

DECEMBER 3-4, 2015

Our City of Nations

Supporting Refugee and Recent Immigrant Populations

Conference Executive Summary

Introduction

Each year over one thousand refugees are resettled in Wisconsin, with the majority being resettled in the southeastern part of the State. Social services, government agencies, and healthcare systems must work quickly to properly integrate recently resettled refugees into their new communities. Yet, programs and services aimed at supporting refugees and immigrants are too often disconnected from one another despite sharing similar goals and clients.

In December 2014, an inter-agency, inter-disciplinary group of professionals came together and voiced an idea for a conference that might “mobilize and harness the diverse knowledge, capacities, and services of various stakeholders, interested to learn from and with those who interface with refugee and immigrant communities in the USA” was initiated.

Action

One year later, this multi-disciplinary conference entitled, “Our City of Nations”, was held on December 3rd and 4th, 2015 at the Medical College of Wisconsin.

Over 200 participants from 62 different agencies, 16 different professional fields, and 10 different regional cities attended. Speakers included national level policy makers, state level government officials, service organization leaders, healthcare providers, and local activists.

Concurrently, an inter-professional education refugee health session was held for 127 students from 11 different academic institutions and eight different degree programs.

A photography exhibition entitled “Here, There, and Elsewhere: Refugee Families in Milwaukee” provided a glimpse into the lives of Milwaukee refugee families through a collection of 30 photographs. These intimate portraits provided a window into the daily lives of some of the newest, least familiar Milwaukee residents.

Sponsors:

*Children’s Community
Health Plan*

*Concordia University
School of Physician
Assistants*

*Lutheran Social Services
of Wisconsin and Upper
Michigan*

*Medical College of
Wisconsin*

*Milwaukee Health
Services Molina Health*

Mount Mary University

*Sebastian Family
Psychology Practice*



Impact

Participants' feedback was documented through paper evaluation forms, handwritten scribe notes during each session, and an online, 10 question post-conference survey. [Please see "Our City of Nations Conference Impacts" document for a full summary of impact statements].

Conference evaluation and session notes were presented to conference participants at the end of each day, for consensus vote. Results indicate that providers and professionals who attended believe that:

- Ongoing collaboration between all types of agencies, communities, navigators, and government is necessary, and private-public partnerships are essential in the ongoing resettlement and health needs of recently arrived populations.
- All providers and agencies must work towards the dual goals of refugee health equity and refugee self-sufficiency.
- We must 1) remain aware of the individuality and uniqueness of circumstances, histories, and cultures of every recently arrived person; 2) remain aware of ourselves and the biases, narratives, Western ideas, backgrounds and experiences we bring to our work and interactions with these individuals; 3) remain aware of how we provide services and utilize systems.

Post-conference surveys demonstrated significant enthusiasm for the conference, with the overwhelming majority attesting that attendance improved their ability to deliver services, provided relevant content, and addressed themes meaningful to their work.

"I've had some follow up meetings as a result of the conference... Our clinic, Bread of Healing, will be working with [DHS Community Healthcare Workers] to assist in medication access and literacy. We will be participating in some seminars called "Let's talk about your medications". The conference has opened up several opportunities to assist in the resettlement process and the continued healthcare of those being resettled in Milwaukee. Thanks for your work in putting this conference together and the future work on refugee issues." -Paul J. Hoffmann, RPh; Bread of Healing Clinic & MedShare Program

Summary

This locally relevant conference explained the core competencies and integrative strategies needed to enhance the care for the region's diverse refugee and recent immigrant populations. Regional social service and healthcare systems have to consistently adapt to new cultures as they assist the refugees and new immigrants with their primary health needs and challenging social service needs. Providers must remain aware of how they and others provide services and communicate across disciplines and sectors to ensure all recently arrived populations achieve self-sufficiency and health equity.

Next Steps

The momentum from this conference must be advanced for the betterment of refugee and immigrant communities and for all agencies assisting in the process of acculturation and integration. We propose another conference be held in mid-2017 to forward the agenda of best practices and higher standards of care for our newest community members.

