



AACHI

AUSTIN ASIAN COMMUNITY HEALTH INITIATIVE

AAQOL Commission Update - March 2023

About AACHI: Mission

To improve the *health and well-being* of Asian and Asian Americans in Central Texas through education, advocacy, and support.



Overview

1. AACHI Highlights
 - a. CHN Program
 - b. Quarterly Newsletter
 - c. New Website
 - d. Asian Behavioral Health Network
 - e. Strategic Plan
 - f. CHW Sustainable Financing
 - g. Fundraising & Development
2. Funding & Impact



Community Health Navigation (CHN) Program

AACHI's Community Health Navigation Program (CHN) employs bilingual, Community Health Workers (CHW) to facilitate access to health/social services and improve the quality and cultural competence of service delivery.



Community Health Workers

A community health worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served.

This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.



Community Health Worker Training & Certifications



TEXAS

Health and Human Services

- Community Health Worker (CHW) or Promotor(a) Training and Certification Program
- Texas Community Partner Program



CENTRAL HEALTH

- Medical Access Program (MAP) Point of Service Application
- Community Health Champions



- Community Interpreting
- Interpreting in Healthcare and Medical Terminology



Who We Serve

Language & Ethnicities

- Vietnamese
- Nepali
- Korean
- Hindi
- Burmese
- Chin Tedim (Burmese ethnic group)
- Arabic (includes Syrian, Iraqi, and other communities)

Barriers to Health

- Limited English Proficiency (LEP)
- Low-Income
- Recent Immigrants or Refugees

Client Demographics by Language & Ethnicity

	Arabic	Burmese	Korean	Chinese	Nepali	Vietnamese
Low-income <200% FPL	96%	97%	84.8%	90.9%	96.7%	96.6%
Over age 65	5.3%	16.4%	53.6%	39.4%	17.2%	38.3%
US Citizenship	17.3%	22.4%	55.6%	54.5%	5.2%	35%
Chronic Conditions	42.2%	60%	52.5%	72.7%	42.3%	48.5%

Data from 418 clients served from October 2019 to March 2022



CHN Program support goes beyond healthcare

Social Determinants of Health



Social Determinants of Health (SDOH) are conditions in the places where people live, learn, work, and play that affect a wide range of health and quality-of-life risks and outcomes like mortality, morbidity, life expectancy, health care expenditures, health status, & functional limitations.

SDOH are key drivers of health disparities—especially among communities of color—that increase the risk for poor health outcomes. AACHI programs aim to reduce and eliminate these disparities to achieve health equity.

Health Care Access and Quality	Neighborhood and Built Environment	Social and Community Context	Economic Stability	Education
Access to primary care	Safety	Community Cohesion	Employment	Educational attainment
Health insurance coverage	Quality of housing	Civic participation	Food & nutrition security	Language and literacy
Health literacy	Access to transportation	Discrimination	Poverty	Early childhood education
Provider availability	Availability of healthy foods	Conditions in the workplace	Housing stability	
Quality of care	Air and water quality	Incarceration	Debt	
Provider linguistic & cultural competency		Support systems	Income	
		Social integration	Medical bills	



Health Outcomes
Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations



CHN Program Services

Referrals & Resource Navigation for:

- Health screenings
- Health insurance/coverage
- State benefit programs
- Food assistance
- Legal aid
- Transportation
- Housing
- Bill assistance

Free & low-cost clinics, including:

- Project Access
- Lonestar Circle of Care (FQHC)
- Hope Clinic
- Volunteer Clinic
- CommUnity Care (FQHC)
- Integral Care
- Dell Medical School/Ascension
- EIXSYS Healthcare
- Northwest Universal Healthcare Clinic
- People's Community Clinic (FQHC)
- Manos de Cristo



CHN Program Services

- Interpretation/translation support
- Patient advocacy
- Transportation
- COVID-19 & Flu Vaccination Pop-up Clinics
- Annual Health Fair
- Eligibility & application assistance:
 - Medical Access Program (MAP)
 - Project Access
 - SETONCare Plus
 - Community Care Sliding Fee Scale
 - Health Insurance Marketplace (ACA/Obamacare)
 - Texas Health & Human Service Commission (HHSC) Benefit Programs



Assist community members to schedule vaccine appointments, including providing transportation and interpretation for primary and booster doses.

