



# New Hampshire Health & Equity Partnership

## December 2017 Newsletter

### Director's Message: Partnership Update

Dear Partners,

This fall, many of you have been busy organizing fantastic events as described below.

We begin with our Culturally Effective Organizations Work Group convening, we profile two significant partners, and we share stories about the excellent work of so many partners who collectively are working to advance equity in NH.

Do also be certain to check out the upcoming events and resources sections below for valuable information!



Nathalie Ahyi-Amendah at the Health & Equity Partnership display table, 2017 RootSkills Conference in Manchester, November 30-December 2.

I continuously am impressed by the work of groups around the state, many of them members of the Partnership, to host events that offer such great resources and

information to advance equity and health for everyone in New Hampshire, especially racial, ethnic, and linguistic minorities.

Many times, these events are for the same audience and invite the same champions to present or attend. An important component of any collective impact effort such as ours is mutually reinforcing activities.

I would propose that our activities could be even more mutually reinforcing if we worked to coordinate the planning and scheduling of these events so that the timing does not overwhelm the schedules of potential attendees or the capacity of our champions.

Let us share our ideas, target dates and plans for meetings and events with each other. Please feel free to post your ideas to our EquityNH Listserve (join via the Google Group), and/or share your ideas with me at [nahyi@healthynh.com](mailto:nahyi@healthynh.com).

Yours in partnership as we seek for all a fair opportunity to live a long, healthy life,

-Nathalie

Nathalie Ahyi-Amendah  
Director, NH Health & Equity Partnership  
[www.equitynh.org](http://www.equitynh.org)  
[www.facebook.com/equitynh](https://www.facebook.com/equitynh)

## Our Workgroups

The H&EP workgroups have been making progress on the three priorities on which partnership members agreed to assure that the places in which we live, learn, work and play support good health.

- **Culturally Effective Organizations:** Increase organizational cultural effectiveness and improve the capacity of organizations in NH to provide high quality services to all populations (especially racial, ethnic and linguistic minorities) by incorporating the elements of a culturally effective organization.
- **Workforce Diversity:** Increase a diversified work-force to support economic opportunities for Racial, Ethnic and Linguistic minorities and all populations in NH.
- **Race, Ethnicity and Language (REaL) Data:** Increase the capacity in NH for the collection of high quality REaL data across all systems at the state and local level to identify disparities and promote utilization of data to inform improvements, policies and procedures.

Additionally, the **Communications Committee** and **Evaluation Committee** continue to support these core functions so the Partnership can be more effective in its collective impact approach to promoting equity. And our related groups: **Behavioral Health Equity Work Group (BHEWG)**, **Cultural Awareness Health Care Workgroup (CAHCW)**, and the **Diversity and Cultural Competence Trainers' Circle** continue to work diligently to improve systems to advance equity.

# H&EP Work Group Event: NH Decision-Makers Attend the Culturally Effective Organizations Framework Learning Forum to Improve Capacity to Provide High Quality Care and Services to All!



*Photo: A panel discussion on leadership and staff cultural competence featuring (L-R) William Rider, President/CEO of The Mental Health Center of Greater Manchester, Peter Evers, President/CEO of Riverbend Community Mental Health, Dalia Vidunas, Executive Director of Equality Health Center, and Kris McCracken, President/CEO of Manchester Community Health Center.*

In NH we value that everyone lives freely, but that means ensuring everyone has equal opportunity to thrive. We know that organizations strive to ensure this opportunity by providing high quality services that are accessible to all in NH – yet achieving this can be challenging. The good news is that a roadmap exists; there is a framework to provide high quality services for all called the **Culturally Effective Organizations (CEOrgs) Framework**, and this framework is the roadmap.

The New Hampshire Health & Equity Partnership (H&EP) Culturally Effective Organizations Work Group hosted a Learning Forum on Thursday, November 16, 2017, at Southern New Hampshire University. Over 60 decision-makers from New Hampshire gained insight on effective strategies to improve organizational cultural effectiveness through implementing a framework which includes seven essential elements: leadership, policies, data, staff cultural competence, language and communication access, workforce diversity, and community engagement. This framework offers a roadmap that enables, cultivates, and supports the delivery of high-quality services for all people.

