



Our role in community health

Part 1 – May 15, 2025, 12:00pm - 1:00pm

Thank you to our sponsors!



COMMUNITY HEALTH PLAN
of Washington™

The power of community



Our role in community health

ICHS' role in Community Health

ICHS Chief Executive Officer, Kelli Nomura





**Washington
Association for
Community Health**

Community Health Centers
Advancing Quality Care for All

Courtney Smith-Jiles Chief Strategy Officer
Alyssa Patrick Director of Policy, Advocacy,
and Communication

The role of Washington's Community Health Centers (CHCs)*

**When we say CHCs, we are talking about Federally Qualified Health Centers, also known as FQHCs. We use these terms interchangeably.*

<https://www.wacommunityhealth.org/>

Contact: apatrick@wacommunityhealth.org csmith@wacommunityhealth.org



**Washington
Association for
Community Health**
Community Health Centers
Advancing Quality Care for All



- Member organization for Washington's 28 CHCs.
- We support CHC business needs (7 domains to advance health center excellence), largely through our own HRSA ([Health Resources and Services Administration](#)) grant.
- We represent all 28 CHCs and 1.2 million individuals served to state and federal elected officials, agencies, stakeholders

Federal Landscape



- Executive Orders - not law and yet...
 - Impacting federal funding
 - Impacting federal agency staffing
 - Impacting care people can receive
- Majority Party Budget Priorities
 - Desire to cut taxes decreases federal revenue, necessitates significant spending cuts
 - Medicaid is at risk

What are we hearing?

MEDICAID



Will I still have insurance?

What additional administrative steps may be required?

What care can I access if I lose insurance?



Will our community still have coverage?

What will community need to access coverage & care?

How will our organization stay financially sustainable?

FEDERAL GRANT RESTRICTIONS

IMMIGRANTS & REFUGEE IMPACTS

LGBTQIA IMPACTS



Will the organizations I rely on stay open?

Is it safe for me to seek care?

Is it safe for me to seek care?

Is it safe and possible for me to access benefits?

Are providers in my area allowed to provide the care I need?



- How do we maintain our mission and stay open?
- What happens to our organization and community if the programs and care we offer are threatened?
- How do we ensure the community we serve still gets access to the care they need?
- How do we ensure our facilities remain safe for all?

Proceeding with Persistence

ADVOCACY



MISSION



We serve everyone.



We are affordable.



rds

**We are
comprehensive,
primary care homes.**



We are accountable.

BREATH



Resources

ADVOCACY

- WA State Health Center Advocacy - [sign up here](#)
- National Health Center Advocacy - [sign up here](#)
- National Medicaid Advocacy - [sign up here](#)

MISSION

- Learn more about [Washington's community health centers here](#), and about the [FQHC mission here](#).

BREATH

- Finding grounding sources of information & grounding practices.
- Recommend [KFF News](#) (& [this podcast](#)), [CBPP](#), [Geiger Gibson](#).

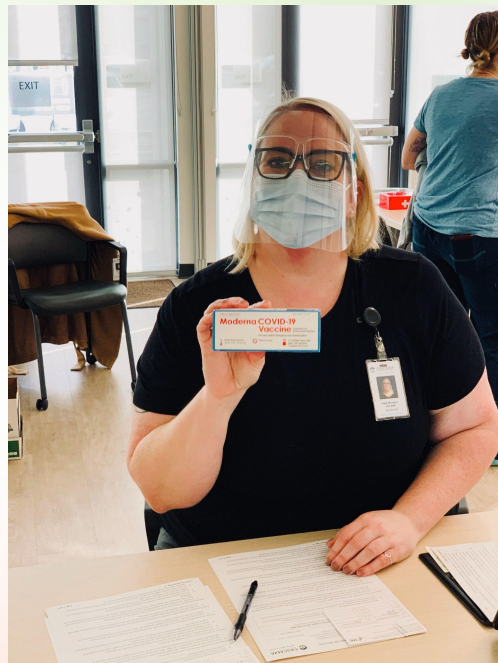
Approaching behavioral health stigma

ICHS Director of Behavioral Health Services, Kate McIntyre

Introduction

Kate McIntyre, LICSW, MPH

- Behavioral Health Services Director - ICHS
- Over 16 years of experience in behavioral health
 - All in community health settings



The role of Behavioral Health in Community Health

- We can have a positive impact on the most vulnerable people by being integrated into community health settings and clinics
- We can support the Primary Care Providers to better serve our patients



What is Behavioral Health?



- Behavioral Health is an overarching term we use to talk about mental health, substance use, and overall well being
- BH is part of your overall or whole person health

Who needs Behavioral Health?



