



Latino Health Council of Dane County
Thursday, March 18, 2021
Meeting Minutes

Ice Breaker – Name your favorite season of the year. By consensus, the favorite LHC season is summer.

Attendance

Ana Karina Cuellar Montes - UW Health Breast Center
Andrea Isabel Esparza - MEDiC student-run free clinics
Angela Olvera - MEDiC
Anne Plesch- SSM Health
Carissa Angelica Loeper - PALMA (Professional Association of Latinx Students for Medical School Access)
Carlos Torres - MEDiC
Chris Chapman - UW Health HIV Care and Prevention Program
Chris Mullen - Benevolent Specialists Project (BSP) Free Clinic
Cindy Anderson – BSP Free Clinic
David Bartel - UNIDOS
Fatima Khan- Agrace
Felipe Mesa Morales - ABC for Health
Fernando Cano Ospina - Mendota Mental Health Institute (MMHI)
Jacqueline Rodriguez - PALMA
Juan Carlos Cabrera - Executive Assistant for LHC
Judith Rasmussen - Wisconsin Council of the Blind & Visually Impaired
Kattia Jimenz – All of US research program at UW Madison School of Medicine and Public Health (SMPH)
Kristi Jones – UW Madison SMPH/MEDiC
Maria Hanson - Recovery Implementation Task Force (RITF)
Martha Saucedo - Access Community Health Center (ACHC)
Patricia Tellez-Girón - Dept. of Family Medicine and Community Health, UW Madison SMPH
Rodrigo Valdivia - Dane County
Rosa Rhoden – Quartz
Shelly Shaw – Dept. of Family Medicine and Community Health, UW Madison SMPH
Shiva Bidar - UW Health
Susy Cranley - Rise Wisconsin
Theresa Bednarek – Journey Mental Health Center
William Parke-Sutherland - Kids Forward

Announcements

- **BSP Free Clinics** – Has recently hired Cindy Anderson as the clinic’s Executive Director. She comes from the Stoughton Free Clinic and will be charged with community engagement, physician recruitment, and creating partnerships with communities served, among other things
- **Agrace** – Will be opening a new adult day center off the beltline by Todd Drive in one of the buildings that was formerly a furniture store. Tentative opening date is May 1, 2021. In need of bilingual volunteers, perhaps students. Fatima Khan can share further details on eligibility for services and other specifics during a future meeting. See document at end of notes for general information.
- **MMHI** – Has many open positions with an opportunity to work with Fernando Cano. New RNs can receive a \$2K sign-on bonus. Other positions include PT dental assistant and many positions have advancement opportunities. It’s a great place to work so please spread the word and encourage



Latino Health Council of Dane County
Thursday, March 18, 2021
Meeting Minutes

people to visits <http://wisc.jobs/public/index.asp>, select agency “Health Services, Department of” and type in keyword “MMHI”. For those specifically interested in RN positions, please contact Fernando directly.

