Understanding the Nuts & Bolts of Ag Worker Identification to Drive Access to Care for Ag Workers

Midwest Stream Forum

Presented by:
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Guadalupe Flores, Family HealthCare Network

September 25, 2019
Learning Objectives

• Define agriculture, including qualifying industries and tasks, for Agricultural Workers and distinguish between Migratory and Seasonal Agricultural Workers (MSAW).

• Describe the relationship between patient verification, Uniform Data Systems reports, and health center funding.

• Utilize the various tools and resources available to improve identification and registration processes such as assessment forms, action plans, digital training tools, etc.

• Identify promising practices for increasing access to care for Ag workers and their families.
The **National Center for Farmworker Health** is a private, not-for-profit corporation located in Buda, Texas, whose mission is "to improve the health status of agricultural worker families through the provision of innovative training, technical assistance, and information services to Migrant and Community Health Centers."

Programs, products, and services in support of our mission, include:

- Population specific resources and technical assistance
- Governance development and training
- Program management
- Staff development and training
- Health education resources and program development
This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under cooperative agreement number U30CS09737, Training and Technical Assistance National Cooperative Agreement for $1,433,856 with 0% of the total NCA project financed with non-federal sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

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Why care about Ag workers?

- **Key Facts**
  - **4.5 Million:** Estimated population of U.S. Ag workers & their families*
  - **65%** reported not having health insurance**
  - **38%** had not visited a U.S. healthcare provider in last 2 years**

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*NCFH & National Legal Defense Association (NLDA) Respectively
**National Agricultural Workers Survey (NAWS) 2013 - 2014
***HRSA UDS 2016

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Percent of MSAWs Served

- Total Estimated MSAW Population (N = 4.5 million)
- MSAW Patients Served in C/MHCs (UDS Report 2017)

18% served
82% not served
Overarching Goal:
Increase # of Ag workers served to 2 million by 2020

Health Center Level Goal:
Increase the # of Ag workers served by 15% each year, over the next five years

<table>
<thead>
<tr>
<th>Year</th>
<th>Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>892,056</td>
</tr>
<tr>
<td>2015</td>
<td>910,172</td>
</tr>
<tr>
<td>2016</td>
<td>957,529</td>
</tr>
<tr>
<td>2017</td>
<td>972,251</td>
</tr>
<tr>
<td>2018</td>
<td>995,232</td>
</tr>
</tbody>
</table>

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Why Increase Access to Care (IAC)?

• Increasing access is vital to the overall health and well-being of the agricultural workforce
  • Promoting & maintaining good health*
  • Preventing & managing disease and chronic illness*
  • Achieving health equity*
  • To address significant social drivers of health (financial, housing, transportation, language)

*Healthy People 2020
Benefits of Accurate Identification & Registration

- Improves population-specific goal setting & Performance Improvement
- Facilitates access to care & to appropriate treatment
- Ensures accuracy of data & supports population research

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Special Populations have been identified due to their limited access to healthcare services.

Patients considered belonging to a Special Population include: homeless, migratory and seasonal agricultural workers, veterans, patients served by school based health centers, and patients served at a health center located in or immediately accessible to a public housing site.

Special Populations have unique challenges and barriers in accessing healthcare services.

All health centers report these populations, regardless of whether or not they directly receive special population funding.
UDS – What & Why

Standard mechanism for a health center to report:

- Number of patients served
- Patient population demographics, such as race, ethnicity, age, income levels, insurance sources
- Services provided, clinical processes and results
- Types of staff employed by health center
- Types of funding and payments received by a health center

The most important reason:

To be in COMPLIANCE with the requirements of the federal government

Accountability and ROI
Who Reports What & Where?

• Only Health Centers that receive section 330(g) funding from the Public Health Service (PHS) Act - Migrant Health Center funding, provide separate totals for migratory and for seasonal agricultural workers on lines 14 and 15.
  • For section 330(g) grantees:
    Lines 14 + 15 = Line 16.

