

# SF-CAIRS Meeting Notes

Wednesday, April 11, 2018 9-11am

**Host:** American Red Cross

1663 Market St, San Francisco, CA 94103

**Welcome & Introductions** – *Cristy Dieterich (SF-DPH/Newcomers Health Program), Tony Tran (Family Caregivers Alliance), Jadma Noronha (Tahirih Justice Center), Andrew Ciscel (Health Worker program -City College SF) Darouny Somsanith (Health Interpreter Program, City College SF), Emmanuel Imah (UpGlo),*

## Partner Agency Presentations:

### City College San Francisco Community Health Worker (CHW) Certificate Program & Health Care Interpreter Certificate (HCI) Program.

CHW in Fall 2018 with five certificate options:

- Community Health Worker Certificate – one-on-one support, advocacy, systems navigation, needs assessment, match to resources
- Youth Advocate Specialist Certificate
- Re-entry Specialist Certificate
- Elder Advocate Specialist
- HIV and Hepatitis Navigation Specialist

All include community placement for internships. Many classes are evening and Saturdays

Entry requirements: no testing requirements. One pre-requisite course (H59) to assess commitment and prepare students for the academic program. Pre-req can be waived for students working in the field. There are ESL dept staff Supportive Instruction in the classes.

128 hour Internship at CBOs and clinics practicing core skills.

Any questions one can contact Andrew at the Links Program Mon-Thur 10am-5pm.415-452-5202.

CHW program provides foundation for AA and 4-year degrees.

- Andrew Ciscel, Assistant Coordinator, Community Health Worker Certificate Program, City College of San Francisco. [aciscel@ccsf.edu](mailto:aciscel@ccsf.edu)

**Health Care Interpreter Certificate (HCI) Program.** Twenty years of graduating over 1000 students.

Two semesters, 16.5 units, required Intro class (Health 84) and language assessment.

First semester match with Language Couch, Saturday labs, medical knowledge and terminology.

45-hour internship at clinic, hospital, or CBO.

Languages offered are based on having 5 qualified applicants and a language coach.

- Darouny Somsanith, MPH - Coordinator, Health Care Interpreting Certificate, City College of San Francisco [dsomsani@ccsf.edu](mailto:dsomsani@ccsf.edu)

### Upwardly Global – Upwardly Global: - "How to Create Client Success Stories that Engage Employers"- Emmanuel Imah

Training offered to support your work with employers – as partners, resources, stakeholders.

“We are people that support all, with a safety net.” Shift story of need to providing a service, benefitting others. Message to employers and HR: hope for change, new ideas and energy, find good people quickly,

See slides for hiring manager perspectives – keep in mind when communicating about placement of new immigrants, refugees, asylees – bringing something different, new ideas.

Share stories of individuals. Share photos.

Take care to refer to an immigrant/refugee story if just part of that person, not the defining part.

Highlight strengths, talents skills, and values.

Target your success story to the audience. Build a Micro-story – short and sweet, visual message, character, free of jargon. See slide “tell success stories about immigrants and refugees”.

**See video example:**

- Emmanuel Imah [emmanuel@upwardlyglobal.org](mailto:emmanuel@upwardlyglobal.org)

Wonderful Good Deed-

### **Announcements, Events:**

- **Tony Tran** – Family Caregiver Alliance (FCA) – focus on supporting caregivers. Provides in-home support to the caregivers of adults regardless of income or immigration status. Can provide one-time support grant. Training classes for providers/caregivers. See flyers for LGBT Dementia Care Summit, and Trainings. FCA does in-home assessments, provides info and supportive skills and tips. Guidance on in-home help hiring. Services available Bay Area wide.
- **American Red Cross** – continuing Home Fire Campaign -effort to go to neighborhoods to educate and install smoke detectors, etc. Naomi will share the Oakland and SF events wit list.
- If you know neighborhoods or individuals in need please contact Naomi Pease: [Naomi.Pease@redcross.org](mailto:Naomi.Pease@redcross.org)
- Family Links –continued work on TX and AZ border shelters, offering free phone calls and wifi services to connect with loved ones.
- **Nor-Cal Asylum Benefits Orientation** -. Friday, May 5th - 1:15pm. 75 Hawthorne St. SF. If you are not accompanying a new asylee please email [Cristy.Dieterich@sfdph.org](mailto:Cristy.Dieterich@sfdph.org) to get on the security list. The next one is June 1.

### **Networking**

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Send group emails to: [sf-cairs@googlegroups.com](mailto:sf-cairs@googlegroups.com)

**2018 Quarterly SF-CAIRS Meetings: Jan 10, Apr 11, Jul 11, Oct 10**

**Next meeting: Wednesday, July 11, 2018– 9-11am**

#### **SF-CAIRS Mission**

*SF-CAIRS aims to serve San Francisco Bay Area asylee, immigrant and refugee communities and its service providers by:*

*Expanding knowledge and access to health, employment, social, education and legal services;*

*Supporting advocacy efforts through coalition-wide networking, information sharing, cross-referrals and community education; and,*

*Identifying and addressing challenges faced by immigrants at personal and societal levels*