



# Asian American Health Initiative

Montgomery County, Maryland  
Department of Health and Human Services

**FY2017**

# ANNUAL REPORT

# MESSAGE

## from AAHI Leadership

The Montgomery County Department of Health and Human Services' (MCDHHS) Asian American Health Initiative (AAHI) is proud to release its Fiscal Year 2017 (FY2017) Annual Report to highlight its advancements towards achieving health equity for Asian Americans in Montgomery County. In FY2017, AAHI worked to empower communities and individuals to take control of their health and improve their own health status. Simultaneously, AAHI worked to strengthen and enhance the local health care delivery system and ensure its responsiveness to the needs of the diverse Asian American community.

AAHI demonstrated its unwavering commitment to improving the health and well-being of Montgomery County residents through its work. The AAHI team continued to provide quality services and programs to the community such as community outreach, health education, and community capacity building initiatives. At the same time, in FY2017, they expanded their mental health project. Not only did they continue developing mental health photonovels and organizing Mental Health First Aid trainings, but they also increased their efforts to include more robust outreach around mental health. Additionally, they piloted a cultural competency training for mental health care providers and service-delivery staff.

FY2017 also marked the launch of a new focus at AAHI: senior health and wellness. AAHI team members piloted new programs like *Friends' Corner*, which focused on the health, wellness, and wellbeing of older adults and provided concentrated outreach to Asian American seniors. All of these services and programs progressed AAHI's work towards eliminating health disparities for Asian Americans in Montgomery County.

As FY2017 comes to an end, we hope you will join us in celebrating our achievements and accomplishments from the past year. We appreciate the support and dedication of the AAHI Steering Committee, MCDHHS leadership, community partners, Health Promoters, and devoted volunteers who help make our work possible. We stay committed to working alongside our partners and community members *to build a healthy community*.



Meng K. Lee  
AAHI Steering Committee Chair



Perry Chan, MS  
AAHI Program Manager

# TABLE OF CONTENTS



1	Message from AAHI Leadership
2	Table of Contents
3	About AAHI
4	Community Profile
5	Snapshots: FY2017 at a Glance
6	Accomplishments: FY2017 at a Glance
8	Health Communications & Outreach
18	Capacity Building
28	Systems Improvement
37	Service Administration
41	Professional Development
44	Financials
45	AAHI Steering Committee
46	How to Get Involved
48	Acknowledgements

# ABOUT AAHI



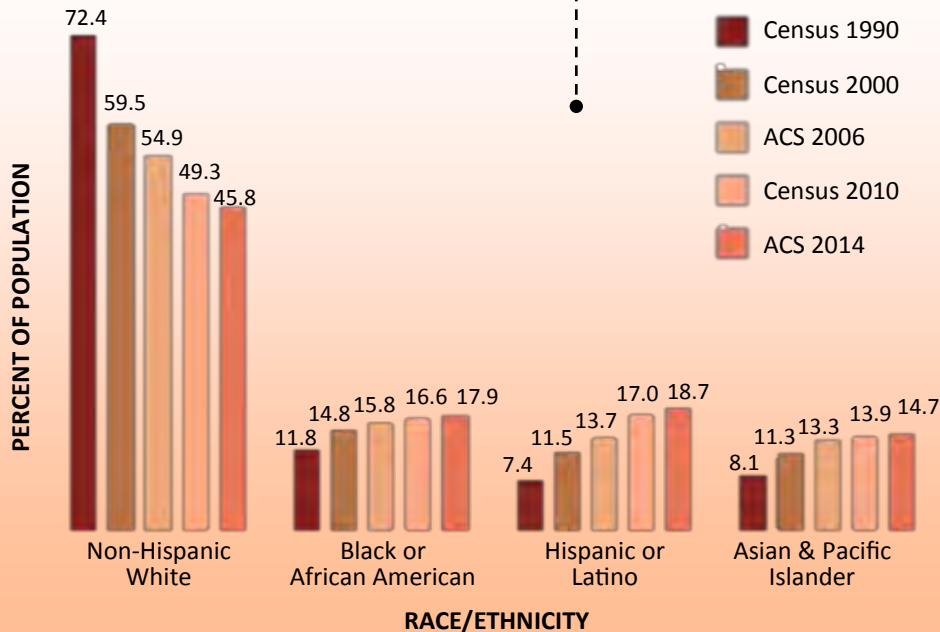
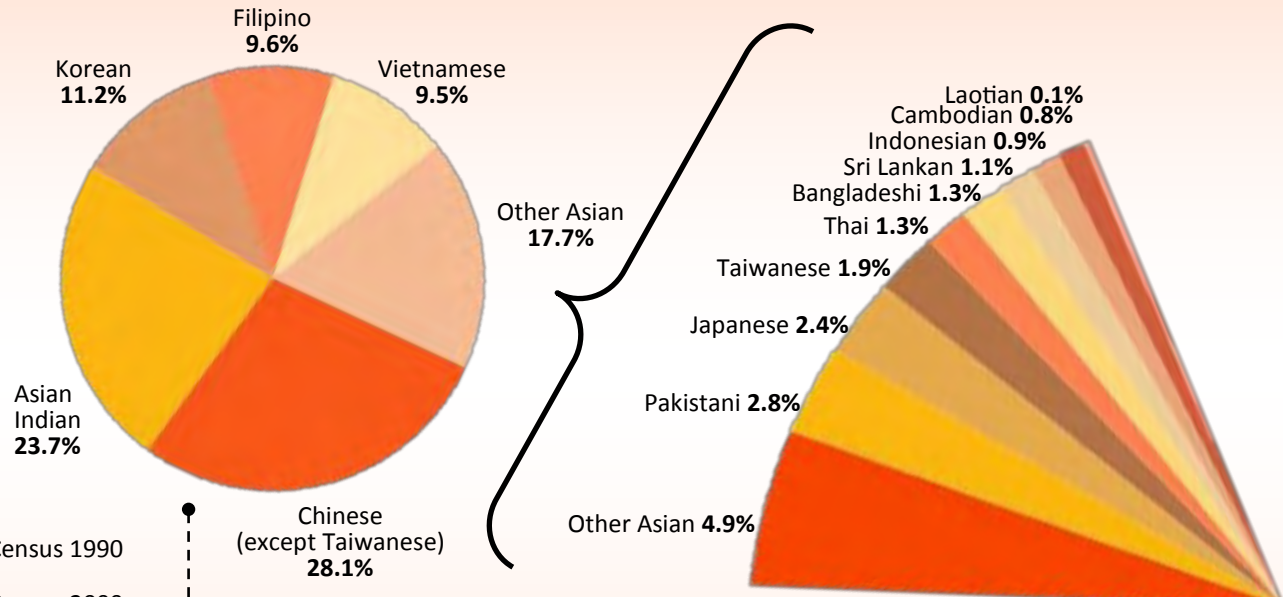
The [Asian American Health Initiative](#) (AAHI) was established in Fiscal Year 2005 with support from the Montgomery County Executive, County Council, and community leaders. AAHI was the first County program to specifically address the health disparities of the pan-Asian American community in Montgomery County. Through insight from community partners and feedback from community members, AAHI gains a nuanced understanding of community health needs, mores, and cultures. Subsequently, AAHI is then able to share information on health and social topics that are most pertinent and impactful to each respective community. Through AAHI's tailored outreach approach, they are able to provide culturally and linguistically competent resources to Montgomery County's diverse Asian American community.

The [mission](#) of AAHI is to identify the health care needs of Asian American communities, to develop culturally competent health care services, and to implement health education programs that are accessible and available to all Asian Americans in Montgomery County.



# COMMUNITY PROFILE

The Asian American community is one that has seen tremendous growth, both nationally and locally. According to the 2010 United States Census, Asian Americans are the fastest growing population in the country. Similarly, Asian Americans are the second fastest growing minority group in Montgomery County. The 2015 American Community Survey (ACS) also states that Asian Americans comprise 15.1 percent (156,974) of Montgomery County's population. In addition, Asian Americans in Montgomery County account for 41 percent of Maryland's total Asian American population.



While Asian Americans are often referred to as one homogenous group, they are actually comprised of multiple subgroups. Among these subgroups lies a rich diversity of cultures and beliefs. According to the 2015 ACS, almost 71 percent of the Asian American population in Montgomery County is foreign born. In addition, 29 percent of the County's Asian American population have limited English proficiency - meaning they do not speak English as their primary language and have a limited ability to read, speak, write, or understand English.

# SNAPSHOTS

FY2017 at a Glance



**MENTAL HEALTH PROJECT**

**FRIENDS CORNER**

**HEALTH PROMOTERS PROGRAM**

**COMMUNITY OUTREACH EVENTS**

**EMPOWERING COMMUNITY HEALTH ORGANIZATIONS PROJECT**

**FAITH-BASED INITIATIVE FOR RESOURCES AND SERVICES TRAINING**



# ACCOMPLISHMENTS

FY2017 at a Glance

## ALL PROGRAM AREAS

83 outreach activities attended



5,950 community members assisted



12,426 pieces of literature distributed



6,547 educational encounters conducted



366 health service referrals provided



## OUTREACH & HEALTH COMMUNICATIONS

### COMMUNITY OUTREACH EVENTS\*

- 4,361 community members assisted
- 83 outreach activities attended
- 68 internal requests completed
- 685 hours contributed to outreach
- 12 ethnic communities reached
- 12,426 pieces of literature distributed
- 4,985 educational encounters conducted
- 972 health screenings and vaccinations given
- 366 health service referrals provided
- 93% of community members agreed or strongly agreed that they were satisfied with AAHI's service
- 100% of community partners would recommend AAHI to other organizations/events in their community

*\*Cumulative total from multiple projects. See page 12 for more information.*

### SERVICE CONNECTION

- 26 community members requested a service connection
- 32 service connections completed

### HEALTH EDUCATION MATERIALS

- 187 multilingual resources offered

### CONNECTING COMMUNITIES TO SERVICES

- 133 community members assisted
- 92 small businesses reached
- 2 clinics provided outreach
- 32 hours contributed to Connect

### AAHI CULTURAL MEDIA CAMPAIGN

- 32 articles published

### AAHI IN SOCIAL MEDIA

- 504 social media posts shared
- 50,086 Blogger, Facebook, Twitter and YouTube views reached