• All other Health Centers report on Line 16.
You Need to Know…

- The definition of agriculture
- What types of industries and tasks in agriculture are included and excluded under HRSA rules
- The classifications of agricultural workers
The term "agriculture" means farming in all its branches, including:

(i) cultivation and tillage of the soil;

(ii) the production, cultivation, growing, and harvesting of any commodity grown on, in, or as an adjunct to or part of a commodity grown in or on, the land; and

(iii) any practice (including preparation and processing for market and delivery to storage or to market or to carriers for transportation to market) performed by a farmer or on a farm incident to or in conjunction with an activity described in clause (ii).
Agriculture means "farming in all its branches as defined by the Office of Management and Budget (OBM)-developed North America Industry Classification System (NAICS), and include migratory and seasonal workers included in the following codes and all sub codes within: 111, 112, 1151, and 1152."

<table>
<thead>
<tr>
<th>NAICS Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>111</td>
<td>Crop Production</td>
</tr>
<tr>
<td>1111</td>
<td>Oilseed and Grain Farming</td>
</tr>
<tr>
<td>1112</td>
<td>Vegetable and Melon Farming</td>
</tr>
<tr>
<td>1113</td>
<td>Fruit and Tree Nut Farming</td>
</tr>
<tr>
<td>1114</td>
<td>Greenhouse, nursery, and floriculture production</td>
</tr>
<tr>
<td>1119</td>
<td>Other crop farming, tobacco, cotton, sugarcane, hay, peanuts, sugar beets</td>
</tr>
<tr>
<td>112</td>
<td>Animal Production and Aquaculture</td>
</tr>
<tr>
<td>1121</td>
<td>Cattle Ranching and Farming</td>
</tr>
<tr>
<td>1122</td>
<td>Hog and Pig Farming</td>
</tr>
<tr>
<td>1123</td>
<td>Poultry and Egg Production</td>
</tr>
<tr>
<td>1124</td>
<td>Sheep and goat farming</td>
</tr>
<tr>
<td>1125</td>
<td>Aquaculture</td>
</tr>
<tr>
<td>1129</td>
<td>Other animal production, apiculture, horses, fur bearing animals, companion animals</td>
</tr>
<tr>
<td>1151</td>
<td>Support Activities for Crop Production</td>
</tr>
<tr>
<td>1152</td>
<td>Support Activities for Animal Production</td>
</tr>
</tbody>
</table>

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111 Crop Production
Harvesting by machine

Post-harvest, like sorting, packing, processing

And…
- Farm labor contractors and crew leaders
- Soil preparation and cultivation
- Transportation

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112 Other Animal Production

- Horses, donkeys, llamas
- Fur bearing animals
- Bees, crickets, worms
- Companion animals, dogs, cats, birds
- Lab animals

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1152 Support Activities

- Boarding
- Branding
- Reproductive services (breeding, insemination, semen collection, etc.)
- Livestock spraying, cleaning, etc.

For more, see:
http://www.census.gov/eos/www/naics/
Tasks Performed by Ag Workers

Examples

- Preparation of the soil
- Seeding plants, flowers, grass, trees, vegetables, fruits, and other commodities
- Planting, thinning, growing, irrigating of vegetables & fruits
- Planting, caring, pruning, fertilizing, replacing trees
- Detasseling, collecting, harvesting (corn and other grains)
- Sorting, preparing, processing
- Canning, preserving, packing
- Transporting, storing, distributing
- Catching, preparing, processing aquaculture products
- Feeding, breeding, caring for animals, milking cows

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Excluded Tasks & Industries

- Industry 42447 - Meat and meat product merchant wholesalers
- Industry 561730 - Landscaping services
- Industry 711219 - Spectator Sporting
- Industry 48422 - Trucking timber; specialized freight

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Who Are Your Ag Workers?
Ag Worker Client Profile

- Education
- Age
- Gender
- Culture
- Language
- Housing
- Occupation
- SES
- Social