The event also unveiled the new **Culturally Effective Organizations Framework Digital Toolkit**, developed collaboratively by the **Manchester Community Health Center**, the **Southern NH Area Health Education Center**, and the CEOrgs Work Group as a resource for organizations to learn about the essential pathways for success in improving their own cultural effectiveness. A free webinar was held on December 7 which provided an overview of the toolkit to assist on the journey to becoming a culturally effective organization and providing high quality services for all; the webinar was recorded and will be made available on the toolkit website.

Manchester Community Health Center has been utilizing components of the Culturally Effective Organizations Framework since 2013. Kris McCracken, CEO/President of Manchester Community Health Center shared how the health center has embraced this framework. “We took a critical look at our staffing, policies, training and services and identified where we needed to make changes,” said McCracken, “Addressing health disparities and improving our capacity as a culturally effective organization is an ongoing process that our entire staff continues to work on.”

“We want organizations to have the capacity to serve everyone with the highest quality care and services,” said Dr. Trinidad Tellez, Director of the Office of Health Equity at the New Hampshire Department of Health and Human Services, and facilitator of the H&EP’s Culturally Effective Organizations Work Group. “We welcome everyone to join the work group and participate in advancing adoption of the framework by more organizations throughout NH.” The CEOrgs Work Group meets 1-3pm on the fourth Tuesday of the month in Manchester; for further information contact [Trinidad Tellez](#).

## **Partner Profile: Eva Castillo, New Hampshire’s Longstanding Champion for Immigrant Rights Honored for her Contributions to Law Enforcement & Justice**



*Eva Castillo receives a plaque from Police Chief Nick Willard in recognition of her service as a Manchester Police Commissioner*

In September, Manchester Police Chief Nick Willard honored Eva Castillo for her years of service to the Manchester Police Department as a Police Commissioner. Eva served in this distinguished role from 2011 to 2017. Eva broke the mold of the traditional police commissioner.

“This was an honor,” says Eva about her experience. “They took a big leap of faith because they knew me first as an advocate.”

As a commissioner, Eva had an opportunity to see how law enforcement works from the inside. “I learned to see them as human beings, parents, siblings, or wives, and not just officers.” While her time as a police commissioner is coming to an end, her efforts to build bridges between the Manchester community and law enforcement continue.

Prior to serving as a commissioner, Eva partnered with former Manchester Police Chief Dave Mara and advocate Nabil Migalli to create a monthly Manchester Police Department Community Advisory Board (CAB), which she still chairs. The CAB was formed to address the fears of the community, particularly people of color, who felt harassed and fearful of law enforcement. In Eva’s words, “it took a year to get past complaining and move to action.” Now it is a monthly forum for networking and collective solutions to challenges facing the city. Monthly meetings are open to the public and attended by the Chief, Assistant Chief and the Captain of Community Policing.

Recognizing the important role of improving relations between youth and law enforcement, in 2011, Eva, Nabil and Chief Mara teamed up again to create a youth leadership program for kids of all backgrounds. More than 100 youth from all walks of life (including children of police officers) have participated in this program that introduces them to not only police officers, but also business leaders, local historian John Clayton, UNH Admissions Officer Richard Haynes, the courts, the jails and the FBI. The seven-week program is offered annually and has been supported by the school district, offering school credit to participants.

Eva also chairs the Manchester Disproportionate Minority Contact (DMC) Committee. Working with Andrew Smith, the State DMC Coordinator, the Manchester School District has implemented the Mirror Project, a unique training for youth that “mirrors” training that officers receive to improve their interactions with young people. The Mirror Project helps youth better understand what they can expect in the event they find themselves in an encounter with police. This nationally recognized program has reached 3,000 young people in Manchester and Nashua.

While many of us know Eva for her tireless community work, she is a dedicated mom and grandmother. Originally from Venezuela, Eva moved to New Hampshire in 1982. She and her husband Jean have 3 children and 2 grandchildren, with another on the way. Through all her work, Eva has learned, “we can trust cops.” And she sees it as her role to communicate that to the community. While Eva is always an advocate, she does understand “we cannot be so adversarial all the time. If I had stayed in my corner, I would not have learned so much. It is more productive to meet in the middle and find out what we have in common.”