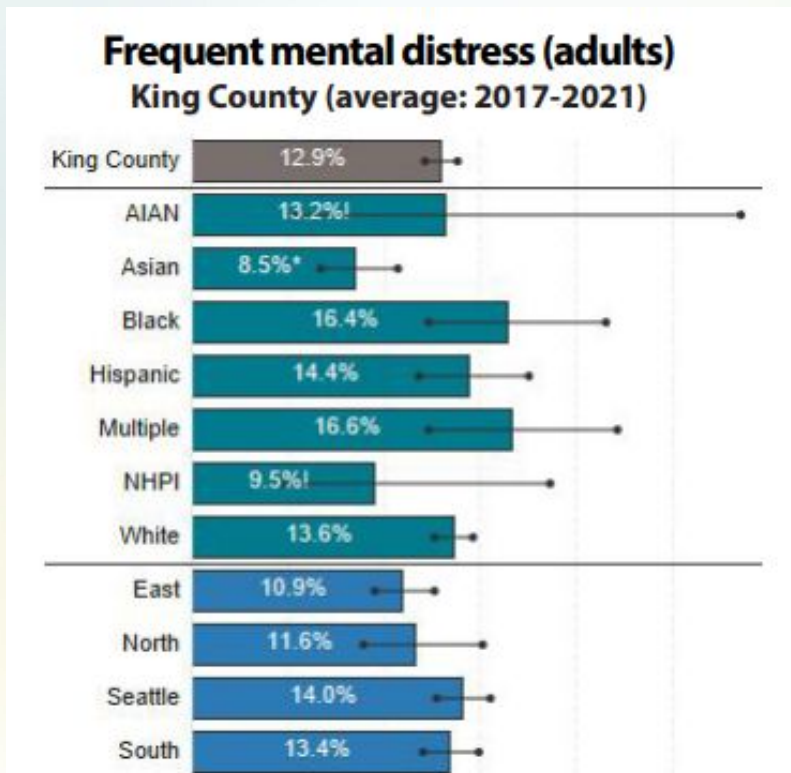
- Everyone has life events that impact them
- People of color have more barriers finding providers of a similar background and culture

Behavioral Health and You

- Have you ever felt stressed, sad, overwhelmed, anxious, or angry?
 - What did you do when you felt those emotions?
 - Who did you talk to?
 - Did it help?



Adults are struggling

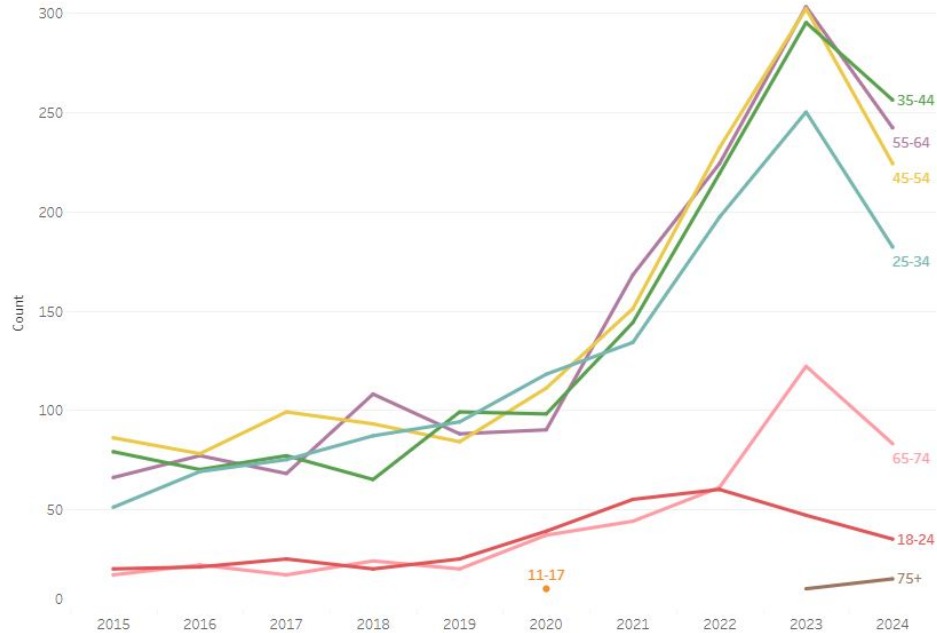


Source: Behavioral Risk Factor Surveillance System

Adults are struggling

Trends in overdose deaths that occurred in King County in 2015 - 2024

Data source: Medical Examiner's Office data



Youth are struggling

- The youth we see in schools and in the clinics are struggling with loneliness and isolation, fear, and anxiety
- In King County 38% of youth (age 0-25) who have Medicaid benefits and a mental health need **did not** get mental health services



COVID 19

- The COVID 19 Pandemic highlighted the behavioral health crisis in the United States for everyone, especially youth
- Requests for services far outnumbered the providers, and access to services became an even greater challenge



What does BH look like at ICHS



- Screening, Assessment, and Diagnosis
- Prevention: early screening and intervention
- Treatment
- Referral to more intensive/longer term BH treatment when needed

Physical Health and Behavioral Health

- Would it surprise you to know in Primary Care, our Behavioral Health team can work with both physical health and behavioral health diagnoses?