Community and language specific COVID-19 and flu shot clinics

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ကိုဗစ်-၁၉ မပျံ့နှံ့ပါစေနဲ့။

ရက်ချိန်းမလိုပဲ ကာကွယ်ဆေးထိုးနှံမှု ရပါပြီ။

Southeast Library, 5803 Nuckolls Crossing Rd
• Tuesday and Friday, 3-8 p.m.
• Saturday, 10 a.m.-2 p.m.
Little Walnut Creek Library, 535 W Rundberg Ln
• Tuesday and Friday, 3-8 p.m.
• Saturday, 10 a.m.-2 p.m.
Delco Activity Center, 4661 Pecan Brook Dr
• Tuesday, Wednesday, & Friday 9 a.m.-12 p.m.
• Thursday 2-7 p.m.
Pflugerville Library, 1008 W Pfluger St, Pflugerville
• Wednesday, 2-7 p.m.



कोविड-19 अपडेट

ओमिक्रॉन संस्करण यहाँ टेक्सास
ट्राविस काउन्टीमा आइपुगेको छ ।

**आजै खोप वा बूस्टर खोप लगाएर आफूलाई
बचाउनुहोस्।**

वाक-इन थ्याक्सिनेशन क्लिनिक खोज्नको लागि तपाईंले
3-1-1 वा 512-974-2000 मा पनि कल गर्न
सक्नुहुन्छ।

