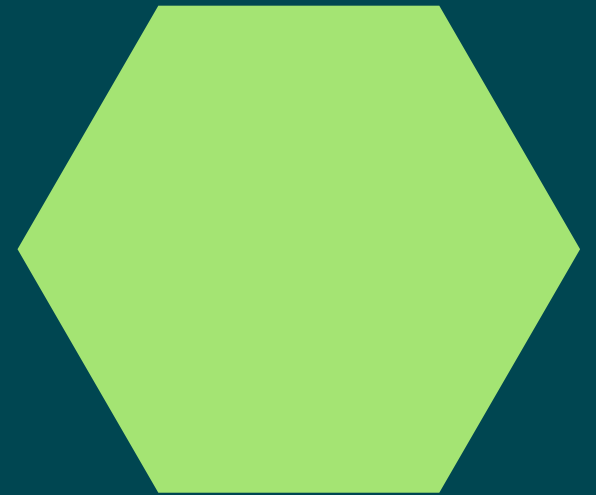




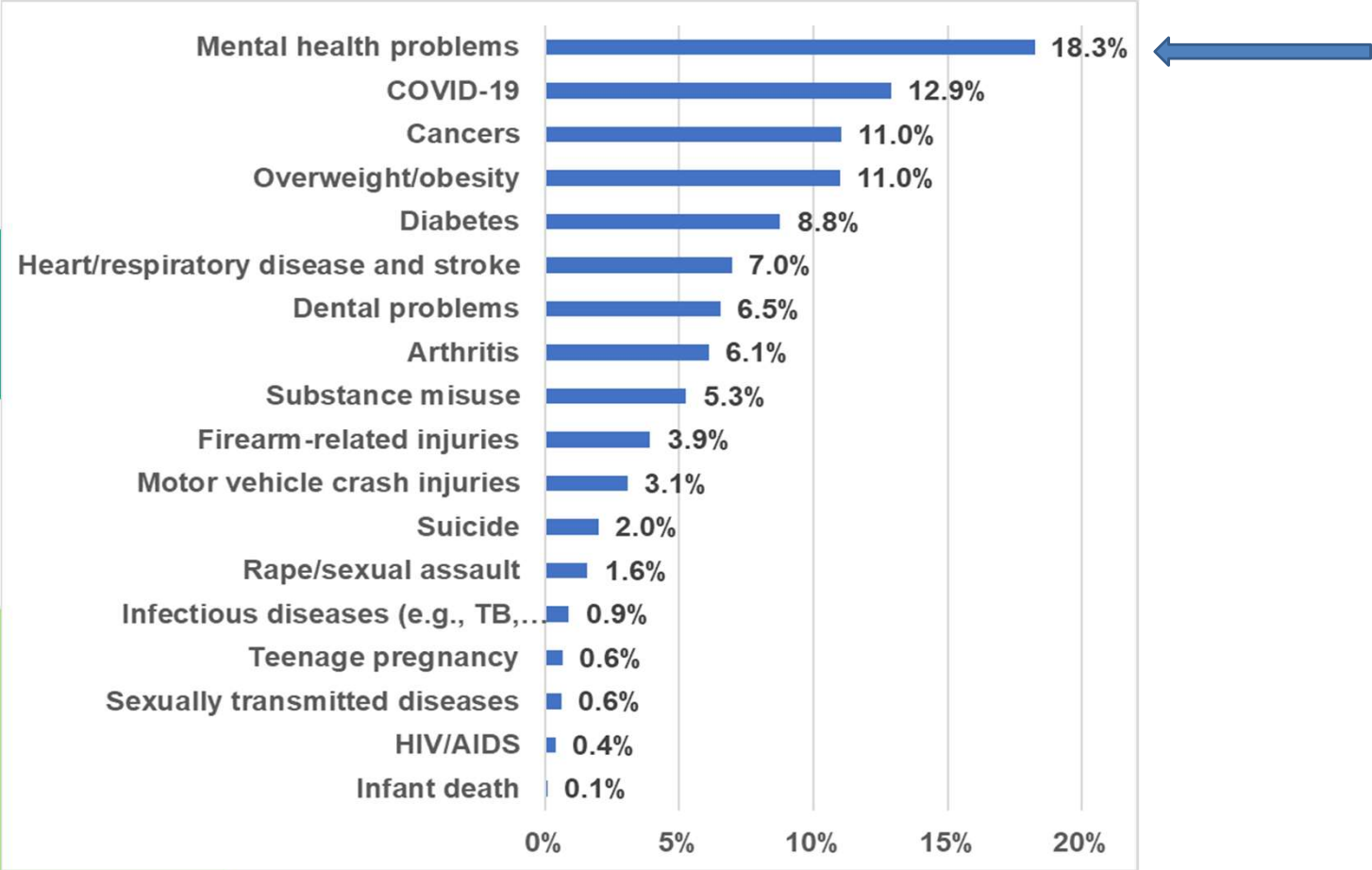
# Dr. Christopher Rogers

- Acting Chief, Public Health Services
- Department of Health and Human Services, Montgomery County Government
- Dr. Christopher Rogers is a health policy, population health, and public health practitioner, researcher, and educator who has led strategic initiatives across multiple areas and levels of the care continuum to help eliminate health disparities, increase access to quality health care, identify and address social determinants of health, prevent chronic illness, and to promote self-management of chronic diseases, specifically type 2 diabetes and cardiovascular diseases, among underserved and vulnerable populations.
- Email: [Christopher.Rogers@montgomerycountymd.gov](mailto:Christopher.Rogers@montgomerycountymd.gov)
- Phone: 240-777-4422

