

# Tulare County Community Health Improvement Plan Annual Report Year Two

2021–2022



**HHSA**  
Public Health

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# 2021-2022

## Tulare County Community Health Improvement Plan Partners

Aria Community Health Center

Altura Centers for Health

Anthem Blue Cross

Family HealthCare Network

Kaweah Health

Lindsay Unified School District – Family Resource Center

Tulare County Association of Governments (TCAG)

Tulare County HHSA – Public Health

Tulare County Health Care Centers

Tulare County Public Library

Tulare County Regional Transit Agency

Tule River Reservation

The Source LGBT+ Center

Sierra View Medical Center

# A note from the Community Health Improvement Plan Community Partners

As we approach the end of the 2017–2022 Community Health Improvement Plan period, the committee concluded to reflect on the work achieved from July 2021 through June 2022. This is an opportunity to learn from current practice and plan for the upcoming 2023–2028 Community Health Assessment and Improvement Plan. The Committee structured the report to be able to identify barriers, changes in organizational capacity, and areas of improvement while continuing to support the Access to Care and TAME (Tulare Alliance for Management and Education of Diabetes) focused areas. This report is a summary of the work of Altura Centers for Health, Anthem Blue Cross, Visalia Health Care Centers, TCAG, Sierra View, Tulare County Library, Kaweah Health, Tule River Reservation, Lindsay Unified School District - Healthy Start FRC, Aria Community Health Center, TCPH, and The Source LGBT+ Center.

Signed,

CHIP Committee Chairs  
Alma Torres  
Sandra Escudero

## Goal 1 Increase the number of clinic staff and providers who are competent and sensitive in working with special populations

**Has your organization held any cultural competency or inclusivity trainings in the past year?**

### BARRIERS/CHANGES (Section A)

**Barriers/Changes in staff, funding, and program activities that have affected the continuation of satisfying this priority.**

During the fiscal year July 1, 2021 through June 30, 2022, the participating organizations have identified the following barriers/changes having an impact to continue the work of satisfying cultural competency training and services. COVID-19 continued to impact the number of trainings available to the staff and making it available to complete them. This is related to organizations not having enough staff, needing consistency of ongoing training, and being able to retain staff. Family HealthCare Network stated, "FHCN was able to continue its annual health & safety trainings for staff by utilizing an online platform." The virtual transition has made an impact to holding the trainings online through subcontracts and not being able to hold in person. Adjusting to this new platform caused attention to be shifted from staff development to focus on satisfying and meeting the needs of the communities. Due to COVID, there was a higher demand for services, especially since organizations were closed and had to prepare to be reopened by following the State's guidelines and regulations and ensuring staff were properly trained. Patron expectation is that we expand services, including the services added as part of COVID. Tulare County Association of Governments shared, "Our agency has a family-first policy that allows staff flexibility in their work schedules to make appointments for themselves, their families, and extended families, with full support of management." Despite staff shortages, planning trainings and strategies is still an effort all organizations are working toward.

### NEXT STEPS (Section B)

**Next steps to ensure the continuation of efforts to improve access to health care and supportive services.**

**Altura Centers for Health:** "Continue scheduling annual training for "Exploring Culture in CLAS: Sexual Orientation and Gender Identity" for all staff members, using Medtrainer, continuing to be a PrEP-AP Enrollment site to enroll the public into the PrEP AP Provider program to access PrEP for HIV preventions, and partnering with The Source to provide staff training on LGBTQ cultural competency".

**Anthem Blue Cross:** "Continuation of training is provided via an online platform and required annually".

**Aria Community Health Center:** "Continue working with outreach program to improve access and identify those in need of services".

**Family HealthCare Network:** "Family HealthCare Network is committed to providing quality care to all with dignity and respect. As such, FHCN will continue to provide annual training for all its staff and work diligently to retain its designation as an LGBTQ leader in Health Care Equality by the Human Rights Campaign. FHCN continues to work closely with local partners and health plans to identify and improve access to services within the communities served".

**Kaweah Health:** "Continue practice of Cultural Diversity Task Force working on improving diversity and cultural barriers within the hospital and working with our community partners".

**Lindsay Unified School District Healthy Start FRC:** "Continue sharing the service providers share out at our quarterly meetings. For example, Anthem and Healthnet shared on Cal Aim services. We also partner with local clinics for coordination of services. Kaweah Health in partnership with Healthy Kids- Healthy Lindsay continues to provide Chronic Disease, Diabetes, and Mental Wellness programs. We secured additional funding for another two years to support this".

**The Source LGBT + Center:** "Building provider database to refer patients for HIV care, PrEP, Trans care, STI screening/treatment, etc".

**Tulare County Association of Governments (TCAG):** "Assisting the local transportation provider to advertise outreach events and provide transportation information on our website. We are in the process of redefining public transportation in Tulare County that will improve mobility for all. We plan to work directly with health care providers to better understand their needs and identify ways to fill the gaps".

**Tulare County Health Care Centers:** "Proud to be designated a leader in Health Care Equality by the Human Rights Campaign. TCHC will continue to participate in the Healthcare Equality Index and take the required trainings associated with the recognition program, utilizing the PRAPARE tool, general outreach, and ongoing education efforts".

## Goal 1 (continued)

**Tulare County Public Health:** “Continually seek to improve outcomes and deliveries from an administrative perspective”.

**Tulare County Public Health - California Children’s Services (CCS):** “Setting clear expectations for staff. Provide training on working with underserved population”.

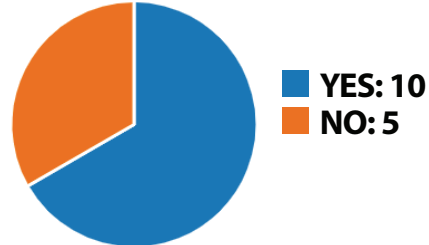
**Tulare County Public Library:** “Continue to support efforts of our partners to improve access to health care and support services, such as providing spaces for events, trainings, and meetings. Sharing nonprofit events and attending health fairs throughout the county to provide information on library resources on healthy lifestyles”.