# Partner Profile: SNH AHEC Celebrates 15 years of Interpretation Training in NH!



*Florentina Dinu addresses the attendees with Jazmin Miranda and Paula Smith looking on*

.On October 20th 2017, Southern New Hampshire Area Health Education Center (SNH AHEC) celebrated 15 years of interpretation classes offered throughout NH to increase the number of trained healthcare and legal interpreters in the area.

Since 2002 over 800 students, speaking 45 languages, have received certificates of training from SNH AHEC; and now there is a list of over 400 trained interpreters ready to accept assignments posted on the SNH AHEC website! The party was well attended by 50 of the graduated interpreters.

Also in attendance were Dr. Trinidad Tellez, Director of the Office of Health Equity at the New Hampshire Department of Health and Human Services; Jodi Harper and Gina Savinelli, SNH AHEC staff; and Inna Lehman and Florentina Dinu, interpretation training instructors.

Paula Smith, SNH AHEC Director, and Jazmin Miranda, former ED of the NH Minority Health Coalition and community consultant – the key people to develop and bring this program to NH – spoke to the group about its historical context and how the interpretation program came to be. They recognized the funders of the original program including the State of NH Community Grants Fund and the Endowment for Health. In 2001 SNH AHEC launched the first interpretation training program in NH. Since 2002 SNH AHEC has offered at various locations around NH: twenty-three Medical Interpretation Training (MIT) classes (ranging between 54 and 60-hours); thirteen “The Health Care Community Interpreter” by Cross Cultural Communications of Columbia MD (60-64 hour classes) since 2012; and thirteen Legal Interpretation Classes since 2003.



*Interpreters and family/guests in attendance at the celebration event.*

The success of the SNH AHEC Medical Interpretation Training was recognized by the National AHEC Organization with the “2006 AHEC Center Award for Excellency for Special Community Based Programs”. SNH AHEC trainings are licensed by the NH Department of Education, Career School Licensing. SNH AHEC offers cost-effective trainings, continually applying for funding to offer scholarships for applicants who need financial assistance. The interpretation program instructors, Florentina G. Dinu and Inna Lehman, graduated from 3 nationally renowned interpreter training programs: “The Community Interpreter”-Train the Trainer, offered by Cross Cultural Communication of Columbia MD; “Bridging The Gap”- Train the Trainer, offered by The Cross Cultural Health Care Program of Washington State; and “The Art of Medical Interpretation” offered by Cross Cultural Communication Systems, Inc. of Massachusetts.

The purpose of the celebration was to recognize the now significant and sustained contribution of all of these interpreters. Paula Smith addressed the attendees: “You, as interpreters, play a key role in providing language access for non-English speakers and I commend you for your contribution to improving the health outcomes of countless people who receive health care in NH.” Learn more about the [Interpretation Training Programs offered at SNHAHEC](#), or contact [Florentina Dinu](#), Interpretation Training Coordinator.

## **Community Health and Wellness Events: Raising Awareness about Open Enrollment for Health Insurance**



*Community members at the Nashua Community Health and Wellness event in September.*

Community Health and Wellness Events were held in Concord, Manchester and Nashua during the month of September. The events were designed to help spread the word to New Hampshire immigrant communities about health insurance offered through the Affordable Care Act (ACA) Marketplace and the current enrollment period (November 1, 2017 – December 15, 2017).

This year, it was especially important to get the word out since outreach funding for the ACA was cut. And, in many states, including NH, the 2018 open enrollment period

ended on December 15th. (In prior years, consumers had until mid to late January to enroll in health insurance.)

Linh Hua from Access Health NH and Bhagirath Khatiwada from Bhutanese Community of New Hampshire co-chaired the Event Planning Committee. Ms. Hua and Mr. Khatiwada founded this committee in 2017 because many new Americans were not aware of the fact that they needed to sign up during the designated enrollment period, or that some had access to a special enrollment period - if a life event, such as the birth of a baby, qualified them to enroll in health insurance outside of open enrollment. As a result, many families went uninsured. Ms. Hua and Mr. Khatiwada want people to know “we are here to help so they don’t have to go through it alone or uninsured for 2018”. Numerous partner organizations helped to make these events possible including: United Way of Greater Nashua, Ascentria Care Alliance, International Institute of New England (NH office), Office of Refugee and Immigrant Success, New American Africans, and the Office of Health Equity at the NH Department of Health and Human Services.

