Refugee Health Case Management: Florida’s Model

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Brief Florida Overview

New Arrivals Eligible for Refugee Health Services
By Country of Origin, 2010

- Cuba, 21,988
- Haiti, 712
- Burma, 675
- Iraq, 446
- Colombia, 191
- Bhutan, 143
- Venezuela, 213
- Other, 428
Brief Florida Overview

Refugee Arrivals by County, 2010

- 1 - 99
- 100 - 399
- 400 - 699
- 700 - 999
- 1,000 - 18,999
- No Arrivals

Funding & Structure

- Program started in April 2009
- Employs four case managers
  - 1 full time (Duval County)
  - 3 part time (Hillsborough, Orange, and Palm Beach counties)
- Located within county health departments
  - Allows for faster linkage and more knowledge of health care providers in community
- Funded by Social Services Grant
  - Through state office contract between Department of Children and Families & Department of Health
  - Allows clients to be served for up to 5 years from date of arrival
Case Manager Services

• Identification of appropriate service providers
• Linkage to primary or specialty care
• Patient advocacy
• Health education
  – Health system
  – Insurance coverage
  – Healthy lifestyles/importance of treatment adherence
• Transportation education

Case Manager Services (Cont.)

• In-service trainings for resettlement agencies
• Develop collaborative relationships with community health providers
• Identify indigent care services and programs
• Participate in local task force meetings and resettlement agency staff meetings
Referral Process & Collaboration with Resettlement Agencies

Domestic Identification
- Refugee Arrival
- County Health Department Health Assessment
- Health Condition Identified
- Referral to Case Manager
- Health Care Coordination/Linkage

Overseas Identification
- Significant Medical Condition (SMC) Case Identified
- Resettlement Agency Contacted
- Consult with Case Manager
- Acceptance or Denial of Case
- SMC Case Arrives

Client Data

- Served 1,273 clients since April 2009

Distribution of Date of Arrival to Date of Intake, 2009-Present

- Within 1 Month: 19.3%
- 2-4 Months: 52.4%
- 5-7 Months: 7.4%
- 8+ Months: 20.9%
Client Data

Clients Served by Country of Origin, 2009-Present

- Bhutan: 83
- Burma: 243
- Colombia: 28
- Cuba: 618
- Eritrea: 18
- Haiti: 151
- Iraq: 77
- Other: 55

Conditions served:

- Most often assist with SMC cases
  - Heart disease
  - Cancer
  - Organ failure
  - Continuing trauma conditions

- Other common conditions for assistance include:
  - Dental (18%)
  - Communicable Disease (12%)
  - Vision (12%)
Lessons Learned

• Collaboration with resettlement agencies is key
• Case managers are essential to a successful program
• Client advocacy can be a major role of the case manager
• Know the data you want and be prepared to collect it
• See the big picture

Questions?

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