# Community Needs/Challenges



# County Health Survey: Health Problems Affecting Health of a Community



Source: Figure 10. Healthy Survey in Montgomery County, MD, 2022. [https://www.montgomerycountymd.gov/HHS/Resources/Files/Reports/Health%20Survey%20Report\\_Final.pdf](https://www.montgomerycountymd.gov/HHS/Resources/Files/Reports/Health%20Survey%20Report_Final.pdf)

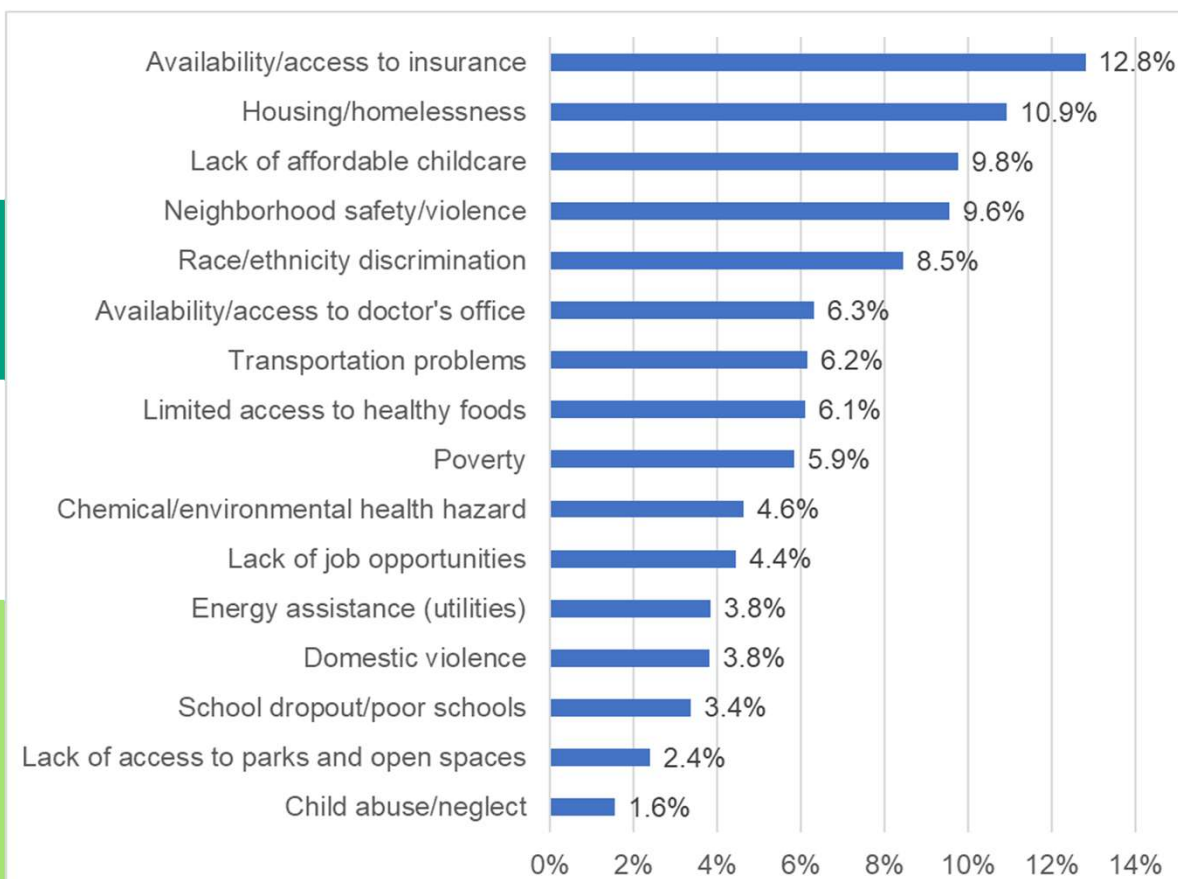
## Healthy Montgomery Core Measures Data Summary

Mental Health Related ER Visit Age-Adjusted Rate by Sex and Race/Ethnicity, Montgomery County, 2018-2020



Source: Healthy Montgomery Core Measures. <https://www.montgomerycountymd.gov/healthymontgomery/Resources/Files/Reports/Healthy%20Montgomery%20Core%20Measures%20Data%20Summary.pdf>

# County Health Survey: Social/environmental Problems Affecting Health of a Community



Source: Figure 14. Healthy Survey in Montgomery County, MD, 2022. [https://www.montgomerycountymd.gov/HHS/Resources/Files/Reports/Health%20Survey%20Report\\_Final.pdf](https://www.montgomerycountymd.gov/HHS/Resources/Files/Reports/Health%20Survey%20Report_Final.pdf)