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Create Your Ag Worker Profile

Team Work
# Program Self-Assessment Tool

## Increase Access to Care for Migratory and Seasonal Agricultural Workers and Their Families
Migrant Health Program Self-Assessment Tool

### Organization Information

<table>
<thead>
<tr>
<th>Organization Name</th>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>CEO/Executive Director</th>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Address</th>
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<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip</th>
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<table>
<thead>
<tr>
<th>Telephone</th>
<th>Email</th>
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<td></td>
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</tbody>
</table>

### Contact Person for Migrant Health/Special Populations

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Telephone</th>
<th>Email</th>
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</tbody>
</table>

### Demographic Information

How many total patients served (include Medical & Dental users and those seeking mental health, substance abuse services, etc.) served:

<table>
<thead>
<tr>
<th>2016 # of Patients served</th>
<th>2017 # of Patients served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
Ag Worker Verification Process

Step 1: Establish Occupation
Step 2: Determine Time Frame
Step 3: Determine Migratory Status
Step 4: Determine Seasonal Status
Step 5: Identify Former MAW
Step 6: Identify all family members
STEP 1: Establish Occupation

Is Agriculture principal employment?

Verification Question: Have you or anyone in your family worked in agriculture?

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Step 2: Determine Time Frame

Have you worked in agriculture anytime in the last 24 months?

Verification Question: Have you or anyone in your family worked in agriculture in the last two years?
Step 3: Determine Migratory Status

Migratory or Seasonal

Verification Question: Have you or anyone in your family established a temporary home in order to work in agriculture?

Migratory - Establish a temporary abode

When a person and/or family leaves the area in which he/she lives to do agriculture work and must live somewhere other than in his/her home in order to do such work, that person is considered to have “established a temporary home”.

Seasonal

Does not establish a temporary home

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Step 4: Determine Seasonal Status

Verification Question: Have you or anyone in your family worked in agriculture on a seasonal basis without having to establish a temporary home?

1. Seasonality is not defined in the legislation, and is often defined unnecessarily narrowly.

2. “Seasonal basis” means that the worker’s employment and income may fluctuate with changes in conditions and the kinds of agriculture that they are working in.

Do your job, hours, tasks, or income change with the seasons?

*Seasonal Agricultural workers may be employed throughout the year for each crop season and as a result might work “full-time.”
Step 5: Identify Former MAW

Verification Question:
Have you or anyone in your family stopped migrating to work in agriculture because of a disability or age?

• Former Migratory Worker
• No longer MAW because of age or disability

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## Classification of Agricultural Workers

<table>
<thead>
<tr>
<th>Migratory</th>
<th>Seasonal</th>
<th>Aged/Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal employment is agriculture</td>
<td>Principal employment is agriculture on a seasonal basis</td>
<td>Former migratory agricultural workers unable to work in agriculture due to age or disability.</td>
</tr>
<tr>
<td>Employed within the last twenty-four months</td>
<td>Employed within the last twenty-four months</td>
<td></td>
</tr>
<tr>
<td>Establish a temporary home for the purposes of working in agriculture</td>
<td>Is not a migratory worker</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Has not established a temporary home in order to work in agriculture</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** Workers and their family members receive the same classification
Step 6: Identify All Family Members

Family:

(A) migratory agricultural workers, seasonal agricultural workers, and members of the families of such migratory and seasonal agricultural workers who are within a designated catchment area; and

(B) individuals who have previously been migratory agricultural workers but who no longer meet the requirements of subparagraph (A) of paragraph (3) because of age or disability and members of the families of such individuals who are within such catchment area.

