

**Best Practices in Ensuring Timely and Complete
Refugee Health Screening Exams for Newly Arrived
Refugees**

Survey Results

Summer 2008



QUESTION

In your agency, and in your role, what is considered best practice to ensure there is a timely and complete refugee health screening exam for a newly arrived refugee?

RESPONDENTS

- **Local Public Health**
11 counties

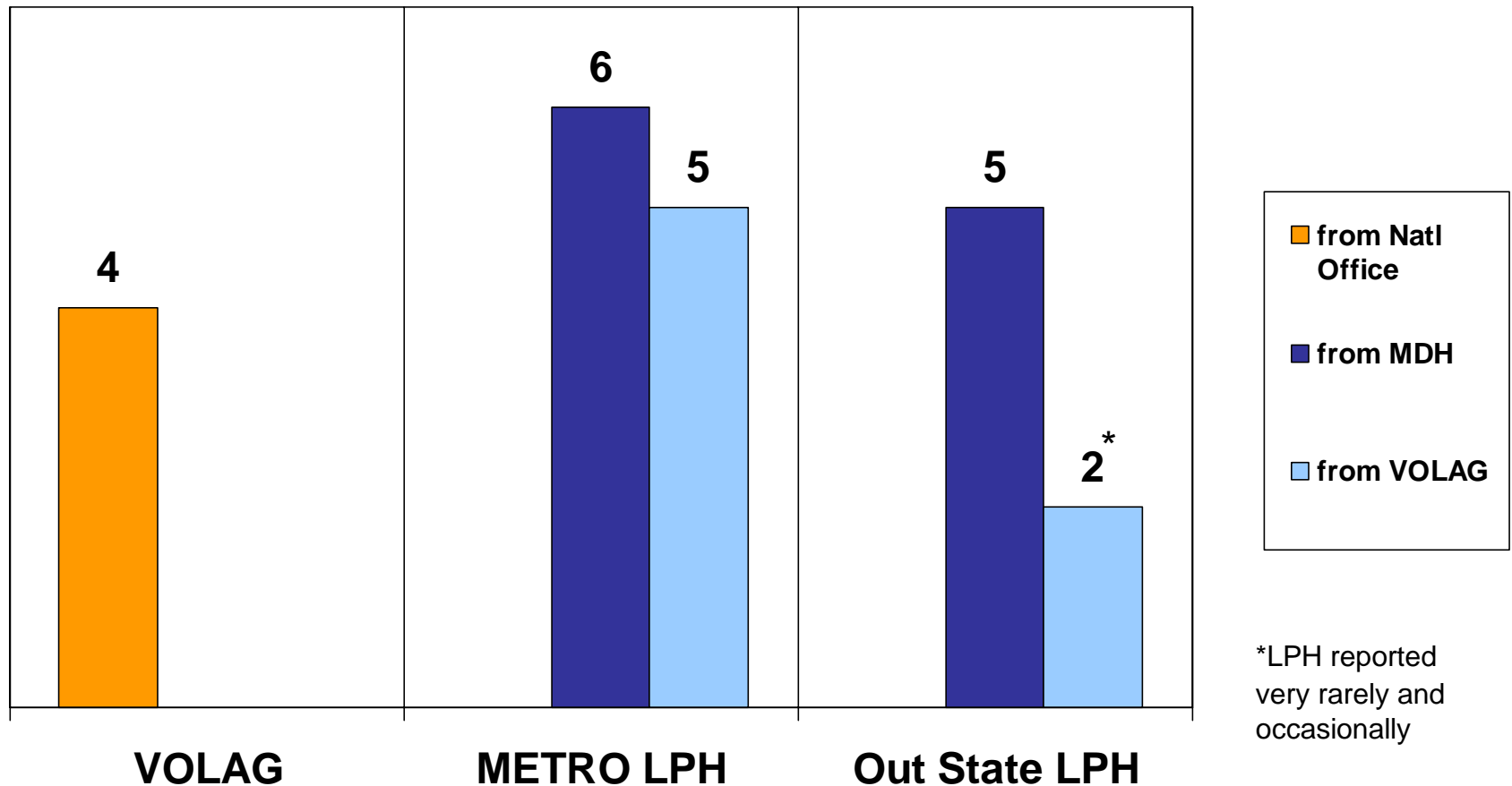
- **Metro** **6**
 - Anoka
 - Dakota
 - Hennepin
 - Ramsey
 - Scott
 - Washington
- **Out state** **5**
 - Kandiyohi
 - Lincoln/Lyons/ Murray/Pipestone
 - Otter Tail
 - Rice
 - Stearns

- **VOLAGS**

4 Agencies

- Catholic Charities
- International Institute
- Lutheran Social Services
- World Relief

Q.1. How is your agency notified of a new arrival that needs a screening?



