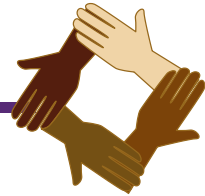


# COMMUNITY MATTERS

## GOOD NEWS FROM THE FRONTLINES



LOMA LINDA UNIVERSITY  
HEALTH  
Institute for Community Partnerships



SPRING 2021

### ASIAN AMERICAN PACIFIC ISLANDER MONTH



We honor the strong and resilient AAPI community who are part of our LLU family. With the increase in violence against folks of Asian descent, we vehemently uphold our AAPI communities and honor them this month and always. To learn more about how to #StopAsianHate please visit their site [here](#).

Whether you or your family are from Fiji to Laos, you are always honored and welcome here.



### EQUITY IN HEALTH ACCESS

Access to health care is critical, especially amidst a pandemic. ICP has teamed up with United Way Inland Empire, El Sol Neighborhood Educational Center, Congregations Organized for Prophetic Engagement (COPE), and the SB County Department of Transitional Assistance to connect our community members to quality, affordable health coverage from Medi-Cal.

Medi-Cal is a no-cost or low-cost health care program providing medical, dental, and vision services to qualified low-income residents. It is available to individuals, families, children, and pregnant individuals with limited income. Our partners employ various strategies to educate community members about Medi-Cal and assist them in applying through a call center, on-site application assistance, and outreach at pop-up COVID-19 Vaccine Clinics, health fairs, food delivery, and other community events. These partnerships ensure we reach our diverse populations where they live and work.

For more information or to request printed flyers (in English or Spanish) for your programs, please e-mail Medi-Cal manager Jasmine Hutchinson: [jhutchinson@llu.edu](mailto:jhutchinson@llu.edu).

### HAPPY PRIDE

This month we honor those who honor themselves by loving freely and happily. To our LGBTQIA2S+ siblings we honor, affirm, and love you. Thank you for the spaces of joy carved out in the midst of faced violence and bigotry and here's to building a future together where we are all free to just be exactly who God created us to be. To join or learn more about the Sexuality and Gender Alliance Group at LLU, join their [Facebook](#) page or e-mail [nhwang@students llu.edu](mailto:nhwang@students llu.edu).



## A LIFELONG MENTOR: NEERA SHAH

Saying goodbye is never easy, but made especially difficult when a student has been a servant leader for five years in our sponsored programs. Neera Shah is a graduating medical student who has poured her heart, time, and passion into our local tutoring programs for half a decade. A Redlands native and LLU born NICU baby, Neera began studying at LLLUH medical school with a goal of working with babies in the intensive care neonatology unit. Now, **Neera's dream is coming true as she is headed to Penn State for a Pediatric Residency in the NICU.**



Neera's passion for tutoring began in her undergraduate studies at Caltech, where she tutored elementary and high school age children. **When she arrived at the LLU School of Medicine freshman orientation Neera learned about the Healthy Neighborhoods Project (HNP) and was intrigued by the tutoring program and immediately signed up.** Due to her experience, Neera became the only first year Site Leader in any program, being the Lead for San Bernardino High School. Though Neera ultimately took her first year off med school to complete a research year, she remained connected to LLU through the tutoring program where she met other med students, children, and community members. Neera looks back on HNP tutoring that year as "her one fun activity" of the week outside of the lab and studying.



After her first year Neera stepped up and became the Program Director for HNP tutoring where she remained in leadership for four consecutive years. Since then, the program has grown from two to three schools and navigated nearly seamlessly through virtual tutoring with the help of Neera's leadership. **This year culminated in a drive-through end of the year event for families to meet their child's tutors in person for the first time.** Through the years, Neera has created long lasting relationships with administrators, teachers, parents, and students. One of Neera's early tutoring students, Amy, is no longer in the program due to improved grades thanks in part to Neera's tutoring but stays connected to Neera nearly three years later through phone calls and texts. Now, Neera and Amy are like sisters, seeking each other out and keeping in touch after the program was over for Amy. When Neera shared with Amy that she was moving to Pennsylvania for residency, Amy asked her to get a closer job, but Neera assured her that distance wouldn't be a problem, those videocalls and texts of support wouldn't be going anywhere.