**Tule River Indian Health Center, Inc.:** “Continuing our work in partnership with the community to ensure access to health care and supportive services”.

## COMMON THEMES (Section C)

COVID-19, staff shortages, staff burnout, virtual transition, transportation.

Number of organizations that held any cultural competency or inclusivity trainings in the past year.



## Goal 2 Establish and expand services in remote areas

**Has your organization conducted any activities to establish or expand services in remote areas? If applicable, please include telehealth services.**

### BARRIERS/CHANGES (Section A)

**Barriers/Changes in staff, funding, and program activities that have affected the continuation of satisfying this priority.**

COVID-19 played a huge role in the barriers/changes that the participating organizations encountered in expanding to remote areas to provide their services. Some organizations did receive funding to address these needs, but others encountered funding as one of their barriers to invest in expansion and transportation. Staff shortages and the transition to virtual services made this goal difficult since it connects with technology and internet connectivity issues. Tulare County Public Health - California Children's Services stated their barrier was "Not having enough Physical Therapists, Occupational Therapists, Physical Therapist Assistants. The Medical Therapy Program provided services through telehealth. The telehealth appointments consisted of evaluations, treatment sessions, and evaluations/deliveries of Durable Medical Equipment." Other organizations had a difficult time identifying providers who accepted Medi-Cal, Medicare, or Covered Ca, since many telehealth providers only accepted private health insurance. Kaweah Health stated, "Health Navigators have been assisting with Medi-Cal enrollment, including conducting home visits in rural areas in order to obtain the documentation needed to complete the applications. Over 1,000 people have been assisted and almost 500 have been enrolled into Medi-Cal through these efforts over the last two years." Family HealthCare Network shared, "FHCN continued to provide critical services by continuing virtual visits, initiating online appointment scheduling, and providing local partners with COVID-19 testing kits and PPE. Our enrollment teams continued their efforts to enroll people in critical programs such as Medi-Cal, Covered CA, and Cal Fresh. During the 21-22 fiscal year, we conducted 1,759 Medi-Cal enrollments, 869 Covered CA enrollments, and 816 CalFresh enrollments. FHCN also continued its outreach by conducting virtual and in-person presentations, info booths at community events and cuadrillas, hosting its monthly food distribution in the community of Goshen, and hosting multiple health fairs in various communities, reaching over 64,000 people." Another identified barrier was transportation accessibility. Tulare County Association of Governments (TCAG) mentioned, "Awareness is needed to demonstrate the use of the existing transportation systems needed. Training and education on how to find the transit schedules, buy a bus pass, transfer to another bus, or transit system. Education in rural areas is needed to advocate for more services and educate them on what they can do to obtain transit services were identified as a need for our young adults, seniors, and those without adequate transportation." Sierra View Medical Center reported, "The hospital has been working diligently to expand services to our underserved communities by providing access to medical care through Rural Health Clinic services. In July 2022 we opened our Terra Bella Community Health Center to provide services to surrounding communities. Services include Family Medicine, Chronic Disease Management (including Diabetes, Hypertension, Asthma, and more) Wellness Visits, Initial Pregnancy Visits, and more."

### NEXT STEPS (Section B)

**Next steps to ensure the continuation of efforts to improve access to health care and supportive services.**

**Altura Centers for Health:** "Continue offering telehealth visits, free door-to-door transportation and offer outreach to the Cuadrillas (farm workers in the fields) and provide lunch, health education, and health screenings on Fridays".

**Anthem Blue Cross:** "Continue to identify new partners to collaborate with to expand telehealth services and transportation access".

**Aria Community Health Center:** "Expanding transportation efforts, telehealth, and virtual visits".

**Family HealthCare Network:** "FHCN is committed to continually working with its partners to evaluate the needs of our communities and expand its services and community programs. Most recently, FHCN was welcomed back to various local schools to resume its oral health assessments and education. In addition, FHCN has created special partnerships with Tulare County Office of Education Migrant Education Programs, Porterville Adult School, and Burton School District to provide families with access to medical, dental, vision, and enrollment services. FHCN will also continue to host health events and continue its outreach efforts throughout the county."

**Kaweah Health:** "Continue supporting rural health clinics, continue to improve and expand as needed. Recently the Exeter Clinic has partnered with TCHSA to provide mental health and psychiatry services to children and youth. This is a big need in our area".

**Lindsay Unified School District Healthy Start FRC:** "Continue servicing Lindsay and some parts of Strathmore".

**Sierra View Medical Center:** "Continue to promote this service line through Digital Marketing, Direct Mail, and community events and partnerships. Future plans include opening a few more Community Health Centers in the area; no definite plans yet".

**The Source LGBT + Center:** "Identify providers/facilities providing telehealth services, strengthen partnerships, outreach to remote areas".

## Goal 2 (continued)

**Tulare County Association of Governments (TCAG):** “Continue supporting our transportation providers’ efforts to expand and reach more rural communities. Advertise in all urban and rural communities our Unmet Transit Needs Hearing. Implement a short-range transit plan to address this area”.

**Tulare County Health Centers:** “TCHC received funding to expand our transportation fleet in 2021. We will be purchasing an additional transport van by the end of this fiscal year. We will also continue to pilot the EZ Telehealth system with our providers and continue the use of telehealth to expand the community health worker program model to reach individuals in remote areas”.

**Tulare County Public Health - California Children’s Services (CCS):** “Continue to make sure families in remote areas have means of transportation to get to their medical appointments. Provide families with the resources in Tulare County to help them”.

**Tulare County Association of Governments (TCAG):** “Continue supporting our transportation providers’ efforts to expand and reach more rural communities. Advertise in all urban and rural communities our Unmet Transit Needs Hearing. Implement a short-range transit plan to address this area”.