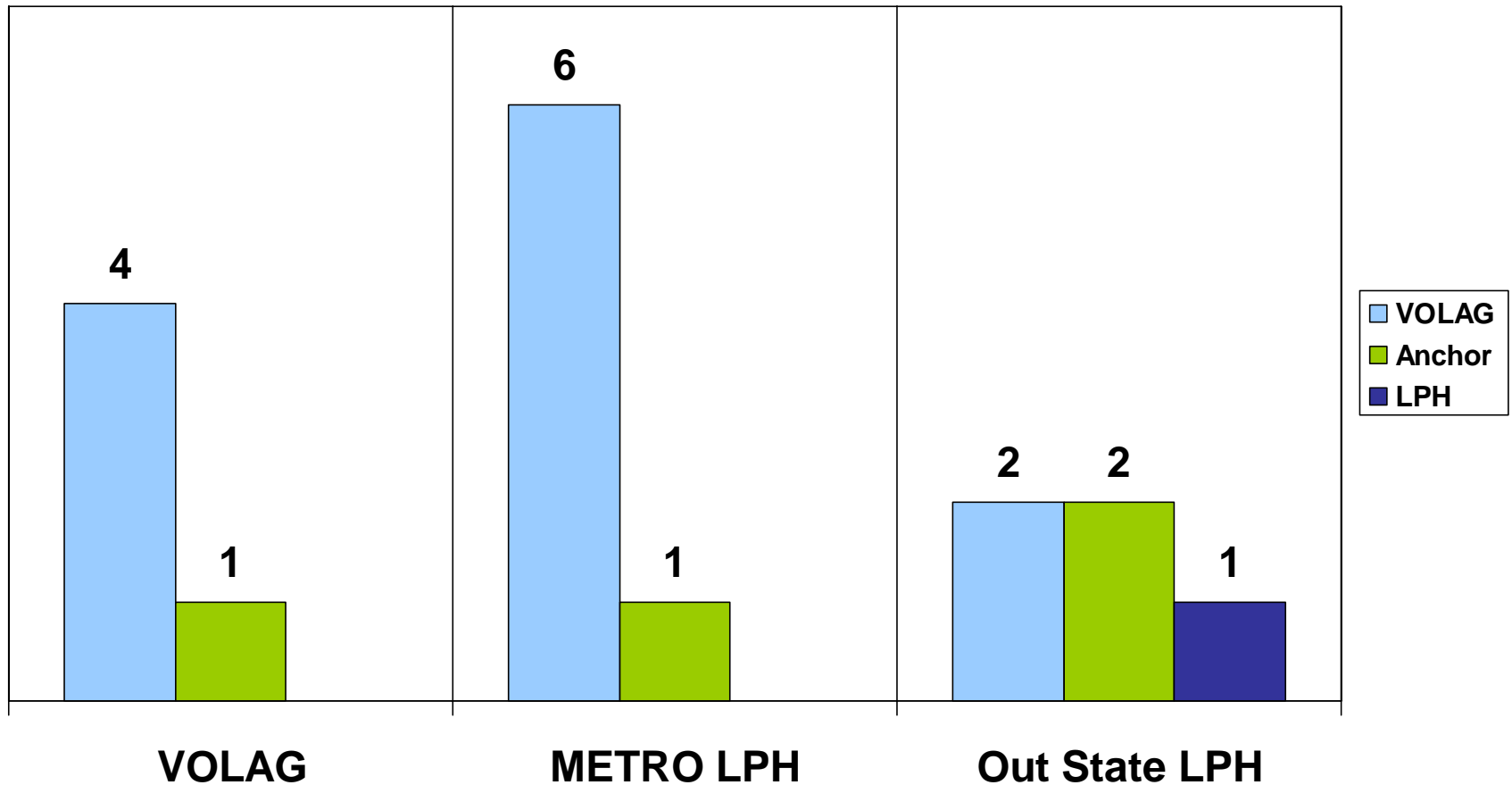
*LPH reported very rarely and occasionally

