



## **King County**

**Department of**  
Community and Human Services

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### **IMPLEMENTATION PLAN**

#### **2012 – 2017 Veterans and Human Services Levy: Activity 4.5 B Cultural Navigator Program**

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#### **1. Goal**

Increase self-sufficiency of veterans and vulnerable populations

#### **2. Strategy**

The Veterans and Human Services Levy's Service Improvement Plan (SIP) set a goal of strengthening families at risk.

#### **3. Activity 4.5 Information and Referral**

Activity 4.5 B Cultural Navigator Program described below is one of two activities funded under Activity 4.5 Information and Referral.

#### **4. Service Needs, Populations to be Served, and Promotion of Equity and Social Justice**

##### *a) Service Needs*

Limited and non-English speaking immigrants and refugees need access to culturally and linguistically appropriate information and assistance to help them to better manage their other needs. In addition, some community partners need consultation and support to develop cultural competency skills that allow them to more effectively serve immigrants and refugees.

##### *b) Populations to be Served*

The Cultural Navigator Program (CNP) assists low income immigrants and/or refugees, including limited and non-English speaking families with young children and older adults, to access the resources they need. Within this population, currently targeted language/ethnic groups include Spanish, Russian, Asian Indian, Vietnamese and Chinese. This will gradually expand to other minority groups depending on the needs of the community.

c) *Promotion of Equity and Social Justice*

- i. Will your activity have an impact on equity?  
Yes. The CNP's activities will improve equity in access to health and social services.
- ii. What population groups are likely to be affected by the proposal? How will communities of color, low-income communities or limited English proficiency communities be impacted?

Low-income, limited and non-English speaking immigrants and refugees will be affected by the proposal. This activity serves communities of color, low-income communities, and limited English proficiency communities. These communities will be positively impacted through improved access to linguistically and culturally-appropriate services to meet their needs and support self-sufficiency.

- iii. What actions will be taken to enhance likely positive impacts on these communities and mitigate possible negative impacts?

An advisory group comprised of representatives from city government, local community leaders, and volunteers meets regularly to provide guidance and leverage resources to support the operation of the program. The advisory group helps the CNP to continue to positively impact the communities served.

Possible negative impacts will be resolved through consultation with community partners involved and/or affected. The CNP would work with these community partners to explore other options, such as revising the service plan, to minimize the negative impacts. The CNP would explore alternatives in order to continue serving those who will benefit.

## **5. Activity description**

The goal of the CNP is to increase self-sufficiency for immigrants and refugees through access to linguistically and culturally-appropriate services. Public Health – Seattle & King County contracts with Chinese Information and Service Center (CISC) to implement the CNP. Linguistically and culturally-appropriate services and activities offered include:

- Assisting limited and non-English speaking individuals and families to access appropriate services and navigate through those service systems. This assistance is provided individually, in small groups, and in workshop format. Activities include:
  - Referral information
  - Reference materials
  - Completing applications and forms
  - Limited interpretation and follow-up
  - Family support services
- Creating partnerships with East and South King County human service agencies that are imbedded in, and serve, the immigrant and refugee community.

- Consulting, collaborating, and sharing resources with community agencies contacting the Cultural Navigator Project.
- Utilizing Play and Learn groups to model to caregivers how children learn through play. Activities include:
  - Art activities
  - Story time
  - Songs
  - Dance
- Counseling about health insurance options: In collaboration with SHIBA, the CNP schedules workshops, enrollment events, and personal consultation on different health insurance options available to immigrant families especially those who are low income, unfamiliar with the health care system and have difficulties in accessing affordable health care.
- Supportive family counseling to promote positive family dynamics and interactions
- Socialization
- Computer skill and job skill enhancement training

The CNP also leverages CISC in-house programs to support families through the FFN Kinship Program (grandparents and other caregivers caring for grandchildren), Victim of Crime Project, International Computer Technology Center, Family Caregiver Support Program, etc.

CNP has service sites at the Together Center in Redmond, Bellevue Mini City Hall in Cross Road Mall, and Kent International Family Center. Regular activities such as Play and Learn, computer training, and socialization activities are scheduled at different sites in addition to the Information and Assistance services.

**6. Funds Available**

The 2012 Service Improvement Plan identified the following allocations for this activity.

	2012	2013	2014	2015	2016	2017
<b>Human Services Levy</b>	\$70,000	\$70,000	\$70,000	\$70,000	\$70,000	\$70,000

A total of \$70,000 is available in 2013 to implement this activity. Additional funds will be available annually through 2017 based on the activity’s performance.

**7. Evidence based and Promising Practices**

The services offered are considered best practices. Literature has shown that language and cultural barriers contribute to disparities in accessing information for immigrants. (Chen CJ, Kendall J, Dhyu YI. Grabbing the rice straw: Health information seeking in Chinese immigrants in the United States.) The disruption of social ties associated with immigration removes the usual sources of support and assistance. Therefore, culturally

and linguistically appropriate information and assistance for limited and non-English speaking immigrants will likely help immigrants and refugees to better manage their needs.

Play & Learn is particularly effective for enhancing caregiver social networks and building understanding of child ages and stages among caregivers, as well as understanding that play helps children’s social and cognitive development (key finding from Organizational Research Services prepared for 2011 Child Care Resources).

## 8. Services Partnerships

CNP will partner with CISC internal programs to provide comprehensive support to families. CNP also collaborates with the following key local community partners for sharing of resources and referral of services:

- Eastside Refugee and Immigrant Coalition
- Cities of Bellevue, Redmond, Kirkland, Kent
- Kent Family Resource Center
- Catholic Community Services
- Jewish Family Services
- Indian Association of Western Washington
- Great Wall Shopping Mall
- Statewide Health Insurance Benefits Advisors (SHIBA)
- Neighborhood House
- Hopelink
- Redmond Grass Lawn Park
- Issaquah Library

CNP Cultural Navigators and the Program Coordinator outreach regularly to local community partners for project collaboration and referral follow-up. The CNP also pro-actively participates in activities that encourage inter-agency and cross community collaboration such as resource fairs and/or cross-cultural activities.

## 9. Performance Measures

VHS Levy Objectives	Service Outputs/ Measures	Most Recent Performance	2013 Target(s)	Data Source
<b>Engagement/ Assessment</b>	Number of clients receiving information and referral	1,488	1,000	Report Card – Services
	Number of agencies receiving technical assistance	154	150	Report Card – Services