Level of Care is Important



BH in a Primary Care setting

- Same day access
- Part of the treatment team with the Doctors
- Treatment for anything that could be helped by behavior change
- Like the Primary Care Providers- we can see/screen/treat a wide variety of concerns

BH in Schools



So what is stigma?



- Negative attitudes, beliefs, and behaviors towards behavioral health
 - Stereotypes
 - Discrimination
 - Prejudice
 - Self-Stigma
- Stigma can prevent people from getting services

Think about this:

- Why don't we treat behavioral health like physical health?



- Why does it feel “normal” to go to the doctor for a rash, but not to see a therapist when you are sad?

Where does stigma come from?

- Culture
- Parents / folks who raised us
- Your beliefs and your families beliefs
- Media



How ICHS impacts Stigma

- Located in the same hallway as the Primary Care Provider
- Culturally specific providers
 - Understand the background and experience of our patients
 - Often speak the same language as our patients
- Services are shorter like Primary Care visits
 - Feels more comfortable if you've never had behavioral health treatment
 - Work as part of the Primary Care team

How ICHS impacts Stigma

- ICHS has Behavioral Health Specialists from a variety of backgrounds that speak different languages
 - English, Mandarin, Cantonese, Vietnamese, Korean
- Our patients speak over 70 languages
 - We hire care team members from all different backgrounds to reflect our patient diversity



The impact of being in Primary Care

- 17 year old, dropped off by Mom to see the Primary Care Provider for sinus issues.
 - Patient scored high on depression screening but didn't want to discuss with the Primary Care Provider.
 - The Primary Care Provider grabbed me, and I saw him after the visit.
-
- Would he have gotten behavioral health services elsewhere?

ICHS wants to do more!

- ICHS is expanding BH services to open Outpatient Behavioral Health
 - Higher level of care - longer term services
 - Starting with adult mental health therapy later in 2025



May is Mental Health Awareness Month



Share your story at
nami.org/mham



You can have an impact on people in your life

Ask and Listen

- What has been on your mind lately?
- How did that make you feel?
- Who do you talk to when you are struggling?
- How is your stress level lately?
- Is it okay if I check on you later this week?
- What is something we can do together this week?



Guiding patients through the healthcare maze

ICHS Director of Community Health Services, Sherryl Grey
& Clinic Care Coordinator, Rosaly Rivero

Community Health Services

Community Outreach & Engagement

Patient Navigation

Insurance Enrollment Assistance

Non-traditional Access Points

- School based clinics
- Mobile health & mobile dental
- “pop up” vaccine clinics



Entering the maze

Community Access Specialists -

Having a consistent presence in the community and building relationships with Community Based Organizations

- Unique Patients
- Unique Stories



Where to Start



Enrollment Assistance -

2024 enrolled 1848 individuals in qualified health plans and 1905 in Apple Health (Medicaid)

Navigating barriers



Non-traditional access points

Mobile Dental - 23/24 school year:

- 42 days of service
- 4 schools (Bellevue, Seattle & Shoreline school districts).
- 94 students served,
- 209 encounters completed



Pop up clinics - 2024

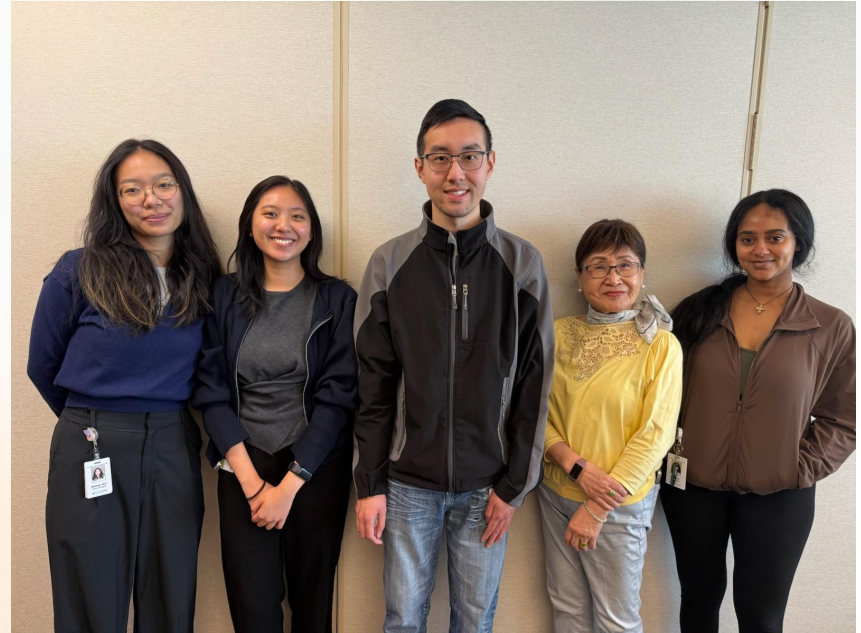
- 11 events
- 203 COVID 19/61 flu vaccines were administered
- 14 people were provided with transportation help