VOLAG N= 4

Metro LPH N= 6

Out State LPH N= 5

Q. 2. Who is responsible for ensuring the refugee has applied for MA?

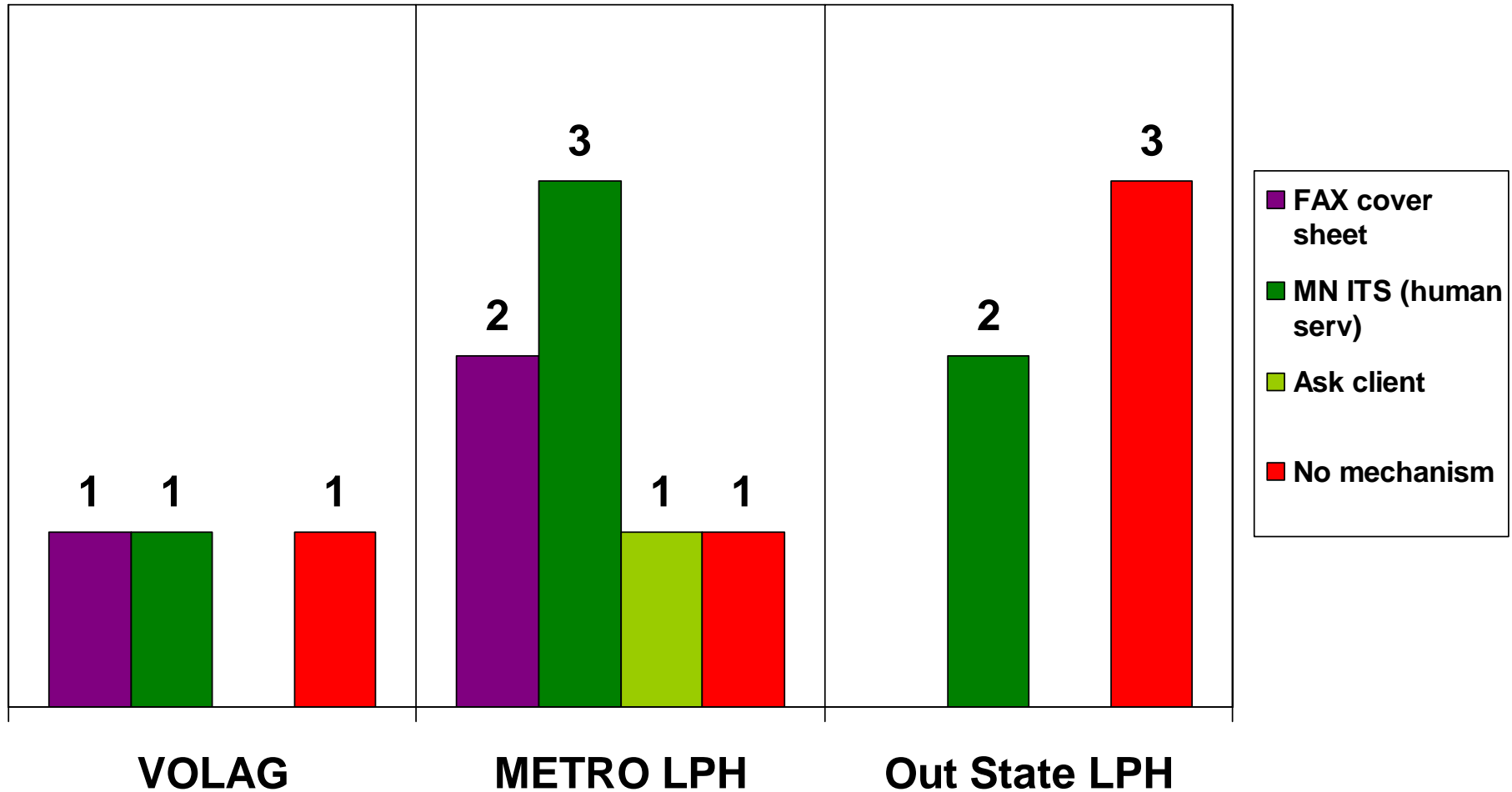


VOLAG N= 4

Metro LPH N= 6

Out State LPH N= 5

Q. 2 a. How does LPH know if a new arrival has applied for MA; is there a mechanism in place?



VOLAG N= 4

Metro LPH N= 6

Out State LPH N= 5

Refugee Health Screening – FAX (** send with Assurance form)