# Barriers the Health Care and Mental Health Services

## Cultural

- Stigma and shame
- Lack of trust in health professional
- Emotional Inhibition rather than expression
- Belief that illnesses are personal weaknesses

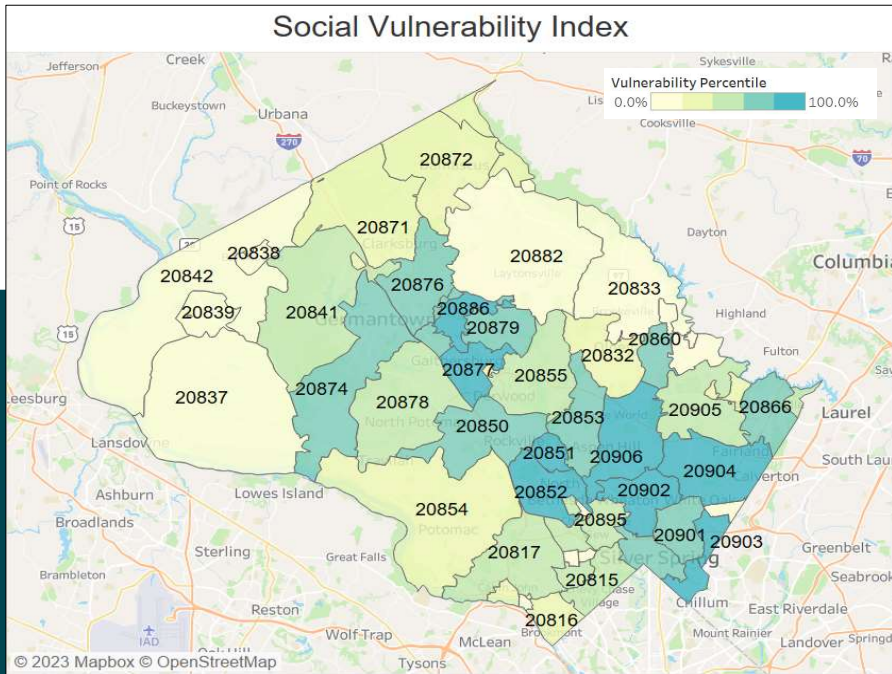
## Structural

- Lack of bilingual and culturally competent providers
- Lack of interpreters and language translation services in the health and human services professions
- Challenges navigating the health care system
- Interventions poorly adapted for diverse patients

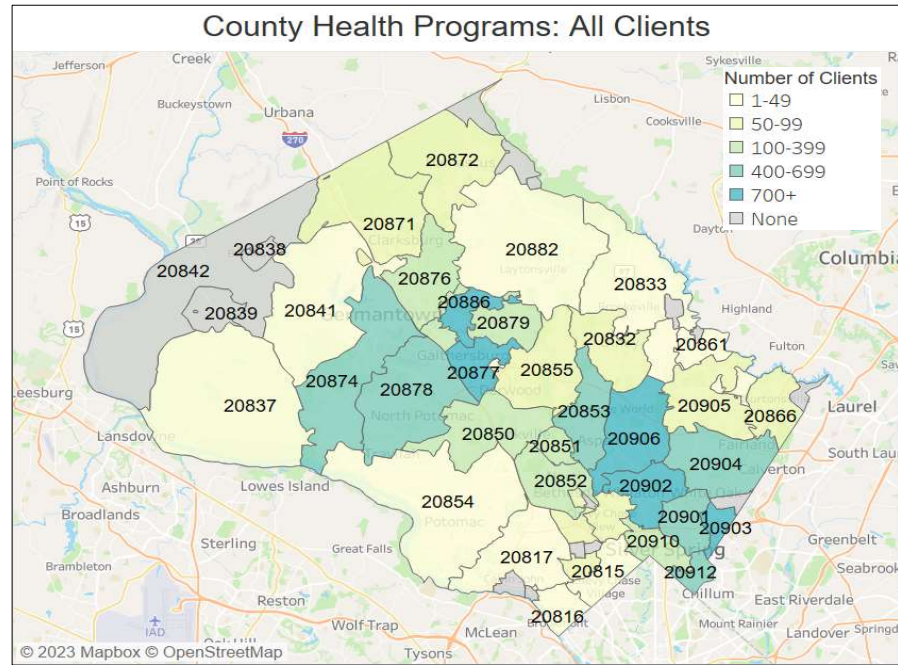


# HHS Clients County Health Programs vs. Social Vulnerability by Zip Code Race/Ethnicity Breakdown

Social Vulnerability Index



County Health Programs: All Clients



Race/Ethnicity	No. of Clients	% of Total
Hispanic/Latino of Any Race	9,220	84.55%
Non-Hispanic Black/African American	388	3.56%
Non-Hispanic Asian	278	2.55%
Non-Hispanic 2+ Races	202	1.85%
Non-Hispanic White/Caucasian	113	1.04%
Non-Hispanic Other	111	1.02%
Unknown Race/Ethnicity	593	5.44%
<b>Total</b>	<b>10,905</b>	

Social Vulnerability Index is based on 2018 5-Year US Census Estimates and scaled to compare percentile among all ZCTAs within Maryland. Number of clients is a distinct count of clients actively receiving any County Health Program benefits as of March 1, 2023.