By coming together and sharing our experiences with each other we can do better as individual providers, agencies, and as a community.

Planning Committee:

Concordia University
School of Physician
Assistants

Froedtert Hospital,
Global Health Nursing
Committee

International Adoption
Clinic, Children's Hospital
of Wisconsin

Kingdom Workers

Lutheran Health Alliance

Lutheran Social Services
of Wisconsin and Upper
Michigan

Medical College of
Wisconsin

Mount Mary University,
Counseling Department

Sebastian Family
Psychology Practice

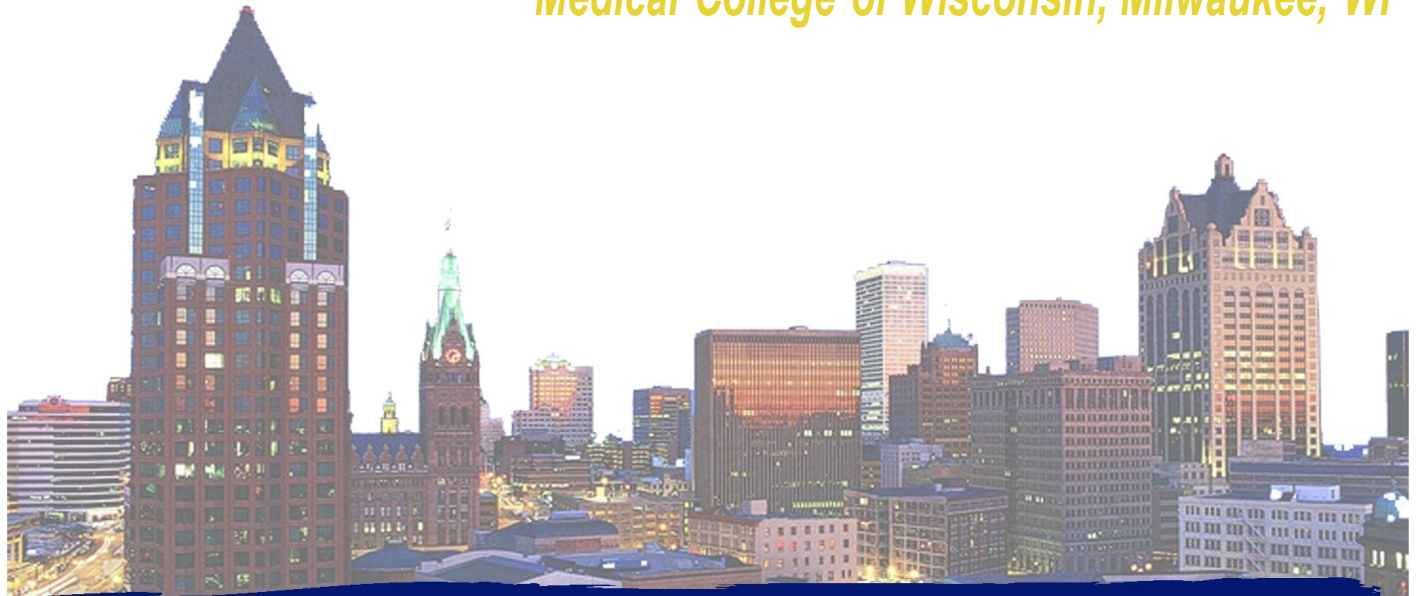
State of Wisconsin
Department of Health
Services, Refugee Health

Ugandan Behavioral
Health Consortium

UW-Milwaukee, Institute
of World Affairs

Wisconsin Lutheran
College

DECEMBER 3-4, 2015
Medical College of Wisconsin, Milwaukee, WI



OUR CITY OF NATIONS

Supporting Refugees & Recent Immigrants

**Inaugural two-day conference focused on
improving cultural humility and access to resources
for those who work with recent arrivals**