### HEALTH EDUCATION WORKSHOPS

- 739 community members assisted
- 16 workshops conducted

### AFFORDABLE CARE ACT

- 67 community members assisted
- 262 hours contributed to ACA

## SERVICE ADMINISTRATION



### PATIENT NAVIGATOR PROGRAM

**1,823** on-site medical interpretation sessions conducted  
**1,323** phone medical interpretation sessions conducted



### HEPATITIS B PREVENTION PROJECT

**217** community members screened  
**61** community members completed or in the process of completing 3-shot vaccination series

## CAPACITY BUILDING



### HEALTH PROMOTERS PROGRAM

**24** Health Promoters recruited  
**15** languages and dialects spoken  
**13** communities represented



### FAITH-BASED INITIATIVE FOR RESOURCES AND SERVICES TRAINING

**192** community members assisted  
**7** FIRST & PREP sessions completed



### MENTAL HEALTH FIRST AID\*

**2** trainings conducted  
**61** individuals attended

*\*FY2017 numbers include some numbers from FY016.*



### SERVICE MAPS

**38** service maps created



### EMPOWERING COMMUNITY HEALTH ORGANIZATIONS PROJECT

**2** workshops conducted  
**202** individuals representing **100** organizations attended  
**94%** of attendees rated overall workshops as 4 or higher on a scale of 1-5, where 5 is the highest



### TECHNICAL ASSISTANCE

**155** hours contributed to technical assistance  
**42** organizations provided technical assistance to



### AAHI 101 & COMMUNITY NEEDS ASSESSMENT

**42** hours contributed to presentations  
**29** organizations presented to

## SYSTEMS IMPROVEMENT



### WORKGROUP PARTICIPATION

**74** hours contributed to workgroups  
**9** workgroups participated in



### LEADERSHIP INSTITUTE FOR EQUITY AND THE ELIMINATION OF DISPARITIES

**65** hours contributed to activities



### SENIOR HEALTH & WELLNESS

**399** community members assisted  
**2** Friends Corner sites established  
**9** Friends Corner sessions completed



### BEHAVIORAL & MENTAL HEALTH

**2** provider cultural competency trainings conducted  
**26** individual attended  
**3,608** photonovels distributed



# HEALTH COMMUNICATIONS & OUTREACH

One of the Asian American Health Initiative's (AAHI) prime focuses is to provide robust community outreach and quality health communications to the Asian American community in Montgomery County. Asian Americans face several unique barriers to care. In AAHI's [2008 County-Wide Health Needs Assessment](#), Asian Americans reported experiencing challenges to accessing quality health care due to a lack of health insurance, inadequate coverage, financial difficulties, limited transportation (particularly for seniors), linguistic barriers, and insufficient access to health care providers who speak their language. To overcome these barriers, it is imperative that culturally and linguistically competent health education and outreach programs are available and accessible.

AAHI utilizes multiple vehicles of dissemination to provide health information, materials, and resources to the Asian American community. These vehicles include social media, multilingual educational materials, and local news. AAHI increases access to care through outreach to diverse and underserved Asian Americans. They engage with the community during health fairs, small business outreach, and health education workshops. Through these efforts AAHI ensures that community members not only learn about important health topics but also are connected to services. The ultimate goal of health education and community outreach is to empower individuals to take control of their health by providing them with the information and resources they need to make changes in their lives.



# HEALTH EDUCATION MATERIALS

To ensure the Asian American community is equipped with the tools it needs to make educated health decisions, AAHI has developed a collection of [health education materials](#). In FY2017, AAHI expanded their library to include more senior health and wellness related community resources. Health education materials are available at outreach events and online. They are also available in multiple languages including but not limited to: English, Chinese, Hindi, Korean, Vietnamese, and Tagalog.



## What topics are included in AAHI's Resource Library?



# AAHI CULTURAL MEDIA CAMPAIGN

To expand AAHI's reach to the Asian American community, AAHI created their cultural media campaign. Through partnerships with local print and online news sources targeting different Asian subgroups, AAHI publishes educational articles on various health topics. These articles are published in several Asian languages based on Montgomery County's Asian American population.



INDIA THIS WEEK MARCH 17, 2017 3

## Erasing the Stigma Towards Mental Health

Erasing the Stigma Towards Mental Health

When the Chinese Culture and Community Service Center (CCACC) initiated an essay contest, asking community members to submit their stories about mental health, they did not expect much in return, perhaps ten replies. What they received exceeded expectations, with 44 responses detailing a wide variety of experiences with mental health struggles and triumphs. The contest winner would be a difficult decision to make, but with a team of three psychiatrists, two family doctors, and one journalist, finalists were selected and their stories were shared to spread mental health awareness.

Stigma is a barrier towards mental health and receiving mental healthcare exists within many Asian American communities, not only the Chinese American community. To say that Asian Americans do not experience mental health concerns is a myth; it is, in fact, an extension of the Model Minority Myth, or the false stereotype that lumps all Asian Americans together as being wealthy, highly educated, well-adjusted, and healthy—including mentally healthy.

According to Mental Health America, 5.4% of the US population identifies as Asian American or Pacific Islander and about 13% of those individuals have a diagnosable mental disorder—that equates to about 2.2 million people. Suicide is the tenth leading cause of death for Asian Americans, but the second leading cause of death among Asian Americans between 15 and 24 and the third leading cause of death among 25-34 year-olds. When you look closely at research, you find more information on depression, anxiety, partner violence—all mental health issues that exist within and affect the Asian American community.

Despite these data, barriers to seeking and receiving mental health care exist. Relative to other US populations, Asian Americans are three times less likely to see a mental health provider. Even if Asian Americans do access mental health care, they are more likely to stop receiving care early in the treatment process. The struggles of dealing with stigma towards mental health also affect local Asian Americans living in Montgomery County, Maryland. A study done with Asian American young adults in Montgomery County identified six main barriers to seeking mental health care, one of which was stigma and negative perceptions of the seeking counseling.

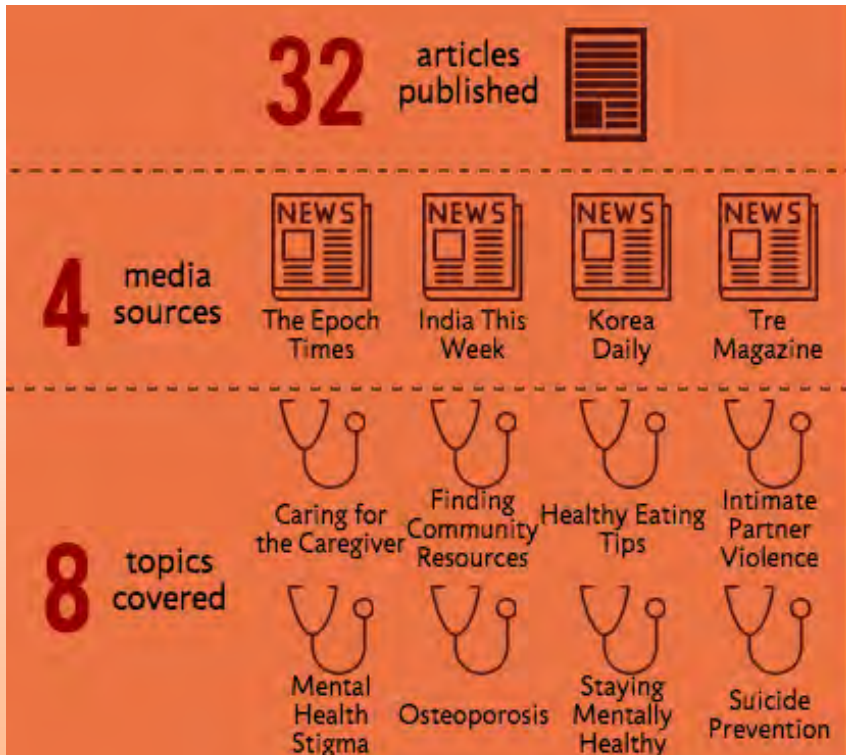
Stigma among Asian American communities is complex, and stigma towards mental health care is only a part of that equation. Director of the Pan Asian Volunteer Health Clinic in Gaithersburg, Maryland and Licensed Clinical Social Worker, Kate Liu, has noticed that when educating community members on mental health, "people are less excited compared to if you promote health-related information for other services, but if you focus on mental health itself, people think it isn't relevant." This may be because "many people think that when you talk about mental health it means a person is crazy, so it doesn't pertain to me because I am not like that," Liu explained.

That label of "crazy" is very harmful when used. Calling someone "crazy can shame him/her, and as a result, it is isolating and stigmatizing. This is especially true since mental health conditions are invisible to the eye, and when these conditions are stigmatized by saying "crazy," those who struggle with mental health conditions may be less likely to seek help, or may take a very long time to get help from a mental health provider.

Despite the existing mental health stigma, the veil is lifting. Following the essay contest, CCACC invited the participants for a gathering and discussion to receive feedback, and many participants have since become interested in volunteering to further help the community and inspire others to get attention for their mental health needs.

If you would like to learn more about mental health, mental health care, and how you can help spread awareness and reduce the stigma, please visit the Asian American Health Initiative's Resource Library web page at: <http://aaahia16.org/resources/resource-library/>. On this page, you will find two mental health photo novels, which discuss the importance of mental health care and how the process of therapy works, as well as a multilingual video about mental health.

If you find that you or a loved one needs additional help, the Asian American Health Initiative (AAHI), a part of Montgomery County's Department of Health and Human Services, encourages you to contact your primary care doctor. You may also contact Montgomery County Access to Behavioral Health Services at 240-777-1770, which offers free mental health screening and referrals both over the phone and in person. If you are a Montgomery County resident, low income, uninsured, and need primary care, you can contact Montgomery Care's Clinics through MCH311 by dialing 240-777-0311.



Local media serves as a popular and reliable source of news and information for many Asian American communities. Given their wide distribution, publishing educational articles allows AAHI to reach hundreds of readers to provide information on different health topics and free or low-cost resources in the community.

# AAHI IN SOCIAL MEDIA

**CANCER PREVENTION**  
6 Steps to Reduce Your Risk

**Statistics**  
Cancer is the leading cause of death among Asian Americans.  
Nearly 1 in 3 Asian Americans will develop cancer in the course of their lifetime.

**6 Steps to Prevent Cancer**  
Many cancer deaths can be prevented by adopting a healthier lifestyle. See what you can do to lower your cancer risk!