Date: _____

Updated 10/2006

TO:	COUNTY	CONTACT	FAX	TO:	COUNTY	CONTACT	FAX
<input type="checkbox"/>	Hennepin	Mai Yang	612-596-7900 (fax) 612-348-7006#	<input type="checkbox"/>	Dakota	Gayle Gjovik	952-891-7581 (fax) 952-891-7503#
<input type="checkbox"/>	Ramsey	Zahabiya Kalil	651-266-1350 (fax) 651-266-1248#	<input type="checkbox"/>	Olmsted	Char Matti	507-328-7501 (fax) 507-328-7476#
<input type="checkbox"/>	Anoka	Diane Lorenz	763-422-6957 (fax) 763-323-6141#	<input type="checkbox"/>	Scott	Noreen Kleinfehn-Wald	952-496-8825 (fax) 952-496-8274#
<input type="checkbox"/>	Carver	Pam Schulz	952-361-1360 (fax) 952-361-1348#	<input type="checkbox"/>	Washington	Rachel Merkouris	651-430-4030 (fax) 651-430-4043#
<input type="checkbox"/>	Stearns	Carol Eickhoff	320-656-6130 (fax) 320-656-6267#	<input type="checkbox"/>	Other	_____	_____

From VOLAG Agency: _____ VOLAG Fax #: _____

Contact Person: _____ Phone: _____ ext.: _____

NEW ARRIVAL INFORMATION

Name: _____ Date of arrival in U.S.: _____
Last First

Address: _____
Street Apt# City State Zipcode

Phone #: _____

Host/Anchor Name: _____ Phone #: _____

Head of household A #: _____ # of people on Assurance form: _____

PLEASE CHECK ALL APPROPRIATE BOXES

Please schedule the Refugee Health Screening appointments for this newly-arrived refugee family.

Please see attached medical information for this family.

We have no medical information for this family.

For LPH: *****IMPORTANT: fax this form back to VOLAG with this information filed in**

A# _____
 Date of first appt: _____
 Time: _____
 Clinic: _____

Needs Transportation Needs interpreter Language: _____

This family has moved to:
 a different address or phone # within your county (see new info below)
 different county in MN _____ (name of county)
 another state

New Address: _____
Street Apt # city state county zipcode

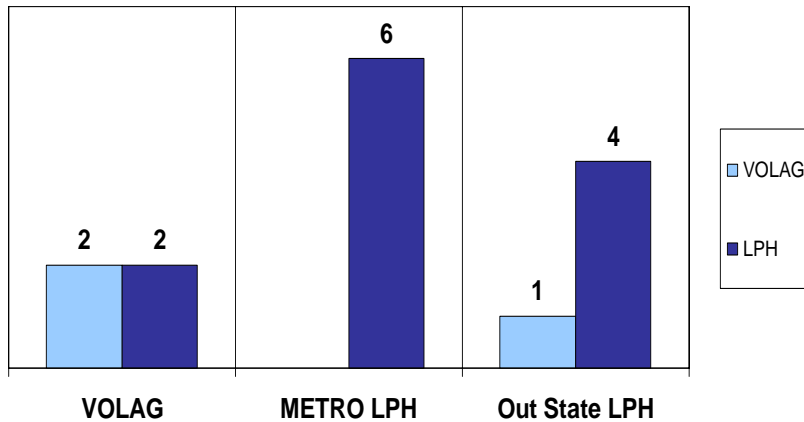
New home Phone: _____ New Cell phone: _____

NOTES: _____

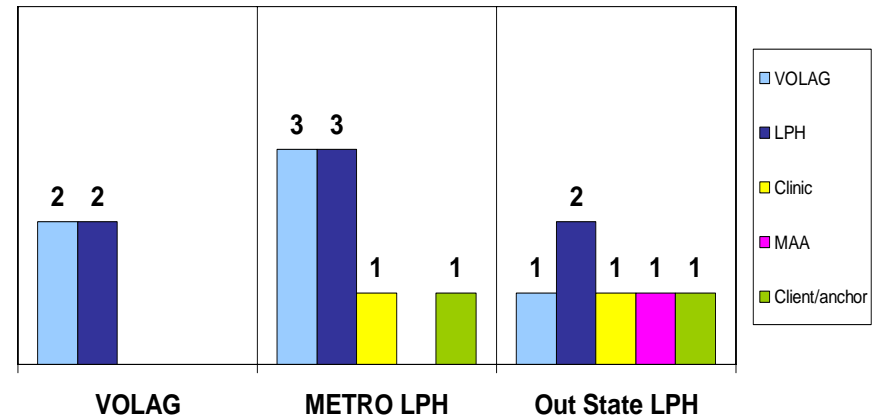
- FAX cover sheet
 - to LPH
 - originates with VOLAG
 - return to VOLAG