# Health Care & Behavioral Health Ecosystem





# Marisol Ortiz

- Director of Client Services
- Primary Care Coalition
  - Montgomery Cares
  - Care for Kids
- [Marisol\\_Ortiz@primarycarecoalition.org](mailto:Marisol_Ortiz@primarycarecoalition.org)
- 301-628-3442

# Montgomery Cares

## Eligibility

- Age 18+
- Montgomery County resident
- Living at or below 250% FPL
- Uninsured and uninsurable (e.g., undocumented)

## Application Process

- Apply at one of 9 participating primary care clinics
- Proof of residency and income, a form of ID
- Renewal required every year

## Provides Access To...

- Primary care at 9 clinic organizations with max. \$35 copay
- Generic medication through Community Pharmacy program
- Limited specialty care through Project Access network



# Montgomery Cares Population Snapshot



70% of patients report income < Federal Poverty Level



77% of patients are between 30-64 years of age



78% of patients identify as Hispanic/Latino



Patients speak 64 languages  
77% speak Spanish



69% of patients are female



# Care for Kids



## Eligibility

- Newborn through age 19
- Montgomery County resident
- Living at or below 250% FPL
- Uninsured and uninsurable

## Application Process

- Requires OESS approval
- Proof of residency and income; child ID
- Renewal every two years

## Provides Access to...

- Pediatric primary care including well child visits, sick visits, with max. \$20 copay
- Prescription medication with max. \$5 copay
- Dental care through DHHS
- Limited specialty care network

# Care for Kids Population Snapshot



86% of Care for Kids children are between 6-19 years of age



37% of children lived in homes in Upcounty region



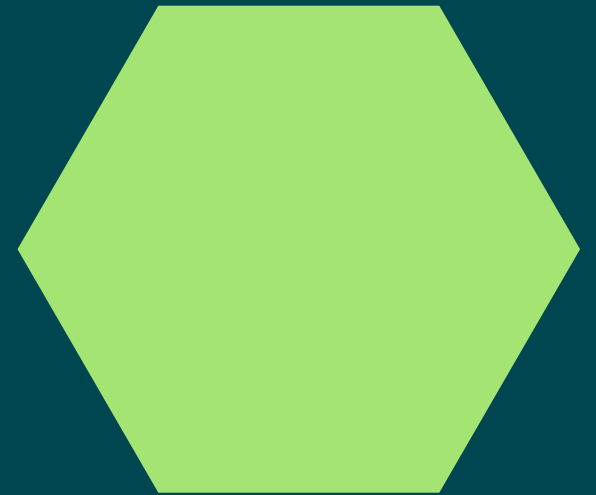
92% of children came from Latin American countries  
81% are from Central America



Children speak 31 languages  
92% speak Spanish



# DHHS Crisis, Intake and Trauma







**Dorné Hill, LCSW-C**

- Senior Administrator
- Crisis, Intake and Trauma Services
- Contact Information
  - 240-777-1032 (office)
  - 240-447-5764 (cell)
  - [Dorne.Hill@montgomerycountymd.gov](mailto:Dorne.Hill@montgomerycountymd.gov)

# Service Areas



- **Mental Health**
- **Substance Abuse**
- **Trauma Services**
- **Targeted Community**
  - **Adults and Seniors**
  - **Children and Adolescents**
  - **Montgomery County Residents**

# Crisis & Trauma Services



## **Crisis Center**

- 1301 Piccard Drive, Suite # 1200  
Rockville, MD 20850  
240-777-4000
- Eligibility
  - County Resident
- Services
  - Crisis services are provided in person or on the phone 24 hours a day/365 day a year. Mobile outreach will respond anywhere within Montgomery County to provide emergency psychiatric evaluations. Full crisis assessment and treatment referrals are provided for all crises, both psychiatric and situation. The program has 4 crisis beds as an alternative to hospitalization for those who are uninsured within the public mental health system


## **Victim Assistance and Sexual Assault Program (VASAP)**

- 1301 Piccard Dr. Rockville, MD 20850
- Eligibility
  - All ages
- Services:
  - The program provides information and referral, advocacy, crisis and ongoing counseling, support and compensation services for victims of crimes committed in Montgomery County or crime victims who live in Montgomery County. Assistance is also provided to the victims' families and significant others.
  - Additional Info: VASAP assists victims of crimes such as rape/sexual assault, homicide, driving while intoxicated (DWI), carjacking, torture, hate crimes, arson, larceny, robbery, auto theft and vandalism.