*HRSA, Health Center Program, Authorizing Statute. 42 USC Chapter 6A, Subchapter II, Part D, subpart i: health centers
Ejemplo: Nuevo Formulario de Registro del Paciente

**Información del Paciente**

<table>
<thead>
<tr>
<th>Primer Nombre:</th>
<th>Segundo Nombre:</th>
<th>Apellido:</th>
<th>Otros Nombre(s):</th>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Dirección de su domicilio:</th>
<th>Ciudad:</th>
<th>Estado:</th>
<th>Código Postal:</th>
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<thead>
<tr>
<th>Dirección de Correo:</th>
<th>Ciudad:</th>
<th>Código Postal:</th>
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<table>
<thead>
<tr>
<th>Teléfono de la casa:</th>
<th>Teléfono del trabajo:</th>
<th>Dirección del Correo Electrónico:</th>
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<table>
<thead>
<tr>
<th>Fecha de Nacimiento:</th>
<th>Número de Seguro Social:</th>
<th>Genero: Masculino</th>
<th>Femenino</th>
<th>Idioma Preferido:</th>
</tr>
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<table>
<thead>
<tr>
<th>Enseño (Se requiere en una relación):</th>
<th>Casado</th>
<th>Divorcio</th>
<th>Separado</th>
<th>Viudo</th>
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<thead>
<tr>
<th>Raza (circule todas las que aplican):</th>
<th>Blanca</th>
<th>Africana</th>
<th>Indígena</th>
<th>Alemana</th>
<th>De las islas del Pacífico</th>
</tr>
</thead>
<tbody>
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<table>
<thead>
<tr>
<th>Idioma:</th>
<th>Ingleso</th>
<th>Usando otro Idioma</th>
<th>Otro</th>
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</table>

**Designación Especial de la Población:**

Por favor responda las siguientes preguntas para que podamos darle un mejor servicio:

1. ¿En las últimas 2 años, usted o algún miembro de su familia, trabajó en algún tipo de agricultura (trabajo de campo) plantando, cosechando, preparando la tierra, en una emparentada, manejiendo una camioneta para cualquier tipo de trabajo de campo, o, con animales como vacas, ganados, etc.?  
   [ ] Sí  [ ] No

2. En los últimos 2 años, usted o algún miembro de su familia vivió lejos de la casa para trabajar en cualquier tipo de agricultura (trabajo de campo)?  
   [ ] Sí  [ ] No

3. ¿Hice algún esfuerzo para que su familia haya podido regresar a la agricultura (trabajo de campo) por alguna deserción o por la falta de una mejor forma de trabajo?  
   [ ] Sí  [ ] No

4. Actualmente, ¿usted vive en un asilo, en un refugio, en un hotel, o en la calle?  
   [ ] Sí  [ ] No

5. ¿Tiene una relación de los hijos?  
   [ ] Sí  [ ] No

6. ¿Hace algún uso de un servicio público?  
   [ ] Sí  [ ] No

**Información del Seguro**

<table>
<thead>
<tr>
<th>Tipo de Cobertura de Salud:</th>
<th>Seguro Privado</th>
<th>Medicaid</th>
<th>Medicare</th>
<th>SCHIP</th>
<th>Ninguno</th>
<th>Otro</th>
</tr>
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<tbody>
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<table>
<thead>
<tr>
<th>Seguro Primario:</th>
<th>Grupo #:</th>
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<table>
<thead>
<tr>
<th>Seguro Secundario:</th>
<th>Grupo #:</th>
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</tbody>
</table>

[ ] Sí  [ ] No

<table>
<thead>
<tr>
<th>¿Su visita es de urgencia?</th>
<th>Si  No</th>
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</thead>
<tbody>
<tr>
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<td></td>
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</tbody>
</table>

**Persona Responsable (Tiene que ser un adulto mayor de 18 años)**

<table>
<thead>
<tr>
<th>Primer Nombre:</th>
<th>Segundo Nombre:</th>
<th>Apellido:</th>
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<table>
<thead>
<tr>
<th>Fecha de Nacimiento:</th>
<th>Número de Seguro Social:</th>
<th>Relación con el Paciente:</th>
</tr>
</thead>
<tbody>
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<td></td>
</tr>
</tbody>
</table>