*...because by coming together and sharing our experiences
with each other, we can do better
as individual providers, agencies, and as a community*

Thank You to our Conference Sponsors



Children's
Community Health Plan



Anonymous Donor

Thank You to our Photo Exhibition Sponsors



**Our City of Nations:
Supporting Refugee
and Recent Immigrant
Health and Wellness
Conference**

Welcome

Dear Participant,

Over 70,000 refugees have come to Wisconsin from all over the world. Over the years Wisconsin has welcomed many peoples from Southeast Asia, the former Soviet Union and the former Yugoslavia. The newest come from Somalia, former Burma (Karen and Chin), Iraq, and Bhutan. Ninety-five percent (66,500) of all the refugees who have settled in Wisconsin have achieved economic self-sufficiency and are working and contributing to our communities.

Yet this success has not come without the help of many individuals and agencies who provide culturally sensitive and empathetic services to refugees and new immigrants. The task of helping refugees adjust to Wisconsin can be daunting: acquiring housing, coordinating health services, English language education, assisting with school enrollment, job placement, and much more. All the while noting that certain refugee groups disproportionately include underserved children and adults with mental health needs, chronic co-morbid conditions, psychosocial stressors, relocation, and resettlement needs.

Regional health systems have also had to adapt to these new cultures as they assist the refugees and new immigrants with their primary health needs and, at times, more challenging health needs such as complex post-traumatic stress disorders, poorly controlled chronic medical problems, psychological adjustment needs, work and life stressors, etc.

By coming together and sharing our experiences with each other we can do better as individual providers, agencies, and as a community.

We find ourselves compelled to gather together; to discuss how we can better serve our clients, patients, and neighbors; and act with clarity and cohesion as we continue to welcome tomorrow's arrival.



James D. Sanders, M.D.
Conference Executive Committee
Associate Professor Family and Community Medicine
Medical College of Wisconsin



Sebastian Ssempijja, Ph.D.
Conference Executive Committee
Executive Director,
Sebastian Family Psychology Practice, LLC.

Vision

Provide a platform for improved skills attainment, sharing, and captivation of advanced research and practices within the prism of Human Wellness, being interchangeably influenced by local and global factors.

Goal

Mobilize and harness the diverse knowledge, capacities, and services of various stakeholders, interested to learn from and with those who interface with refugee and immigrant communities in the USA.

Objectives

1. Describe how to adapt my practice to better serve refugee and/or new immigrant populations
2. List the important considerations for addressing the top health concerns of Milwaukee's refugee and/or new immigrant populations
3. List which local services medical, behavioral health, social workers, etc. provide refugee and/or new immigrant populations

Continuing Education

Continuing Education Credit Information :

For counselors:

Mount Mary University and The Medical College of Wisconsin are cosponsors of this program. This co-sponsorship has been approved by NBCC. Mount Mary University is an NBCC Approved Continuing Education Provider, ACEP No. 4529. The ACEP is solely responsible for this program, including the awarding of NBCC credit. Programs that do not qualify for NBCC credit are clearly identified. Participants receive 13.5 clock hours for completion of the training.

An "*" indicates when a session is not available for NBCC clock hours.

For social work & case managers:

Case managers and social workers will receive a certificate of attendance with 13.50 clock hours identified commensurate with their attendance.

For physicians, pharmacists, nurses, psychiatrists:

ACCME Accreditation Statement: The Medical College of Wisconsin is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

AMA Credit Designation Statement: The Medical College of Wisconsin designates this Live Activity for a maximum of 16 *AMA PRA Category 1 Credit(s)*™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Hours of Participation for Allied Health Care Professionals: The Medical College of Wisconsin designates this activity for up to 16 hours of participation for continuing education for allied health professionals.

For psychologists:

The Medical College of Wisconsin is approved by the American Psychological Association to sponsor continuing education for psychologists. The Medical College of Wisconsin maintains responsibility for this program and its content. This activity contains content or processes that may be potentially stressful.



