

# INTEGRATED CARE COORDINATORS PROJECT

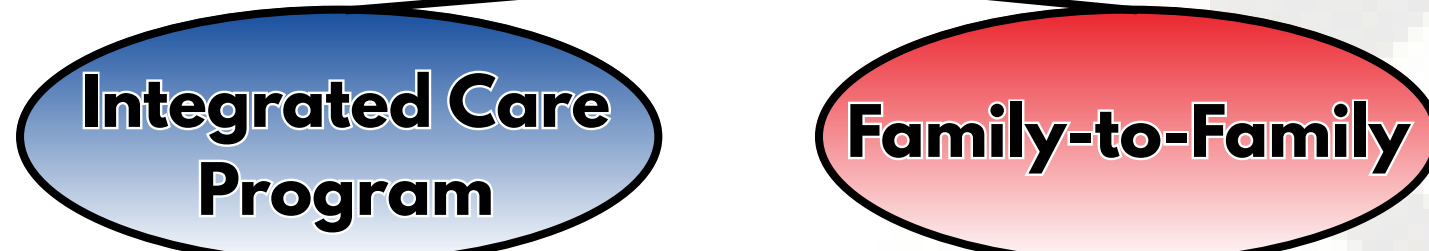
## Enhancing Service Accessibility for the Korean Community



### CDEP Description

Integrated Care Coordinators (ICC) are culturally competent staff who help Korean immigrants navigate behavioral health and social services.

#### Three Core Components



#### Participant Demographics (Category III)

- Total Participants: 237 (Category III)
- Foreign-Born: 97.9%
- Average Duration of Residence in America: 25.88 years
- English Fluency: 7.3% fluent

\*Predominantly monolingual Korean speakers

#### CDEP Purpose and Goals

- Improve mental health and wellness
- Enhance accessibility and quality of services
- Decrease stigma surrounding mental health
- Support the community in adapting and flourishing within mainstream society

#### Implementation Process

- No Wrong Door**-Access to any service at any entry point
- Whatever it takes**-Holistic approach
- Warm Hand Off**-Direct, personal transfer to providers to prevent falling through the cracks
- 'Noonchi'**-To sensitively recognize and respond to cultural stigma surrounding mental health



#### Integrated Care Program

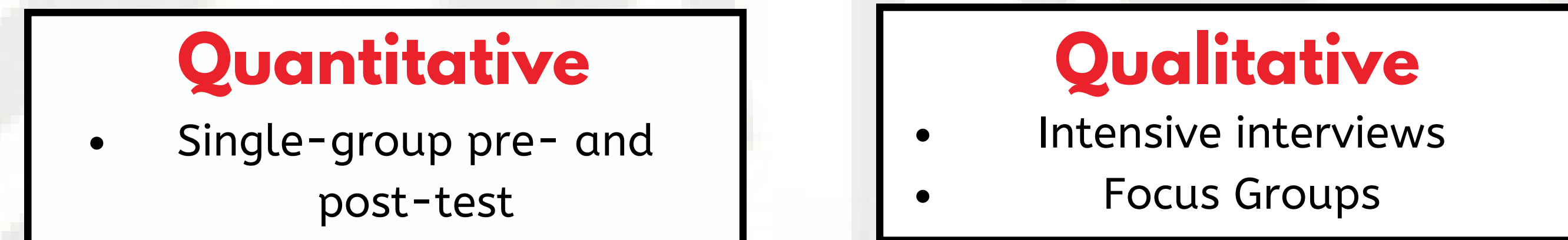
- Individuals who seek support for their own mental health needs
- Prevention & Early Intervention Program
- Average # of sessions: 8.17 sessions

#### Family-to-Family

- Families of individuals with mental health conditions
- Integration of psychoeducation + support group
- Average # of sessions: 8.15 sessions