- QUIT smoking**  
Stay away from all forms of tobacco and tobacco smoke.
- EAT well**  
Eat a variety of healthy foods such as fruits, vegetables, and whole grain products. Limit intake of processed meat and salt meat.
- USE sunscreen**  
Protect your skin from sun exposure by using sunscreen and wearing protective clothing over on busy days.
- STAY active**  
Exercise regularly to maintain a healthy weight.
- GET vaccinated**  
Vaccinations for diseases such as Hepatitis B and HPV can lower your risk of developing liver cancer and cervical cancer.
- TALK to your doctor**  
Regular check-ups and screenings can increase your chances of discovering cancer early.

**Resources**  
The Asian American Health Initiative, a part of Montgomery County's Department of Health and Human Services, encourages you to take preventative measures against cancer!

Medical care for uninsured, limited-income Montgomery County residents:

- Breast and Cervical Cancer Screening: 248-777-1750
- Colorectal Cancer Screening: 248-777-1222
- Montgomery Care Units: 248-777-0311

Social media's ability to reach large groups of people makes it a powerful health communication tool. AAHI utilizes social media to share information on local resources, promote local health events, and inform community members of volunteer opportunities. In addition, AAHI publishes quarterly e-newsletters. These methods of communication extend AAHI's reach to different groups of Asian Americans.

Asian American Health Initiative  
According to the Health Status of Asian Americans, minority health issues are a significant public health concern for the U.S.

**Workshop: ACHO Workshop on "Aging in Montgomery County: Building a Silver Community Together"**

Joining AAHI in partnership with the Asian American Elder Program, the Latino Health Initiative, and the Community Action Agency, through our U.S. Engineering Community Health Organization (US-CHO) National Free workshop, "Aging in Montgomery County: Building a Silver Community Together" is the second of six free webinars focusing on the needs, interests, and experiences of an aging community. The next set of webinars will follow in the fall of 2017.

Our ACHO Project is a series of professional and peer-led learning activities designed to help you build the foundation of community engagement.

This is the sixth of six sessions. More information and registration details are available for resources related to the ability of older people.

AAHI Assessment Events  
Date: Thursday, June 1  
Webinar: June 1

Asian American Health Initiative

AAHI is proud to announce the launch of our new website, [www.aahi.org](http://www.aahi.org). The new website features a user-friendly design and provides a wealth of information on our programs, services, and events. We encourage you to explore the site and let us know what you think.

AAHI is also excited to announce our new partnership with the U.S. Engineering Community Health Organization (US-CHO) National Free workshop, "Aging in Montgomery County: Building a Silver Community Together". This is the second of six free webinars focusing on the needs, interests, and experiences of an aging community. The next set of webinars will follow in the fall of 2017.

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**4** social media sources

**504** social media posts shared

**12** monthly local events handouts distributed

**50,086** Blogger, Facebook, Twitter, and YouTube views reached

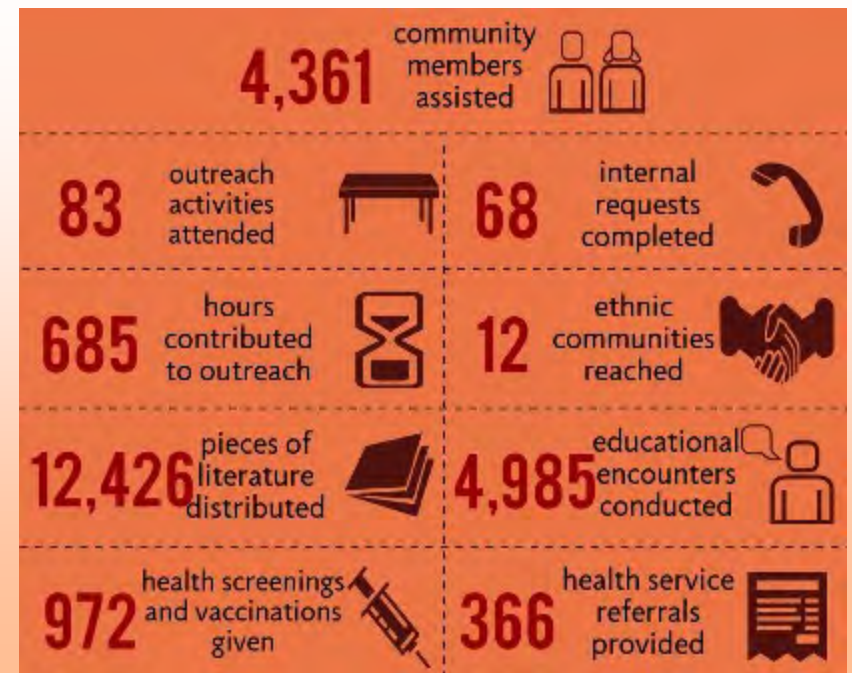
**4** AAHI e-newsletters sent

- [Read our community blog](#)
- [Like us on Facebook](#)
- [Follow us on Twitter](#)
- [Follow us on YouTube](#)
- [Join our mailing list](#)

# COMMUNITY OUTREACH EVENTS

AAHI employs a dynamic community outreach model to ensure all Asian Americans in the County have access to quality health information. By visiting community members at their churches, temples, mosques, and community centers, AAHI is able to break through traditional barriers that characterize the Asian American community. Additionally, before each outreach activity, AAHI takes into consideration the needs of that specific community to ensure they are providing the most pertinent and useful information. Through community outreach, AAHI is able to distribute up-to-date health education literature, provide health promotion, and most importantly, connect community members with local health services.

In FY2017, AAHI's community outreach events also include Health Education Workshops, Service Connection, Affordable Care Act efforts, behavioral & mental health efforts, Connecting Communities to Services, hepatitis B prevention project, and senior health & wellness efforts.



# COMMUNITY OUTREACH EVENTS

## Participant & Community Partner Evaluations

AAHI is committed to providing high-quality tailored information to the Asian American community. In line with this commitment, AAHI asks community members and partners to provide feedback on their work. AAHI collects at least one **Participant Evaluation** from every outreach event to measure community members' satisfaction with AAHI's service. In addition to English, the Participant Evaluation is available in Chinese, Hindi, Korean, and Vietnamese - the languages of Montgomery County's largest Asian subgroups. After each outreach event, AAHI sends community leaders the **Community Partner Evaluation** so they can provide feedback on their experience of working with AAHI. Through these evaluations, AAHI is able to make community-informed improvements to the services they provide.

### PARTICIPANT EVALUATIONS

Out of 60 evaluations...

of community members thought the health information provided by AAHI was helpful

**95%**

of community members thought the AAHI volunteers were helpful in answering health questions

**90%**

of community members agreed or strongly agreed that they were satisfied with AAHI's service

**93%**

### COMMUNITY PARTNER EVALUATIONS

Out of 23 evaluations...

of community partners thought AAHI staff were punctual and well-prepared for the event

**100%**

of community partners would recommend AAHI to other organizations/ events in their community

**100%**

of community partners agreed or strongly agreed that they were satisfied with AAHI's service

**96%**



# HEALTH EDUCATION WORKSHOPS



Through AAHI's community outreach efforts, numerous community partnerships, and data collection efforts, AAHI identified the need to for more in-depth health education on specific topics of relevance to the Asian American community. To satisfy this need, AAHI works with different trusted community based organizations (CBOs) to provide health education workshops to the Asian American community. In FY2017, AAHI partnered with the Korean American Outreach Group (KAOG) and the American Indians for Community Service (AICS).

These outreach efforts typically take place at local CBOs and faith-based organizations (FBOs) where Asian Americans typically gather. They are also often provided in an Asian language. Workshops cover a myriad of topics which affect the Asian American community. Some topics include diabetes management, nutrition, exercise, social security, allergies, Lyme disease, and Zika virus.



# CONNECTING COMMUNITIES TO SERVICES



Through the *Connecting Communities to Services* project, or Connect as it is commonly referred to, AAHI is able to reach more isolated and marginalized community members by conducting outreach at local small businesses and community clinics.

When conducting small business outreach, AAHI representatives visit local Asian-owned and/or employed restaurants, shops, nail salons, grocery stores, and retail establishments during non-peak business hours to share health education and resource information.

For clinic outreach, AAHI team members set up Resource Information Tables in clinic waiting rooms, distribute health literature, and provide education to patients as they wait to be seen. These clinic visits also feature screenings of AAHI's multilingual mental health video.





# SERVICE CONNECTION

At community outreach events, AAHI refers community members to local services. Since Fiscal Year 2016 (FY2016), AAHI has escalated their approach to service referrals by directly connecting community members to local services. AAHI accomplishes this by assisting community members in making appointments, reminding them about their appointments, ensuring they have needed documents and paperwork, and following up with them after the appointments.

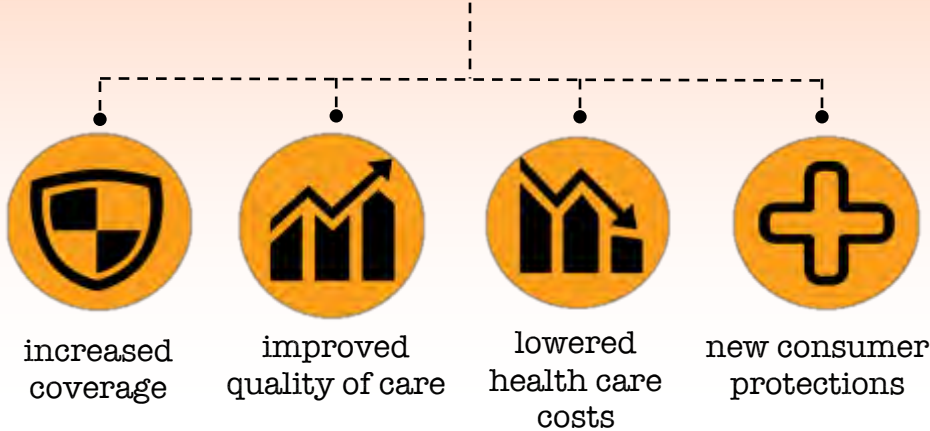
In FY2017, AAHI continued to provide service connections. They help community members access a myriad of services, including but not limited to: [Medicaid](#), [Supplemental Security Income](#), [Maryland Health Connection](#), [dental services](#), [Montgomery Cares](#), [mental health services](#), and [senior and disability services](#).

By working directly with community members, AAHI is able to gain insight into the different barriers that hinder access to services. Some of the challenges that community members who seek service connections face include: lower-income, limited English proficiency, immigrant status, lack of health insurance, and limited transportation. Service connections help AAHI not only better understand these barriers, but also further minimize and overcome these barriers.