www.austintexas.gov/covid19



FY 21-22 CHN Program Highlights

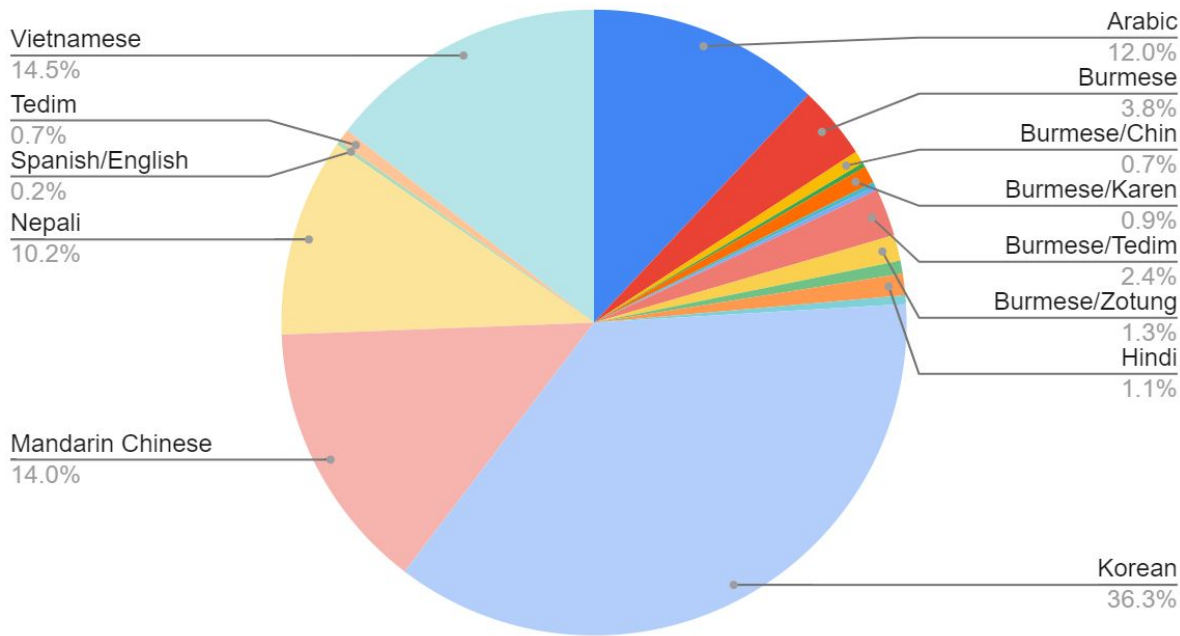
Health Navigation

- 449 unduplicated clients served
 - Number of families/clients with children: 88
 - Roughly 70 community members were not taken on as clients and provided with a referral
 - 68 clients from Williamson County (all Korean)
- 95.5% of our clients received or maintained health insurance with AACHI's assistance.
 - 83% of clients had health coverage at the start of intake
 - 73% of clients who did not have health coverage were covered after support from CHN
- 103 clients were provided transportation
- 9 families approved for RENT assistance
- 38 families approved for utility assistance
- 99 individuals approved for MAP coverage
- 10 households approved for SNAP benefits



FY 21-22 CHN Program Clients

FY22 Preferred Languages

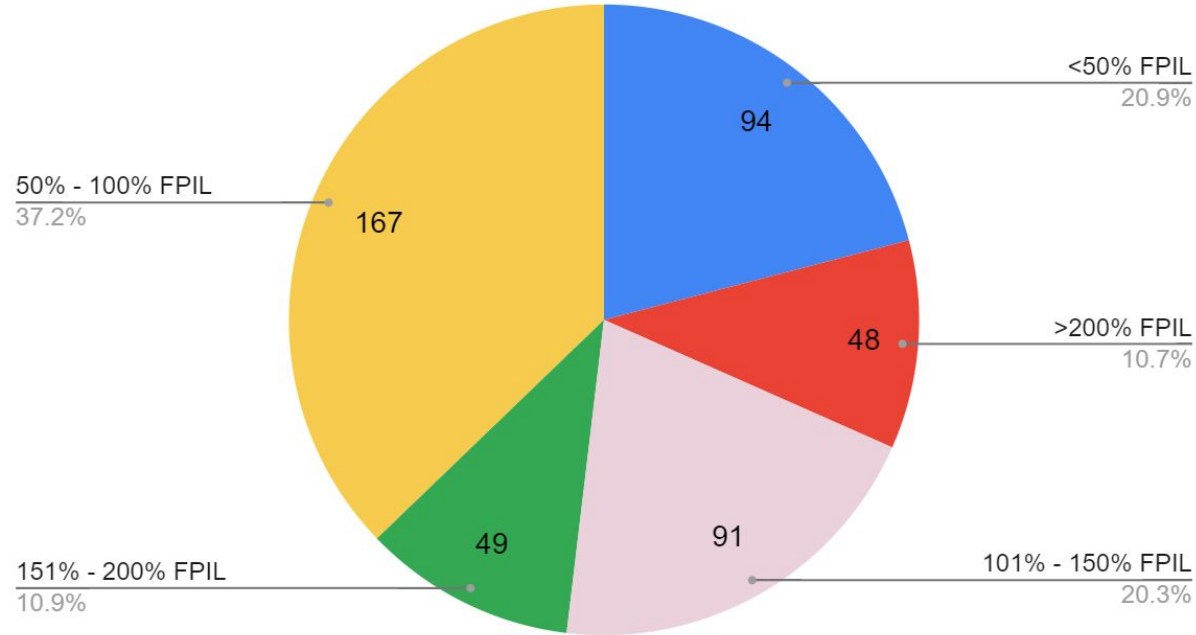


Language	Count
Arabic	54
Burmese	17
Burmese/Chin	3
Burmese/Hakha	1
Burmese/Karen	4
Burmese/Rakhine	1
Burmese/Rohingya	1
Burmese/Tedim	11
Burmese/Zotung	6
Chin	3
Hindi	5
Karen	2
Korean	163
Mandarin Chinese	63
Nepali	46
Spanish/English	1
Tedim	3
Vietnamese	65
Grand Total	449