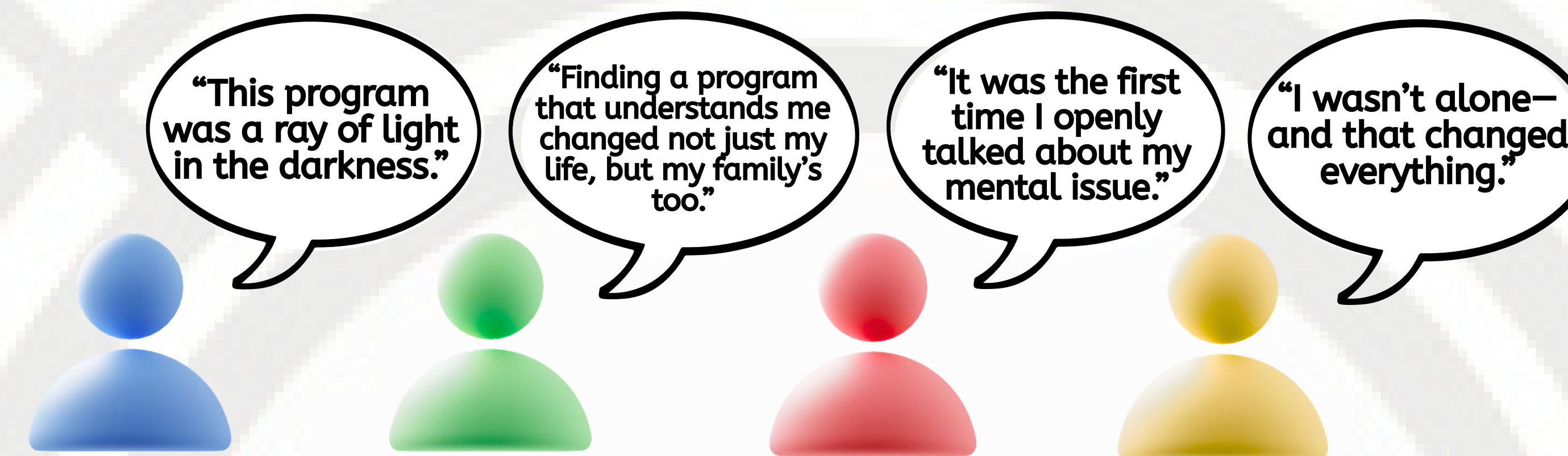
### Evaluation Design & Methods

#### Mixed Method Design



- Quantitative**
  - Single-group pre- and post-test
- Qualitative**
  - Intensive interviews
  - Focus Groups

- Use of Korean Language Across Evaluation Activities
- Culturally Competent Local Evaluators
- Integration of ICC Staff Expertise
- Inclusion of Measures on Indigenous Practices and Cultural Competence