- **Latino Chamber of Dane Co.** – Will be honoring LHC with their Community Impact Award to recognize the work LHC has done with the Latinx community during COVID crisis. Dr. Tellez-Girón encourages LHC members to congratulate themselves, as the work done in community is having a positive impact and many people are benefitting from LHC’s activities.
- **MEDIC**
 - South Side clinic will be reopening for in-person visits. Student leaders apologize for failing patients during COVID and have made changes to ensure that patients are provided the equitable care they deserve. A continuous feedback mechanism has been instituted to prevent this from happening again. Please see narrative in English and Spanish at the end of the notes.
 - The clinic has been providing telehealth appointments since the summer of 2020. They are now calling patients previously served to let them know of appointment availability on Tuesday evenings and Saturday mornings. Appointments are over the phone or by Webex and efforts are made to connect people with needed community resources.
 - **In-Person appointments** - starting Saturday March 20th at 1102 S. Park St., 2nd floor. Also offering Saturday telemedicine clinic. Tuesday evening clinic will remain entirely telehealth. For those in need of a Saturday in-person appointment, they can call # and leave a voicemail. The voicemail is checked regularly. This represents a change, as pre-COVID the Saturday clinic offered walk-ins, and now it will be by appointment only. This allows people to know when they will be seen without having to wait an extended period of time. After-visit summaries are now being provided so that patients know what the next steps are for their care.
 - **Primary Care referrals to ACHC** – thanks to funding from UW Health, with strong advocacy from Shiva and the support of Dr. Pete Newcomer, there will be 20 available referrals to ACHC primary care per month. If a patient does not have a PCP (Primary Care Provider), they can be seen at ACHC, regardless of insurance or immigration status. This is a 6-month pilot program. UW Health also funded the physical space that MEDIC uses for clinic.
 - LHC members emphasize that UW Madison SMPH students put their hearts into the clinic, on top of their other medical school responsibilities. A reminder that the care provided at MEDIC clinics is high-quality care, provided with the benefit of faculty supervision. The care is at the level provided at other clinics.
- **COVID Vaccine Update**
 - An informational document on COVID-19 vaccines was created for use in communities. This was a collaborative effort with many local organizations. See document at the end of notes; also available in Spanish. There are daily requests for sessions on vaccines, for example from Latinx parents of Memorial High School students. Efforts are in place to arrange cross-systems coordination to make access to vaccines easier and prioritize BIPOC (Black, Indigenous, People of Color) in eligible groups.
 - UW Health is hiring two vaccine-patient educators. They will be bilingual and Latinx, and are essentially Community Health Workers (CHWs). CHWs will be reaching out to all UW Health Latinx patients within the next year, to discuss where and how to get vaccines. These



Latino Health Council of Dane County
Thursday, March 18, 2021
Meeting Minutes

positions will be based at UW Health's Wingra Clinic, which has the best connection with the community. The educators will help people navigate through vaccine system and educate community members so they can be ambassadors of information within their communities.

- Fernando Cano & Martha Saucedo – working on mental health videos for community
- **Membership agreements and fees** – please complete agreement and send in payment. Options for paying fee include check or direct deposit, credit card payment is not currently an option. If an organization has difficulty with paying membership dues, please contact Dr. Tellez-Girón directly. Balance of LHC account is checked ~every 3 months.
- **Sponsorships** were received from UW Health/UnityPoint/Quartz and from SSM Health and GHC; thanks to Anne for advocacy with SSM. LHC currently has a stable financial position.

Presentations

- **Project Recovery** - Crisis counselling and emotional support to people impacted by COVID-19
 - Funding from WI Department of Health Services (DHS) and FEMA (Federal Emergency Management Agency) make their services possible. Funding is secured through June 2021.
 - The service is free and anonymous and there are six full time staff in Dane Co. Services are also available in many surrounding counties. See presentation slides or [website](#) for specifics.
 - Service for people who feel sad, angry, depressed because of COVID
 - Can access services by calling their Dane Co # **608-237-1255**. For other counties you can use 2-1-1. They are also on Facebook and Twitter
 - Staff reply within 48 hours and can do up to 5-6 follow-up sessions
 - Local bilingual staff are Cielo Lazo and Luis Ravelo
 - Cielo's email cielol@cacscw.org
 - Hotline is in English, but you can press "2" for Spanish and leave a message. There are three Spanish speakers in Dane Co., and other counties have at least one bilingual staff person.
 - People can be connected to their services through local Latinx organizations, like Centro Hispano or UNIDOS
 - Project Recovery offers crisis counselling, but it **is not** a crisis line for someone who is experiencing an acute crisis. Please refer to presentation slides for appropriate referrals
 - La Red from UNIDOS may be a good way to connect people in crisis to services 1-800-510-9195
- **RITF (Recovery Implementation Task Force)**, Maria Hanson, current co-chair
 - RITF is an advisory board to the DHS Division of Care and Treatment Services (DCTS). The role of the RITF is to ensure Wisconsin's mental health and substance use disorder services promote recovery, hope, dignity, and empowerment throughout the lifespan. Members include individuals with lived experience of a mental illness and/or substance use disorder and advocates for individuals with these concerns.
 - Different people approach recovery in different ways, and RITF honors that
 - In 2006, as part of the **Peer Specialists** movement, peers were brought in to DHS. People with lived experience in mental health and substance use recovery now had a way to professionalize their experiences.