FY 21-22 CHN Program Clients

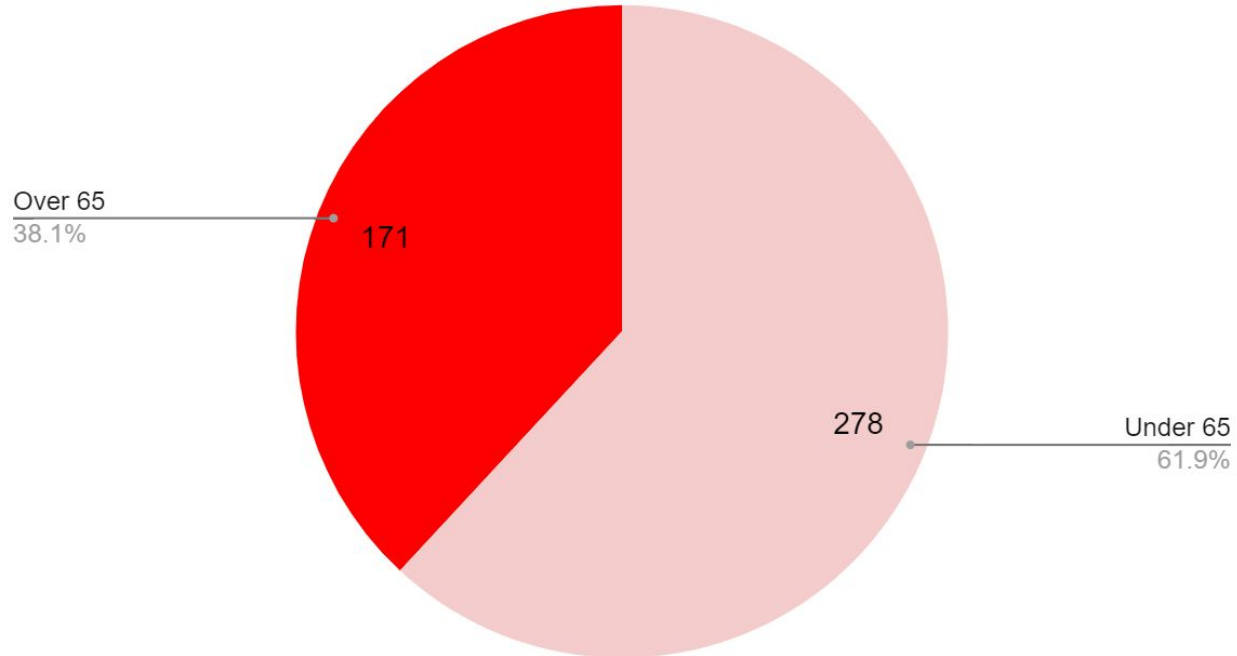
FY22 Income Level





FY 21-22 CHN Program Clients

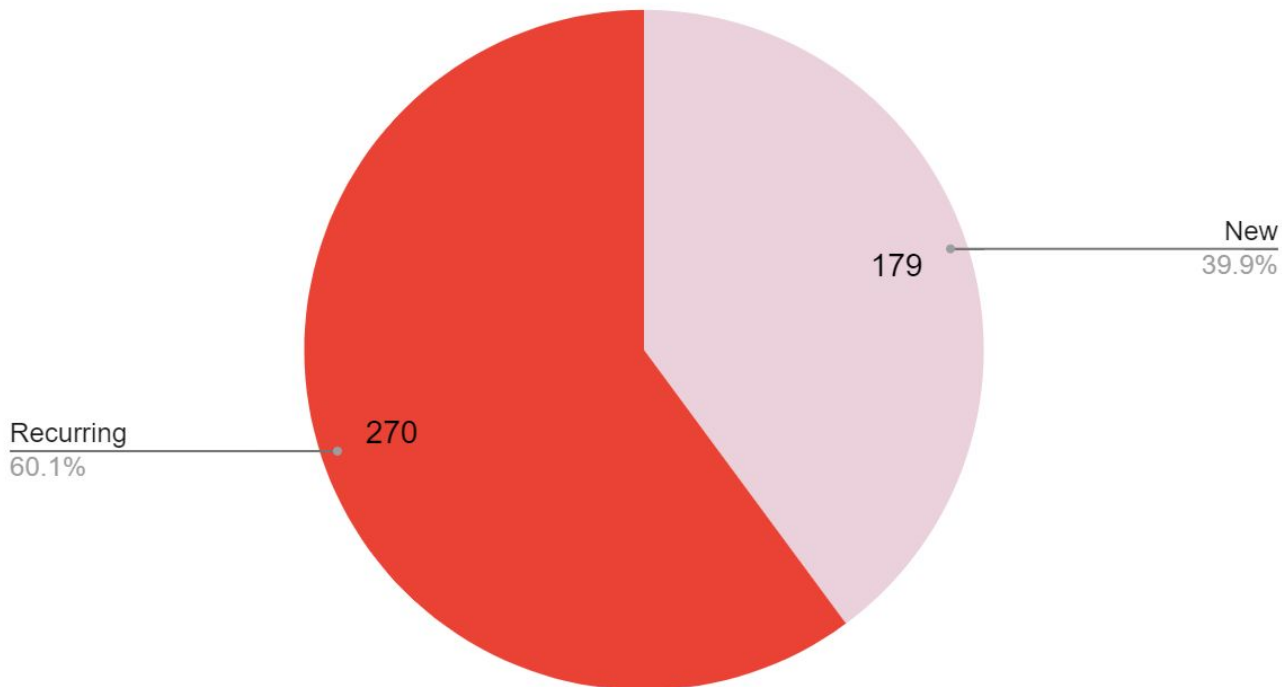
FY22 Age





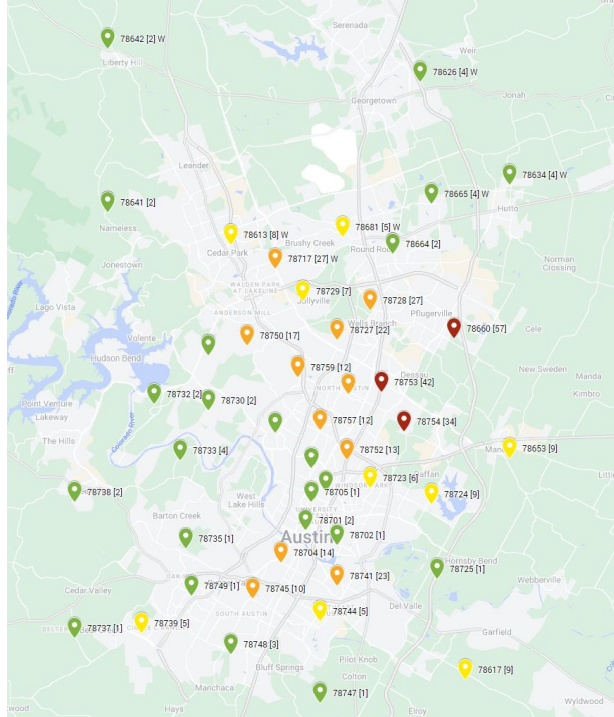
FY 21-22 CHN Program Clients

FY22 Recurring vs New Clients





FY 21-22 CHN Program Clients



Red = 30 or more

Orange = 10-29 clients

Yellow = 10-5 clients

Green = 4 and below

Zip Code	Count	County
78660	57	Travis
78753	42	Travis
78754	34	Travis
78717	27	Williamson
78728	27	Travis
78741	23	Travis
78727	22	Travis



FY 21-22 CHN Program Highlights

Partnerships

- Partnered/Supported 30 nonprofits and community groups
- 1 multilingual Community Health and Resource Fair in partnership with Austin Public Health and Asian American Resource Center, held at Gus Garcia Rec Center.
- Held 3 Community Conversations about COVID-19 vaccine confidence and hesitancy, one in partnership with NAMCC
- Partnered with the City of Austin Equity Office Guaranteed Income Pilot for 10 families to receive \$1,000 a month for 12 months
- Assisted in World Refugee Day with the Refugee Roundtable





FY 21-22 CHN Program Highlights

COVID-19 Outreach

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Current Progress: CHN Program

