

# OneCity Health Innovation Fund Awardee

## Culturally Responsive Collaborative of Queens (CRCQ)

**LEAD ORGANIZATION:** South Asian Council for Social Services



**JOINT APPLICANTS:** Voces Latinas; Polonians Organized to Minister Our Community; The Young Women's Christian Association of Queens Inc.

**NEIGHBORHOODS PROJECT INTENDS TO SERVE:** Queens

**BUDGET:** \$700,000

### OVERVIEW

Studies show that immigrants' health factors diminish over time, and the longer they live in a host country, their health status declines further. This decline is attributed to low health literacy, socioeconomic status, employment constraints, acculturation, multiple responsibilities, discriminatory treatment and difficulty obtaining services in a timely manner due to language differences and cultural barriers.

CRCQ will address this issue by providing culturally competent health literacy education through workshops, presentations and educational flyers to immigrants, focusing on South, South East and East Asians, Hispanic/Latinos and Eastern Europeans. To reinforce the health literacy education, each partner site will house a Patient Navigator who will help clients acquire fundamental skills to navigate the system, connect them to health insurance or primary medical care, and to develop self-efficacy to manage their health conditions towards optimal health.

The CRCQ will achieve the above goals by:

- Providing culturally competent health literacy education to 2,000 immigrants residing in Queens
- Assessing 700 immigrant individuals for healthcare including mental health and social service needs
- Assisting 600 immigrant clients to navigate the medical healthcare system including the integrated healthcare delivery system and social services
- Connecting 500 immigrants to health insurance or primary medical care including mental health services

### DSRIP METRICS THIS PROJECT WILL ADDRESS

This project will improve patients' health literacy, including what to do if they face a health problem, understanding follow up care and requesting a restatement of follow-up care.

CRCQ also promotes community-level collaborations and contributes to achieving a 25 percent reduction in avoidable hospital use through health literacy and patient navigation.