**Información del Trabajo**

<table>
<thead>
<tr>
<th>Nombre de la Empresa:</th>
<th>Localidad:</th>
<th>Estado:</th>
<th>Código Postal:</th>
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<table>
<thead>
<tr>
<th>Empleado:</th>
<th>Número de la Licencia de Empleo:</th>
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<table>
<thead>
<tr>
<th>Jurisdicción del Empleador:</th>
<th>Ciudad:</th>
<th>Estado:</th>
<th>Código Postal:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

**Información de Contacto en caso de Emergencia**

<table>
<thead>
<tr>
<th>Persona a contactar en caso de emergencia:</th>
<th>Teléfono:</th>
</tr>
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<tbody>
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</tbody>
</table>

**Otros Familiares**

<table>
<thead>
<tr>
<th>Primer Nombre:</th>
<th>Segundo Nombre:</th>
<th>Apellido:</th>
<th>Fecha de Nacimiento:</th>
<th>Número de Seguro Social:</th>
<th>Información del seguro:</th>
</tr>
</thead>
<tbody>
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</table>

**Aviso:**

Ya, CERTIFICO QUE, EN EL MEJOR DE MIS CONOCIMIENTOS, LA INFORMACIÓN ANTERIOR ES VERDADERA Y CORRECTA. Entiendo que soy económicamente responsable por todos los cargos, bien sean cobrados o pagados por la compañía de seguros. En caso de que [nombre del centro de salud] participe con mi plan de seguro, todos los copagos y pagos de coseguros se deben pagar al momento de recibir el servicio. Por el

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Registration Forms

• Does your registration form have the right questions?

• How would you modify?

• Do you have quality assurance in place?
  ➤ What does it look like?

• When do you collect this information?
  ➤ Annually?
  ➤ At every visit?
### Questions

1. In the past two years, have you or a member of your family worked in agriculture/farming as your/their principal employment including, but not limited to:
   - Preparing, irrigating or spraying the fields, nurseries, orchards;
   - Planting, picking, sorting, packing, or transporting fruits, vegetables, grains, nuts, plants, tobacco, hops, flowers, grass, alfalfa, hay, or other agricultural products;
   - Planting trees; working with Christmas trees; picking pine needles or Spanish moss;
   - Working on farms that produce chickens, ducks, turkeys, cows, goats, sheep, horses, fish, seafood, etc.,

<table>
<thead>
<tr>
<th>Questions</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. In the past two years, have you or a member of your family worked in agriculture/farming as your/their principal employment including, but not limited to:</td>
<td>This person and his/her family are agricultural workers.</td>
<td>There is no agricultural worker in the household.</td>
</tr>
<tr>
<td></td>
<td>CONTINUE to questions 3-4.</td>
<td>GO to question 2.</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Questions</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Have you or a member of your family stopped migrating to work in agriculture because of a disability or old age?</td>
<td>This person and his/her family are “former migratory agricultural workers” and should be registered as migratory workers.</td>
<td>CONTINUE to questions 3-4.</td>
</tr>
<tr>
<td>3. In the past two years, have you or a member of your family established a temporary home in order to work in agriculture?</td>
<td>This person and his/her family are migratory workers. STOP</td>
<td>CONTINUE to question 4.</td>
</tr>
</tbody>
</table>
| 4. In the past two years, have you or a member of your family worked in agriculture on a seasonal basis without the need to establish a temporary home?                                                             | This person and his/her family are seasonal workers. STOP                                                                                                                                      | }
Policies & Procedures

- Do you have a policy and procedure in place to serve special populations?
- How would you modify?
- Do you have quality assurance in place?
  - What does it look like?
- When do you collect this information?
  - Annually?
  - At every visit?
Common Challenges in Patient Registration Process

• How do I ask the questions?
• What assistance can I offer?
• How can I create a safe, comfortable and respectful?
• What if the patient is reluctant to answer the questions?
• What if I know they are an agricultural worker and they but do not confirm or identify as such?
• What if the patient is having difficulty filling out the form?
What if the patient is reluctant to answer?