Wi-Fi Access: Username: wifiguest Password: community

Conference Tracks:

I. Social Service Providers [SS]	II. Medical, Nursing Professionals [Med]	III. Mental Health Professionals [MH]	IV. Education Professionals [Edu]
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Conference Planning Representation:

- Concordia University [Physician Assistant Program]
- Children's Hospital of Wisconsin [International Adoption Clinic]
- Froedtert Hospital [Global Health Nursing Committee]
- Kingdom Workers Lutheran Health Alliance
- Lutheran Social Services of Wisconsin and Upper Michigan
- Medical College of Wisconsin [Office of Global Health, Global Health Pathway, Department of Family and Community Medicine]
- Mount Mary University [Counseling Department]
- Sebastian Family Psychology Practice, LLC
- State of Wisconsin, Department of Health Services, Refugee Health Services
- Ugandan Behavioral Health Consortium

Keynote Speakers



Barbara J. Day

Barbara Day is the Domestic Resettlement Section Chief in the Office of Admissions, Bureau of Population, Refugees, and Migration at the U.S. Department of State. She plans and manages the Bureau's program for initial reception and placement of refugees admitted to the United States and oversees the Cultural Orientation Technical Assistance program. Before joining PRM, Barbara was Vice-President for Resettlement at Lutheran Immigration and Refugee Service for five years. Prior to that, she served 13 years as Director of Refugee and Immigration Programs at Lutheran Social Services of South Dakota, five years in various other refugee resettlement positions, and five years teaching in Hong Kong and the Republic of Palau. Barbara has been an English-as-a-Second Language teacher and program manager, Matching Grant Program coordinator, job developer, sponsorship developer, volunteer program coordinator, accredited immigration legal services counselor, and consultant to local, state, and national refugee programs. She created and implemented the first immigration legal services program and fee-for-service interpreter service in her home state of South Dakota, and was a founding member of her local and state volunteer literacy programs. She has served as advisor to several refugee mutual assistance associations.



Commissioner Edward Ehlinger, MD, MSPH

Minnesota Gov. Mark Dayton appointed Dr. Ehlinger, to serve as Minnesota Commissioner of Health in January 2011. On October 1, 2015 he was appointed as President of the Association of State and Territorial Health Officials. He is responsible for directing the work of the Minnesota Department of Health. The Minnesota Department of Health is the state's lead public health agency, responsible for protecting, maintaining and improving the health of all Minnesotans. The department has approximately 1,400 employees in the Twin Cities area and seven offices in Greater Minnesota. Prior to being appointed commissioner, he served as director and chief health officer for Boynton Health Service at the University of Minnesota. He has also served as an adjunct professor in the Division of Epidemiology and Community Health at the U of M School of Public Health. From 1980 to 1995, Ehlinger served as director of Personal Health Services for the Minneapolis Health Department. He completed his bachelors of arts at UW-Madison, a masters of public health at University of North Carolina, Chapel Hill and a medical degree from the University of Wisconsin.



Kevin Moore

Kevin Moore was appointed by Governor Scott Walker to serve as Wisconsin's Medicaid Director and Administrator of the Division of Health Care Access and Accountability in the Department of Health Services on February 9, 2015. The Division administers Wisconsin's Medicaid program and provides health care assistance to more than 1.2 million medically needy and low-income individuals and families. In addition, the Division administers Wisconsin's Supplemental Nutrition Assistance Program, FoodShare, conducts disability determinations for the federal Social Security Administration; operates Milwaukee Enrollment Services, the agency that determines eligibility and provides ongoing case management for Medicaid, BadgerCare Plus for Milwaukee County. Moore previously served as DHS's Deputy Secretary for nearly two years where he was the chief operating officer and managed the day-to-day activities of the Department and assisted in development of overall policy objectives for the Department. Prior to his tenure as Deputy Secretary, he was appointed to Executive Assistant at DHS on January 3, 2011. Kevin has also held positions as Policy Director at the Office of the Governor Elect Scott Walker, Research Assistant and Budget Advisor for State Representative Kitty Rhoades in the Wisconsin Legislature, and Policy Director for Assembly Speaker Mike Huesch. He served on several boards and committees throughout his career such as the Wisconsin Information Technology Executive Steering Committee, First Lady Walker's Fostering Futures Initiative, the Waste, Fraud and Abuse Elimination Taskforce, the State Council on Alcohol and Drug Abuse, and the Wisconsin Child Abuse and Neglect Board. Moore holds dual Bachelor of Science degrees in History and Political Science from the University of Wisconsin-Madison.