Helping people through

Patient Navigators (PN)/Community Health Workers

Top 5 requests (combined these make up 86% of PN tasks):

- Transportation
- Housing
- Food access
- Healthy Aging & Wellness programs
- Cash benefits/financial assistance



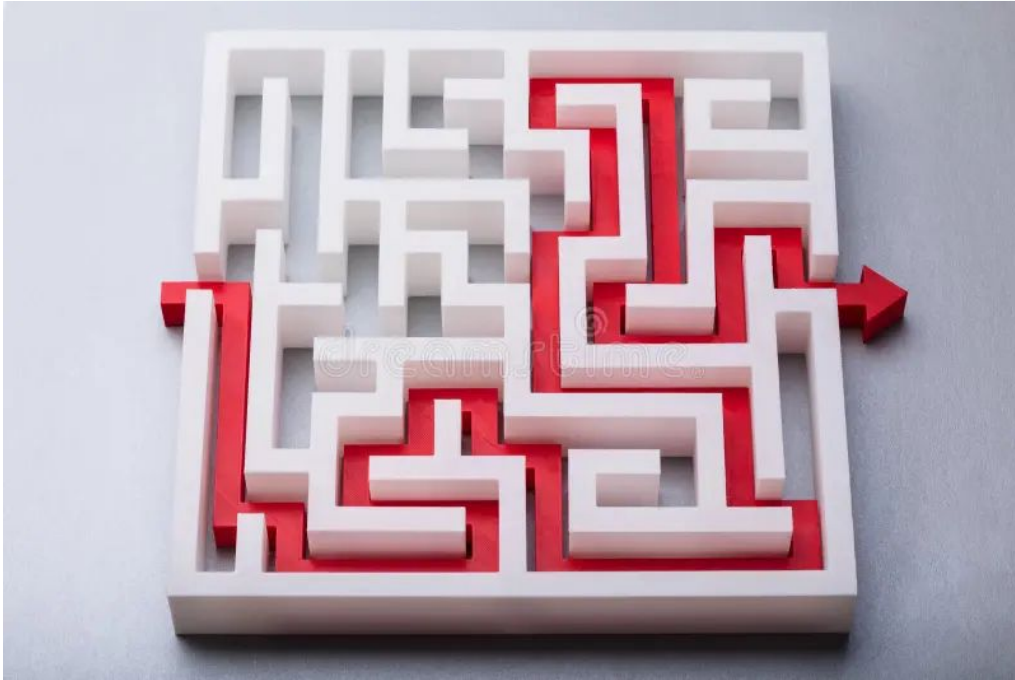
Rosaly Rivero

Clinic Care Coordinator
Highland Health Center



- Spanish DSHS Certified Medical Interpreter & Document Translator.
- Born & raised in Venezuela.
- Moved to the US in 2016.
- Works at ICHS since August 2017

A better way...



But I am here to tell you that sometimes we can skip the maze altogether.

Creating better paths...



School Based Health Center clinics serve as a one-stop shop for our patients and their families.

Walking people through



- Direct Referrals
- Online Platforms
- Simplified Registration
- Native Language Options
- Warm Hand Offs to Providers
- Insurance Access and Education
- Relationship Based, Personalized Care
- Ability to Address Complexity

Stories of Impact

Hi Rosaly, Just wanted to say thank you for kicking off my apple health application months ago. I finally (been a concern for 5+ years) got some carcinoma skin cancer removed just yesterday! And both my kids now have primary care. You helping me get Apple Health is what got the ball rolling!

*Testimony shared with patient consent

**ADHD/ASD/OCD diagnosis support /
Coordination of Care**

Questions?

**Please share your questions through
the Zoom Q&A portal on the bottom bar**

Thank you for joining us!



We will be sending an email with all the resources shared today, as well as a short survey to collect your feedback.

Please scan this QR code or connect with us or share your thoughts and questions with us.

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