- Ask the patient the question in another way.
  - Who do you work for?
  - What is the name of the company?
  - What type of work do you do?
- Let them know why you need to know this information:
  - We want to be able to better serve you.
  - We receive special funds for agricultural workers and we need to keep track of all patients we serve.
  - We have special programs to assist you.
What if I know the patient is an Agricultural Worker?

- If you know they are currently working in agriculture, then register them as such and explain to the patient why.
- Explain to the patient why you need to know this information.
- Let them know they do not need to be afraid. You provide health care and their information is not being shared with anyone without their permission.
What if the patient is having difficulty filling out the form?

- Confirm if they understand the question.
- Reiterate questions or say in simpler terms.
- Always be mindful of tone of voice.
- Offer assistance in filling out form.
- Make sure forms are available in patient’s preferred language.
Tips and Strategies

1. Implement policies, procedures and staff training to ensure that staff understand the population and how to accurately identify and register them.

2. Ask the right questions in the registration form and provide assistance.

3. Remember to inquire about occupation in the last two years.

4. Make sure that all patients, or guardians, are screened for agricultural worker status (and other special populations), regardless of insurance or employment.

5. Cross reference adult agricultural workers with family members who are patients of the health center in the electronic health record.

6. Develop outreach strategies to inform Ag community of HC services.
Ag Worker Identification
Digital Training Tool

Digital Story
Ask These Key Questions:

- What have you put in place to increase Ag worker user numbers?
- What are some strategies you can put in place to increase access to care for your Ag worker population?
  - Systems’ changes (policies, procedures, training, hiring staff, etc.)
  - What outreach efforts can you put in place to serve new industries or unmet areas?
- What is a realistic goal your health center can achieve in increasing access to care for Ag workers this year? (i.e., 5%, 10% increase)?
Tips & Strategies

- Complete a Migrant Health Program Assessment
- Understand your community (Ag worker profile)
- Identify new populations/areas to be served
- Identify key partners- traditional and non-traditional
- Have the right materials regarding health center services
- Share benefits of accessing care at the health center

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IAC Promising Practices

2019

Family HealthCare Network

2018

Sea Mar
Community Health Centers
Clínica de la Comunidad

Altura
Centers for Health
a california health center

© NCFH 2019
Welcome
Serving since 1976

FHCN
Family HealthCare Network on the Map

Our Mission
“We provide quality health care to everyone in the communities we serve”.

Health Center Locations
1. Cutler/Orosi
2. Dinuba
3. Exeter
4. Farmersville - 2 Locations
5. Fresno - 4 Locations
6. Goshen
7. Hanford
8. Ivanhoe
9. Mobile Dental Health Center
10. Mobile Health Center
11. Pixley
12. Porterville - 3 Locations
13. Reedley
14. Selma
15. Springville
16. Strathmore
17. Squaw Valley
18. Terra Bella
19. Three Rivers
20. Traver
21. Tulare - 2 Locations
22. Visalia - 4 Locations
23. Woodlake

Additional Locations
1. Annex
2. Corporate Offices - 2 Locations
3. Resources Center
4. Ventanilla de Salud

Other Statistics
- Serving for over 40 years
- *3rd Largest FQHC in the State
- *5th Largest FQHC in the Nation
- Over 1,300 employees
*For patients served
Our Services & Specialties

Primary Care Services
- Family Medicine
- Internal Medicine
- Obstetrics & Gynecology
- Pediatrics
- Adult & Children’s Dentistry
- Behavioral Health
- Chiropractic Care
- Optometry
- Pharmacy
- Podiatry
- On-site Lab Services
- Imaging/Ultrasound

Enabling Services
- Community Health & Outreach
- Enrollment & Eligibility Assistance
- Health Education/Case Management
- Nutrition Counseling
- Translation/Interpretation
- Transportation