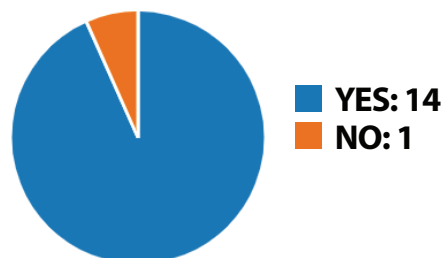
**Tulare County Health Centers:** “TCHC received funding to expand our transportation fleet in 2021. We will be purchasing an additional transport van by the end of this fiscal year. We will also continue to pilot the EZ Telehealth system with our providers and continue the use of telehealth to expand the community health worker program model to reach individuals in remote areas”.

**Tulare County Public Health - California Children’s Services (CCS):** “Continue to make sure families in remote areas have means of transportation to get to their medical appointments. Provide families with the resources in Tulare County to help them”.

## COMMON THEMES (Section C)

Received funding, staff shortages, internet connectivity, COVID-19, weather conditions, gas prices, virtual transition, difficulty training staff, technology barriers (training, knowledge of how to use it), insurance barriers covering telehealth, lack of education/ training on adaptation.

Number of organizations that conducted any activities to establish or expand services in remote areas, including telehealth services.



## Goal 3 Ensure the public knows when and how to access care

**Has your organization conducted any activities directing the public to know when or how to access care? (e.g., social media posts, town halls, forums)**

### BARRIERS/CHANGES (Section A)

**Barriers/Changes in staff, funding, and program activities that have affected the continuation of satisfying this priority.**

Directing the public to know when or how to access care is another essential goal to support the linkage to services and resources of the community. Regardless of the staff changes, funding barriers, and increase of workload due to COVID-19, organizations like Kaweah Health identified the need for “their organization to continue having a strong social media presence and letting the community know that we are here to serve them.” Community outreach is another method organizations used to direct their patients or clients to services, but others, as the Tulare County Library, depend on partnerships to provide this information and activities. Sierra View Medical Center stated, “We utilize our social media platforms to promote and disseminate any and all important information that would give our community the details on how to access care. Some posts have included our Vaccination Clinic efforts and partnership with the City of Porterville and Imperial Ambulance. We regularly send out information on service line offerings, including free services available through our county partners and other local partnerships.” Family HealthCare Network shared, “Family HealthCare Network recognizes the importance of public awareness and continues to utilize digital marketing, social media, radio, and TV to promote its services and provide education on how to access them. In addition, FHCN uses its patient portal, website, and outreach teams to share information. Earlier this year, FHCN underwent a rebrand that included updating its website to ensure ease of access to information on our services, locations, and community programs.”

### NEXT STEPS (Section B)

**Next steps to ensure the continuation of efforts to improve access to health care and supportive services.**

**Altura Centers for Health:** “Continue sharing posts on social media, including Instagram, Facebook, LinkedIn, and TikTok. Continuation of health fairs, food drives, school farmers market events, free backpack distributions, Cuadrillas farm worker events, and other special outreach events throughout the community to increase public awareness on how to access care. Also, strengthening work with Promotoras, who provide education to the Spanish-speaking Hispanic population in rural communities, to increase awareness of the services provided and how to access care.”

**Anthem Blue Cross:** “Continue to utilize various modes of communication, and through partnership with partners like Tulare County HHSA, Kaweah Health, CBOs, among others, continue to increase awareness regarding benefits, programs, and services.”

**Aria Community Health Center:** “Continue social media posts and community events.”

**Family HealthCare Network:** “FHCN will continue to utilize its various media platforms and outreach teams to bring awareness of its services.”

**Kaweah Health:** “Continue to work with our community advisory groups to ensure that we are providing the services needed by the community and engaging them in a meaningful way.”

**Lindsay Unified School District Healthy Start FRC:** “Continue using LUSD’s parent square, social media, and recruitment at local events and back to school night.”

**The Source LGBT + Center:** “Continued social media outreach, outreach at events, outreach to public/clients.”

**Tulare County Association of Governments (TCAG):** “We will work to hire an additional staff person for our administrative efforts. Plan to improve accessibility to website regarding transportation information. Continue to partner with social service organizations at outreach events to provide transit information, bike helmets, and car seats. We will use social media to spread information on the location of our outreach events.”

**Tulare County Health Care Centers:** “TCHC continues to publish social media alerts and hold health fairs. In 2021 the Oral Health program also increased awareness of Denti-Cal services by holding a provider training in June. Attendees participated in person and via Zoom. Topograph campaign to increase public awareness. Ongoing IVR messaging, outreach using gaps in care lists, and health fairs. Continue to reach out to partners.”

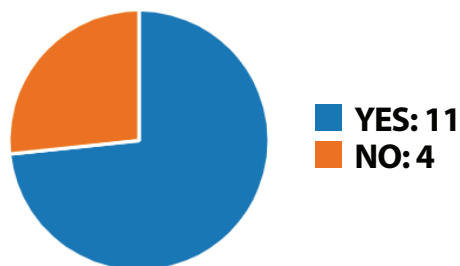
**Tule River Indian Health Center, Inc.:** “Continue regular meetings with community organizations to educate on our services.”

## Goal 3 (continued)

### COMMON THEMES (Section C)

COVID-19, social media posts, strong social media presence, increase of workload, outreach events. Social media, community outreach, partnerships, community advisory groups, continue regular meeting, ongoing education, hire additional staff to support efforts.

Number of organizations that conducted any activities directing the public to know when or how to access care.



## Goal 4 Improve identification and management of pre-diabetes and diabetes

**Has your organization organized or completed any activities related to the identification or management of diabetes or pre-diabetes?**

### BARRIERS/CHANGES (Section A)

**Barriers/Changes in staff, funding, and program activities that have affected the continuation of satisfying this priority.**

The frequency of addressing COVID-19 and the impact has also translated to challenges on achieving and managing diabetes. Lindsay Unified School District Healthy Start FRC reported they were down to one employee supporting this effort, and Anthem Blue Cross experienced low member response and rate of uptake. Organizations also had to take alternative measures to meet this goal. For example, California Children's Services (CCS) stated, "CCS nurses provide medical case management for patient who have been diagnosed with diabetes, and when patient is being non-compliant with appointments or medication, the CCS nurse will research and follow up with the family/patient to make sure they are reconnected to the specialist and taking their medication." Family HealthCare Network stated, "During the pandemic, FHCN providers continued to provide care to those with diabetes and those newly diagnosed. While we had to halt our diabetic clinic visits, our providers engaged our health educators and care coordinators to ensure patients had the proper tools to best manage their chronic illness." This demonstrates that despite the challenges/changes, the organizations are looking for alternatives to fulfill communities' needs.