This year, the Manchester event was held at Veteran’s Memorial Park on September 9th, the Concord event was held at Keach Park on September 16th, and the Nashua event was held at United Way on September 23rd. There was plenty of food, raffles, health-related resources, and fun activities for kids. Individuals from the planning committee were on hand to answer questions about health insurance requirements, eligibility, and where to go for enrollment assistance. The event planning committee intends to make this an annual event!

## **Nashua Reflects Equity, Inclusion and Integration at Building Healthy Connections Together Symposium**



More than 100 members of the Greater Nashua community convened at Rivier University on October 16th for the 2017 Gate City Symposium. This event was organized by the City of Nashua’s Gate City Immigrant Initiative Cultural Connections Committee with support from the One Greater Nashua Coalition.

The theme for this year was “Building Healthy Connections Together” reflecting Nashua’s shared values of equity, inclusion and integration as a Welcoming City.

The morning plenary focused on Trauma and Resilience. The keynote speakers were Dr. Molly Benson, Associate Director for Refugee Treatment and Services at the Refugee Trauma and Resilience Center at Boston Children’s Hospital, and Saida Abdi, LICSW, MSW., M.A., Director of Community Relations, a clinical social worker, and

expert in refugee trauma and resilience. During lunch, Paul Shea accepted the 2017 One Greater Nashua Award on behalf of the Great American Downtown organization for exemplary efforts to showcase and celebrate Nashua's rich multi-cultural heritage.



Cultural  
Connections  
Committee

The afternoon offered attendees three breakout sessions featuring how the community is working to ease the stress of the resettlement process by creating healthy bonds in the areas of education, employment and socialization. The next symposium is scheduled for 2019.

## Large Turnout for Endowment for Health's Symposium on Race & Equity in New Hampshire



More than 260 people attended the *Endowment for Health's* October 16th Inaugural Symposium on Race and Equity in New Hampshire. The event was a milestone following more than a decade of the Endowment's work on issues of health and race equity. A wait list of more than 80 was testament to the pent-up desire for a frank conversation about creating a more equitable New Hampshire for everyone.

The Symposium exemplifies the Endowment's ongoing convening role, bringing together stakeholders to understand community needs and identify strategies to address these needs. The Symposium, a year in the making, came at the request of community members across the Granite State who are working to make their communities welcoming and equitable places for all people choosing to live, learn, work and play here.



*Symposium attendees at the Grappone Center in Concord, NH*

The event opened with an Indigenous Welcoming Ceremony and blessing by Paul and Denise Pouliot of the Cowasuck Band of the Pennacook-Abenaki People. They also shared some of the history and inequities faced by the Pennacook-Abenaki People of New England, providing a foundation for the day's activities. Dr. Yvonne Goldsberry, President of the Endowment, welcomed attendees and shared a moving story about the similarities of racial challenges faced by families and children in New England and New Hampshire in the 1800s and the current day. Dr. Reginald Wilburn provided an educational and enlightening Opening Keynote Address that received a standing ovation. Dr. Stephen Reno challenged attendees in his Closing Keynote Address to reflect more deeply on the ways in which all New Hampshire residents experience life in our state, in particular those who might live their lives largely unaware of the prejudices faced and inequities visited upon fellow residents.

Attendees participated in one of six breakout group sectors (Civic Engagement, Economic Development, Education, Government, Health and Law Enforcement/Criminal Justice) in morning and afternoon sessions and worked collaboratively with each other to examine concerns, challenges, opportunities and actions steps to address issues of race and equity in each sector. More than 37 Symposium facilitators helped to moderate the large and small breakout groups. Kate Crary, the graphic recorder, provided detailed and colorful drawings which captured breakout group session discussions and the keynote addresses.