## **Abused Persons Program (APP)**

- 1301 Piccard Dr.  
Rockville, MD 20850
- 240-777-4673 (HOPE)
- 240-777-4210 (Office)
- 240-777-4195 (Intake)
- Eligibility:
  - Montgomery County Resident
  - Abuse Occurred in Montgomery County
- Services:
  - APP provides group supervision to DV offenders, through the Abuser Intervention Program. Shelter assessments and placement at the Betty Ann Krankhe DV short term safety shelter. Court accompany advocate and criminal justice advocacy with Victims Assistant Advocates. Individual and Group Counseling for DV victims, offenders, and children who witness DV. Supervised visits and Safe Exchange at the Safe Passage Center.

# Substance Abuse/Addiction Services



## Access to Behavioral Health

- 27 Courthouse Square #101  
Rockville MD, 20850  
240-777-1770
- Eligibility
  - 18 and Over
  - Montgomery County residents
- Mental health and substance use information and referral, screening, assessment, brief counseling and case management. Telephone screening and referral as well as walk-in assessment and referral

## Child and Adolescent Assessment Services (CAAS)

- 1301 Piccard Dr.  
Rockville MD 20850  
240-777-4000
- Eligibility
  - Children and Adolescents
- Conducts assessments and makes treatment recommendations and referrals for Montgomery County youth. Specific services include information regarding substance use assessment and treatment services; assessment of drug and alcohol use as well as other related problems; urine drug screen; referral for drug and alcohol education seminars for youth and families; and referral for appropriate treatment services.

# Local Behavioral Health Authority (LBHA)

Regina Morales

240-777-1116

401 Hungerford Drive, 1st  
floor, Rockville, Md 20850

Responsible for public behavioral health system planning, management, and oversight of the local jurisdiction. The LBHA is comprised of the four main units below:

- Contract Monitoring Unit is responsible for invoice payments, renewal of contracts, budget modifications, initiation of all solicitations, annual site visits, and all amendments regarding modifications of the scope of services. The CMU is also the direct liaison and first point of contact for the contracted provider.
- Operations Unit is responsible for oversight, monitoring and planning of community behavioral health programs. It has three core teams in addition to a Special Projects supervisor. The three teams are: Harm Reduction and Prevention Team, Quality Assurance and Compliance Team and the Services Recovery and Supports Team.
- Data and Analytics Unit is responsible for development of monthly dashboard reporting, data presentations, LBHA Annual Data Plan, as well as various behavioral health system surveillance and data related technical support projects. The goal for the Data Team is to facilitate and support data driven local planning processes led by the LBHA.
- Fiscal Unit assists with planning and maintaining LBHA and BHCS finances. This team reviews and manages grants and county budgets, prepares budget reports and budgetary entries due to grant changes, and monitors spending.





**Anna Maria  
Izquierdo-Porrera  
MD PhD**

- Executive Director
- Care for Your Health, Inc



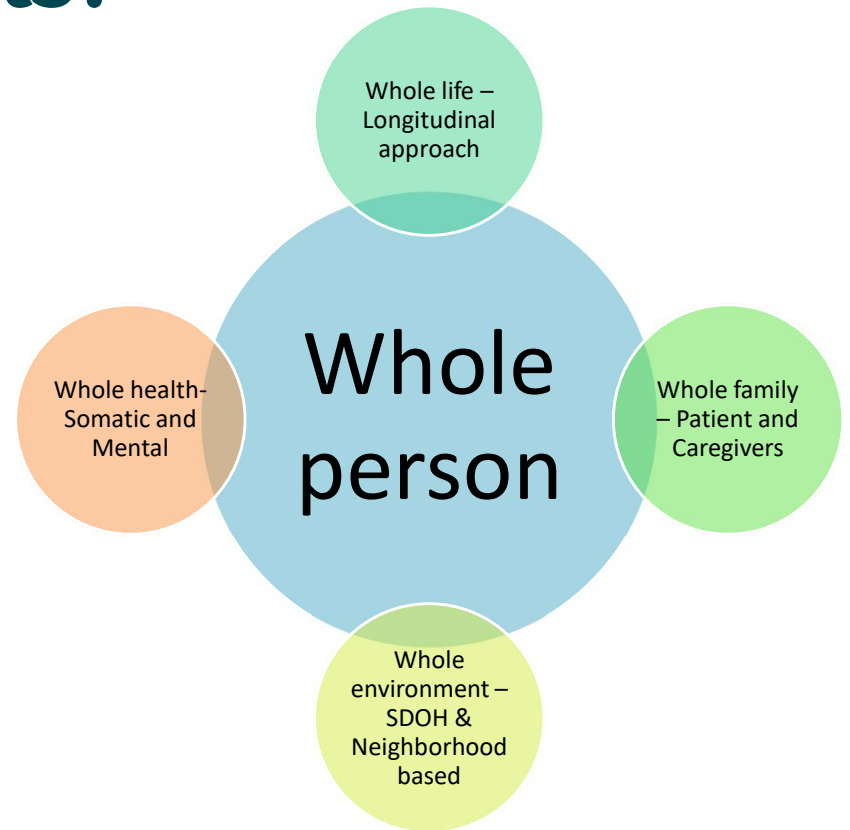
- [aizquierdo@care4yourhealth.org](mailto:aizquierdo@care4yourhealth.org)