# AFFORDABLE CARE ACT

The [Patient Protection and Affordable Care Act](#) (ACA) was signed into law on March 23, 2010. Its passage brought sweeping health care reforms, including:



Maryland created a state-facilitated health insurance marketplace, the [Maryland Health Connection](#). Residents can enroll online, by phone, or in-person. To help residents enroll, the Maryland Connector Program was created. Through this program residents are provided with in-person education, eligibility, and enrollment assistance.



The [Montgomery County Department of Health and Human Services](#) serves as [Maryland's Montgomery County Health Connector](#). As part of MCDHHS, AAHI participates in ACA outreach and education by providing community members with ACA information and updates.



14	outreach events attended	262	hours contributed to ACA
67	community members assisted	216	pieces of literature distributed
84	referrals provided	33	social media posts shared

# CAPACITY BUILDING

Empowering Asian American communities and expanding organizational growth of Asian-serving and health-focused organizations are the major goals of the Asian American Health Initiative's (AAHI) capacity building efforts. According to the National Institutes of Health, community capacity building is an important element in effective health promotion practice. [Community capacity](#) can be defined as the collection of knowledge, skills, and resources that individuals collectively utilize to identify, pursue, and achieve shared goals. All communities have resources, assets, and capacity. It is a matter of assessing, harnessing, and developing the tools to achieve goals that are sustainable.

AAHI works to empower Asian American communities with education, skills, and tools so they can more independently achieve their goals related to the health of their communities. Through the Faith-based Initiative for Resources and Services Training (FIRST), AAHI offers communities an overview of Montgomery County's health and social services. AAHI's Health Promoters Program serves as a vehicle to train community members on key health concerns affecting their communities so they can subsequently share that information with others. The Empowering Community Health Organizations (ECHO) Project empowers local community leaders to take action in addressing their own health priorities.

Alongside community empowerment efforts, AAHI also provides capacity building support to a myriad of programs and organizations. AAHI conducts "AAHI 101" presentations, which gives communities and partners background on Asian Americans and AAHI. In addition, AAHI conducts ad-hoc community needs assessments with community leaders to learn more about the nuances of their communities. AAHI also creates service maps to help community partners understand and navigate various local health and human services systems. Further, AAHI provides organizations with technical assistance in the planning, implementation, and evaluation of their health programs. Through these efforts, AAHI is able to bolster and support the work of local communities.



# FAITH-BASED INITIATIVE FOR RESOURCES AND SERVICES TRAINING

In Fiscal Year 2017 (FY2017) AAHI developed two workshops that focus on health resources education and training: Faith-based Initiative for Resources and Services Training (FIRST) and Public Resources Education Program (PREP).

FIRST is a 3-hour workshop designed for faith-based organization (FBO) leaders and caregivers. PREP is an abbreviated version of FIRST that targets community members. Through FIRST and PREP, AAHI provides an extensive overview on local and government health and social services, in addition to information on where and how to seek services and resources from various offices and programs. Examples of these resources include medical care to individuals who are uninsured and have limited-income, mental health services, dental services, maternal health care services, children services, senior and disability services, Medicaid, and financial services.

The expected outcome from FIRST and PREP is that caregivers will gain skills and knowledge on available resources and services in Montgomery County and will assist their community in accessing them.



7

FIRST & PREP  
sessions  
completed



192

community  
members  
assisted



1,576

pieces of  
literature  
distributed



287

educational  
encounters  
conducted



# HEALTH PROMOTERS PROGRAM



AAHI Health Promoters are bilingual and bicultural community health advocates who enable AAHI to reach Montgomery County's diverse Asian American population. By serving as gatekeepers to their communities, Health Promoters help reduce cultural and linguistic barriers to accessing health services. Through passion and dedication, Health Promoters provide information to some of the County's hardest to reach Asian American community members.

To provide the highest quality and most up-to-date information, Health Promoters participate in multiple trainings each year. To ensure each training results in adequate changes in knowledge and attitude, AAHI institutes pre- and post-tests at each training.

**24** Health Promoters recruited



**15** languages & dialects spoken



**13** communities represented



**5** trainings offered



# HEALTH PROMOTERS PROGRAM

## FY2017 HEALTH PROMOTERS

Alpa Kaji	Lina Ray	Ryan Nguy
Chi Yin Hon	Maggie Tung	Shahin Azam
Hena Thakur	Maria Truong	Shamim Begum
Jean KoKo Gyi	Patty Abreu	Sufia Mannan
Jinkle Mody	Peter Uran	Sunghee Kim
Kusuma Udagedera	Phung Nguyen	Tammy Wan
Leigh (Li-Chun) Chang	Raymond Zhou	Tasneem Hussain
	Rose Anne Felipe	

## YEARS OF EXPERIENCE IN FY2017

**6** new to the program

**5** 1-2 years of experience

**13** 3+ years of experience



# EMPOWERING COMMUNITY HEALTH ORGANIZATIONS PROJECT

The Empowering Community Health Organizations (ECHO) Project provides a series of practical and professional training workshops aimed to build the capacity and sustainability of community organizations. In partnership with Montgomery County Department of Health & Human Services' (MCDHHS) [African American Health Program](#), [Latino Health Initiative](#), and [Community Action Agency](#), AAHI hosts two workshops a year. Through these workshops, AAHI equips community leaders with information and skills to develop culturally and linguistically sensitive health programming.



The fall 2016 workshop, “Aging in Montgomery County: Creating an Inclusive Community for a Lifetime”, was the first of a three-part series focusing on the health and social needs of seniors and their families. The senior health series was developed with support from the MCDHHS Aging and Disability Services. This workshop provided an overview of the current and emerging senior population of the County and discussed the social, physical, and fiscal impact which aging has on communities.

The spring 2017 workshop, “Aging in Montgomery County: Building a Safer Community Together”, was the second installment in the three-part series. Representatives from various Montgomery County and state agencies were brought together to discuss issues of elder abuse, neglect, and exploitation as well as provide resources to community leaders to improve the safety of older adults in their communities.



December 2016

## SENIOR HEALTH I

**101** individuals attended

**53** organizations represented



May 2017

## SENIOR HEALTH II

**101** individuals attended

**47** organizations represented

# EMPOWERING COMMUNITY HEALTH ORGANIZATIONS PROJECT

## Evaluations

At the conclusion of each ECHO Workshop, attendees complete an evaluation to help AAHI improve the overall ECHO Project. Responses from the evaluations offer AAHI insight about the implementation and impact of the workshop. Specifically, evaluations allow AAHI to gauge attendee satisfaction and measure any changes in knowledge and attitude.



### SENIOR HEALTH I

Out of 57 evaluations...

97%

of attendees rated overall workshop as 4 or higher on a scale of 1-5, where 5 is the highest

82%

of attendees, after attending the workshop, felt more or somewhat more knowledgeable about the services available to older people in Montgomery County

91%

of attendees, after attending the workshop, felt they had a better or somewhat better understanding of the health and socio-economic disparities among older people from diverse populations

### SENIOR HEALTH II

Out of 59 evaluations...

90%

of attendees rated overall workshop as 4 or higher on a scale of 1-5, where 5 is the highest

92%

of attendees, after attending the workshop, felt more or somewhat more knowledgeable about the available resources related to the financial exploitation of older adults

95%

of attendees, after attending the workshop, felt they had a better or somewhat better understanding of the safety and abuse concerns related to older adults



# MENTAL HEALTH FIRST AID

In Fiscal Year 2015 (FY2015), AAHI launched the *Be the One That Makes a Difference* initiative with the goal of reducing mental health stigma in the Asian American community. Since then, AAHI has worked to strengthen the Asian American communities' capacity to address mental health concerns. In particular, AAHI wanted to ensure community leaders were equipped with the tools they needed to support their community members. Thus, AAHI coordinates [Mental Health First Aid](#) trainings in the Asian American community.

Mental Health First Aid (MHFA) is a nationally-certified, 8-hour, evidence-based course. It is designed to enable participants with the skills needed to recognize mental illness and to assist an individual who might be in crisis. After completion of the course, participants are certified for the next three years in Mental Health First Aid. Additionally, after completing the training, attendees are asked to educate members of their community and report back to AAHI around their educational activities.

In FY2017, AAHI continues to coordinate Mental Health First Aid trainings for community leaders. AAHI worked with four community- and faith-based organizations to plan two trainings. The impact of these trainings go beyond education. Community partners have shared that the trainings catalyzed and mobilized their community to build mental health programming, host community education seminars, and ultimately work towards dismantling mental health stigma.



\*Educational encounters conducted by MHFA attendees" may include education completed by attendees of FY2016 trainings which were reported to AAHI in FY2017.

# AAHI 101 & COMMUNITY NEEDS ASSESSMENT

With over a decade of experience in building community partnerships, AAHI has fine tuned their approach. When working with new community partners, AAHI presents an overview of their work through an “AAHI 101” presentation. This presentation shares information on Asian American demographics, health disparities among Asian Americans, barriers to accessing health care, and the importance of cultural and linguistic competency. Furthermore, this presentation informs the partners about AAHI’s publications, programs, and projects. The background information provided on Asian Americans offers organizations a platform to discuss and align missions and goals with AAHI.

**42** hours contributed to presentations  **29** organizations presented to 



In addition to the AAHI 101 presentation, AAHI may also conduct an ad-hoc community needs assessment with community partners. This assessment inquires about the community’s demographics, health concerns, barriers to accessing health services, and strengths and assets. By understanding the specific needs of the respective community, AAHI is able to tailor their health services to the new community.

# SERVICE MAPS

One of the many barriers to accessing services is the difficulty of navigating the health care system. Public programs often have eligibility requirements and application protocols that can be complex and confusing. To help clarify the steps community members need to take to access services, AAHI develops service maps. Service maps act as reference tools for MCDHHS staff and volunteers by helping them understand and better relay various programs' information and application processes to community members.

### Senior, Maternity, and Children Dental Program

Montgomery County's Department of Health and Human Services

The Senior, Maternity and Children Dental Program is for low-income individuals. If patients need specialty dental care they will be given information about resources for follow up care. To apply, patients need to visit one of Montgomery County's Office of Eligibility and Support Services (OESS) and complete an application. Patients **must** be eligible and certified before receiving services.

**Application**

- In-Person

**Eligibility**

- Seniors: 60 years of age or older
- Maternity: valid during pregnancy and 4 months after giving birth
- Children: 0-19 years old
- Montgomery County resident
- Must be uninsured or without dental insurance
- Family income no higher than 250% of federal poverty guidelines
- Eligibility valid for one year. Must reapply every year.