The Endowment staff expresses its appreciation to the amazing planners, speakers and facilitators and to the fired-up attendees who were engaged and ready for deep and meaningful discussions. A report on the Symposium proceedings is expected to be finished by the end of the year and the Endowment for Health will soon communicate future action steps based on the report and the terrific work that occurred during the breakout group sessions.

# Team Up, Take Action: Partnering for Health Equity



*Pictured (left to right): Dr. Cherie Holmes, Medical Director of Acute Care Services at Cheshire Medical Center; Dr. Camara Jones, Keynote Speaker; and Dr. Yvonne Goldsberry, President of the Endowment for Health*

The NH Public Health Association (NHPHA) co-hosted with the Vermont Public Health Association and Dartmouth Hitchcock Medical Center a first ever bi-state public health conference on November 15th.

The **Team Up, Take Action: Partnering for Health Equity** event was an outstanding, inspirational day that promises to have lasting effects on the conversation about health equity in NH.

Jim Weinstein, DO, MS, former CEO and President of Dartmouth-Hitchcock Health System, kicked off the morning with a far-reaching talk that began with sharing his experience leading the committee for the National Academies of Sciences, Engineering, and Medicine to develop the **Communities in Action: Pathways to Health Equity** Consensus Study Report.

Dr. Weinstein spoke of the drivers that are pushing health care out of hospitals and into communities and homes. He called for public health entities and other health sector organizations to build internal capacity to engage community partners and coalitions to address the social and economic determinants of health. He made clear the importance of building trust to be successful in this work.

The day featured 12 breakout sessions highlighting the amazing work of colleagues from NH, VT and CT. There were opportunities to learn new ideas and skills to broaden impact for both the seasoned professionals and the students in attendance.

The day concluded, thanks to a partnership with Dartmouth Hitchcock Medical Center and the Schumann Lecture, with a riveting talk by Camara Jones, MD, MPH, PhD, immediate past president of the American Public Health Association. She shared her thoughts on the impacts of racism on the health and well-being of our nation through the telling of her own allegories. Four of her allegories on “race” and racism, are available in a not-to-be-missed 20 minute **Tedx Talk**. As the adage goes, “It may not be our responsibility to finish the work of perfecting the world, but we are not free to desist either.” Dr. Jones stressed the necessity of long-term commitment to this work to have impact.

NHPHA acknowledges that the event could not have happened without the dedicated efforts of the planning team members, planning partners from Dartmouth Hitchcock and VtPHA, as well as the numerous invaluable sponsors. For more information about the **NH Public Health Association** and their work to further health equity in New Hampshire, contact **Rebecca Sky** or **Joan Ascheim** or call 603-228-2983.

## **New England Rural Health Conference Focuses on Transitions in Healthcare**



The **NH Oral Health Coalition** and the **New England Rural Health RoundTable** partnered to host, **Transitions In Healthcare**, November 15-16 in Bartlett, NH. The event served as the home for the NH Oral Health Coalition’s annual forum as well as the annual New England Rural Health conference.

With over 275 attendees and an impressive conference agenda the event was full of opportunities for networking, learning and inspiration.

The conference sought to address the reality that throughout the New England region our rural communities consist of over 2.8 million residents who require a healthcare environment that is responsive to individual and community based needs. Our rural healthcare organizations are facing significant economic, environmental, practice and political challenges and they are responding to them with creative, efficient and effective community based initiatives and unique healthcare delivery models. This event provided an opportunity to get updates on National healthcare policy initiatives and to learn from and network with providers from across the region.

The two-day event featured three different plenary sessions and over 35 breakout sessions from: community based groups and organizations, rural clinicians, health systems, researchers and community development leaders. Presentations highlighted important updates on healthcare policy and community initiatives that can be replicated across the New England region.

In addition to offering sessions that were discipline specific (oral health, primary care, behavioral health and public health) the conference offered sessions focused on: ensuring equitable access to quality healthcare for all, improving affordability and value of healthcare and building healthy communities. When attendees were not attending sessions they could be found: having small group discussions with one another, viewing academic posters that lined the hallways of the conference venue, gathering for group photos or talking with exhibitors. The event began with a regional meeting of oral health leaders and ended with the first substantial snowfall of the winter season.