### NEXT STEPS (Section B)

**Next steps to ensure the continuation of efforts to improve access to health care and supportive services.**

**Altura Centers for Health:** "Continue the use of quality dashboard to identify patients who are diabetic, to complete assessments and diagnostics at the patient's visit. Also, accept specialty care referrals from other organizations, which may include podiatry care for annual diabetic foot exams and uses IRIS for retinal eye exams. Lastly, health educators are available to provide one-on-one education to patients to better manage pre-diabetes and diabetes".

**Anthem Blue Cross:** "Will continue to develop and promote creative ways to ensure members have access to diabetes management information and resources".

**Aria Community Health Center:** "Currently building a care coordination team to continue to reach out to partners".

**Family HealthCare Network:** "FHCN has since resumed its Diabetic Clinics at various sites. Visits to our diabetic clinic include nutrition education, digital retinopathy, foot screenings, and medication management all in one visit".

**Kaweah Health:** "We plan to continue our services and partner with our TAME committee as funding opportunities arise".

**Lindsay Unified School District Healthy Start FRC:** "Hiring a second FTE to support the work. Provide education using an evidence-based model for chronic disease self-management along with exercise classes and personalized meetings with a pharmacist".

**Tulare County Association of Governments (TCAG):** "Continue to distribute transit information, bike helmets, and car seats at our outreach events. We will continue to partner with social service organizations to participate in outreach events and distribute transit information, bike helmets, and car seats".

**Tulare County Public Health - California Children's Services (CCS):** "Continue to have staff follow up on the non-compliance cases".

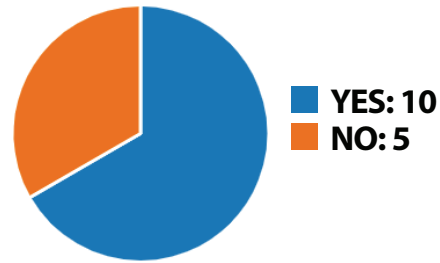
**Tulare County Health Centers:** "In 2021 we expanded our health education team to include a new HES. This fall, staff will begin holding in-person group classes to educate patients on diabetes management".

## Goal 4 (continued)

### COMMON THEMES (Section C)

Involving family members in medical treatment, lack of funding, staff shortages, support groups, TAME committee, COVID-19 challenges, indirect diabetes management services. Partners, expanding, develop and promote, outreach events.

**Number of organizations that organized or completed any activities related to the identification or management of diabetes or pre-diabetes.**



## Goal 5 Increase consumption of healthy food and beverage.

### Has your organization organized or completed any activities related to increasing consumption of healthy foods and beverages?

#### BARRIERS/CHANGES (Section A)

##### Barriers/Changes in staff, funding, and program activities that have affected the continuation of satisfying this priority.

Participating organizations reported barriers/changes that made an impact on continuing the work of satisfying the need for organizing and completing activities to increase consumption of healthy foods and beverages. Common barriers that were identified for this priority for some participating organizations were staff shortages and lack of funding. On the other hand, Tulare County Library reported they received funding and are supporting lunch at the library programs that supports two libraries offering meals onsite, while others supported offsite programs. Kaweah Health provides support and education to schools to start their own school gardens to teach students about healthier food options. Kaweah Health also mentioned, "The program also provides Zumba classes at no cost to participants and helps empower/develop emerging leaders as they become licensed instructors. We also plan and organize an annual Latino Health Awareness Event and work with the City of Dinuba and other partners on a certified seasonal Farmers Market. This year, we will hold it as a fall market and will offer WIC, Senior Vouchers and Market Match." Family HealthCare Network stated, "FHCN's community health staff continues to offer nutrition educational opportunities to children and adults alike through its Nutrition Education Obesity Prevention grant funding provided by Tulare County Public Health. We continue to support families with garden plots in our community garden located in the community of Woodlake. We also continue to utilize our community garden to teach children from the local afterschool programs how to plant and harvest vegetables and the importance of increasing their intake of such vegetables. FHCN also continues to host its food distribution in partnership with the Central California Food Bank in the community of Goshen."

#### NEXT STEPS (Section B)

##### Next steps to ensure the continuation of efforts to improve access to health care and supportive services.

**Altura Centers for Health:** "Continuation of partnership with FoodLink for food distribution events and farmers markets at local elementary schools. Partnering with St. John's Church for food distribution events. Health educators are offering nutrition education to patients to better manage diabetes and other chronic conditions".

**Anthem Blue Cross:** "Continue to make information available via multiple venues, online and at in-person events such as Patient Appreciation events and health fairs, etc".

**Aria Community Health Center:** "Continue offering health education classes and connecting to resources".

**Family HealthCare Network:** "Over the last month, FHCN was able to expand its Neighborhood Market food distribution in Goshen into an official food pantry. This change gives us the opportunity to receive additional healthy food options, such as dairy products, dry goods, and canned items, for distribution in addition to the fresh fruits and vegetables already offered. FHCN will also continue its efforts to provide nutrition education to patients and community members alike through internal and external program efforts."

**Kaweah Health:** "We plan to continue working on these efforts and adding new resources/activities in the coming year".

**Lindsay Unified School District Healthy Start FRC:** "Partnering with UC Cooperative Extension and have subcontracted with a dietitian for healthy eating workshops targeting parents with children ages 0-5".