**Services Offered**

- Preventive: exam, cleaning, fluoride treatment, patient education, x-rays, sealants, mouthguards and nightguards
- Restorative: fillings
- Endodontic: root canal therapy (anterior teeth only)
- Oral surgery: extractions, biopsies and other limited procedures
- Emergencies

**Documents of Verification**

- Proof of Residency**  
Only one of the following, in your name:
  - Current lease, mortgage, OR utility bill
- Proof of Earned Income (total family income)**  
Only one of the following:
  - Most recent year's taxes, most recent W-2 statement, two most recent pay stubs, Social Security entitlement letter, OR notarized letter from the applicant stating that the applicant is not working and does not have any income
- Photo Identification**  
Only one of the following:
  - MD driver's license, MD identification card, permanent resident card (Green card), passport OR work authorization card

**Fees and Payments**

- Seniors: \$20= co-pay for each visit (Contact for more information)
- \$30= emergency visit
- Maternity & Children: \$10= all visits

**Disclaimer:** Please note the information provided above may be subject to change. Contact the respective organization to ensure the most current information.  
Draft- English- 2/3/17

### Linkages to Learning

Montgomery County Department of Health and Human Services  
Children, Youth and Family Services

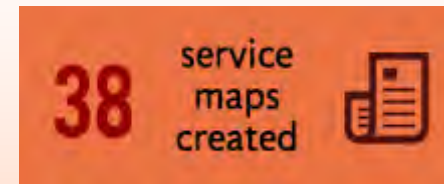
- Clients usually referred through their school counselor or school staff. Families may self refer
- Identify a Linkages to Learning Site (\*Denotes School Based Health Center):

Annapolis ES Beltsville MS Forest Oak MS Fox Chapel ES Gaithersburg ES* Gaithersburg MS Georgia Power ES Greenacres ES Highland ES* Huntley Hills ES* Indian Lakes ES* Knapp Mill ES Landover MS Maryland ES Montgomery South ES	New Hampshire Station ES* Oak View ES Rockland MS Park Crest ES Rolling Terrace ES* Stoneham ES Sycamore Center ES Silver Spring International MS South Lake ES Summit Hill ES* Vaux Mill ES* Vaux Mill ES* Washington Grove ES Water Road ES* Whisman Woods ES
--	---

- Request needed services offered by the Linkages to Learning Sites:

<b>Community 1: Management</b> <ul style="list-style-type: none"> <li>Family needs assessments</li> <li>Referrals to services (i.e. medical, legal, food, housing, transportation, etc.)</li> <li>Behavioral Health Services</li> <li>Diagnostic evaluations</li> <li>Child family therapy</li> <li>Chromatin observations</li> <li>School provider consultations</li> <li>Group counseling</li> </ul>	<b>Community 2: Health Services</b> <ul style="list-style-type: none"> <li>Physical examinations</li> <li>Screenings</li> <li>Diagnosis, treatment, referral and case management of children with acute and chronic illnesses</li> <li>Treatment of minor injuries</li> <li>Prescription and dispensation of medications</li> </ul>	<b>Community 3: Education</b> <ul style="list-style-type: none"> <li>Educational workshops (i.e. parenting, computer, English, employment skills)</li> <li>Health fairs</li> <li>Positive youth and leadership development</li> </ul> <p><i>Classical and opportunities vary from site to site depending on community needs.</i></p>
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For further information, please visit: <http://www.montgomerycountymd.gov/communit-connections/Linkages-to-Learning.aspx>  
<http://www.montgomerycountymd.gov/OESS/Programs/CYF/Linkages-to-Learning.aspx>  
 Disclaimer: Please note the information provided above may be subject to change. Contact the respective organization to ensure the most current information.  
 Draft- English- 4/12/17



### Connect-A-Ride: Free Information and Referral Service Montgomery County Government Jewish Council for the Aging

- Contact Connect-A-Ride:
  - OR
  - a. Call: 301-728-3252  
Monday-Friday between 9:00AM-5:00PM  
Leave message if immediate assistance unavailable
  - b. E-mail:  
[connectaride@AccessCA.org](mailto:connectaride@AccessCA.org)
- Talk About Your Transportation Needs:
  - a. Learn about public, private, volunteer, and escorted transportation options available
  - b. Receive help with applications for other transportation programs
  - c. Learn how to use public transportation in free Ride Smart workshops
  - d. Join a support group for people transitioning from driving

For further information, please visit: <https://www.montgomerycountymd.gov/senior/transportation.html>  
 Disclaimer: Please note the information provided above may be subject to change. Contact Connect-A-Ride at 301728-3252 to ensure the most current information.  
 Draft- English- 7/26/16

Each service map provides a summary of the program, a list of key components of the program (i.e. application method, eligibility requirements, services offered), and a flowchart on the process of contacting and applying to the program.

# TECHNICAL ASSISTANCE



AAHI provides community partners with technical assistance on the development, implementation, and evaluation of health programs. These health programs can include community events such as health fairs and health workshops. AAHI offers technical assistance to community partners on the planning, execution, and evaluation of these events. Additionally, AAHI provides partners with community outreach best practices so they know how to best reach Asian Americans when hosting health programs. Through technical assistance to community partners, not only is AAHI able to strengthen partnerships but also able to increase services for Montgomery County residents.



## SOME ORGANIZATIONS WHO RECEIVED TECHNICAL ASSISTANCE:

- Access to Behavioral Health Services
- Alzheimer's Association
- Bait-ur-Rahman Mosque
- Gaithersburg Chinese Alliance Church
- Indonesian Muslim Association of America
- MC311
- University of California School of Medicine
- White Oak Senior Center
- Worksource Montgomery

# SYSTEMS IMPROVEMENT

The Asian American Health Initiative's (AAHI) focuses on systems improvement to enhance the local infrastructure so that it is responsive to the unique needs of Asian Americans. Health behaviors do not exist in a vacuum. The adoption of healthy behaviors is dependent on one's built environment and the health systems that surround them. When providing health promotion to the Asian American community, it is critical that the systems in place address the unique needs of Asian Americans and other minority communities.

According to the [Robert Wood Johnson Foundation](#), health systems need to be coordinated and integrated, in which everyone works together to identify gaps and achieve better health for all. In line with this, AAHI works with Montgomery County to collect systemic data to enhance the local health infrastructure's ability to respond to the health concerns of Asian Americans. To supplement County level data, AAHI collects distinct data through its health programs to better understand and help mitigate the unique health barriers to accessing care that exist within the Asian American community. During workgroups, AAHI emphasizes the need for culturally and linguistically competent services, disaggregated data, increased data collection, and adoption of health equity principles. Additionally, AAHI pays special attention to emerging health disparities that affect the Asian American community, such as senior health and wellness and behavioral and mental health.



# SYSTEMATIC DATA COLLECTION



AAHI participates in various groups to advocate for disaggregated data in Montgomery County.



## HEALTHY MONTGOMERY

The mission of [Healthy Montgomery](#) is to achieve optimal health and well-being for Montgomery County residents. Healthy Montgomery's three goals are to:

- ⇒ Improve access to health and social services
- ⇒ Achieve health equity for all residents
- ⇒ Enhance the physical and social environment to support optimal health and well-being

After the completion of the [Community Health Needs Assessment](#) (CHNA), AAHI continued to support Healthy Montgomery in their priority setting process. Using the findings from the CHNA, Healthy Montgomery identified a myriad of key issues, which were then narrowed to the following top three priorities:

- ⇒ Health in all policies
- ⇒ Physical activity and nutrition (using the lens of chronic disease prevention and management)
- ⇒ Integrated behavioral health

These priorities will guide the work of Healthy Montgomery and its stakeholders for the next three years. AAHI supports the efforts of different workgroups related to these three priority areas.

## DATA TO ENHANCE EFFECTIVE PRACTICE

The Data to Enhance Effective Practice (DEEP) workgroup comprises of individuals throughout MCDHHS who collect and analyze County-level data. Each service area within MCDHHS appoints a representative to be a part of DEEP. An AAHI staff member serves as the representative from the Office of Community Affairs (OCA). DEEP meetings enable data experts to come together and identify the data needs and best practices for the County.

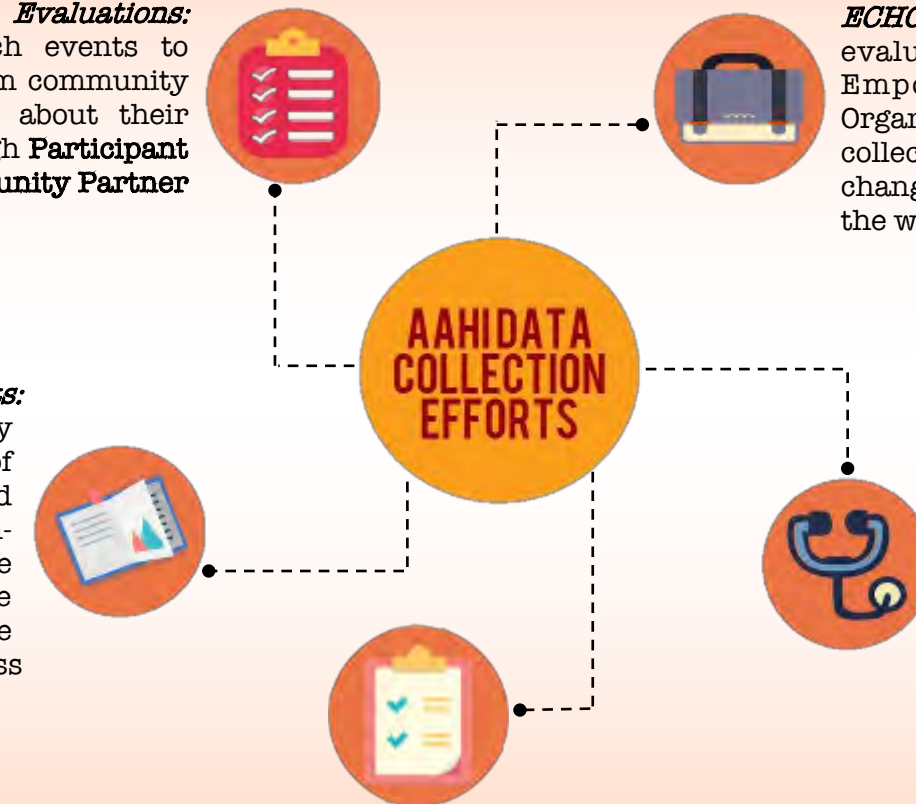
In FY2017, AAHI participated in conversations with DEEP colleagues regarding the data collection of race and ethnicity in the new Enterprise Integrated Case Management (eICM) system. These conversations focused on the data collection burden placed on frontline staff and the need for more accurate, precise racial and ethnic data for program planning and needs assessment purposes. Additionally, AAHI supports the collection of County annual reporting measures from among their OCA colleagues.