## A LIFELONG MENTOR: NEERA SHAH (CONT.)

Amy's story is like that of many students in San Bernardino: she's a smart, young girl with big dreams but few resources and parents who don't fully understand the U.S. educational system. The big difference is that Amy has Neera who can help answer questions and offer advice when needed. **Amy now wishes to be a doctor like Neera and though she might change her mind, she knows that she can always come to Neera for guidance.**



For Neera, relationships like the one she has with Amy are a big part of why she wants to be a doctor who knows her community. When writing her personal statement for residency programs, Neera fondly mentioned Amy as a reason why she knew that working with children could create a lifelong impact. During residency interviews Neera asked programs about their connections to the local community and opportunities for tutoring programs like the one she led in HNP. Fortunately, her residency program has relationships working with local schools and Neera is determined to start a mentoring and tutoring program sharing that this is the type of work she hopes to do for the rest of her life.

Neera is excited about the future leadership of HNP tutoring and hopes that the relationships with the community can continue to grow beyond her time. The tutoring program has made it easier for parents to access resources, ask questions, and stay involved in their child's education while encouraging students to engage with school more meaningfully with their tutor's help. Even parents whose children are in tutoring have grown to become friends and support each other throughout their child's educational journey through our La Escuelita program aimed at supporting parents and families of the children we serve. Tutoring and mentoring programs create a bigger impact than just improving grades, they can change an entire family and community's future. Neera has also felt this great impact throughout the years, sharing that without HNP tutoring, her medical school life as she knows it wouldn't exist. We are grateful for Neera's commitment and passion and are excited to see how the program she strengthened continues to impact the lives of families in San Bernardino and to follow her journey in Pennsylvania.





# THE POWER OF PARTNERSHIP



## ALLISON MOBILE POP-UP CLINICS



ICP first met Allison Zecher during our transition to vaccine distribution through pop-up clinics. Allison was initially approached by Dr. Doug Hegstad and Dr. Jennifer Veltman to be part of a small

team focused on mobile clinics in partnership with pharmacist Dr. Jacinda Abdul Mutakabbir and Dean Dr. Michael Hogue. The interdisciplinary team grew to include Process Improvement Specialist Ki-ema Jones and later the ICP team. Her involvement comes from a desire to help the community and connect with individuals who have less access to healthcare by meeting people where they are at. The mobile pop-up clinics have been a large part of her focus in 2021 as she developed manuals for on-site logistics, volunteer training, and protocols that have been crucial in the 15+ plus pop-up clinics this year. Through the collaboration with ICP, Allison has seen a growth in impact through the inclusion of Medical enrollment and reaching areas such as the High Desert and Muscoy. Allison hopes that the mobile clinic model helps set a platform to extend LLUH's reach on other healthcare topics such as nutrition, women's health, and mental illness/behavioral health among others. Allison views the mobile clinics as a highlight of her career, sharing that working with passionate individuals including Dr. Abdul-Mutakabbir, Ki-ema and Kya Jones, Dr. Veltman, Dr. Kerstetter, the ICP team and all of the volunteers has been incredible. It is inspiring to see just how many people are looking out for their neighbors. We are grateful for Allison's leadership and to be part of the team reaching our community everyday.

## MELINA INDIO HEALTH CLINIC



Melina Wilson is a teacher by trade, but recently joined the ICP team to serve the Coachella Valley as a Community Outreach Coordinator. In the last year alone.

Ms. Wilson has taught over five hundred students ranging from transitional kindergarten to sixth grade. She is passionate about bringing joy to her students and making learning a fun experience, even in a virtual setting. A referral from a friend and her love for working with children and parents led her to her current position at LLUCH and ICP. In just four months, Melina has been able to utilize her connections to accomplish reaching families with information and resources through Loma Linda University Children's Health - Indio, social media, radio shows, and presentations at the school district. She has also been critical in providing families, farm workers, migrants, local churches, and organizations in the desert with PPE during the pandemic. She is currently working on developing a webinar regarding youth vaccinations to address community questions and concerns. When asked about her time working with ICP she responded, "It has felt like a perfect fit. Providing such information through community events, schools, social media, and radio stations. It is when you get to have those conversations with individuals you see the need, and to hear their testimonies on how our efforts have made an impact on their lives, but not only their lives, mine too." We are looking forward to all of the great things Melina will accomplish in the future.