Q. 3. Health Screening Exam: Who schedules?

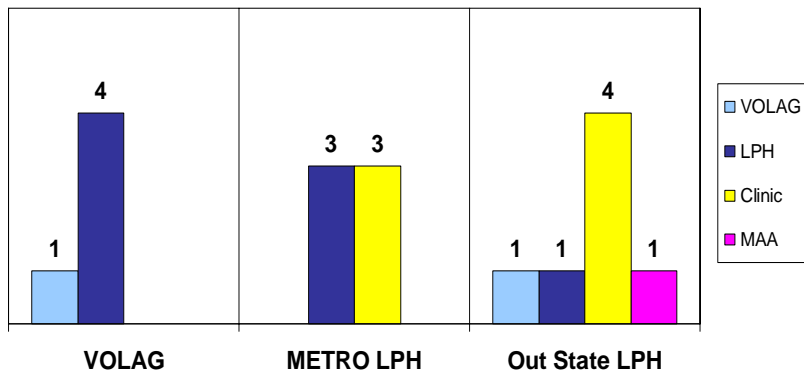
Appointments



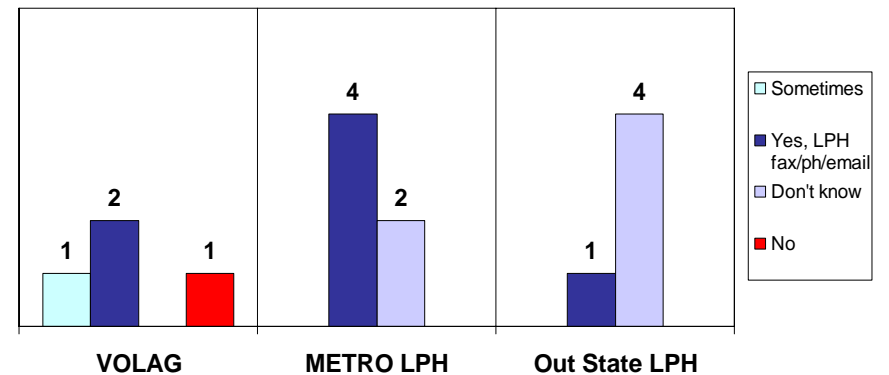
Transportation



Interpreters



VOLAGs know when apt. is?



