

Priority: Make high-quality, culturally and linguistically appropriate physical and behavioral health care readily accessible to I&I residents

	Action Step	Potential Partners	Short (6 – 12 mos) Mid (1 – 2 yrs) Long (3 – 5 yrs)
Increase neighborhood-based outreach, education and service provision tailored to the needs of communities, including the use of Community Health Workers			
1.	Create multilingual physical health, mental health and substance abuse print and video resources that can be given directly to patients to avoid fear of stigma.	Mental Health America, AC Health Department, ethnic communities, Refugee Resettlement Agencies, Squirrel Hill Health Center (SHHC)	Mid
2.	Provide mental health training/orientation to religious leaders who serve immigrant and refugee communities, strengthening religious support to improve mental health outcomes.	DHS Behavioral Health Program, ethnic communities, faith groups	Mid
3.	Evaluate Community Health Worker models to identify best model for Allegheny County and initiate best practice.	AC Health Department, School of Public Health, DHS, SHHC	Long
4.	Support growth of physical and behavioral health education initiatives within ethnic organizations.	Healthcare systems, Consumer Health Coalition, NAMI, SHHC, AC HD, DHS I&I	Mid
5.	Expand Behavioral Health Support Groups with additional funding and resources.	DHS, JFCS, School of Public Health, NAMI	Short
6.	Support and advance insurance and health system literacy and navigation among immigrant populations.	Consumer Health Coalition, FQHCs, Healthcare Council	Mid
7.	Explore solutions to provide care for chronic health conditions for undocumented immigrants.	Consortium of university and community healthcare providers, healthcare insurers	Long
Promote appropriate and regular use of interpretation and translation services in physical and behavioral health care			
1.	Develop and disseminate to health systems and services a model language access plan that can be adopted and modified as needed.	Language Access Entity, hospitals and health centers	Long
2.	Promote use of behavioral health and medically certified interpretation.	Language Access Entity, hospitals and health centers, professional interpreter services	Short
3.	Develop a consortium based on university and community partners, including behavioral health, medical professionals, immigrant and refugee service providers and immigrant community members to adapt and translate existing behavioral health resources for diverse communities.	Universities, hospitals and health centers, SHHC, behavioral health providers, ethnic communities	Long

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Increase access to affordable health care services			
1.	Expand access to low-cost dental and eye care.	Pitt Dental School and other charity care resources, ethnic communities, ISAC	Short
2.	Reach out to residency programs, fellowships and other student resources to develop ongoing programs providing sustainable support to health care initiatives.	Schweitzer Fellows, Bridging the Gap, Birmingham Clinic	Long
3.	Connect immigrant and refugee communities with free and low-cost clinics and expand the capacity of these clinics to meet their needs.	Ethnic communities, resettlement agencies, ISAC, DHS I&I Initiative, FQHCs and free clinics	Short
Ensure that health care workers are trained and able to serve people from multiple cultures			
1.	Embed cultural competency training among health care providers and first responders for staff at all levels, from frontline to physicians. Provide opportunities for continuing professional development. Make use of effective “pre-packaged” cultural competence trainings, existing training through the Public Health Training Center at Pitt and the Staunton Farms Foundation/JFCS Behavioral Health training program, and creation of new training institutions.	Public Health Training Center at Pitt ISAC, healthcare professional organizations	Long
2.	Embed immigrant and refugee-specific modules in trauma-informed care training.	DHS, National Partnership for Community Trainings, Matilda Theiss	Mid
Increase the number of multilingual health care providers and raise awareness about their services			
1.	Promote bilingual hiring practices to make culturally and linguistically appropriate physical and behavioral health care (e.g., therapy) readily available to foreign-born residents.	Healthcare systems, DHS Office of Behavioral Health	Long
2.	Create and maintain a database of multilingual healthcare professionals.	Allegheny County Medical Association, ISAC	Mid
3.	Disseminate health-sector job opportunities among immigrant and refugee communities to help in attracting bilingual, culturally competent staff, especially front-line staff.	Ethnic communities, CLP, AHN, UPMC, DHS I&I, AC HD, resettlement agencies	Short