# Care for Your Health, Inc

Introduction to Care for Your Health, Inc

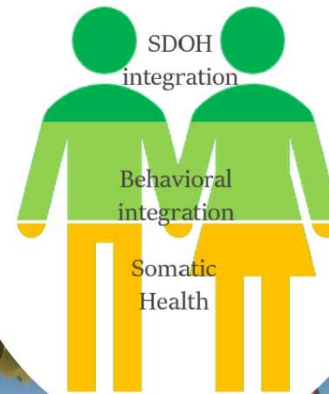
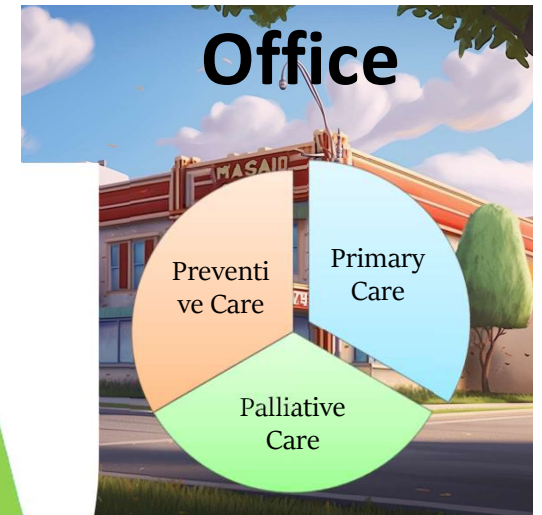
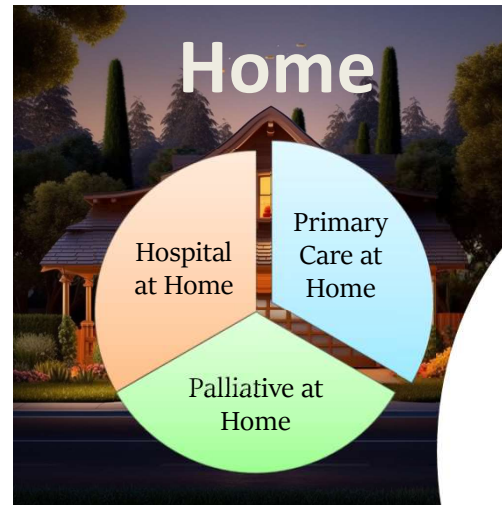


# Wait a Minute... Elders? Why do you take care of all adults?





# Services



# Access

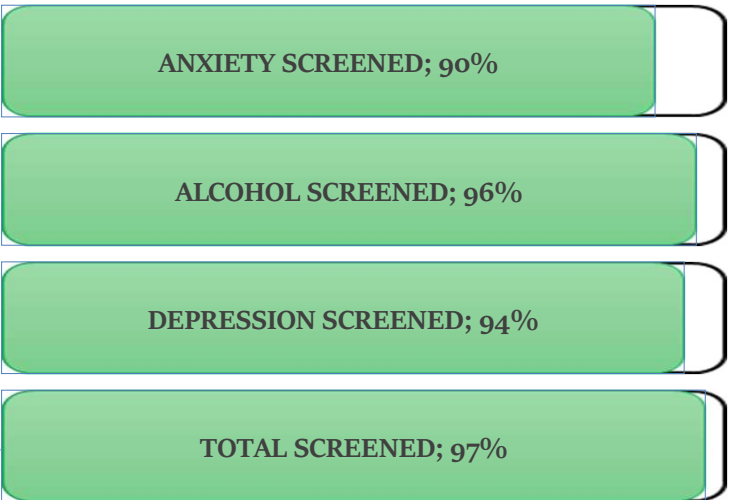
240-844-2552

[info@care4yourhealth.org](mailto:info@care4yourhealth.org)