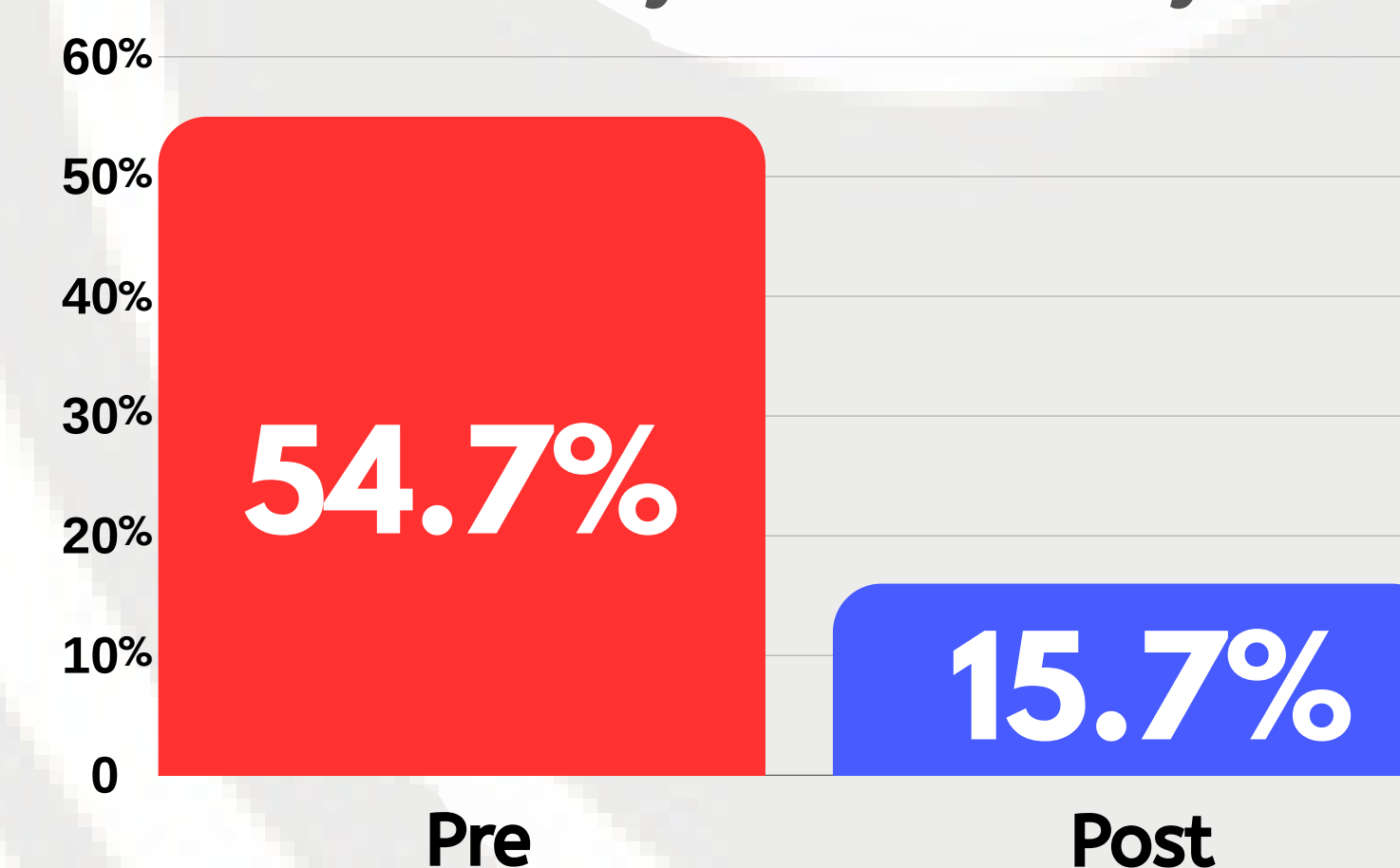


#### Results

#### Integrated Care Program

#### Decrease in Participants with Severe Psychological Distress

Pre-Survey vs. Post-Survey



#### Family-to-Family

- 96.1%** Agreed or strongly agreed that they were better able to manage daily challenges
- Reduced Stress
- Improved Coping skills
- Emotional support from Peer Connections & Psychoeducation
- Realistic recovery goals have been set, understanding that progress may be gradual and could take years

"Family-to-Family helped me begin to let go of the guilt of believing my family's illness was my fault."

"Through Family-to-Family, the silence between my son and me finally began to break."

### Sustainability, Scalability, & Systems Transformation



#### Sustainability

- New Grants
- Fee for Service
- Reimbursement (Medi-Cal/CHW)
- Coalition (other API CBOs, NAMI,...)
- Volunteer-Led Utilization Strategy

#### Scalability

- Reliable Culturally Responsive Scale
- Documentation and Compilation of Data for all Program Components for future Replications and Adaptations of other ethnic communities.

#### Systems Transformation

- Utilized CDEP to foster a more politically supportive environment for the Asian American community

#### Key Takeaways

- Cultural Significance & Enhanced Access:** By serving as a trusted cultural and linguistic bridge, the ICC Program reduces stigma and builds community trust, ensuring Korean immigrants gain timely access to mental health services before concerns escalate.
- Holistic Approach:** By addressing social and structural stressors alongside mental health needs, the program improved emotional well-being and reinforced the social determinants of health model, supporting better mental health outcomes.
- Policy & Systems Relevance:** Prioritizing community-embedded care models within public health systems serving immigrant populations is essential to improving access, equity, and long-term mental health outcomes.
- Demonstrated Impact on Psychological Distress:** Findings show that KCS's ICC Program significantly reduced psychological distress, highlighting culturally responsive, community-centered care as an effective prevention and early intervention approach.

#### Next Steps

- Without this program, disparities could re-emerge, resulting in higher costs, delayed support, and more detrimental effects on the community. Sustaining culturally grounded care coordination ensures problems are **proactively managed before they reach a critical stage.**

**As Orange County experiences the fastest growth of its Korean population in California, sustaining these programs is vital to supporting individuals and families who have nowhere to seek help.**

#### Conclusion

**ICC's culturally grounded, community-based approaches effectively reached Korean immigrant clients, fostering trust, engagement, and culturally responsive care.**