Latino Health Council of Dane County
Thursday, March 18, 2021
Meeting Minutes

- **Peer Specialists** – certified peer specialists participate in a 2- week training, and take a credentialing exam. Once certified, peers must complete continuing education credits every 2 years to maintain credentials. This includes training on diversity and inclusion.
 - Peer specialists who take the credentialing exam may request accommodations. The test is administered online through the UW Milwaukee. Maria will need to check if taking the exam in Spanish is an available accommodation
 - Maria acknowledges that the test itself may have bias incorporated, as it was created by white women. Work needs to be done to improve the credentialing exam.
- Certified Peer Specialists, one credentialed, can find employment with an agency that offers CCS (Comprehensive Community Services) and other organizations. See <https://www.wicps.org/jobs/> for employment opportunities.
- Centro Hispano and DHS are working on a Peer Specialists curriculum in Spanish, hope to reach out to other communities as well. Materials being translated into Spanish
 - This could open up employment opportunities for people in the Latinx community who may have already been providing these services free of charge
- Current efforts looking at gaps in services provided by peer specialists, looking to do focus groups
- RITF is looking to create mutually beneficial relationships and collaborations. Maria would like to know what they can do better to be more inclusive of other communities. Dr. Tellez-Girón applauded Maria for going to the Latinx community first to ask vs. coming to the community and telling the community what they were going to do
- Simultaneous interpretation *should* be available during RIFT meetings. It is already available for American Sign Language

APPENDIX – Reference Documents Shared During Meeting

MEDiC

Southside is one of the clinics run by MEDiC. MEDiC is the organization of student-run free clinics from the University of Wisconsin. Southside was established in 1992 and operated in a walk-in capacity in the South of Madison until COVID caused us to close in March 2020. We are now reopening in person, and plan to reopen slowly and institute changes in collaboration with community partners. Though our clinics are run by students, every clinic and student volunteer is closely supervised by licensed professional healthcare providers.

Southside now provides urgent-care scheduled medical appointments, over the phone and in person, on Saturday mornings. Some phone only appointments are available on Tuesday evenings as well. Every appointment needs to be scheduled in advance at this time but we are happy to find a time that works best for your schedule.

Our main goal is to connect patients to the care they need in the community, whether that be a more permanent primary care home (a regular doctor who can get to know you and help you over time) or other resources. Therefore, if you already have a primary care provider, it is best to see that provider for any health



Latino Health Council of Dane County
Thursday, March 18, 2021
Meeting Minutes

care concerns. We can help people who already have a doctor in the community to connect back with their primary care provider.

If you have chronic conditions or are over 65 and don't have a primary care provider, we can evaluate you to see if we might be able to help you get established with one of our primary care partners in Madison.

Care at Southside is available for uninsured or underinsured adults at no cost to the patient, regardless of documentation status or language spoken. The care we refer people to in the community often has processes where people pay different amounts based on their income. We can talk more about these options and possible costs before we refer you anywhere.

To learn more and make an appointment, please call 608 265 4972 ext 2 and leave a message in English or Spanish with your name, a best number to reach you, if there is any best time or day to call, and what we can help you with. We will call you back within one week. We look forward to helping however we can.

MEDiC

Southside es una clínica organizada por MEDiC. MEDiC es la organización de clínicas gratuitas organizadas por estudiantes de la Universidad de Wisconsin. Southside se estableció en 1992 en el sur de Madison y éramos una clínica donde los pacientes podían venir sin una cita hasta que COVID nos causó que cerráramos en marzo 2020. Ahora abriremos de nuevo y planeamos empezar lentamente, haciendo cambios con el apoyo de varias organizaciones comunitarias. Aunque la clínica es manejada por estudiantes, cada clínica y sus estudiantes voluntarios son supervisados por un profesional de la salud con licencia para ejercer medicina.

Southside ahora provee citas los sábados por la mañana para visitas de problemas semi urgentes, ya sea por teléfono o en persona. También hay algunas citas telefónicas los martes por la tarde. Cada visita requiere una cita previa. Nos encantará ayudarle a hacer una cita que sirva sus necesidades.