- Reduced Capacity
 - Due to limited grant funding, AACHI lost two CHNs serving the Chinese speaking community
- As of 3/21/23 - Currently at 76% of CHN Program client capacity
 - 268 clients out of our 350 maximum caseload capacity
- 2 vaccination pop-ups in December, 33 patients, 18 COVID, 26 Flu

Upcoming:

- April/May COVID pop up clinic
- July 22 Annual AAPI Health Fair





Quarterly Newsletter



AUSTIN ASIAN COMMUNITY HEALTH INITIATIVE

AACHI at a Glance

- We've helped **430 clients** access health care and social services so far this year. Compared to last year, we're helping even more folks as this is an **8% increase** in total clients assisted.
- **95.4%** of our clients are **fully vaccinated and/or boosted** compared to the whole of Texas at 62.9%.
- **87.6%** of AACHI's clients are currently **enrolled in health insurance or coverage options** (such as MAP), which is 6% more than the total percentage of Texans who have health coverage.

A warm welcome to our new Board Directors...



Kitty Woo Ham



Phu Trinh



Jimmy Yen

Check out their bios & learn more about these amazing folks here: [Kitty](#), [Phu](#), [Jimmy](#).

Recent Community Outreach:

A BIG thanks to our partners who worked with us to ensure resources are accessible to our communities!

- [AISD](#) invited AACHI to participate in their Back to School event on Saturday, Aug. 6, 2022. Services for students include FREE COVID-19 & childhood immunizations, school supplies, haircuts, dental & vision exams, & prizes. AACHI was a vendor at the event providing multilingual resources, translations, COVID-tests, & KN95 masks.
- AACHI staff volunteered at the [Open Eyes Beyond Border](#) Back to School event on Sunday August 21st at Barrington Elementary School. Services included vision, Dental, Wellness, COVID-19 vaccines, school supplies & other community resources.



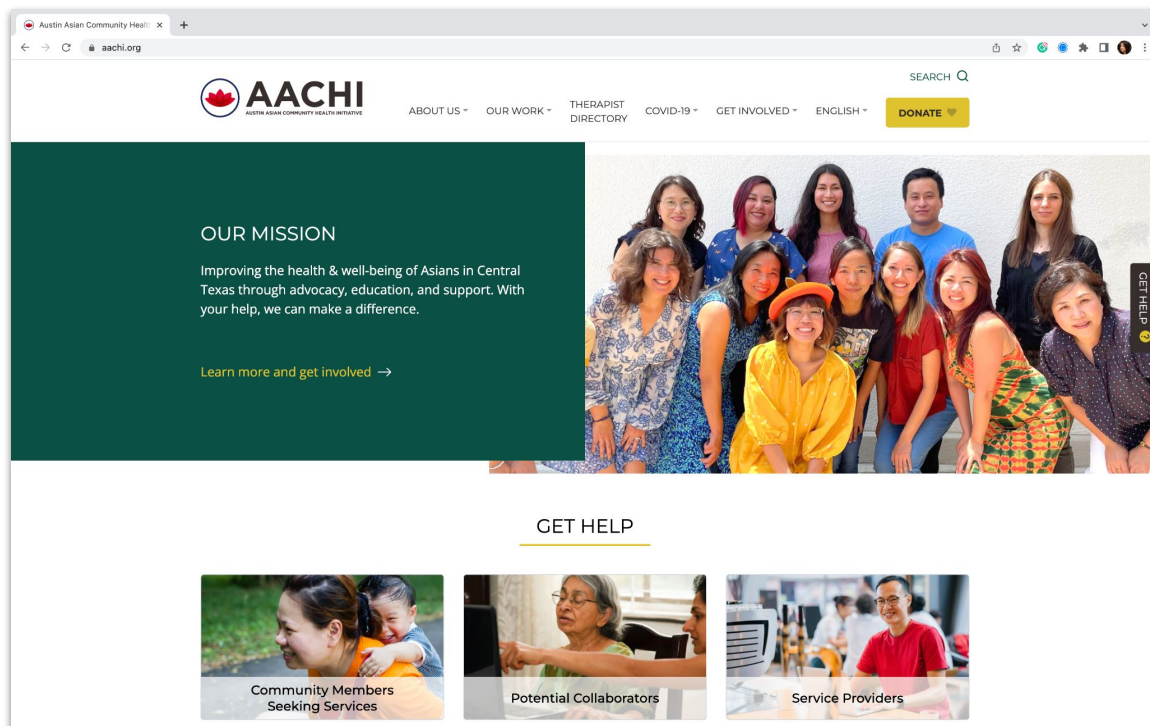
Left: Our Community Health Navigator, Kathy Trinh, speaking to a community member about our services at the [Vietnamese American Community of Austin Texas \(VACAT\)](#)'s Tat event.