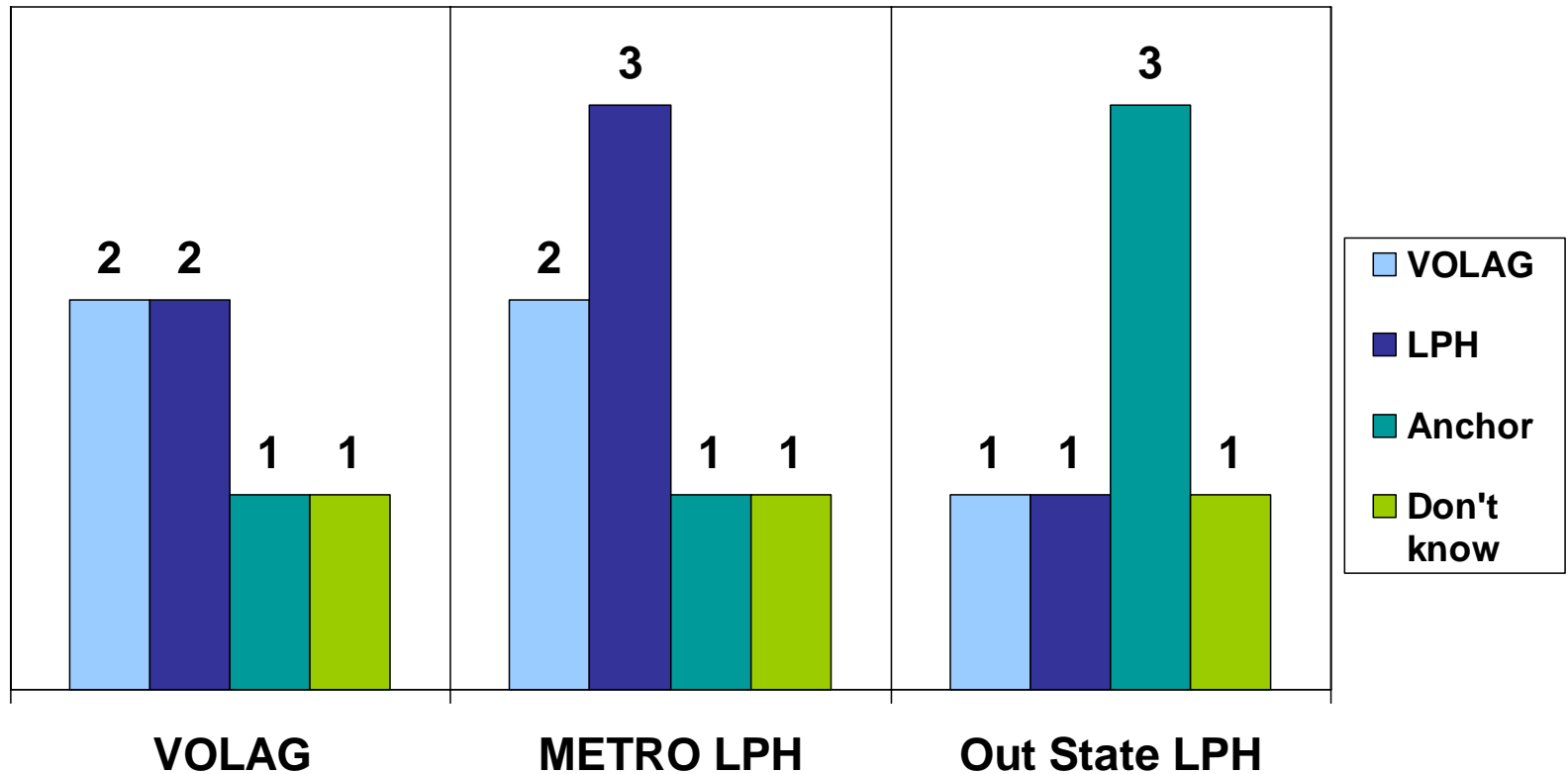
VOLAG N= 4

Metro LPH N= 6

Out State LPH N= 5

Q. 4. Primary Care Before & After Health Screening Exam: Who schedules?

Primary Care: Before Exam



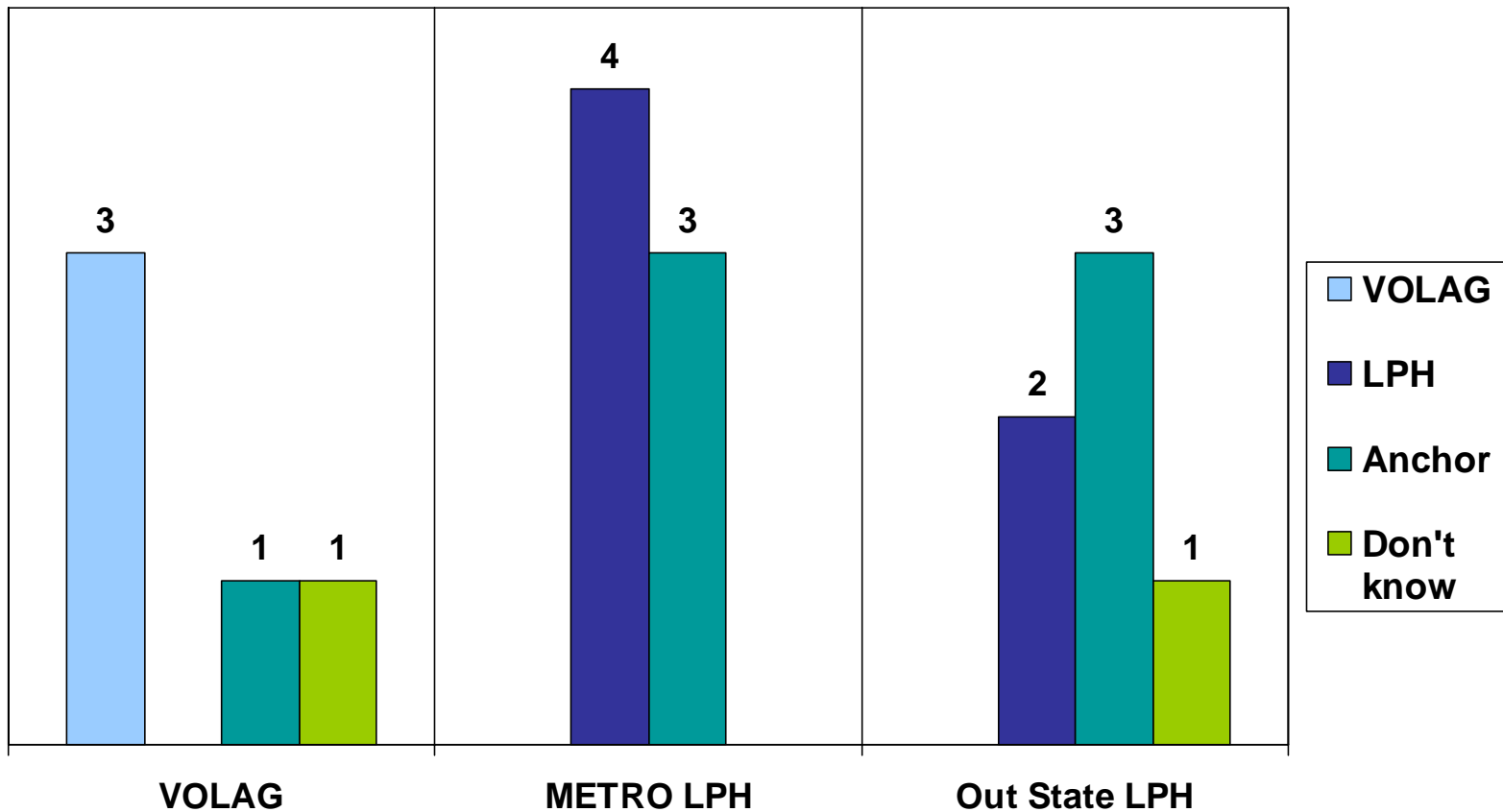
VOLAG N= 4

Metro LPH N= 6

Out State LPH N= 5

Q. 4. Primary Care: Who schedules?

Primary Care: After Exam



VOLAG N= 4

Metro LPH N= 6

Out State LPH N= 5

**Refugee Health Program
Minnesota Department of Health**



NOTICE of NEED for PRIMARY CARE MEDICAL ATTENTION

DATE: _____

To Volag Caseworker:

Based on information from the overseas medical record, this newly arrived refugee should be referred to a primary care clinic as soon as possible in addition to the Refugee Health Screening.

Feel free to contact me with any questions regarding this client.

Sue Dicker, PHN, MS, MPH
Refugee Health Program
Phone: 651-201-5510
Email: susan.dicker@state.mn.us

A NUMBER _____

LAST NAME _____

FIRST NAME _____

VOLAG _____

ARRIVAL DATE _____