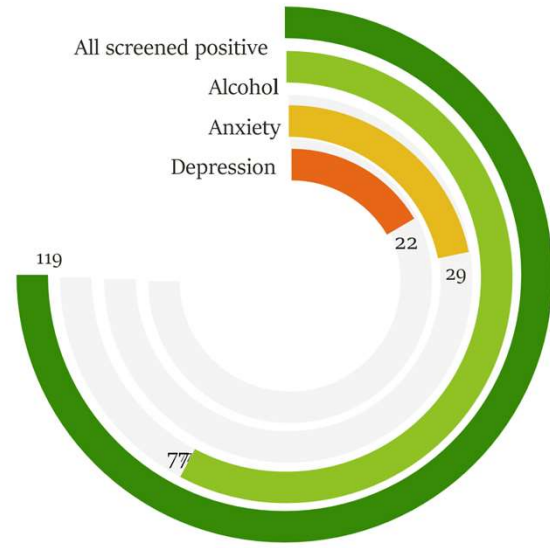
# Behavioral Integration

## Screening

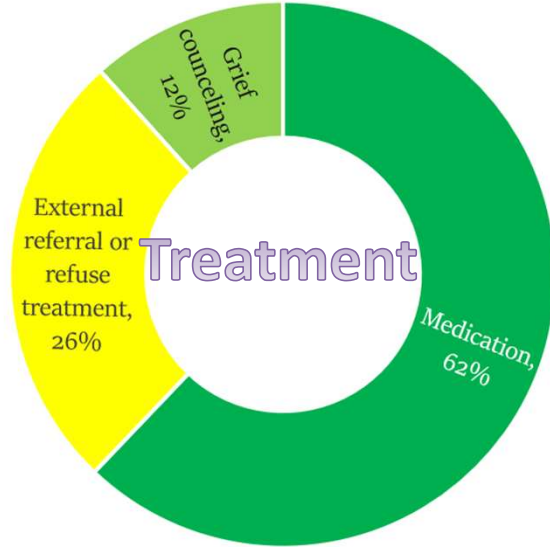


21%  
of C4YH patients  
have a MH diagnostic

## Positive



## Treatment





**Maureen  
Edwards,  
PhD, MCHES**

- Coordinator of Behavioral Health
- Montgomery College
- Certified Crisis Prevention and Intervention Instructor, Certified in Mental Health First Aid, Diplomate of the American Institute of Stress
- [Maureen.Edwards@montgomerycollege.edu](mailto:Maureen.Edwards@montgomerycollege.edu)

# AA in Behavioral Health



According to the Emsi data, there are over 45,000 jobs in behavioral health within a 50-mile radius of MC Rockville.

These jobs include:

- Case work aide
- Clinical social worker aide/technician
- Family service assistant
- Social work assistant
- Addiction counselor assistant
- Behavioral Health technician/aide
- Mental Health technician

# Opportunities



In addition to earning an Associates degree (AA), students in the program:

- become certified in Mental Health First Aid
- earn a “blue card” in Crisis Prevention and Intervention
- Participate in a mass casualty drill
- complete a community based internship



## Huixing (Kate) Lu

- Clinic Director
- CCACC Health Center

*Chinese Culture and Community Service Center*

- Bio:
  - Clinical Social Worker
  - Programs Developer/Administrator
  - Caregiver
  - Speaker
- Contact:  
240-393-5950  
kate.lu@ccacc-dc.org  
ccacchealth.org



# Our Services

**CCACC Health**

**REHABILITATION**

**PRIMARY CARE**

**MENTAL HEALTH**

**STOP B**

**COMMUNITY OUTREACH**

**HEALTH EDUCATION**

**CCACC**  
美文華人活動中心  
www.ccacc.org

The collage features several photographs: a group of people in a community setting; a healthcare worker assisting an elderly man with his hands; a large group of staff in purple scrubs; a woman on a headset talking to a patient; a doctor examining a patient's neck; a doctor performing a procedure on a patient's arm; a group of staff in front of a CCACC banner; and a doctor reviewing a document with a patient.

# INCREASING ACCESS: Medical & Mental health (MH) services

## 2022 Statistics 數據

### Medical/MH Services

- 2328 Primary Care Visits
- 232 Care Management Visits
- 330 Physical Therapy Visits
- 553 Occupational Therapy Visits

### Medical/MH Services

- 30 Psychiatric Visits
- 332 Behavioral Health Visits
- 206 PEARLs Sessions

### Health Education

- 14 Health Talks
- 3 Health Management Groups

### COVID-19 Services

- 1139 Vaccines Administered
- 8735 PCR Tests Given

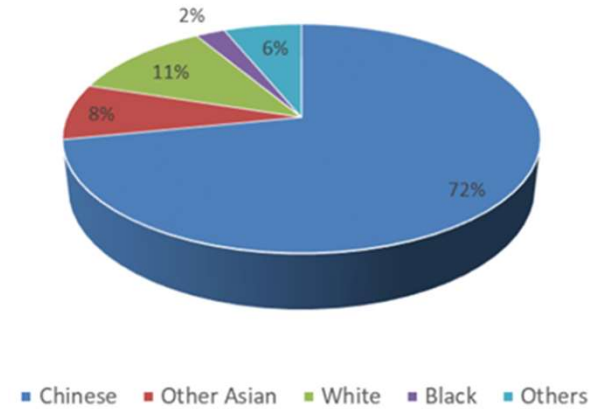
### Prevention Services

- 2 Preventive Months
- 148 Free free labs provided
- 380 Flu shots Administered

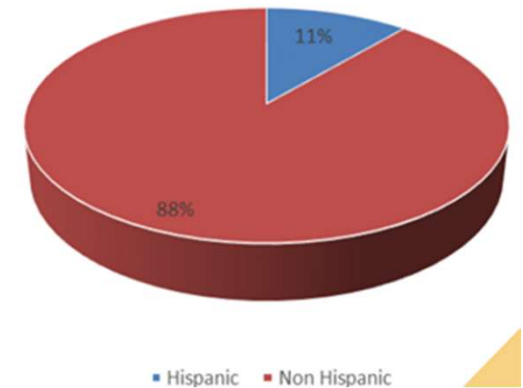
### Community Outreach

- 3 Mini Health Fairs at senior centers
- 89 seniors received Health & Mental health Screening

Patient Races



Ethnicity





Mayur  
Mody



AMERICAN DIVERSITY GROUP

“

Our goal is to serve individuals and families to improve the health and well-being of those we serve. We strive to be the leading organization to provide the best care to everyone through integrated medical practice, education and awareness. We are the partner of choice as we transform healthcare education and services for our community.