# AAHI DATA COLLECTION

AAHI collects primary data that is disaggregated and targets Montgomery County residents.

***Community Outreach Evaluations:*** AAHI utilizes outreach events to gather evaluations from community members and leaders about their health concerns through **Participant Evaluations** and **Community Partner Evaluations**.

***Community Needs Assessments:*** AAHI conducts ad-hoc community needs assessments with leaders of local community-based organizations (CBOs) and faith-based organizations (FBOs). The data obtained from these assessments helps illuminate the unique health concerns and access barriers faced by the community.



***ECHO Workshop Evaluations:*** Through evaluations administered at the Empowering Community Health Organizations (ECHO) Workshops, AAHI collects data on community leaders' changes in knowledge and attitude on the workshop topics.

***Health Screenings:*** AAHI gathers unidentifiable data on the results from their non-diagnostic **bone density screening** and **carbon monoxide screening**. This data quantifies the disproportionate burden of osteoporosis and tobacco use in the Asian American community.

***Photonovel Evaluations:*** AAHI administers evaluations pertaining to their photonovels at different community events. Evaluations not only assess reader satisfaction, but also confidence and comfort levels related to seeking mental health support and services.

# WORKGROUP PARTICIPATION

AAHI participates and engages in several workgroups that aim to strengthen health and human service systems within Montgomery County. Some workgroups focus on specific health disparities while others address health infrastructural issues. As a part of these workgroups, AAHI contributes to discussions and projects by giving voice to Asian American health and social needs and advocating for culturally responsive policies and programs.

## AAHI WORKGROUP PARTICIPATION

Commission on Aging

MCDHHS Behavioral Health Core Services Alignment

MCDHHS Data to Enhance Effective Practice

MCDHHS Equity and Social Justice Initiative

MCDHHS Healthy Montgomery Chronic Disease Cluster Workgroup

MCDHHS Healthy Montgomery Steering Committee

MCDHHS Healthy Montgomery Health in All Policies Workgroup

Montgomery County Executive Mental Health Advisory Committee

Vital Living Networker

**74** hours contributed to workgroups



**9** workgroups participated in





# LEADERSHIP INSTITUTE FOR EQUITY AND THE ELIMINATION OF DISPARITIES

To address social determinants of health with the goal of eliminating disparities and achieving equity among residents of Montgomery County

**LIEED'S MISSION**

**65** hours contributed to activities



The Leadership Institute for Equity and the Elimination of Disparities (LIEED) was established in July 2013 under the MCDHHS Office of Community Affairs.

The overall functions of LIEED are to:

- ⇒ Provide strategic leadership and coordination
- ⇒ Serve as a capacity builder
- ⇒ Act as a resource partner and collaborator
- ⇒ Promote effective community engagement
- ⇒ Promote innovation and support linkages/opportunities
- ⇒ Support community advocacy

In FY2017, LIEED team members, including AAHI, continue to address the needs of the minority population in Montgomery County through collaborative leadership to improve systems and systematic practices and approaches within MCDHHS.



# EQUITY AND SOCIAL JUSTICE INITIATIVE

MCDHHS defines equity as

"Fair policies, decisions, and actions that guide the way that we work with our customers, our colleagues, and our community to promote health, safety, well-being, and self-sufficiency."

The Equity and Social Justice Initiative was established to ensure MCDHHS functioned under the lens of social equity. This Initiative looks at various service areas within the Department. By working across service areas, the Equity and Social Justice Initiative aims to ensure the implementation of equitable practices throughout all of MCDHHS' activities.

As a part of MCDHHS, AAHI continues to participate in the Equity Workgroup, which administers the *Creating a Culture of Equity* training. The training aims to educate Department staff about the five equity principles, detailed to the right, and facilitate the integration of equitable practices within MCDHHS programs. In line with this goal, in FY2017, the training was offered as a webinar for the first time. The webinar format enables a farther reach and makes the training more accessible to all staff.

In addition, the Workgroup also held a retreat this year. At the retreat, workgroup members discussed how to further progress and enhance their work along four impact areas.

## EQUITY PRINCIPLES

**DIGNITY** All individuals should be treated with dignity and respect.

Prevent and eliminate social and health disparities to achieve optimal health and well-being.

**ELIMINATION OF DISPARITIES**

Ensure access to effective and high quality services that meet people's needs, when they need them, delivered by a professional workforce which is competent to provide those services in a caring and respectful manner.

**ACCESS**

Resources of the Department should be distributed in a manner that maximizes the health, safety, well-being, and self-sufficiency of the community as a whole.

**DISTRIBUTION OF RESOURCES**

Our diverse communities should be meaningfully engaged in providing input and feedback on policies, practices, and services.

**COMMUNITY ENGAGEMENT & PARTICIPATION**

# PROMISING PRACTICES



## SENIOR HEALTH & WELLNESS

As the Asian American community grows, health and social needs also grow. AAHI remains steadfast in addressing any new and different health concerns which community members express. In line with this, in FY2017, AAHI implemented promising practices in two areas:

From 2000 to 2030, the senior population in Montgomery County is expected to increase by 137%. Among the senior population, Asian Americans are the largest senior minority group in the County. Asian American older adults have several unique health and social needs, including:

- ⇒ **Limited English Proficiency:** 37% of foreign-born Asian Americans in Montgomery County speak English less than “very well”
- ⇒ **Financial Needs:** 33% of Asian Americans in Montgomery County who have an income below the poverty level are over the age of 55
- ⇒ **Health:** 29% of Asian American residents aged 65 and older in Montgomery County have a disability

To address the health and social needs, and to support the Asian American community in uncovering the opportunities that older adults bring, in FY2017 AAHI placed a special focus on senior wellness.



## BEHAVIORAL & MENTAL HEALTH

AAHI developed their mental health project, *Be the One that Makes a Difference*, in FY2015 in response to the growing behavioral and mental health concerns voiced by Asian American community leaders.

Among their concerns was the high suicide rates among Asian Americans. Suicide is the 10th leading cause of death for all Asian Americans, the 2nd leading cause of death for Asian Americans ages 15-24, and the 3rd leading cause of death for Asian Americans ages 25-34. Among women aged 15-24, Asian American girls have the highest suicide mortality rates across all racial/ethnic groups.

In addition, mental health continues to be stigmatized in the Asian American community. In a focus group study conducted with 1.5 and 2nd generation Asian American young adults in Montgomery County, stigma and negative perceptions of those seeking counseling was one of six main deterrents to seeking mental health care identified by the group.

Due to this need, mental health continues to be a priority area for AAHI. Under the *Be the One that Makes a Difference* project, AAHI is developing and testing different educational, outreach, and capacity building techniques.

# PROMISING PRACTICES

## Senior Health & Wellness

In FY17, AAHI has piloted and embarked on new efforts related to senior health and wellness.

Friends' Corner is a new program targeting Asian American older adults. AAHI partners with local community- and faith-based organizations and senior centers to develop ongoing Friends' Corner sessions. Friends' Corner informs older adults about more than disease prevention and management, rather it adopts a more holistic approach to health where education, tools, and skills are shared related to health, wellness, and lifestyle. Some examples of topics covered in Friends' Corner sessions are mental health stigma, dimensions of wellness, and technology. Additionally, through Friends' Corner, AAHI provides information on and links to County resources for Asian American older adults in various Asian languages.

At the same time, AAHI focuses on increasing partnerships with organizations and programs related to senior health and wellness. By expanding collaborative efforts with MCDHHS Aging and Disability Services (A&D), AAHI is better equipped to educate and inform Asian American older adults about County services. AAHI also provides technical assistance to A&D programs around Asian American outreach and language sensitivity.



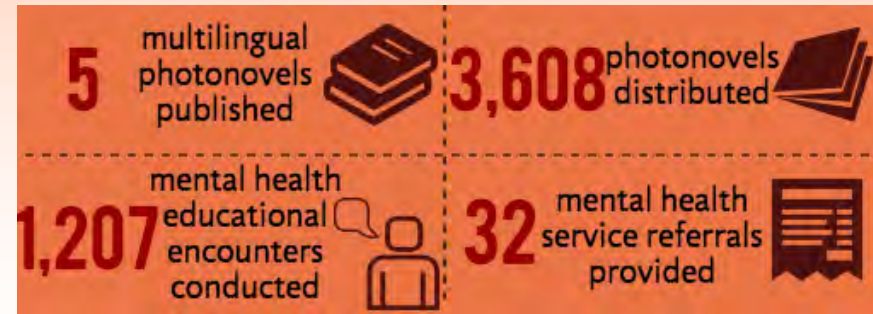
# PROMISING PRACTICES

## Behavioral & Mental Health

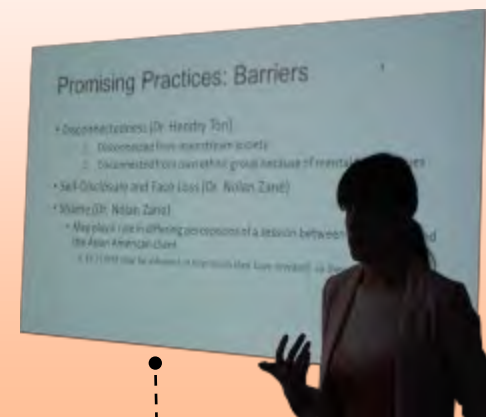
AAHI's *Be the One That Makes a Difference* project has the goal of reducing mental health stigma in the Asian American community. Since Fiscal Year 2015, AAHI has been expanding this project, implementing new and different efforts, with the aim of normalizing conversation around mental health and ultimately dismantling the stigma around the topic. To do this, AAHI develops educational content related to mental health in multiple mediums. In FY17, this included health education articles printed in ethnic media, videos of community members with messages promoting wellness, social media posts, and dissemination of health literature at mental health themed resource tables at local community and faith-based organizations.



This year, AAHI piloted a cultural competency training for behavioral health providers. The training, titled "*Building Cultural Bridges: Improving Behavioral Health Providers' Competency with Asian American Clients*", provides information on AAHI programming, local Asian American demographics, health challenges, mental health challenges, promising practices based on mental health research, and community resources. AAHI worked with [MCDHHS Access to Behavioral Health](#) and [MCDHHS Adult Behavioral Health Program](#) to train their staff.