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## Upcoming Events

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### **January 12 -13, 2018: NAMI Suicide Prevention Training for Trainers**

Presented by the Seacoast Public Health Network, this training is a two day, 12 hour training (1.5 days) on January 12th 8:30-12:00 and January 13th 9:00-12:00 that is specifically designed for young adults ages 18-25. In this training participants will be educated on a variety of topics spanning from mental health, suicide risks, treatment and recovery, and different resources. Qualified applicants are young adults, age 18-25, who are comfortable with co-facilitation and presenting, can commit to facilitate at least one training a year, are role models to peers, and have a passion for raising awareness about public health issues of substance misuse, mental health, and suicide risk.

#### [Information and Registration](#)

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### **Rethinking Resistance: Ona Judge, The Washington's Runaway Slave and the Meaning of Escape**

Dr. Erica Armstrong Dunbar  
7pm Tuesday January 23rd, 2018  
Dana Center, Koonz Theater, St. Anselm  
College, Manchester, NH

This Event Free & Open to the Public

Dr. Erica Armstrong Dunbar's lecture will be followed by a moderated panel discussion featuring Saint Anselm College faculty Dr. Jennifer Thorn and Dr. Beth Salerno.



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## Resources / Opportunities

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## Nominate an Unsung Hero

Do you know a parent who deserves recognition for their endless hard work and dedication? [Nominate them for a NH Children's Trust Unsung Hero Award](#) ; nominations are due by January 5, 2018.

## Tools that Help Examine Implicit Bias

[Project Implicit](#) is a non-profit organization and international collaboration between researchers who are interested in implicit social cognition - thoughts and feelings outside of conscious awareness and control. The goal of the organization is to educate the public about hidden biases and to provide a "virtual laboratory" for collecting data on the Internet. Project Implicit has [tools](#) such as the Implicit Association Test (IAT) to help individuals self-reflect and become more self-aware of biases.

## Explore the Roots of Health Inequity

[NACCHO Roots of Health Inequity](#) , web-based course for the public health workforce, is an online learning collaborative. The site offers a starting place for those who want to address systemic differences in health and wellness that are, actionable, unfair, and unjust. As a participant in the learning collaborative you will have a chance to explore concepts and strategies by working through five critical questions: 1) Where do we start? 2) What are "Frames" and how do they influence public health practice? 3) What can history teach us about the role of public health practice? 4) What are the root causes of health inequities? 5) What are the principles of Social Justice?

## Improve Your Understanding of How to Make Things Readily Understandable!: CDC Trainings on Health Literacy

[The CDC offers six online health literacy courses for health professionals.](#) Training in health literacy, plain language, and culture and communication is essential for anyone working in health information and services. Whether you are new to these topics, need a refresher, or want to train your entire staff, the following courses are a good place to start:

1. [Health Literacy for Public Health Professionals](#) (free continuing education)
2. [Writing for the Public](#) (printable completion certificate)
3. [Speaking with the Public](#) (printable completion certificate)
4. [Creating Easier to Understand Lists, Charts, and Graphs](#) (printable completion certificate)
5. [Fundamentals of Communicating Health Risks](#) (printable completion certificate)
6. [Using Numbers and Explaining Risk](#) (printable completion certificate)

## Missed the 2017 Black New England Conference?

Want to see the presentations again?

[Watch on their YouTube Channel](#)



**I WANT TO  
ACT**

You can make  
a difference.  
Get Involved.  
Make your  
voice heard.

[Learn More](#)

**I'D LIKE TO  
LEARN**

Resource materials on  
health & equity, the social  
determinants of health,  
and other related topics.

[Learn More](#)

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## About Us

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The New Hampshire Health and Equity Partnership is a public-private collaborative effort of philanthropic organizations, public health agencies, community based organizations, advocates and others concerned with health equity. The Partnership is guided in its work by the Plan to Address Health Disparities and Promote Health Equity in New Hampshire. The goal of the plan is to define statewide priorities and prepare recommendations to advance health equity for NH's racial, ethnic, and linguistic minority communities.

The New Hampshire Health and Equity Partnership is an initiative of the [Foundation for Healthy Communities](#).

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