# A YEAR IN PICTURES



# Services

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- Health Insurance Enrollment- The Affordable Care Act
- Community Health Fairs
- Case Management and Referral Services
- Diabetes Management
- Weight loss Obesity
- Senior Citizens Social Club







# Empower Communities by building partnerships

- Community Health Circles
- Health Insurance and Health Education Program
- Digital Equity
- Job Opportunities

# ADG in Numbers- 2022

## Health Services

- Health Fairs
- 5000 Vaccines administered
- 400 Flu Shots
- 400 Dental Screening
- 68 Tele dentistry

400 Afghan and Ukrainian  
Refugee patients served





## **ADG in Numbers- Community need Drives**

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- 2500 Backpacks with school supplies
- 1000 Toys distributed
- 200 Thanksgiving Turkey meal distribution

# Continued Services

**WEIGHT LOSS MANAGEMENT**  
**OBESITY**



**SATURDAY**  
**10 AM - 2 PM**

LOCATION:  
AASTHA ADULT DAY CARE  
12210 Plum Orchard Dr., Ste 214.  
Silver Spring, MD, 20904

FREE. With registered dietician, internal meds, free nutritional groceries, free labs, plus glucometers and blood pressure machine, and yoga.

Appointment:  
Email: [amdivgroup@gmail.com](mailto:amdivgroup@gmail.com), Phone: 240.330.9421




**FREE MEDICAL CLINIC**

**SPECIALTIES**

- Primary Care
- Chronic Disease Management
- Weight Loss Management
- Obesity

**LOCATION**  
Aastha Adult Medical Day Care  
12210 Plum Orchard Dr., Suite 214, Silver Spring, MD

**CLINIC DAYS**  
Walk-ins  
Saturdays and Sundays  
No appointment needed

**CLINIC HOURS**  
10 AM-2 PM



**Diabetes Management Program**



*Free, no cost.*

**When enrolled to program:**

- Free labs A1CV,
- Free glucometer,
- Weight loss management program,
- Consultations with a Registered Dietician
- Consultations with a Diabetic educator.

**SATURDAYS: 10 AM - 2 PM**

**American Diversity Group**  
12210 Plum Orchard Drive, Ste 214  
Silver Spring, MD 20904







**Joan Hodges-Wu,  
MA, LGSW**

- **AsylumWorks**
- Founder & Executive Director
- Licensed social worker leading nationally-recognized NPO developing migrant-sensitive model of care to support asylum seekers and other forced migrants
- [joan@asylumworks.org](mailto:joan@asylumworks.org)



# The U.S. immigration system

# How does AsylumWorks Help?

## OUR SERVICES

- Therapeutic case management
- Employment & career development
- Legal navigation
- Community engagement
- Training & TA for partners agencies

## OUR STAFF

- Bicultural, bilingual staff incl. client trainees
- Trauma-informed
- Migrant-sensitive
- Whole family approach



# After Six Months of Services...

## OUTCOMES

- 75% reported increased or sufficient **access to healthcare**;
- 88% reported good or improved **mental health**;
- 93% reported increased or sufficient **access to community resources**;
- 70% reported securing and retaining **employment** that pays a living wage;
- 82% reported increased or sufficient **community involvement**; and
- 91% reported improved **ability to retain and work with immigration attorney**.

# How Can I Refer My Clients?

## **ELIGIBILITY**

- **All services are FREE** and provided regardless of language or country of origin
- Currently residing in Maryland, Washington, D.C. or Northern Virginia
- Already filed or intends to file for humanitarian-based immigration relief

## **REFERRAL PROCESS**

- Client or referring party can complete a new client application at [asylumworks.org](https://asylumworks.org). Interpretation is available for those who prefer to register by phone
- Waitlist opens at 10AM on the 1st day of the month. We accept 20-25 client household per month so no one client waits more than 90 days to receive services.



## **A. Chevelle Glymph, MPH CPM**

- A. Chevelle Glymph, MPH CPM | Director of Public Health & Environmental Safety
- Montgomery College
- Serving as the College's first Director of Public Health – led College through COVID-19 pandemic
- [Achevelle.glymph@montgomerycollege.edu](mailto:Achevelle.glymph@montgomerycollege.edu)

# Community Partner



- COVID-19 TESTING AND VACCINATIONS
- VACCINE PREVENTABLE DISEASE  
VACCINATIONS LOCATION
- PRESCRIPTION DRUG TAKE BACK  
LOCATION
- NARCAN TRAINING
- MENTAL HEALTH FIRST AID TRAINING
- FUTURE: YOUTH AND DOMESTIC  
VIOLENCE- PREVENTION EDUCATION  
AND TRAINING
- FUTURE: EMERGENCY  
PREPAREDNESS/VOLUNTEER  
EXPERIENCE