In addition, in FY2017 AAHI released their second photonovel. This volume, titled *Mental Health: Getting the Care You Need*, is a continuation of the first photonovel. The photonovel encourages the community to get help and showcases what can be expected during therapy. AAHI also recognizes that the health of communities is intrinsically tied and subsequently works across ethnic groups to address mental health stigma. In line with this, AAHI worked with the Ethiopian Community Center in Maryland to develop an Amharic version of their first photonovel, *Mental Health: Understanding is the First Step*.



# SERVICE ADMINISTRATION

Different key players are required to change the health status of any community. Thus, comprehensively and completely addressing the needs of the Asian American community requires effort across multiple sectors and groups. The Asian American Health Initiative (AAHI) works to harness the energy of existing health and social service nonprofits and organizations serving Asian Americans by increasing and expanding collaborative efforts. By collaborating with different nonprofits and organizations, AAHI can:

- ⇒ Increase the reach of AAHI's health messages into the community
- ⇒ Provide credible, pertinent health information and resources through trusted community partners
- ⇒ Support their organizational growth

In Fiscal Year 2017 (FY2017), AAHI partnered with various community based organizations to extend their outreach. They also continued their partnership with the Patient Navigator Program to provide trained medical interpreters to accompany community members to their appointments. To increase the receptiveness of their hepatitis B prevention project, AAHI contracted with different community organizations and provided technical assistance as needed.



# PATIENT NAVIGATOR PROGRAM

AAHI's [Patient Navigator Program](#) (PNP) provides medical interpretation for community members with limited English proficiency. It enables community members with language barriers to access services. Communication issues between patients and health care providers can result in inaccurate diagnoses, decreased treatment adherence, and reduced patient satisfaction, ultimately leading to poorer health outcomes. PNP services help clients by providing them accurate interpretation with health care providers so that community members can make informed medical decisions.



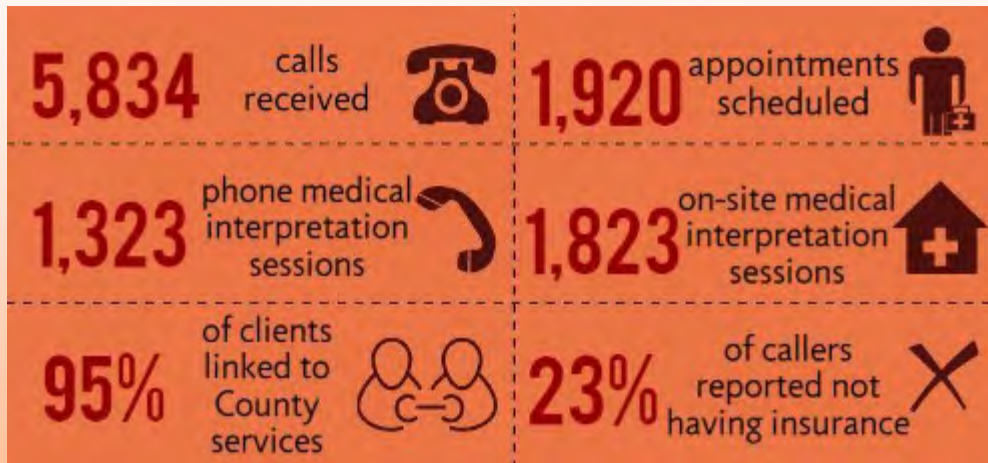
PNP is comprised of two components:

## MULTILINGUAL HEALTH INFORMATION AND REFERRAL TELEPHONE LINE

provides general health information and navigates callers through the extensive network of local resources and services available to County residents.

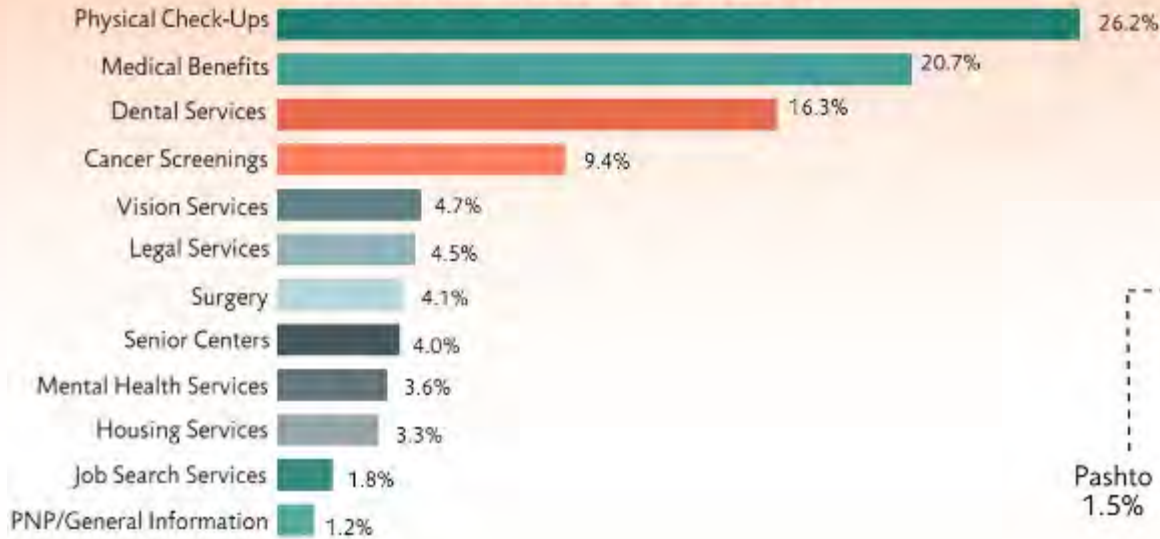
## TRAINED MULTILINGUAL MEDICAL INTERPRETERS

attend medical appointments with clients, provide face-to-face interpretation, and assist in translation of medical forms. Interpretation is available in several Asian languages, including but not limited to: Chinese, Hindi, Korean, and Vietnamese.

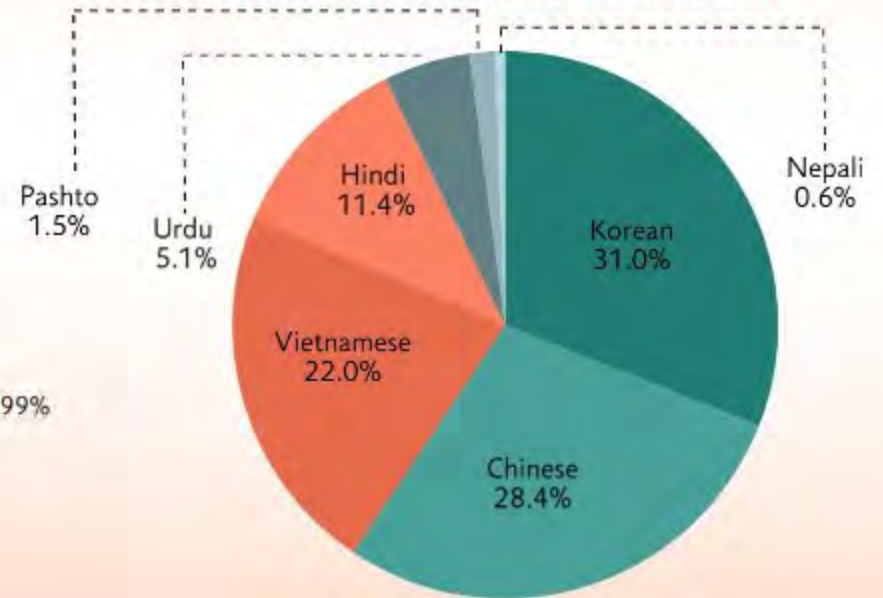


# PATIENT NAVIGATOR PROGRAM

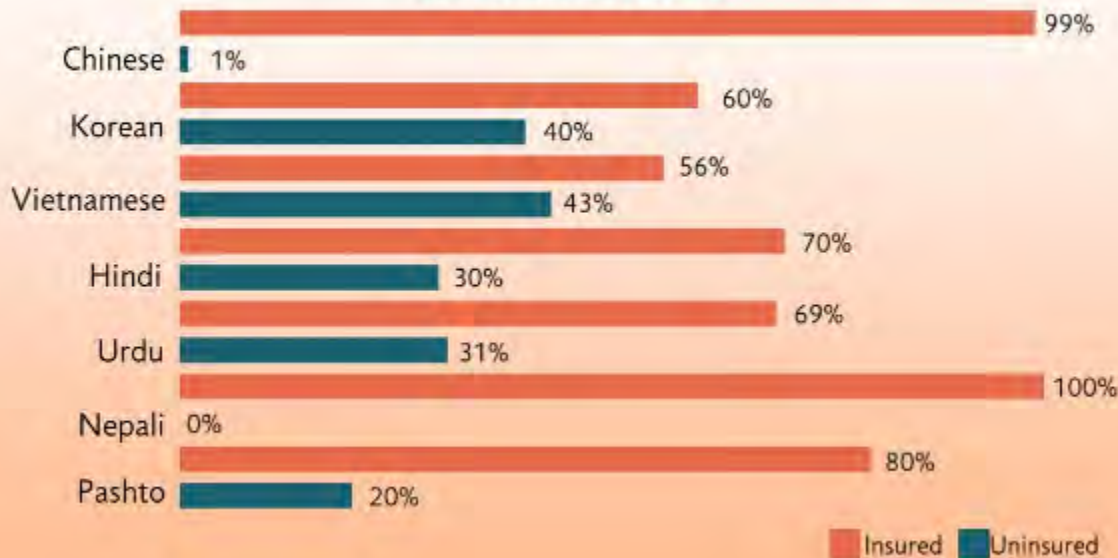
## PERCENTAGE OF CALLS BY CATEGORY



## PERCENTAGE OF CALLS BY LANGUAGE



## PERCENTAGE OF CALLS BY LANGUAGE & INSURANCE STATUS





# HEPATITIS B PREVENTION PROJECT

Asian Americans and Pacific Islanders (AAPIs) shoulder a disproportionate burden of hepatitis B cases in the United States. Comprising less than five percent of the US population, AAPIs account for more than 50 percent of Americans living with chronic hepatitis B. Furthermore, the death rate from hepatitis B among AAPIs is seven times greater than rates among White Americans.