DAY 1 - Thursday, December 3, 2015

Time	Discussants	Content	Program Description	Learning Objectives
8:00-8:30a	Registration - <i>Alumni Center</i>			
8:30-8:45a	<p>Dr. James D. Sanders Associate Professor Family and Community Medicine Medical College of Wisconsin</p> <p>Dr. Sebastian Ssempijja Executive Director Sebastian Family Psychology Practice, LLC.</p>	Opening remarks*	Welcome participants and provide a rationale for the conference	<p>Provide the impetus and value of actively participating in the conference</p> <p>Present the conference goal and objectives</p>
8:45-9:30a	Ms. Barbara Day Domestic Resettlement Section Chief, Bureau of Populations, Refugees, and Migration, U.S. State Department	Keynote Address	<i>Refugee Resettlement: From Principle to Practice</i>	<p>Describe the associated risk factors that are the (geo-political) underpinning for the causes of immigration</p> <p>List the most prominent features of refugee and resettlement policy within the US</p>
9:30-10:15a	Ms. Mary Flynn Program Manager Refugee Resettlement Lutheran Social Services of Wisconsin & Upper Michigan, Inc.	Plenary	Refugee 101	Define what contributes to successful outcomes for individuals and their families in refugee communities in the US
10:15-11:30a	<p>Dr. Fred Coleman Psychiatrist, Kajsab House</p> <p>Ms. Mette Brogden, State Refugee Coordinator Wisconsin Department of Children and Families</p>	Panel	<i>Partnering Across Sectors to Provide Refugee Resettlement</i>	Conceptualize the essential mandate for government and private sector (local and regional) to support the resettlement process
11:45a-12:45p	<p>Networking Lunch - <i>Alumni Center Balcony</i></p> <p>Visit the Marketplace - <i>Alumni Center Balcony</i></p> <p>View photography Exhibition “Here, There, and Elsewhere: Refugee Families in Milwaukee” - <i>MCW Library</i></p> <p>The traveling exhibit is currently located in the MCW Library to provide a glimpse into the lives of refugee families in Milwaukee through a collection of 30 photographs shot by John Ruebartsch. Through his documentary photos and the words of the refugees themselves he and visual artist and ESL instructor Sally Kuzma have created intimate family portraits that provide a window into the daily lives of some of the newest - and least familiar - Americans. After fleeing civil war, political persecution, and ethnic strife in countries such as Burma, Somalia, and Laos, these newcomers are rebuilding their lives and cultures here as generations of immigrants did before. Their stories are becoming our stories.</p>			