**Tulare County Health Centers:** "The Local Oral Health Program conducted outreach and promotion to reduce sugar-sweetened beverage consumption through health fairs and school education".

**Tulare County Library:** "Continue to support lunch/meals at the Library programs when grants are received".

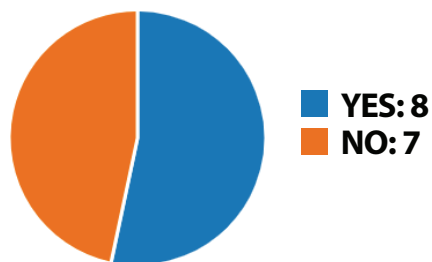
**Tulare County Public Health - California Children's Services (CCS):** "The Medical Therapy Program has a Health Education Specialist, who will be providing families with diabetes education".

## Goal 5 (continued)

### COMMON THEMES (Section C)

New resources, outreach and promotion, increase awareness, education. Staff shortages, funding, healthy food and beverages.

Number of organizations that organized or completed any activities related to increasing consumption of healthy foods and beverages.



## Goal 6 Increase opportunities for physical activity.

### Has your organization organized or completed any activities related to increasing opportunities for physical activity?

#### BARRIERS/CHANGES (Section A)

##### Barriers/Changes in staff, funding, and program activities that have affected the continuation of satisfying this priority.

Organizations reported the following barriers/changes that made an impact on continuing the work of satisfying the need for organizing and completing activities related to increasing opportunities for physical activity. We could recognize continued identification of COVID-19, funding, and staff shortages as barriers for the participating organizations. The Tulare County Health Centers shared environmental restrictions was one of their barriers to satisfy this priority. The Tulare County Association of Governments (TCAG) stated that even though staffing remains a challenge to continuing this work effectively, they encourage active transportation through our bike rodeos, use of community bike trails for walking and biking, and for overall betterment of community and health. Aria Community Health Center included as support for this priority that they worked in reducing blood pressure in patients with hypertension, and they were able to see an overall reduction of 16 percent. Family HealthCare Network shared, "During the pandemic, FHCN's promotoras were supported to offer free Bailoterapia (dance exercise) classes hosted via Zoom. In recent months, promotoras have returned to in-person classes in conjunction with local partners, such as Self-Help Enterprises, PAL, and the Boys & Girls Club."

#### NEXT STEPS (Section B)

##### Next steps to ensure the continuation of efforts to improve access to health care and supportive services.

**Altura Centers for Health:** "Continuation of offering free ZUMBA classes twice a week at the West Tulare Clinic site. Once a month, ALTURA hosts Walk with a Doc at Del Lago Park".

**Anthem Blue Cross:** "Continue to be engaged and support existing efforts, such as the Walk with a Doc monthly events hosted by Kaweah Health".

**Aria Community Health Center:** "Health education provided on site".

**Family HealthCare Network:** "FHCN will continue to work with local partners to identify safe spaces to host Bailoterapia classes free of charge at various locations within the county".

**Kaweah Health:** "Continue to expand our efforts and increase outreach".

**Lindsay Unified School District Healthy Start FRC:** "Continue to provide space for Kaweah Health to provide free exercise via dance therapy and chair exercises".

**Tulare County Association of Governments (TCAG):** "Continue to distribute bike helmets and partner with other agencies to hold bike rodeos which promotes physical activity for children. We are hiring a peer support specialist to look into an exercise prescription program".

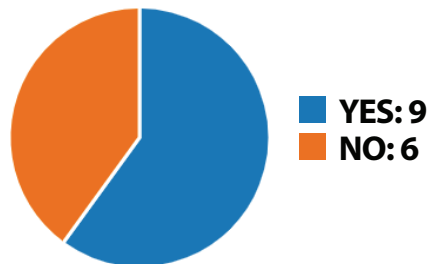
**Tulare County Library:** "Continue to work with outside organizations and seek out opportunities and grants around physical activity".

## Goal 6 (continued)

### COMMON THEMES (Section C)

Staff shortages, funding, transportation, COVID-19. Health education, expand efforts, hiring, continue efforts.

Number of organizations that organized or completed any activities related to increasing opportunities for physical activity.



# Successes of 2021–2022

In a collaborative effort, the Diabetes Resource Guide has been a reoccurring project that has been made possible by including community resources to address health equity, increase accessibility, and promote wellness.

## Fresno/Tulare Diabetes Symposium

### Narrative:

During the 2022 Fresno/Tulare Diabetes Symposium that took place on September 20, the following guest speakers presented on their respective topics. Nesreen Gusbi, MPH, Tulare County Public Health, focused on discussing the Diabetes Trends in the Central Valley. Mandeep Brar, MD, Endocrinology, Diabetes & Metabolism, presented on Diabetes Care Delivery Pertaining to Population Health, Innovation, and Health Disparity. Lastly, Dennis McIntyre, MD, reviewed the Link Between Adverse Childhood Experiences (ACEs) and Chronic Disease. This virtual event was two hours long, with 13 physicians attending, one mid-level practitioner, four registered nurses, and 27 under the Other category, with a total of 45 attendees.

After the symposium, it was asked of the attendees to complete an evaluation report. It was asked to list three improvements/changes to be implemented after the symposium.

The following are a few recommendations:

- “Given the very high rates of diabetes in Tulare County, I will be giving consideration to additional interventions on how to reduce infection associated with IV lines, Foley catheters, and surgical procedures.”
- “Use more continuing monitoring glucose sensors, ask patients how we can control sugars better, and work on their requests. Evaluate for childhood adverse experiences and take the two-hour class.”
- “I will be better able to connect patients with appropriate resources, will screen a wider population of patients, and use the additional tools that continuous blood glucose monitors provide for more consistent control.”

Impressions: Out of the 12 comments/improvements provided, five indicated the readiness to be trained to become ACEs providers.