Right: To ensure we reached communities most vulnerable to COVID-19, we performed language-accessible outreach with [APH](#) at the Austin Vietnamese Senior Center.



- Provides updates on programming, events, staff, & board members
- 800+ subscribers
- Subscribe at [AACHI.org](#)

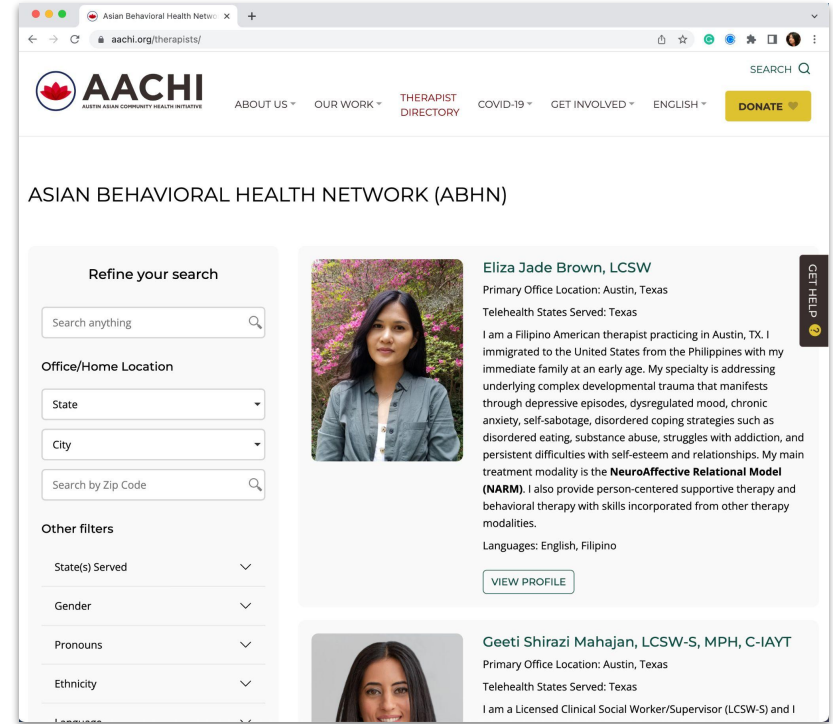
AACHI Website





Asian Behavioral Health Network (ABHN)

- Funded by Hogg Foundation
- Partners:
 - Asian American Quality of Life Commission
 - Aspire to Age
 - Austin Asian American Film Festival
- Asian Therapist Networking Events
- Therapist Directory





Strategic Plan

- 5 Year Strategic Plan, 2022-2027
- [Seeds for Change Consulting](#)
- Priority Areas:
 - Fundraising and Communications
 - Board Development & Recruitment
 - Staff & Programming



Austin Asian Community Health Initiative (AACHI)
5 Year Strategic Plan
November 2022 to November 2027

Prepared by Seeds for Change Consulting, LLC
Raman Sandhu, J.D.
Ashley Velásquez

AACHI'S STRATEGIC GOALS

YEAR 1 -- 11/2022 TO 11/2023

Priority Area #1 Fundraising & Communications

Diversify funding streams to sustain current operations.

