# Health Program Enrollment Flow Chart for
# United for Success Wellness Center

**Background:** United for Success Middle School is one of Oakland's "Small Schools" located in the heart of the Fruitvale District. The school serves a smaller student population, around 420 students between the grades 6th, 7th and 8th. United for Success students mostly come from the diverse immigrant and migrant community that live within the Fruitvale district.

United for Success opened its Wellness Center, operated by Native American Health Center, in 2010. Outside of the middle school students the wellness center also serves High School students at Life Academy. Beginning in January, 2011 the Wellness Center opened its doors to the adult family members of United for Success students.

The center is open to United for Success students and family members on Tuesday and Thursday from 9am to 12pm or by appointment only during other days and times throughout the week. Life Academy students are served on a separate day.

**Purpose:** While Native American Health Center found that most students they saw at the Wellness Center were enrolled in some form of health insurance (mostly Medi-Cal or private coverage) their parents, grandparents or guardians often were not. Many of the adults were also fearful of reaching out for medical care due to either their immigration status and/or mistrust of the "system". Having built trust within the community through serving students, the School Wellness Center has had an easier time overcoming the barriers of stigma that have been built up within the surrounding immigrant community. The United for Success Wellness Center now has an "open door" policy to all family members connected to a student meaning that no family members are turned away for primary care services. Adults that walk in who are not connected to a student are referred to Native American Health Center.

**Barriers:** Overcoming the stigma associated with sharing personal information with a "public" organization and limited resources and clinic hours.

| Outreach | Enrollment | Retention |
|---|---|---|

**Clinic Tours:** During open house staff will let parents or family members tour the clinic in an effort to remove stigma or fear.

**Student Emergency Cards:** Used by clinic staff to identify and outreach to families

**Staff calls** family to determine enrollment status and tries to schedule appointment or encourages walk-in for uninsured.

**Appointment/ Walk-in:** After outreach the adult family member comes in for insurance screening and primary care services.

**Screening:** Medi-Cal worker or trained clinic staff uses One-e-App to determine eligibility of family members for health programs.

**Enroll:** staff enrolls patient in appropriate health program: Medi-cal, Healthy Families or HPAC. Only need to provide proof of income , Alameda County Residency and proof of citizenship if applicable. (HPAC does not require citizenship.)

**Clinic Staff** conducts follow up calls with all adult family members seen.

**A follow up** appointment is scheduled if needed.

**Referrals** are made to Native American Health center for other services not available at the school wellness center (i.e. adult dental services).

Alameda County Health Care Services Agency
School Health Services Coalition
LINKING HEALTH AND EDUCATION TO CHANGE LIVES