The following are a few comments made about the faculty presenting:

- “Excellent information regarding the extent diabetes affects the populace of Tulare and Fresno Counties compared to the state of California as a whole. Comprehensive presentation on diabetes management given the typical physiology of a diabetic patient and medical modalities to counter the consequences of diabetes.”
- “Good panel, all very interested and motivated to inform us.”
- “Found the demographics lecture to be very helpful as someone who just relocated to this community.”
- “Speakers well versed and knowledgeable about their subjects.”

It was also asked to indicate topics to be covered in future activities:

1. Adolescent mental health
2. Uses of cardiac imaging PET, MRI, etc.
3. Health care disparities for specific populations that affect Tulare County and actions that can be taken to address needs
4. Natural alternative to prescription medication; supporting medications for weight loss for diabetics
5. Urology
6. Interested in newest innovations/treatments to address cancers
7. Discussion of inpatient management and bridging
8. More diabetes
9. Patient satisfaction for children (and parents) and seniors; improving access and team approach to reducing burnout
10. Thyroid function testing
11. Delving further into different forms of insulin
12. California hospitals’ financial problems post-COVID epidemic and upcoming earthquake mandate. What does the next fifteen years look like for every type of facility and community?

(See Appendix A)

## Successes of 2021–2022

In a collaborative effort, the Diabetes Resource Guide has been a reoccurring project that has been made possible by including community resources to address health equity, increase accessibility, and promote wellness.

### **Diabetes Resource Guide**

#### **Narrative:**

This is a collaborative effort guide developed for community individuals to access diabetes-related resource. These resources address the social determinants of health, which improve the health outcomes of the community. This guide is reviewed annually to align with the CHIP progress reports.

*(See Appendix B)*

### **Family HealthCare Network-Reach Out and Read Program**

Childhood Literacy Promotions: Family HealthCare Network is proud to support childhood literacy through its reach out and read program. All FHCN locations currently include reading corners with access to free books. Many of our books provide early childhood awareness and provide the appropriate concept of nutrition and other related health topics to prevent current and future health conditions such as diabetes. In addition, FHCN providers can provide a free book to children during their well child exams. Most recently, FHCN opened its first bookstore “The Book Nook” in downtown Visalia. The bookstore was established to address social determinants of health by promoting literacy in the form of access to books and early childhood awareness within the community. The bookstore contains a children’s section “Bugs Books” that encourages the love of books and reading with a selection of books that provide health education and wellness at an early age. FHCN will soon launch its Reading RX program that allows our providers to prescribe a free book for children during their well child visit redeemable at our bookstore.

# Thank You to our Community Partners for this collaboration during the years 2017-2022.



# Agenda

# Fresno/Tulare Virtual Diabetes Symposium

Tuesday, September 20, 2022 • 5:30PM - 7:30PM

**5:30** Welcome & Introductions

**Alma Torres-Nguyen**, Kaweah Health

**Brandi Muro**, California Health Collaborative

**5:40** **Nesreen Gusbi, MPH**

Tulare County Public Health

*Diabetes Trends in the Central Valley*

**6 – 7** **Mandeep Brar, MD**

Endocrinology, Diabetes & Metabolism

*Diabetes Care Delivery Pertaining to Population Health, Innovation and Health Disparity.*

**7:00** **Dennis McIntyre, MD**

*The Link Between Adverse Childhood Experiences (ACEs) and Chronic Disease*

**7:30** Closing Remarks/Announcements

## Presented by:

- Kaweah Health Continuing Medical Education
- Fresno Diabetes Collaborative
- Tulare County Alliance for the Management and Education of Diabetes (TAME)



Please use this QR Code to access and complete the evaluation.

Required for CME units.

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Kaweah Health



This activity has been planned and implemented in accordance with the accreditation requirements and policies of the California Medical Association (CMA) through the joint providership of Kaweah Health, Fresno Diabetes Collaborative and the Tulare County Alliance for the Management and Education of Diabetes (TAME). Kaweah Health is accredited by the California Medical Association (CMA) to provide continuing medical education for physicians. Kaweah Health designates this live activity for a maximum of 2.0AMA PRA Category 1 Credit(s)™. Physicians should claim only credit commensurate with the extent of their participation in the activity.

