



**State of Florida
Department of Children and Families**

Rick Scott
Governor

Mike Carrol
Secretary

MEMORANDUM

DATE: Oct 12, 2018
TO: Members of the Orlando Area Refugee Task Force
FROM: David Draper, Refugee Services (RS)
SUBJECT: Oct 10, 2018 TF Meeting Minutes

THE NEXT TASK FORCE MEETING IS SCHEDULED FOR:

Date: Wednesday, Dec 12, 2018
Time: 10:00 A.M. - 12:00 Noon
Location: TBD
Contact: David Draper
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E-Mail: David.Draper@myflfamilies.com

This task force has been active in the Orlando area for many years. The participants are representatives of various government agencies, private not-for-profit organizations and mutual assistance associations. An average of about thirty to thirty-five people attend these meetings on a regular basis. The purpose of these meetings is to increase awareness of the refugee populations, share best practices, build collaborations between agencies, spot trends in refugee populations, characteristics or movements, help create good communication among service providers; get informed about upcoming community events at the local, state and national level, request for proposals, training, workshops, conferences, discuss refugee service needs and explore solutions to those needs. Meeting participants receive updates, information and clarification on new federal and state regulations and policy changes pertaining to refugees.

If there are any issues that you would like to include in the agenda, please contact me at the above address.

I look forward to seeing you at the meeting!

400 W. Robinson Street, S1111C, Orlando, Florida 32801

ORLANDO AREA REFUGEE TASK FORCE MEETING

INTRODUCTION

This meeting was held at the Goodwill offices located at 3911 E. Colonial Dr., Orlando, FL 32803. Twenty-four people were in attendance. David Draper, Community Liaison Manager, represented the Florida Department of Children and Families, Refugee Services (RS) Program. Rosa Chaves, Community Liaison for the Central Region, was also present. Everyone introduced themselves and the agencies they represented.

SPECIAL PRESENTATION

- I. **Impower – Telehealth Ernest Jones, Director of Child Well-Being and Candace Hamiel, Telehealth Support Manager**, provided an overview about the Telehealth program.

IMPOWER is a leading non-profit mental health and child well-being organization dedicated to empowering the lives of those in need by offering personal attention, counseling, assistance and inspiration to help them reach their full potential and achieve individual success. No matter what barriers an individual may have encountered, IMPOWER provides the tools necessary to achieve goals and overcome obstacles. Founded in 1994 originally as Intervention Services, Inc., IMPOWER is rooted in Central Florida with established service offices in Orange, Osceola, Seminole, Brevard, Volusia and Polk Counties

- Impower is an organization dedicated to providing mental health treatment and child well-being services to those in need. They offer counseling and personal attention in order to help individuals succeed, no matter what barriers an individual may be encountering. They have established offices in Orange, Osceola, Seminole, Volusia, Brevard, and Polk Counties. They see over 700 patients per week and they have partnerships with law enforcement, community organizations, physician practices, hospitals, universities, and group care facilities.
- The program assists children (six and up) and adults. They have a flexible schedule and even serve individuals during evenings and weekends. They employ board certified and/or board eligible adult and child psychiatrists, certified addiction psychiatrists, advanced registered nurse practitioners (ARNPs), psychiatry physician assistants, and many other types of therapists.
- Impower offers “Telehealth Services” to individuals, families, and groups. Through Telehealth, they offer behavioral health assessments, psychiatry evaluations, medication management, substance abuse counseling, health advocacy, and other types of mental health counseling. Also, Impower offers services that are trauma focused. They also serve patients with developmental disabilities.

“Telehealth” consists of sessions through a video chat program on a computer or smart phone. This can take place from a client’s home, work, or any other place where they have privacy. They only need a PC, smartphone, or tablet with a camera and an internet connection.