Priority Area #2 Board Development & Recruitment

Thoughtfully expand board membership in the next recruitment cycle by 2-4 individuals with specific and solid skills related to fundraising, community awareness, and fostering relationships.

Priority Area #3 Staff & Programming

Focus on stabilizing staffing for the present with a look towards what is needed for the near future.



AUSTIN ASIAN COMMUNITY
HEALTH INITIATIVE



Year 1 Strategic Plan Strategies

Fundraising & Communication

1. Immediately begin looking into capacity building funds
2. Establish a reserve fund policy and specify how it will be built

Staff & Programming

1. Consider hiring a development professional with support from a capacity building funder(s).
2. Create an executive director succession plan.
3. Create talking points and an elevator pitch regarding the Community Health Navigation Program (CHN).
4. Make a plan for rehiring a CHW for the Chinese population.



Year 1 Strategic Plan Strategies

Board Development & Recruitment

1. Plan for Meet & Greets, and other specific targeted outreach efforts, to build a pipeline of potential board members, with a focus on supporting fundraising, community awareness, and leveraging connections to expand the influence of AACHI's board within Central Texas.
2. Evaluate if creating an advisory committee would be helpful for both the board and the organization overall.

Miscellaneous

1. Review compensation package and policy i.e. raises, bonuses & annual company wide COLA.
2. Establish process for board to self manage.
3. Setting minimum hourly rate at \$24.12.
4. Update officer nomination process

AACHI'S STRATEGIC GOALS YEAR 2 -- 11/2023 TO 11/2024

Priority Area #1 Fundraising & Communications

Evaluate creating a revenue generator model to further diversify funding streams and boost knowledge sharing with the community.

Priority Area #2 Board Development & Recruitment

Create board policies and procedures.

Priority Area #3 Staff & Programming

Prioritize hiring a Chief of Staff or an Associate Director to provide strategic support to the Executive Director.



AUSTIN ASIAN COMMUNITY
HEALTH INITIATIVE



Travis County CHW Sustainable Financing

- Core planning group: Representatives from
 - Austin Public Health
 - Central Health
 - UT Dell Medical School
 - St. David's Foundation
- Potential Funding Strategies
 - Increasing Investment in CHWs at City/County safety net healthcare providers
 - Working with FQHCs to increase access to CHWs
 - Working with private healthcare providers to increase access to CHWs

**An Exploration of Sustainable Funding for
Community Health Workers
in Travis County, Texas**

March, 2023

Prepared for
Austin Asian Community Health Initiative (AACHI)

Consultants: Wanda Thompson, PhD and Jacquie Shillis, MEd



Travis County CHW Sustainable Financing

“Nonprofit organizations that employ CHWs to provide general, less clinical services, ... [and] especially organizations that serve people whose culture and language make them a small segment of the population, currently have limited funding options, which are labor intensive and tenuous:

- Relying on grants and donations
- Establishing partnerships and business relationships with healthcare facilities and systems, health insurance companies, and government entities to explore ways to fund CHWs”



Fundraising and Development

- Amplify Austin
- Give in May
- Corporate Sponsorships
- Exploring
 - Employee Resource Groups
 - Merchandise
- Annual Fundraising Event -
[Family Style: Austin Asian Restaurant Passport](#)



Tso Chinese Takeout & Delivery	
Address 9333 Research Blvd	
Website www.tsodelivery.com	
Social @tsodelivery	
About Austin's favorite Chinese food for free delivery with a no tipping policy.	Get \$15.50 off any entree with a \$40 minimum purchase
Fil N Viet	
Address 2903 E 12th St.	
Website www.filnviet.com	
Social @fil_n_viet	
About A blend of Filipino and Vietnamese flavors. Creating authentic dishes and inspiring new favorites.	Free order of Sinigang Chicken Wings when you spend \$20



Funding Impact

- This year, four CHWs were dismissed due to funding decrease
 - 1 Arabic language CHW (1 remaining Arabic language CHWs)
 - 2 Chinese language CHWs (No remaining Chinese language CHWs)
 - 1 supervising CHW (Program Coordinator/Manager)
- [Year to Year Comparison](#)