Specialty Services
- Allergy
- Cardiology
- Ears, Nose, and Throat
- Endocrinology
- Gastroenterology
- General Surgery
- Hematology
- Industrial Health
- Infectious Disease
- Neurology
- Ophthalmology
- Orthopedic Surgery
- Perinatology
- Pulmonology
- Vascular Surgery
Who We Serve

- Opened in 1976 to serve agricultural community
- 77% of our patients are of Hispanic origin
- 53% prefer services in a language other than English
- 82% of families live below 100% Federal Poverty Level
- 98% of families live below 200% Federal Poverty Level
- 70% of patients have Medi-Cal/Medi-Cal Managed Care
- 12% of patients are uninsured

Our Belief

Everyone has the right to the highest quality care and to be treated with dignity and respect regardless of their ability to pay.
Our Impact

184,518 – Unique Patients
265,970 – Active Patients

821,825
Billable Visits

83,709
Migrant/Seasonal Farmworkers Served

1,366
Staff Members

619
Exam Rooms

94
Dental Operatories

5
Pharmacies

3rd largest CHC in the State
5th largest CHC in the Nation
FHCN Migrant/Seasonal Volumes by CY

- Migrant
- Seasonal
- Total Agricultural Workers

Year:
- 2014: 16,881 Migrant, 54,059 Seasonal, 70,940 Total
- 2015: 19,548 Migrant, 52,974 Seasonal, 72,522 Total
- 2016: 22,314 Migrant, 53,606 Seasonal, 75,920 Total
- 2018: 25,716 Migrant, 57,993 Seasonal, 83,709 Total

Graph showing FHCN Migrant/Seasonal Volumes by CY from 2014 to 2018.
Training Alert

Did you know that a patient who has stopped working in agriculture (farm work) because of a disability or age (too old to work) is considered a lifetime farmworker? Their family members are also considered migrant and should be coded as such.

Who is considered a Farmworker?
- Principal employment is in agriculture
- Employed a season in the last 24 months
- Includes individuals with family members conducting farm work
- Individuals who were previously migratory agricultural workers but no longer can work due to age or disability (and members of family).
- Individuals seeking employment in agriculture

Migratory Agricultural worker
- Establishes a temporary home away from their primary home because of employment

Seasonal Agricultural worker
- Not migratory
- Does not need to establish a temporary home because of agricultural employment

Agriculture includes:
- Working in the fields (fruit, flowers, vegetables, grains, nuts, cotton)
- Planting, picking, pruning, fumigating, irrigating, harvesting
- Working in dairy industry
- Cultivation and tillage of soil, preparing the soil (using a hoe, tractor, etc)
- Working in a packing house or cannery
- Preserving fruits or vegetables
- Transporting, storing or distributing ag-related products (truck driving)
- Poultry (such as Foster Farms)
- Working in a nursery (such as Monrovia)
- Lumber & forestry
- Farm and ranch animal farmworkers
- Individually who examine animals for diseases, injury and administer vaccines
- Individuals involved in office/ administrative responsibilities in agricultural field.
- Animal breeders (chickens, pigs, sheep, horses, fish, etc.)

<table>
<thead>
<tr>
<th>Experience With Agriculture (Farm Work)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. In the last 2 years, have you or anyone in your family, worked in any type of agriculture (farm work) like planting, picking, preparing the soil, harvesting, or used to work as any type of agriculture (farm work)?</td>
</tr>
<tr>
<td>2. In the last 2 years, have you or a member of your family moved to another area (not your home) and worked in any type of agriculture (farm work)?</td>
</tr>
<tr>
<td>3. Have you or a member in your family stopped migrating to work in agriculture (farm work) because of a disability or age (too old to do the work)?</td>
</tr>
<tr>
<td>4. Are you seeking employment in agriculture?</td>
</tr>
</tbody>
</table>