## LOURDES LOPEZ

### EL SOL NEC COMMUNITY HEALTH WORKER

As an involved member of her community, Lourdes has always been known for going the extra mile and helping others around her. She has been with El Sol Neighborhood Educational Center for 8 years now and has had many new experiences since the COVID-19 pandemic began. Many of the traditional ways in which CHWs work - specifically home visits, were challenging. The connection between students, families, fellow staff and other community members did not change, but the events of last year caused the methods of communication, engagement and assistance to grow and evolve. Lourdes or 'Lulu' as many friends and co-workers call her, explained that many CHWs put in extra time these past few months delivering food boxes, being 'on call' for any questions community members may have had and ensured they were connected by phone, zoom, social media or in person (quick & distanced) as needed. Personally, Lulu feels the pandemic has strengthened a lot of the ways that CHWs work. "There was a lot of need during the pandemic; food, mental health services, dealing with death, people didn't know what to do. We were there to help. We had resources. It made us grow and learn." ICP thanks Lourdes and other stellar CHWs collaborating with the community.



## GET INVOLVED IN OUR COMMUNITY

### CAPS is hiring!

Our CAPS Team is currently hiring **5 Student Workers!**

Areas of hire include:

- Marketing
- Goal 4 Health and Healthy Living Activities
- Pipelines Program
- Volunteer Coordination



Students should be FWS eligible and community-oriented. Apply today or refer a student here:

<https://lluh.referrals.selectminds.com/jobs/search/2625846>

Questions: [caps@llu.edu](mailto:caps@llu.edu)



### CAPS Volunteer Opportunities

- Food delivery
- Community garden
- & more!

Questions: [caps@llu.edu](mailto:caps@llu.edu)





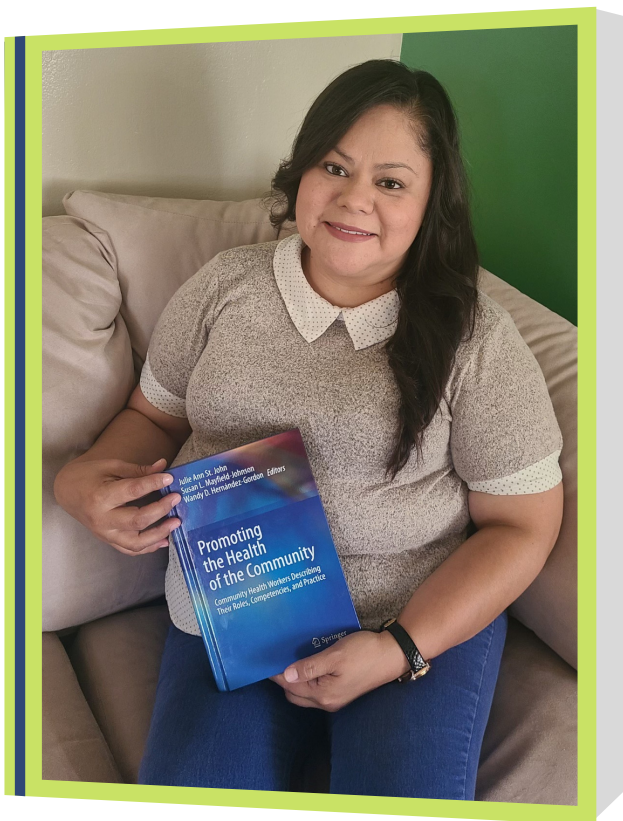
## OPPORTUNITY FOR COMMUNITY HEALTH WORKERS

Community Partners,

Loma Linda University Health is hiring six community health workers as we grow our existing team and support the integration of this vital workforce into the clinical healthcare environment!

Please share the link below with anyone who may be interested in applying, or to other colleagues and agencies that can share this information with community members who have a passion for this work:

<https://llu.h.referrals.selectminds.com/jobs/community-health-worker-16071>



## ICP TEAM CONTRIBUTES TO COMMUNITY HEALTH WORKER TEXTBOOK

Drs. Juan Carlos and Anastasia Belliard, Alejandra Morales Martinez, Megan Daly, and a team of community health workers contributed a chapter to the newly released textbook, Promoting the Health of the Community. The chapter titled “A Dose of Cultural Humility” demonstrates best practices on cultural mediation among individuals, communities, and health and social service systems. The team compiled stories and experiences from community health workers to illustrate examples of modeling cultural humility and the strength of CHWs in the healthcare system. The book, which was published this spring, aims to act as a resource for healthcare professionals and communities working with community health workers.

**LISTEN**



**RESPECT**

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**ENGAGE**



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