

April 8, 2020

[NCFH COVID-19 Webinar Series: Resource Sharing and Discussions from the Front Line: Topic #1: Outreach Strategies]

The focus of this webinar was on Outreach strategies targeting Agricultural workers. Health Center (HC) staff that attended the webinar provided information about how they have conducted outreach to Agricultural workers in the past and shared how the current COVID-19 pandemic has impacted their service delivery now. The following summary includes responses shared by health center staff highlighting the challenges amidst this crisis and includes changes that have been implemented in an effort to be responsive to their patient populations. For further assistance, please contact us at the Call for Health program at: 1-800-377-9968.

Current Health Center Challenges:

- **Lack of adequate resources:**
 - There is a lack of resources to test for COVID-19.
 - There is an insufficient supply of PPE.
 - Some CHC's are short staffed, so there is a lack of workforce to provide services and address billing questions.
 - Some CHC's do not have the necessary technology to conduct telehealth services.
 - There are minimal transportation services available at this time.
- **Patient food insecurity.**
 - Some of the food banks have experienced an increase in clients requesting resources.
- **Decrease in patient encounters.**
 - Some patients are saying that they are afraid to come into the clinic for a follow-up or well visit.
 - Appointments are being postponed by most patients at this time.

Outreach/Service Delivery Adaptations:

- **Transition to Telemedicine:**
 - Outreach is being conducted through phone calls and/or via email to prevent in person contact and reduce risk of exposure to the pandemic.
 - Health centers may triage requests to determine whether a patient can use telehealth or needs an in-person appointment.
- **Changes to Patient Education:**
 - CHC's are translating materials in multiple languages, including English and Spanish for Agricultural workers.
- **Revision of Outreach Protocols:**
 - One outreach protocol shared during the peer exchange included the following:
 - 1) Registration for returning agricultural workers.
 - 2) Registration for new agricultural workers.
 - 3) Providing COVID-19 education onsite.
 - 4) Outreach procedures are completed outside of the clinic due to CDC Guidelines.

April 8, 2020

[NCFH COVID-19 Webinar Series: Resource Sharing and Discussions from the Front Line: Topic #1: Outreach Strategies]

- **Creating New and/or Developing Established Partnerships:**
 - HCs are visiting farms and providing on-site outreach and services when necessary.
 - HCs are reaching out to their Department of Labor and connecting with state monitors that visit Agricultural workers.
 - HCs have participated in state-coordinated calls between farmers and their health providers to share recommendations on how to prevent infection amongst Agricultural workers.
 - HCs are working with parent liaisons through the state Department of Migrant Education to provide resources to Agricultural worker families.
 - HCs are collaborating with The Migrant Head Start to offer educational and nutritional resources to Agricultural worker families.

Resources Exchanged:

- Social Distancing (English): [CDC Tool Kit](#)
- CDC COVID-19 videos in Spanish: [COVID 19 Video in Spanish](#)
- Library of multi-lingual resources: [Multi-lingual Resources](#)
- Harvard Health Publishing: [Covid 19 Health Literacy](#)
- St. Paul Public Schools - COVID information in a few languages: [Resources](#)
- Ad Council - materials in Spanish, e.g. PSAs: [Ad Council COVID 19](#)
- Clearinghouse Resources NCFH: [Clearinghouse Resources](#)

Questions from Health Centers

1. **Do you have COVID-19 specific flyers in Spanish that you can share?**
You can find the CDC's fact sheets in Spanish here: [Factsheets](#)
2. **Do you have materials about social distancing that are specific to farmworkers?**
Yes, UC Davis have posted information here: [Farmworkers COVID-19](#)
3. **Do you have audio and video resources about COVID-19?**
You can watch a common symptoms video in Spanish here: [COVID-19 Video in Spanish](#)
4. **Can we share your Call for Health information about masks for farmworkers?**
The masks are free of charge. Please call 1-800-377-9968 for assistance.
5. **What can be done to increase access to PPE for upcoming pesticide application?**
Health Centers can call the Call for Health campaign at 1-800-377-9968 to request free masks.
6. **Are there hand sanitizers available for farmworkers?**
Local community organizations are distributing in their respective areas, as available.