Note: It is important to capture our farmworkers and family in our e-CW system so that we can truly represent our farmworkers (in numbers) at the federal & state levels and advocate for them.
Performance Data Collection

Example: Staff Score Card

<table>
<thead>
<tr>
<th>Employee</th>
<th>Total accounts checked in</th>
<th>Demographic Error Rate: Goal &lt; 5%</th>
<th>Co-Pay Collection Rate (Goal 90%)</th>
<th>Front End Error Rate (Goal &lt;5%)</th>
<th>Denial Error Rate (Goal &lt;5%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff member 1</td>
<td>176</td>
<td>7.95%</td>
<td>96.2%</td>
<td>4.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Staff member 2</td>
<td>26</td>
<td>0.00%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Staff member 3</td>
<td>365</td>
<td>5.21%</td>
<td>92.2%</td>
<td>2.7%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Staff member 4</td>
<td>31</td>
<td>0.00%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Staff member 5</td>
<td>48</td>
<td>0.00%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Total Green</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Opportunities</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Percentage</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Impact:
- Weekly Trips, 7-8 months
- 1,960 individuals educated and screened.

FHCN

Cuadrillas
Cuadrillas
Fresno Mexican Consulate – Ventanilla de Salud

Free Program designed to help you identify the health services you and your family need.
Consulado Sobre Ruedas

Other Programs:

- Fresno State / Fresno Counseling Services
- Annual Zumbathon
- UC Berkley Digital Retinal Screenings
- Consulado Sobre Ruedas
- National Kidney Foundation
- American Academy of Dermatology Skin Cancer Screenings

- 31,962
- 25,233
Promotores Program
Est. 2007

Community members volunteering to educate and link the community to FHCN services and other resources.
NCFH Resources

- NCFH Website (www.ncfh.org)
- Campaign Webpage
  - AgWorker Identification Digital Training Tool
  - Informational Campaign PPT
  - Board Resolution & MOU Templates
  - Migrant Health Program Self-Assessment Tool
  - MH Action Planning Training and TA
- Archived webinars
- NCFH Tools & Templates
  - Policies
  - Procedures
  - Registration forms
  - Intake and registration questions to ask
  - Staff training resources

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Want to be part of a Learning Collaborative?
  - Finalize MH Program Needs Assessment
  - Create MH Action Plans to Increase Access to Care for Ag Workers
  - Hands-on Training
  - Become part of a quarterly “Virtual Network” for sharing of best practices
  - Goal setting and monitoring

- On-site training
- Webinars
- Website Resources: [http://www.ncfh.org/administrative.html](http://www.ncfh.org/administrative.html)
IAC Network

What is the IAC Network?

- A learning collaborative of HC Networks, PCA’s, and C/MHCs across the country

What are they doing?

- Migrant health action planning
- Participating in quarterly network calls
- Participating in training through a virtual network
- Sharing UDS information 2x/year to track outcomes
- Sharing knowledge, tools and resources

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The following National Cooperative Agreements (NCAs) offer training and resources to health centers serving the Ag Worker population:

- Farmworker Justice
  [http://www.farmworkerjustice.org](http://www.farmworkerjustice.org)

- Health Outreach Partners
  [http://www.outreach-partners.org](http://www.outreach-partners.org)

- MHP Salud
  [http://www.mhpsalud.org](http://www.mhpsalud.org)

- Migrant Clinicians Network
  [http://www.migrantclinician.org](http://www.migrantclinician.org)

- National Association of Community Health Centers
  [http://www.nachc.com](http://www.nachc.com)

- National Center for Farmworker Health, Inc.
  [http://www.ncfh.org](http://www.ncfh.org)
JOIN THE AG WORKER ACCESS CAMPAIGN

I CARE ABOUT AMERICA'S AGRICULTURAL WORKERS

www.ncfh.org/ag-worker-access

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Questions?
Thank You!

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Resources


• National Center for Farmworker Health. Facts about Agricultural Workers. 