12:45-2:00p Breakout Sessions				
	Track	Discussants	Program Description	Learning Objectives
1 Kerrigan Auditorium	Med/SS	Dr. James Sanders Ms. Mary Flynn Ms. Irmine Reitl Nurse, City of Milwaukee Health Department	Interpreters, relationships Patients, doctors, and interpreters bring personal norms, culture, and expectations to every contact that can influence quality and outcomes. Introduction to barriers, boundaries, and informed professional, case manager, and interpreter roles that support trusting relationships.	Identify cultural influences on communication between professionals and refugees Develop an understanding of what is necessary for refugees to achieve healthy outcomes Define cultural humility when working with refugees
	Edu/MH	Mr. Alejandro Nuñez, Wisconsin Tech College System Dr. Kalyani Rai, Associate Professor UWM School of Education	Classroom culture Refugees come with a wide variety of educational experiences and are excited for the opportunity of an American education. Learn cultural differences in the expectations of teachers and parent involvement and how Refugee youth experiences affect classroom interaction.	Define US classroom culture for refugee students Consider the importance of pre-immigration exposure to education for the refugee Consider the refugee students' motivation and behavioral influences and the impact on positive education outcomes
2:15-3:30p				
3 H1250	MH/Med	Dr. Fred Coleman Ms. MaiZong Vue, InterCultural Program Coordinator Wisconsin Department of Health Services	Symptoms through culture Understanding the expression of symptoms is critical to accurate diagnosis and assessment. Drawing from models developed during the Hmong refugee era, learn how identifying and understanding cultural expressions of pain, discomfort, depression, and illness can promote supportive treatment and interventions.	Define the cultural variants and symptom descriptions from the refugees perspective Identify cultural variants and idioms of distress from the refugees experience Recognize the place for cultural humility when deciphering proper diagnosis and symptom management for refugees
	Edu/SS	Dr. Kalyani Rai, Associate Professor UWM School of Education Dr. Ben Rader, Psychologist Sebastian Family Services	Culture/attendance policies Refugee students attend mainstream schools. Discussion of the cultural values, discipline, and expectations for both teachers and students that influence, impact, and challenge classrooms and schools.	Accommodate for the refugee students' experiences of US education expectations Appreciate the impact of culture, race, and SES background of the refugee and immigrant population Understanding of the concept of economic and social self-reliance as dependent on successful pathways through education
4 Kerrigan Auditorium	Full group	Ms. Mette Brogden	Assembling the day's lessons Getting towards a shared standard of care. Wrap up the day to further inform our individual and collaborative work with refugee and immigrant populations	Review and conceptualize the content and discussions of the conference's first day
3:30-4:00p Kerrigan Auditorium				

DAY 2 - Friday, December 4, 2015

Time	Discussants	Content	Program Description	Learning Objectives
8:00-8:30a	Registration - <i>Alumni Center</i>			
8:30-8:45a	Dr. Syed M. Ahmed Senior Associate Dean for Community Engagement Medical College of Wisconsin Dr. Jim Sanders	Opening remarks	Welcome participants from host institution leadership*	Provide the rationale for Medical College of Wisconsin hosting the conference
8:45-9:30a	Dr. Edward Ehlinger Minnesota Commissioner of Health	Keynote Address	Advancing Health Equity and Optimal Health for All	Describe a framework for advancing health equity and assuring optimal health for all Outline a set of recommendations that are part of a "toolkit" for advancing health equity education
9:30-10:15a	Mr. Kevin Moore Wisconsin Medicaid Director Wisconsin Department of Health Services	Plenary	Wisconsin Medicaid/ Medicare, local implications of refugee health care services	Identify the local implications for refugee health care services from a Medicaid and Medicare perspective Define the best outcomes in serving vulnerable and underserved populations
10:15-11:30a	Dr. Edward Ehlinger Mr. Kevin Moore Dr. Stephen Hargarten Professor and Chair Emergency Medicine	Panel	Building Healthy Communities of Refugees and Immigrants	Provide systems perspectives on needs for health refugee and immigrant communities Forecast future needs to maintain health neighborhoods
11:45a-12:45p	<p>Networking Lunch - <i>Alumni Center Balcony</i></p> <p>Visit the Marketplace - <i>Alumni Center Balcony</i></p> <p>View photography Exhibition "Here, There, and Elsewhere: Refugee Families in Milwaukee" - <i>MCW Library</i></p> <p>The traveling exhibit is currently located in the MCW Library to provide a glimpse into the lives of refugee families in Milwaukee through a collection of 30 photographs shot by John Ruebartsch. Through his documentary photos and the words of the refugees themselves he and visual artist and ESL instructor Sally Kuzma have created intimate family portraits that provide a window into the daily lives of some of the newest - and least familiar - Americans. After fleeing civil war, political persecution, and ethnic strife in countries such as Burma, Somalia, and Laos, these newcomers are rebuilding their lives and cultures here as generations of immigrants did before. Their stories are becoming our stories.</p>			