Notes: _____

- Notification of need for primary care medical attention

VOLAG Contact List

Volag Contact List – Supervisors and Caseworkers

Updated 10/2008

VOLAG	SUPERVISOR	CASE WORKERS	PHONE	COMMENTS
International Institute Fax: 651-647-9268	Amanda Smith asmith@iimn.org		651-647-0191 x338,	
		Barbara Dunham bdunham@iimn.org	651-647-0191 x325	Case worker / Match Grant
Catholic Charities Fax: 651-222-4581	Tong Nguyen (Interim) tnguyen@ccspm.org		651-215-2241	general: 651-222-3001
	Angela Fox afox@ccspm.org		651-215-2220	Resettlement Specialist
		Ibrahim Mohamed imohamed@ccspm.org	651-215-2249	
Catholic Charities Rochester Fax: 507-287-2050	Mary Alessio malessio@ccwirona.org		507-287-2047 Ext.: 24	
Lutheran Social Services Fax: 612-871-0354	Kim Dettmer kdettmer@lssmn.org		612-879-5258	
		Stina Kielsmeier Stina.kielsmeier@lssmn.org	612-879-5247	Medical Caseworker
		Kara Casey Kara.casev@lssmn.org	612-879-530592	Case Manager
		Ahmed Elmi aelmi@lssmn.org	612-879-5337	Case Manager