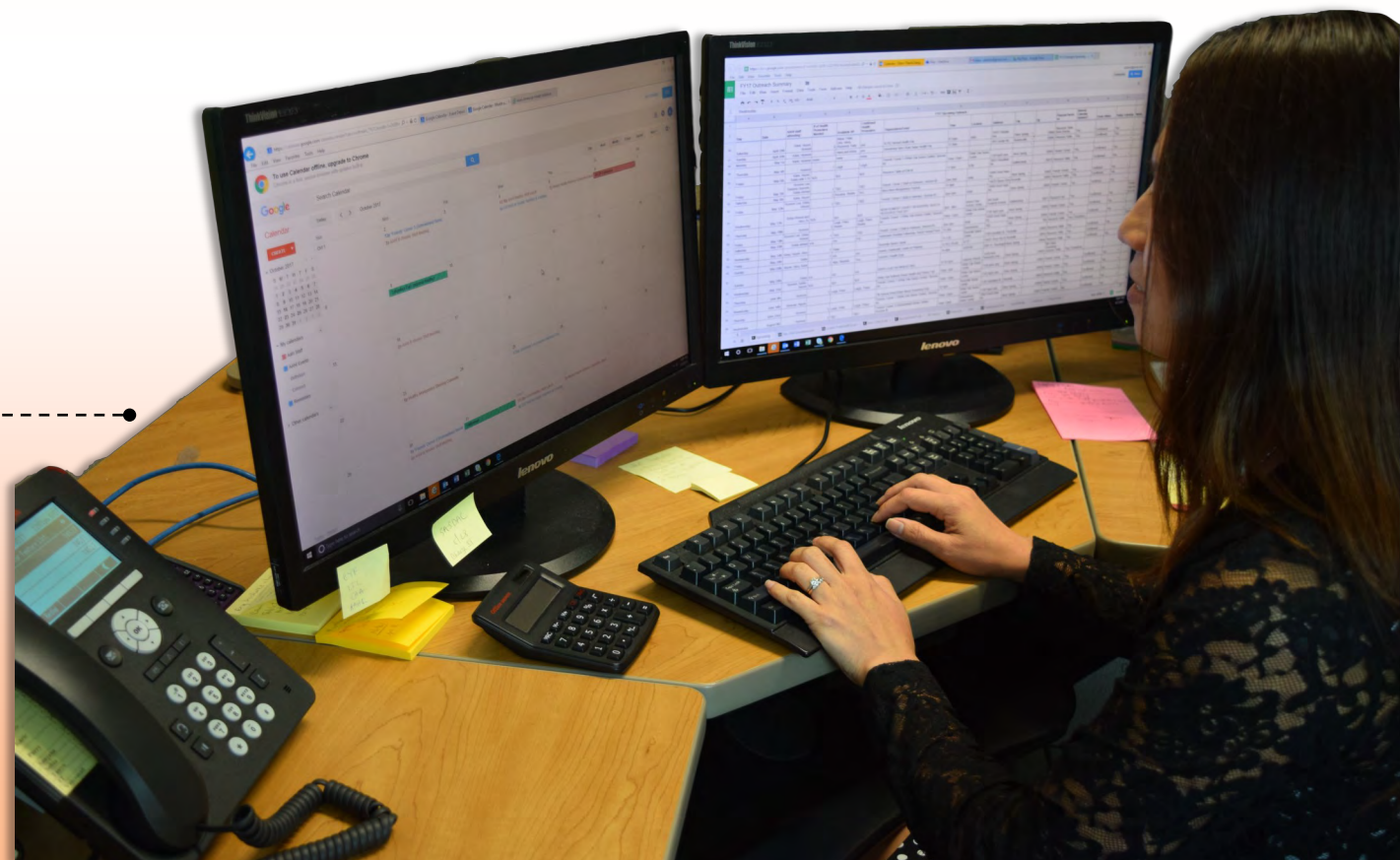
In response to this health disparity, coupled with the need for hepatitis B services, AAHI created the hepatitis B prevention project. This project utilizes a four-lens model that includes education, screening, vaccination, and treatment referral. To provide services that are culturally and linguistically competent, AAHI partners with local community- and faith-based organizations. AAHI provides technical assistance to these partners by helping with the planning, implementation, and evaluation of hepatitis B prevention projects.

In Fiscal Year 2017 (FY2017), AAHI partnered with three different organizations as a part of their hepatitis B prevention project: the [Chinese Culture and Community Service Center, Inc.](#) (CCACC), the [Korean Community Service Center of Greater Washington](#) (KCSC), and the [Viet Nam Medical Assistance Program](#) (VNMAP).



# PROFESSIONAL DEVELOPMENT

The Asian American Health Initiative (AAHI) values professional development for staff because they recognize its impact on program quality. AAHI invests in staff to ensure programs run in an effective and efficient manner. Staying up-to-date on information is critical in providing quality services for Asian Americans in Montgomery County. Through staff development and training, AAHI equips staff with the necessary knowledge and skills to improve and advance its programs.



# STAFF TRAINING & DEVELOPMENT

As part of professional development, AAHI staff participate in a number of webinars, trainings, and conferences provided by the Montgomery County Department of Health and Human Services (MCDHHS) as well as other local, state, and national organizations. Trainings provide staff with a better understanding of local and County resources, such as Medicare, and introduce them to public health concepts relevant to their work area, such as health literacy.



**21** staff development and training opportunities



**92** hours contributed to development and trainings



## STAFF DEVELOPMENT & TRAININGS

Association of Asian Pacific Community Health Organizations- Addressing Nail Salon Worker Patient Health: A Health Center Guide

Center for Public Health Practice & Leadership- Raising Community Voices: The Power of Storytelling in Public Health

MCDHHS- Creating a Culture of Equity

MCDHHS eICM Webinar- Creating a Service Request, Referral, and Case

MCDHHS eICM Webinar- Screening for Other Needs Questionnaire

MCDHHS- Emergency Preparedness Training

MCDHHS- Human Services Future Scenarios

MCDHHS- Limited English Proficiency Course

National Academies of Sciences, Engineering, and Medicine Health and Medicine- Roundtable on Health Literacy's Workshop

Social Security Administration- All You Need to Know About Retirement, Spouses, and Medicare Benefits

Southeastern Health Equity Council Cultural Competency Resource Guide Spotlight Webinar Series- Asian American & Pacific Islanders in the Southeast

State Health Insurance Program/Jewish Council for the Aging- Demystifying Medicare

# STAFF ACHIEVEMENTS

In Fiscal Year 2017, AAHI was honored to receive three awards from two national organizations in recognition of their innovation and creativity in pursuit of eliminating health disparities among Asian Americans.

Montgomery County received 32 [National Association of Counties](#) (NACo) Awards in 2016, recognizing the implementation of innovative projects, programs, and initiatives that assisted County residents. AAHI received two of those awards, one for the *Be the One that Makes a Difference* project and one for the *Empowering Community Health Organizations* project.

In addition, AAHI's first mental health photonovel, *Mental Health: Understanding is the First Step*, was the winner of the [American Public Health Association's](#) (APHA) 26th Public Health Education and Health Promotion Public Health Materials contest in the Print Materials category.



3 awards received



# FINANCIALS

In Fiscal Year 2017, the Asian American Health Initiative's (AAHI's) budget was \$857,459. Expenses for the fiscal year are divided into two categories:



## IN-HOUSE PROGRAMS AND ADMINISTRATIVE

This includes program staff, special projects, office equipment, supplies, printing, and mileage. This category accounts for 17.18% of AAHI's core budget expenditures.



## CONTRACT WITH PRIMARY CARE COALITION

This category accounts for 82.82% of AAHI's core budget expenditures.



FY2017  
Budget

**\$857,459**

# AAHI STEERING COMMITTEE

The [Asian American Health Initiative \(AAHI\) Steering Committee](#) advocates for, advises, and assists AAHI in attaining health equity for Asian Americans in Montgomery County. The Steering Committee is comprised of 16 professionally and ethnically diverse individuals. Using their professional expertise and community knowledge, they play an integral role in developing AAHI.

In Fiscal Year 2017 (FY2017), the Steering Committee continued to progress their work towards improving the health of the Asian American community in Montgomery County. Through their passion and dedication, they made the following contributions in FY2017:

- ⇒ Volunteered over 300 hours in support of AAHI's efforts
- ⇒ Advocated in meetings with key leaders and policymakers in Montgomery County
- ⇒ Advised AAHI programmatic efforts throughout the year
- ⇒ Served as liaisons to external community workgroups including the County Executive's Asian American Advisory Committee, Healthy Montgomery Steering Committee, Leadership Institute for Equity and the Elimination of Disparities, Maryland Governor's Commission on Asian American Affairs, and the Maryland Governor's Commission on South Asian American Affairs

## AAHI STEERING COMMITTEE MEMBERS

Meng K. Lee (Chair)	Nguyen Nguyen (Vice Chair)
Anis Ahmed	Mayur Mody
Ji-Young Cho	Sam Mukherjee
Nerita Estampador	Tho Tran
Wilbur Friedman	Thomas Tran
Sunmin Lee	Sovan Tun
Michael Lin	Edward Wan
Cynthia Macri	Judy Wang



# HOW TO GET INVOLVED

**HEALTH PROMOTERS:** The Asian American Health Initiative (AAHI) trains Health Promoters on various health education topics as well as County and AAHI services and resources. Health Promoters, in turn, inform and connect their communities to these resources. For more information about the program, or to apply, visit the [AAHI website](#) to download an application form.



**INTERNS:** AAHI seeks interns during the summer, fall, and spring semesters who are interested in gaining hands-on experience in public and community health. Intern projects are dynamic and multifaceted, providing exposure to public health research, educational material development, and outreach program implementation. If you are a current student or recent graduate interested in a meaningful internship at AAHI, visit the [AAHI website](#) for details and to download an application form.



**STEERING COMMITTEE:** The AAHI Steering Committee is comprised of professionally and ethnically diverse stakeholders from the local community who advocate for, advise, and assist AAHI with its efforts to attain health equity in Montgomery County. Through their wealth of professional expertise and community knowledge, they support AAHI's growth towards fulfilling its mission and goals. If you would like to join the AAHI Steering Committee, please download an application form from the [AAHI website](#).



**COMMUNITY PARTNERS:** AAHI has long-standing partnerships with many community- and faith-based organizations. Working with these organizations, AAHI plans health events and participates in cultural festivities. If you are interested in partnering with AAHI or would like AAHI to visit your community, please contact [AAHI staff](#).





# ACKNOWLEDGEMENTS

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## SPECIAL THANKS

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