Nuestra meta principal es conectar a nuestros pacientes con la atención médica que necesitan, ya sea como con un lugar permanente de atención primaria y con personal de salud de cabecera o con otros recursos. Pero si usted ya tiene una clínica y un profesional de salud de cabecera, es mejor buscar ayuda con ellos. Si es necesario nosotros podemos ayudarle para reconectarse con ellos.

Si usted tiene condiciones crónicas de salud o tiene más que 65 años y no tiene una clínica primaria y/o un proveedor de salud de cabecera, nosotros podemos hacerle una evaluación para ver si podemos ayudarle a establecerse como paciente en una de las clínicas de cuidados primarios en Madison.

Los servicios de la clínica de Southside son gratuitos y son disponibles para pacientes sin seguro médico o sin seguro suficiente para cubrir sus necesidades médicas, independientemente de su estado legal o de su idioma. Los servicios de referencia para tener una clínica primaria tienen un costo de acuerdo con sus ingresos. Podemos discutir más sobre estas opciones y los costos posibles antes de conectarlo a otra clínica u otros servicios.

Para aprender más o para hacer una cita, por favor llámenos al 608 265-4972 extensión número 2 y deje un mensaje en inglés o en español con su nombre, su número telefónico, si hay una hora mejor para regresarle la llamada y díganos con que le podemos ayudar. Le llamaremos a más tardar dentro de una semana. Estaremos felices de poder ayudarle de cualquier manera posible.



Adult Day Center

Agrace to Offer Quality Drop-In Day Care for Older Adults

- Register now: opens May 2021
- Convenient Madison location off the west Beltline
- Respite for family/caregivers of seniors with cognitive decline
- Daytime companionship for seniors, plus meals, activities, medicines

Do you care for an older adult who needs company and daytime support? The Agrace Adult Day Center in Madison is a safe, caring place for older adults to stay on weekdays. It's another helpful service from Agrace, a trusted name in nonprofit health care.

Who can benefit from the Agrace Adult Day Center?

The Agrace Adult Day Center is for older adults who cannot, or choose not to, stay alone all day. They may live alone, with family members or in assisted living—but need the reassurance and support of having others with them throughout the day.

Many of our clients have dementia or cognitive decline that makes them less able to remember and make decisions. The Center is a welcome option for families that need either a regular or an occasional respite from caregiving.

Where is the Center, and when is it open?

The Agrace Adult Day Center is centrally located in the Madison area, at 1702 West Beltline Highway (off the Fish Hatchery Road exit). Hours are from 7:30 a.m. to 5:30 p.m., Monday through Friday.

The space is designed to feel familiar and friendly to older adults, with accessible spaces for activities, quiet rest, meals and more.

Clients can attend the Center daily with plenty of space for physical distancing. Eventually, the space will serve up to 64 adults a day.



What services are offered?

- Companionship from caregivers, volunteers and other seniors.
- Quality, nutritious meals: Breakfast, lunch and an afternoon snack.
- Physical activities like chair yoga and Wii sports.
- Mentally stimulating activities, such as board games, crafts and classes and activities, including gardening, music, and other unique topics.
- Medication passing: a trained, designated staff member gives each client their prescribed medications during the day.

In addition to a registered nurse manager, the staff includes caregivers, a CNA dementia specialist, a chef and volunteers. The Center maintains a staff-to-client ratio of 1:8 or fewer, and Agrace staff and volunteers have received the COVID-19 vaccine.

How do participants pay for this care?

There is a \$77 per day fee, which includes the meals, services and activities described above. Most clients/families will pay privately, as health insurance rarely pays for adult day care.

Community sources for payment assistance may be available for participants who could benefit from our services but are unable to pay.

Getting Started

If you know someone who would benefit from having drop-in adult day care, you can learn more about the Agrace Adult Day Center at Agrace.org/AdultDay or (608) 276-4660.



COVID-19 VACCINE

Frequently asked questions



1

How safe is the vaccine?