Refugee Health County Contact List

COUNTY	PHNNAME	PHONE	FAX	EMAIL	AGENCY	ADDRESS1	ADDRESS2	CITY	ZIP
Aitkin	Naomi Larson	(218) 927-7274	(218) 927-7262	nlarson@co.aitkin.mn.us	Aitkin County PHN Svc	Courthouse	204 First Street NW	Aitkin	56431
Anoka	Diane Lorenz	(763) 323-6141	(763) 422-6957	diane.lorenz@co.anoka.mn.us	Community Health and Env. Svcs	Anoka Co. Government Cntr	2100 Third Avenue	Anoka	55303-2264
	Linda Bauck	(763) 422-6927		linda.bauck@co.anoka.mn.us	Attn: DP&C Refugee Health				
Becker	Kay Lof	218-844-5630	218-847-6738	kllof@co.becker.mn.us		Box 1637	712 Minnesota Ave.	Detroit Lakes	56502-0701
Beltrami	Mary Marchel	218-333-8119	218-333-4960	mary.marchel@co.beltrami.mn.us	Beltrami County PHN Service	Box 340	616 America Ave. NW	Bemidji	56601-3818
Benton	Cloanne Wegman	(320) 968-5141	(320) 968-5330	cwegman@co.benton.mn.us	Benton County PHN Service	Box 740	531 Dewey Street	Foley	56329
Big Stone	Gloria Tobias	(320) 598-7313	(320) 839-3472	gitobias@mail.co.lac-qi-parle.mn.us	Big Stone PHN Service	217 NW Third Street		Ortonville	56278
	Julie Kunrath	(320) 839-6153		julek@maxminn.com					
Blue Earth	Jennifer Waldriff	(507) 304-4216	(507) 304-4350	jennifer.waldriff@co.blue-earth.mn.us	Blue Earth County Human Services	Box 3526	410 South Fifth Street	Mankato	56002-3526
	Donna Johnson				Blue Earth County Human Services	Box 3526	410 South Fifth Street	Mankato	56002-3526
Brown	Mary Krebs	(507) 354-4418	(507) 233-6819	mary.krebs@co.brown.mn.us	Brown County PHN Service	Box 543	1117 Center Street	New Ulm	56073-0543
Carlton	Patti Martin	(218) 879-4511	n/a	patti.martin@co.carlton.mn.us	Carlton County Health Service	30 North Tenth Street		Cloquet	55720
Carver	Pam Schulz	(952) 361-1348	(952) 361-1360	p.schulz@co.carver.mn.us	Carver Co. Community Health Service	600 East 4th Street		Chaska	55318
Cass	Ane Rogers	(218) 547-2855	(218) 547-7232	ane.rogers@co.cass.mn.us	Cass Public Health Services	Box 40	Second & Michigan	Walker	56484
Chippewa	Kris Boike	(320) 269-2174	(320) 269-5187	kboike@countyside.co.swift.mn.us	Chippewa County PHN Service	Suite 308	719 North Seventh St.	Montevideo	56265
	Gloria Tobias	(320) 598-7313		gitobias@mail.co.lac-qi-parle.mn.us					
Chisago	Pam Bates	(651) 213-5225	(651) 213-5401	pibates@co.chisago.mn.us	Chisago County CHS/PHN Service		6133 - 402nd Street	North Branch	55056
Clay	Christina Dahl	(218) 299-5220	(218) 299-7205	christina.dahl@co.clay.mn.us	Clay County Public Health	Suite 303	715 North Eleventh St.	Moorhead	56560
Clearwater	Bonnie Engen	(218) 694-6581	(218) 694-6594	bonnie.engen@co.clearwater.mn.us	North Country CHS and Clearwater PHN	175 Fourth Street NW		Bagley	56621
Cook	Joni Kristenson	(218) 387-3000	(218) 387-3042	joni.kristenson@co.cook.mn.us	Cook County Public Health	Box 1150	411 West Second St.	Grand Marais	55604
Cottonwood	Bonnie Frederickson	(507) 831-1987/(507) 847-2366	(507) 847-2881	bonnie.frederickson@co.jackson.mn.us	Cottonwood/Jackson Community Health Serv	Box 278	902 Fifth Avenue	Windom	56101
Crow Wing	Joyce Mueller	(218) 824-1080	(218) 824-1081	joyce.mueller@co.crow-wing.mn.us	Crow Wing County Health Services	219 Laurel Street		Brainerd	56401-3588
Dakota	Gayle Gjovik	(952) 891-7503	(952) 891-7581	gayle.gjovik@co.dakota.mn.us	Dakota County Public Health Department	14955 Galaxie Avenue		Apple Valley	55124

Summary

- Notification of new arrivals
 - VOLAGS
 - consistent notification from one source (National Office)
 - LPH
 - Metro- from VOLAGs and MDH
 - Out state - only from MDH except for one county with a VOLAG satellite office
- Applying for MA
 - VOLAGs
 - their responsibility
 - LPH
 - Metro –VOLAGs' responsibility
 - Out state- responsibility for this varies
 - Gap – how does LPH know if client applied for MA
 - suggests an area for common understanding

Summary, cont.

- Who schedules?
 - Exams: LPH viewed as responsible
 - Transportation / interpreters: varies depending on model of private clinic or ph clinic
 - Most variation in out state area
 - Gap – ambiguity on VOLAGs' awareness of scheduled appt.
- Primary Care- before & after screening
 - Before: expectations around responsibility varies
 - After: each group of respondents more clearly assigns responsibility
 - Gap- need for more communication amongst players