- Because their Telehealth program is flexible and convenient regarding location and time, Impower has determined that clients are more likely seek treatment and are less likely to cancel appointments. Barriers such as transportation, waiting time, waiting lists, stigma, etc. are all reduced or eliminated. 98% of patients report that they are satisfied. They are happy that there is no disruption to their employment or education. Telehealth writes 10% fewer prescriptions than traditional doctor’s offices and prescribes 3% fewer controlled substances. When appropriate, family members can also participate in the virtual sessions. Prescriptions are handled completely electronically and can be delivered within 24 hours. Also, clients can go to the nearest Publix supermarket and have their vitals checked. This information will be directly uploaded to the Telehealth database.
- Impower is the only entity in Florida whose practitioners can legally prescribe non-narcotic-controlled substances via Telehealth. Soon they will have 24/7 crisis support available to clients. They also have facilities with the capacity to serve 70 clients. Moreover, they have a grant for people without insurance. Referrals should be sent to www.impowerfl.org

II. Adult Literacy League (ALL) – Hugh Mills, Volunteer Coordinator provided an overview of the Literacy League program.

- ALL was started in 1968 serving clients sixteen years and older. The organization depends on volunteers. They serve clients from 80 different countries. They have grown to provide Adult Basic Education and English Language classes, GED preparation, and one-on-one volunteer tutoring to over 2,500 students a year.
- ALL conducts an initial assessment. When a new student comes to the Adult Literacy League, it’s important to get an accurate picture of their starting point.
- Volunteer tutors work one-on-one with students teaching reading, writing, and English literacy skills. Volunteers are not required to speak another language. All students are eligible for tutoring, but they can also participate in classes with an instructor. To become a volunteer, you can contact www.adultliteracyleague.org or to 407-422-1540.
- Adult Literacy League provides over 50 weekly classes in 18 different locations for English conversation and English language literacy (ESOL), Adult Basic Education (ABE), GED, math, social studies, science, and computer skills throughout Orange, Osceola, and Seminole Counties. Also, ALL provides “Family Literacy” which is

designed to teach parents and caregivers the importance of becoming literate and improving their reading skills for their children's development.

GENERAL UPDATES/ ANNOUNCEMENTS

Anna Packham, Market Place Director with Primary Care Access Network (PCAN) according to the last meeting announcement, they will continue with part-time workers. The open enrollment will start Nov 1st, 2018 through Dec 15, 2018.

Another individual at the task force meeting stated that one's immigration status has no impact on market place eligibility. They also stated that certain telemedicine services are available. Also, they stated that if a client is in the country for less than 5 years, they do not have to meet the minimum income required.

Debbie Cruz, Director of Comprehensive Refugee Services with Catholic Charities (CC) stated that after forty years, the Reception and Placement (R & P) program has closed due to a decreased numbers of refugee arrivals. The capacity for CRS remains the same. They have had some cuts in staff (especially in the number of case managers). Even if Haitian and Cuban arrival numbers remain steady, the demographics have been changing with an increase in Venezuelan "asylee" clients. Also, Debbie stated that a number of Venezuelans are refusing to accept benefits due to the belief that new 'public charge' rules will negatively impact them in the future. CC is providing education to Venezuelans with pending asylum regarding the steps they should follow once approved. The Refugee Youth Program is focused on tutoring high schoolers. On December 8, 2018, CC will have a celebration "Breakfast with Santa".

Martha Ruiz, Government Operations Consultant from WIC and Nutrition Services stated that the Florida Department of Health W.I.C. Program is not affected by U.S.C.I.S. Immigration. WIC is providing an incentive for children and mothers to purchase more vegetables.

David Draper, Community Liaison Manager from Department of Children and Families DCF stated that besides Miami, all regions are going to be converting to a "comprehensive refugee services" service delivery model. All regions throughout Florida are seeing a reduction in refugee arrivals. He also announced that Medicaid will now be providing dental coverage to eligible clients.

NEXT MEETING

Date: Wednesday, Dec 12, 2018

Time: 10:00 AM to 12:00 PM.

Location: TBD

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