12:45-2:00p Breakout Sessions				
	Track	Discussants	Program Description	Learning Objectives
1 Kerrigan Auditorium	Med/SS	Ms. Marianne Joyce, Social Services Manager Marjorie Kovler Center, Chicago Dr. Tarif Bakdash Associate Professor Pediatrics Medical College of Wisconsin	Depression and chronic complaints of refugees Strength-based and trauma-informed discussion of refugees navigating multiple systems. Discuss methods to develop understanding with refugees that build trust and relationship. Learn what resources are in your community's on-going support, follow-up, follow-through, and successful outcomes for both refugees and service providers.	Identify factors that influence pre/post immigration health and wellness for refugees Describe the wide range of trauma that occurs when exposed to war, intentional injury, and conflict. Describe how this trauma informs post-resettlement physical and psychological symptoms Identify strategies that reduce risk factors and strengthen protective factors to increase long-term supportive systems to sustain well-being
	Edu/MH	Mr. James Sayavong Principal Milwaukee Academy of Chinese Language Ms. Zeynab Ali Refugee High School Student Mr. Omar Mohamed Refugee College Student	Educational Role Models On-going collaboration, development and success of one school's approach to refugee students and education. Two students discuss their perspectives of the classroom experience and aspirations for the future.	Discover ways to inform students, caregivers and community leaders' about US expectations and meaning of student success Develop an appreciation of the challenges that refugees with professional credentials will face as they enter the US workforce. Understand the role of psychological wellness as refugees adapt to US workforce policies
2:15-3:30p				
3 HRC Auditorium	MH/Med	Ms. Cingsuan Neam Community Health Worker, International Institute of Wisconsin Ms. Ann Gallo Refugee Coordinator, Aurora Family Service Ms. Irmine Reitl City of Milwaukee Health Department Dr. Alyaa Bartti Community Health Worker, LSS	Symptoms and Diagnosis Interactive discussion between refugee Community Health Workers regarding symptoms and diagnoses in refugee populations. Learn tools for practice from the history of Milwaukee Public Health professionals while discussing the challenges and development of a new health screening procedure in 2015.	Describe the meaning of adaptive functioning in a new culture Explore the definition of and implications of medical /mental health disabilities and risk factors that affect self-sufficiency Describe the significance of public health and safety expectations associated with the resettlement process
	Edu/SS	Officer Felix and Office Klein, Milwaukee Police Department District 6 Ms. Katie Voge, Community Prosecution Advocate, Sojourner Family Peace Center	Bridging Culture and Services Promising stories of applied practice using models and methods developed in the community and schools by Social Workers, School Liaisons, and law enforcement. Learn tools to support integration of refugee students while stabilizing home and community life.	Explore collaborative partnerships promoting individual and public safety in the refugee community Understand the necessity of networking collaborations from within the refugee's ethnic community Learn about examples of successful partnerships and collaborations for refugees
3:30-4:00p Kerrigan Auditorium	Full group	Dr. Jim Sanders Dr. Sebastian Ssempijja Ms. Mette Brogden	Assembling the day's lessons. Getting towards a shared standard of care. Conference close, lessons learned, shared optimism for the future	Review and conceptualize the content and discussions of the conference's second day and our collective efforts going forward

“HERE, THERE, AND ELSEWHERE: REFUGEE FAMILIES IN MILWAUKEE”

After fleeing civil war, political persecution, and ethnic strife in countries such as Burma, Somalia, and Laos, these newcomers are rebuilding their lives and cultures here as generations of immigrants did before.



Their stories are becoming our stories.



A collection of 30 photographs shot by Milwaukee photographer John Ruebartsch in collaboration with visual artist and ESL instructor Sally Kuzma.

November 28 – December 16, 2015

MCW Todd Wehr Library

Map of Conference Rooms

