

# Project: Integrated Care Coordinators

## Korean Community Services, Partner: Southland Integrated Services



### LOCATION

Orange County, CA



### GROUPS SERVED

- Asian/Pacific Islander (API)
- Urban Setting
- Vietnamese and Korean Limited English Proficiency (LEP)
- Patients and Community Members at Risk or Experiencing Mental Illness
- Immigrants

### CONTACTS

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### OVERVIEW

The Integrated Care Coordinators (ICC) project is a community health worker prevention and early intervention program that aims to prevent or reduce trauma, anxiety, and depression among urban immigrants of Korean and Vietnamese ethnicities by decreasing self and social mental health stigma, strengthening cultural/spiritual/community protective factors, and increasing access/utilization of mental health services.

The ICC Program is a Community-Defined Evidence Program by Korean Community Services (KCS) in partnership with Southland Integrated Services (SIS) formerly known as Vietnamese Community of Orange County.



### STRATEGIES



“NO WRONG DOOR” approach to needs assessment and linkages to services



“WARM HAND-OFF” to qualified providers to prevent falling through the cracks



“WHATEVER IT TAKES” as far as types of assistance provided to HELP clients access services



“NOON-CHI” or culturally-grounded relational focus as far as emotional support, checking in cultural and linguistic sensitivity

### OUTCOMES

- Increase access, affordability, availability and quality of mental health services.
- Decrease mental health stigmatization.
- Increase outreach, support and education on mental health issues.
- Improve overall health and wellness.
- Improve spirituality.
- Empower community through community participation in the decision-making process.

### GOALS



INFORMATION  
AND REFERRAL



LINKAGES  
AND FOLLOW-UP



ONGOING  
INTEGRATED CARE

### NEXT STEPS

- Exploration of sustainability models (care coordination and patient/health navigation programs and reimbursement models) available to community health centers.
- Examination of efficacy of ICC model and dissemination of research findings.
- Relationship building with key local and state partners to continue ICC model for Limited English Proficiency Asian/Pacific Islander populations.