Tulare County Diabetes Resource List developed by the Tulare Alliance for the Management & Education of Diabetes (TAME)						
<b>Food Access</b>						
Organization/Entity	Description	Cost	Language	Additional Info	Contact Number	Website
Summer Food Programs	List of sites in Tulare County where Summer Meal Programs take place	FREE	English/Spanish	Search by city/zip code		<a href="https://www.211tularecounty.org/summer-food-programs">https://www.211tularecounty.org/summer-food-programs</a>
Community Services Employment & Training (CSET)	Home Delivered Meals for homebound Seniors 60 and older	FREE	English/Spanish	Must be a homebound senior or homebound adult in senior housing, 60+	1-800-321-2462	<a href="http://www.cset.org/senior-services">www.cset.org/senior-services</a>
Tulare County HHSA/CalFresh	Provides monthly benefits to help low-income households buy healthy and nutritious food.	FREE	English/Spanish	Must meet eligibility requirements	800-540-6880 Toll free	<a href="http://www.mybenefitscalwin.org/">http://www.mybenefitscalwin.org/</a>
FoodLink for Tulare County	Food Distribution/Food Pantries/Nutrition on the Go	FREE	English/Spanish	Nutrition on the Go Calendar/Food Pantry List every 3rd Wednesday of the month	559-685-2100 Toll free	<a href="http://www.foodlinktc.org">www.foodlinktc.org</a>
FHCN Goshen Food Distribution	Food Distribution/Food Pantry	FREE	English/Spanish		559-741-4366	
<b>Free/Low-Cost Online Physical Activity Classes</b>						
Organization/Entity	Description	Cost	Language	Additional Info	Contact Number	Website
Lindsay Family Resource Center/Kaweah Health	Free Latin Rhythm Dance classes with a certified instructor	FREE	Spanish	Mondays, Tuesdays, and Fridays at 8:30 AM	559-667-3439	<a href="https://healthytlindsay.org">https://healthytlindsay.org</a>
Go4life	Tips on how to fit exercise into your daily life safely and get motivated to get moving!	FREE	English/Spanish			<a href="https://www.nia.nih.gov/health/exercise-physical-activity">https://www.nia.nih.gov/health/exercise-physical-activity</a>
Self-Directed Walk with Ease	The online walking tool offers a fully private environment where you can record key elements of the Walk With Ease program.	FREE	English			<a href="https://ioactionalliance.typeform.com/to/taRtcf">https://ioactionalliance.typeform.com/to/taRtcf</a>
Walk with a Doc Programs in Visalia (Kaweah) and Tulare (Altura)	Inspires communities through movement and conversation with physician led walking groups. Visalia meets in Blain Park 2nd Sat of the month and Tulare on 3rd Sat of the month	FREE	English	Walk on your own/New topic every Saturday	614-714-0407	<a href="http://www.walkwithadoc.org">www.walkwithadoc.org</a>
Kaweah Health Hospital/Central Valley Network for Dance & Diversity	ZUMBA classes offered by licensed instructors.	FREE	English/Spanish	Classes are offered in Tulare County: Visalia, Dinuba, and soon in Tulare. Other counties: Madera, Fresno, Modesto, and Kern. For more information contact: Eustolia Zamora-Bonilla, Director	(559) 318-4147	<a href="http://ezamorab@kaweahhealth.org">ezamorab@kaweahhealth.org</a>
Yoga in the Park Visalia	Free online yoga class on Saturday mornings at 10AM	FREE	English	Free yoga classes temporarily via Facebook		Facebook - Yoga in the Park Visalia
Balloterapia Classes with FHCN Promotoras	Dance therapy classes with certified instructors in various locations (Farmersville, Visalia, Ivanhoe)	FREE	English/Spanish	for locations and times please contact Veronica Sanchez	559-909-4202	<a href="http://fhcn.org">fhcn.org</a>
<b>Free/Low-Cost Online Cooking Classes</b>						
Organization/Entity	Description	Cost	Language	Additional Info	Contact Number	Website
Diabetes Meal plans	Online classes that include full recipes, cheats, and recipe options	FREE	English	Links to other recipes without videos as well		<a href="https://diabetesmealplans.com/72335-low-carb-diabetic-virtual-cooking-classes/">https://diabetesmealplans.com/72335-low-carb-diabetic-virtual-cooking-classes/</a>
American Diabetes Association	No videos available but a wide variety of recipes	FREE	English/Spanish	Many quick meals and commonly used ingredients		<a href="https://www.diabetes.org/nutrition/meal-planning/quick-meal-ideas">https://www.diabetes.org/nutrition/meal-planning/quick-meal-ideas</a>
NEOP with Family HealthCare Network	online cooking classes with easy to make recipes, recipes ingredients shared ahead of time so that you can follow along	FREE	English/Spanish	my plate recipes used for healthy nutritious options	559-967-2101	<a href="https://www.facebook.com/groups/579754696002150">https://www.facebook.com/groups/579754696002150</a>
<b>Free Diabetes Support Groups</b>						
Organization/Entity	Description	Cost	Language	Additional Info	Contact Number	Website
Kaweah Health Diabetes Support Group	An opportunity to learn more about diabetes self-care, resources and support/encouragement.	FREE	English & Spanish	Call for more information	559-624-2416	<a href="http://www.kaweahdelta.org/diabetes">www.kaweahdelta.org/diabetes</a>
Lindsay Family Resource Center/Kaweah Health	An opportunity to learn more about diabetes self-care, resources and support/encouragement.	FREE	English & Spanish	Call for more information	559-667-3439	<a href="https://healthytlindsay.org">https://healthytlindsay.org</a>
<b>Free/Low-Cost Online Diabetes Prevention or Diabetes Self-Management Classes</b>						
Organization/Entity	Description	Cost	Language	Additional Info	Contact Number	Website
CA Healthier Living Coalition	Evidence Based Programs (Chronic Diseases, Diabetes, Pain etc.)	FREE	English/Spanish	A variety of workshops online to choose from		<a href="https://www.cahealthierliving.org/programs/">https://www.cahealthierliving.org/programs/</a>
Lindsay Family Resource Center/Kaweah Health	Diabetes Self-Management Program (For city of Lindsay residents only)	FREE	English/Spanish	A 7 week Program included a visit with a Pharmacist and Physical Activity Opportunities.	559-562-8292	<a href="https://healthytlindsay.org">https://healthytlindsay.org</a>
Kaweah Health Community Outreach Dept.	Chronic Disease Self-Management Program	FREE	English/Spanish	A 6 week workshop via Zoom or conference call	559-624-2416	<a href="http://www.kaweahdelta.org/diabetes">www.kaweahdelta.org/diabetes</a>
Kaweah Health Community Outreach Dept.	Diabetes Self-Management Program	FREE	English/Spanish	A 6 week workshop via Zoom or conference call	559-624-2416	<a href="http://www.kaweahdelta.org/diabetes">www.kaweahdelta.org/diabetes</a>
Kaweah Health Outpatient Diabetes Center	Diabetes Education with a Certified Diabetes Educator. One on one visits with physician referral	Health Insurance	English/Spanish	Call for information on scholarships	559-624-4080	<a href="https://www.kaweahhealth.org/our-services/diabetes/">https://www.kaweahhealth.org/our-services/diabetes/</a>