- **The COVID-19 vaccine is very safe.** All vaccines go through the same four phases of development. No steps were skipped or rushed, despite the speed of the process. Scientists from around the world were able to build on decades of vaccine knowledge to speed up development.
- Tens of thousands of people of various ages, races and ethnicities participated in vaccine trials to ensure they are safe and effective, and the vaccines have since been given to millions of people safely. The evidence from those studies was closely reviewed by the Food and Drug Association (FDA) and independent organizations.

2

Will the vaccine change my DNA?

- **No. The vaccines will not change your DNA or genes in any way.** The vaccine teaches your body how to fight COVID-19 so that if the virus enters your body, your body will know how to fight it. You cannot get COVID-19 from the vaccine.

3

Who decides grouping? When can I get the vaccine?

- **Federal and state governments decide grouping.** The Advisory Committee on Immunization Practices (ACIP) makes recommendation for vaccine prioritization, which vaccinators must follow.
- **Stay tuned for when you become eligible.** If you are in one of the [currently eligible groups](#), there are different [options to get vaccinated](#). If you are not yet eligible, [check the Public Health Madison & Dane County website regularly for updates](#).

4

How will I feel after getting the vaccine?

- **Mild side effects are common, but should go away in a day or two.** Side effects are a normal sign that your body is building protection.
- Side effects may include fever, tiredness, muscle pain, chills, joint pain and headache.

5

How long after getting vaccinated will I be fully protected?

- **It takes about two weeks for your body to build protection (immunity) after your final dose.** People who receive the Johnson & Johnson vaccine (one dose) are fully protected after about two weeks. People who receive the Pfizer or Moderna vaccine (two doses), are fully protected two weeks *after their second dose*.
- **At this point, we don't know how long protection lasts.** Researchers will have a better understanding once there is more data available.



Latino Health Council of Dane County
Thursday, March 18, 2021
Meeting Minutes

6 Will there be a cost to get the COVID-19 vaccine?

- **No**—vaccine purchased with U.S. taxpayer dollars will be given to people at no cost.

7 Are the current vaccines effective against the new strains?

- **Yes, the current vaccines seem to be effective against the new strains.** However, virus mutations (changes) are common. Researchers will continue studying the effectiveness on new strains.

8 Can I get the vaccine if I have an existing medical condition such as diabetes, high blood pressure, asthma, etc.?

- **Yes**, people with underlying medical conditions can get COVID-19 vaccines as long as they have not had a severe or immediate allergic reaction to any of the ingredients in the vaccine. Adults with some pre-existing medical conditions may want to talk with their medical provider.

9 Should I still get the vaccine if I already had COVID-19?

- **Yes, you should be vaccinated even if you already had COVID-19.** Experts do not yet know how long you are protected from getting sick again after recovering from COVID-19.

10 Can I receive the COVID-19 vaccine if I have had an allergy or anaphylactic reaction to foods/medications/other vaccines?

- **Allergy to vaccines:** If you have had an immediate allergic reaction - even if it was not severe - to a vaccine or injectable therapy for another disease, ask your doctor if you should get a vaccine.
- **Allergy to foods, insects, etc.:**
 - If you have a history of severe allergic reaction to food, bee stings (or other insects) or latex that **you use an Epi Pen** to treat, you should receive your vaccine at a clinical site (like a hospital) rather than a nonclinical site (like a drive thru), so you can be monitored closely.
 - If you have a history of an allergic reaction to food, bee stings (or other insects) or latex that is **not** anaphylaxis, and therefore **do not use an Epi Pen** to treat, there is no restriction to receiving your vaccine, but it is still recommended to receive your vaccine at a clinical site.

11 Are children eligible to receive the COVID-19 vaccine?

- **Children under age 16 are not currently eligible.** The Pfizer vaccine is approved for ages 16 and older. The Moderna and Johnson & Johnson vaccines are approved for ages 18 and older.
- Children have just recently been included in COVID-19 trials. It is unclear when children 16 years and younger will be able to get vaccinated.

For more information, visit publichealthmdc.com/covid-19-vaccine or call the WI DHS Vaccine Hotline at: (844) 684-1064

This document was created in coordination with Access Community Health Centers, GHC-SCW, SSMHealth, Public Health Madison & Dane County, UnityPoint Health-Meriter & UW Health.

Updated March 12, 2021