Kaweah Health Outpatient Diabetes Center	Sweet Success Program for gestational diabetes with a Certified Diabetes Educator. One on one visits with physician referral	Health Insurance	English/Spanish	For gestational diabetes	559-624-4080	<a href="https://www.kaweahhealth.org/our-services/diabetes/">https://www.kaweahhealth.org/our-services/diabetes/</a>
Family Health/Care Network Diabetic Clinic	all encompassing appointment to address pre diabetic or recently diagnosed diabetes needs. (must be FHCN patient)	Health Insurance	English/Spanish	Available in Visalia and Porterville	1-877-960-3426	<a href="http://fhcn.org">fhcn.org</a>
<b>Diabetes Prescription Assistance (Rx)</b>						
Organization/Entity	Description	Cost	Language	Additional Info	Contact Number	Website
Rx Outreach	Rx Outreach is a non-profit pharmacy making medications affordable for you and your family	FREE	English/Spanish		1-888-796-1234)	<a href="https://rxoutreach.org/">https://rxoutreach.org/</a>
Needy Meds	Find help with the cost of medicine	FREE	English/Spanish		HELPLINE (800) 503-6897	<a href="https://www.needy meds.org/">https://www.needy meds.org/</a>
The Patient Advocate Foundation	Provides direct services to patients with chronic, life threatening and debilitating diseases to help access care and treatment recommended by their doctor.	FREE	English/Spanish	Help with co-pays and financial aid funds for medically related expenses to those who qualify	1-800-532-5274	<a href="https://www.patientadvocate.org/">https://www.patientadvocate.org/</a>
<b>Diabetes Device (Glucose monitor) Assistance</b>						
Organization/Entity	Description	Cost	Language	Additional Info	Contact Number	Website
Dexcom	A continuous glucose monitoring system with multimedia resources available	FREE	English/Spanish	A variety of resources to choose from on their website and 24/7 customer support numbers	1-844-607-8398	<a href="https://dexcom.custhelp.com/app/callbackform">https://dexcom.custhelp.com/app/callbackform</a>
FreeStyle Libre	A continuous glucose monitoring system with multimedia resources available	FREE	English/Spanish	A variety of resources to choose from on their website and phone assistance 7days/week 8am-8pm EST	1-855-632-8658	<a href="https://www.freestylelibre.us/support/overview.html">https://www.freestylelibre.us/support/overview.html</a>
FreeStyle	Various diabetes management products. Online options to choose your specific system/device	FREE	English/Spanish	A variety of product options to choose from with corresponding support services and contact numbers	Multiple options on website	<a href="https://www.myfreestyle.com/customer-support">https://www.myfreestyle.com/customer-support</a>
One Touch	Various meters and monitoring systems with multimedia resources. Online options to choose your specific system/device	FREE	English/Spanish	Phone and website contact information for a variety of devices available 7 days/week 8am-8pm EST	1-800-227-8862	<a href="https://www.onetouch.com/support">https://www.onetouch.com/support</a>
Accu-Chek	Various diabetes management products and monitoring systems. Online options to choose your specific system/device	FREE	English/Spanish	Phone, online chat, and email options. Various support phone numbers for issues listed on support page	Multiple options on website	<a href="https://www.accu-chek.com/support?category=746">https://www.accu-chek.com/support?category=746</a>
Omnipod	Insulin management system with online and call support	FREE	English/Spanish	24/7 online and telephone Customer Care support	1-800-591-3455	<a href="https://na.mymomipod.com/contact">https://na.mymomipod.com/contact</a>
<b>Free/Low-Cost Mental Health Resources</b>						
Organization/Entity	Description	Cost	Language	Additional Info	Contact Number	Website
Tulare County Warm Line	We are ready to listen when you are ready to talk. The line is available 24/7.	FREE	English/Spanish	The Warm Line is a number you can call when you need to speak with someone who will listen to your concerns without judgment or criticism.	1 (877) 306-2413 (Toll-free)	<a href="https://tchhsa.org/enq/mental-health/community-warm-line/">https://tchhsa.org/enq/mental-health/community-warm-line/</a>
National Suicide Prevention Lifeline	Suicide prevention crisis line. There is no physical address.	FREE	English/Spanish		1-800-273-8255	<a href="https://tchhsa.org/enq/mental-health/suicide-prevention/">https://tchhsa.org/enq/mental-health/suicide-prevention/</a>
FHCN Behavioral Health Services	Psychiatrist, licensed psychologists and licensed clinical social workers available		English/Spanish	Teaching, promoting and supporting behaviors that will have a positive impact on a persons health (emotional, physical, social, spiritual, psychological)	1-877-960-3426	<a href="http://fhcn.org">fhcn.org</a>
<b>General Assistance or Information</b>						
Organization/Entity	Description	Cost	Language	Additional Info	Contact Number	Website
CSET (Community Services & Employment Svs)	CSET is a community action agency working to reduce the causes of poverty.	FREE	English/Spanish	Rental, Mortgage, energy assistance, Senior Meals, Tax Preparation, workforce development and much more.	Tel. (559) 732-4194	<a href="https://www.cset.org/covid-19">https://www.cset.org/covid-19</a>
Proteus Inc. Visalia	Provides education, job training, job placement, and other support services to farm working families and other program participants.	FREE	English/Spanish	Comprised of six (6) divisions that include Education, Farmworker, Youth, Adult, Energy, and Foster Family Agency.	Toll Free: (888) 776-9998	<a href="http://2018.proteusinc.org/">http://2018.proteusinc.org/</a>
United Way of Tulare County	Provides assistance with rent, utilities, food, college and census. Their 211 line connects people to local resources.	FREE	English/Spanish	Must meet eligibility requirements	(559) 685-1766	<a href="https://www.unitedwaytc.org/">https://www.unitedwaytc.org/</a>
Tulare County Family Resource Network	Case Management, parenting, mental health, resource and referral, linkages and more	FREE	English/Spanish			<a href="https://tdrcn.org">https://tdrcn.org</a>
Tulare County Library Branches	Books, online resources, ebooks, blood pressure kits, and more for information and learning about healthy living.	FREE	English/Spanish	Must have a free library card to borrow material or use online resources.	559 713-2700	<a href="https://www.tularecountylibrary.org">https://www.tularecountylibrary.org</a>
Community Health Department at Family HealthCare Network	Staff available to assist with enrollment into programs such as Covered CA, Medical, CalFresh, and other application assistance.	FREE	English/Spanish	Knowledgeable in resources offered by other organizations and can refer to services such as food, housing, clothing and more	559-741-4366	