

FY 1997 Bilingual/Bicultural Service Demonstration Program (Managed Care)

The Bilingual/Bicultural Service Demonstration Grant Program (Managed Care) is administered by the Office of Minority Health (OMH) of the U.S. Department of Health and Human Services (DHHS). The OMH was created in December 1985 with a mission to improve the health of racial and ethnic minority populations through the development of health policies and programs to address the health disparities and gaps. Consistent with its mission, the role of OMH is to serve as the focal point within the Department for leadership, policy development and coordination, service demonstrations, information exchange, coalition and partnership building, and related efforts to address the health needs of racial and ethnic minorities.

The Bilingual/Bicultural Service Demonstration Grant Program was developed in 1993 to reduce social, cultural and linguistic barriers between providers and clients with limited-English-proficiency (LEP), and to improve their access to good health care. The increased focus on providing health care service delivery via managed care led the OMH to focus the 1997 program announcement on the need for the LEP population to understand the intricacies of the managed care system. Specifically, the purposes of the Bilingual/Bicultural Service Demonstration Program (Managed Care) are to: 1) provide support to improve and expand the capacity and ability of health care providers and other health care professionals to deliver linguistically and culturally competent health services to minority LEP populations; and 2) increase the minority LEP populations' knowledge and understanding about managed care and its implications.

The 15 projects described in this fact sheet are funded for the three-year project period 9/30/97 through 9/29/00. The grants are administered by minority community-based organizations linked with health care facilities. Each project offers activities unique to the needs of its minority LEP target community. Examples of various approaches for addressing the purpose of the 1997 program include: curriculum development for cultural competency training for health care providers and health care professionals; web page development; consumer education and training regarding managed care; medical interpreter curriculum development, training and practicum placements; development of linguistically and culturally sensitive health education materials; information and referral hotlines; and development of resource guidebook for both health care providers and consumers.

For additional information, please contact the Division of Program Operations, Office of Minority Health.

**FY 1997 BILINGUAL/BICULTURAL SERVICE DEMONSTRATION
PROGRAM GRANTS (MANAGED CARE)**

CALIFORNIA: *AltaMed Health Services Corporation*, Los Angeles, CA
Asian Health Services, Oakland, CA
International Mutual Assistance Association, San Diego, CA
Vietnamese Community of Orange County, Inc., Santa Ana, CA

MASSACHUSETTS: *La Alianza Hispana, Inc.*, Roxbury, MA
Latino Health Institute, Inc., Boston, MA
South Cove Community Health Center, Boston, MA

MICHIGAN: *Community Health and Social Service Center, Inc.*, Detroit, MI
Latino Family Services, Inc., Detroit, MI

NEW YORK: *Brooklyn Chinese-American Association*, Brooklyn, NY
Brooklyn Perinatal Network, Inc., Brooklyn, NY

PENNSYLVANIA: *Congreso de Latinos Unidos, Inc.*, Philadelphia, PA

TEXAS: *Dallas Concilio of Hispanic Service Organizations*, Dallas, TX
Refugee Services Alliance, Houston, TX
Vietnamese Mutual Assistance Association, Dallas, TX

CALIFORNIA

AltaMed Health Services Corp.

500 Citadel Drive, Suite 490

Los Angeles, CA 90040

Phone: (323) 725-8751

Fax: (323) 728-1535

Title: **Programa Educativo de Servicios al Consumidor**

Grant No.: D56MP97002

Project Director: Dina Tank

Target Population: Hispanic/Latino

Age Group: Elderly

The *Programa Educativo de Servicios al Consumidor* is designed to increase the target population's knowledge about managed care and to improve and expand the capability of health care providers and professionals to deliver linguistically and culturally competent health care services. Activities that focus on the target population include: 1) continuous staff training on the principles and practices of managed care to better assist the consumer in making informed decisions; 2) development and distribution of bilingual and culturally appropriate educational materials; 3) meetings and presentations regarding the principles and practices of managed care; and 4) follow up with new managed care enrollees. The educational materials contain information for guiding the consumer through the managed care process. Activities that focus on increasing the ability of health care providers to deliver culturally competent services include: workshops on managed care for employees who interact with the target population; and development of a Replication Model Manual which addresses cross-cultural issues in the health care setting. A Managed Care Education Team is charged with developing and presenting a culturally diverse and linguistically sensitive workshop curriculum. Project activities are conducted in collaboration with LA Care and other community organizations. Projected products include: a Replication Model Manual; a curriculum on cross-cultural issues in relation to health care; and a curriculum on how to teach consumers the principles and practices of managed care.

CALIFORNIA

Asian Health Services

818 Webster Street
Oakland, CA 94607

Phone: (510) 986-6830

Fax: (510) 986-6890

Title: **Language and Cultural Access Program**

Grant No: D56MP97029

Project Director: Linda Okahara

Target Population: Asian/Pacific Islander; Hispanic/Latino

Age Group: Primarily Adults

The *Language and Cultural Access Program* has three primary areas of focus for increasing the supply and utilization of culturally and linguistically competent managed care education and medical interpretation services: 1) create avenues for access to information on managed care and other health access issues; 2) reduce language barriers to health care; and 3) increase the capacity of other organizations to design and implement similar health care interpreter training courses. A key element of this project is the use of interpreters to increase the target population's access to information on managed care and health care issues. Activities include: developing bilingual training resources to increase interpreters' knowledge of managed care; translating managed care terms, increasing members access to services, developing bilingual "mock interpretation" managed care dialogues; and arranging for managed care interpreter practicum placements to assist with member orientation. To reduce linguistic barriers to health care, health providers and facility administrators are also being educated on how to access and effectively use medical interpretation services. A Directory of Health Care Interpreter Training Programs in the U.S. and Canada is being compiled. Other activities include the development of a program web site to facilitate the dissemination of developed models. Project activities are conducted in collaboration with Asian Pacific Islander American Health Forum, Community Health Center Network, the Cross Cultural Health Care Program, and other community organizations. Projected products include managed care curricula, managed care glossaries and mock interpretation dialogues.

CALIFORNIA

International Mutual Assistance Association

4102 El Cajon Blvd., 2nd Floor

San Diego, CA 92105

Phone: (619) 584-4018

Fax: (619) 584-3855

Title: **Asian/Pacific Islander Community Demonstration Project**

Grant No.: D56MP97037

Project Director: Mick Dennison

Target Population: Asian (Vietnamese, Cambodian, Laotian, Hmong)

Age Group: Adults and Elderly

The objectives of the *Asian/Pacific Islander Community Demonstration Project* are to: 1) improve access to the health services of Villa View Community Hospital (VVCH); 2) increase an understanding of the changes in the delivery of health care including the shift from the fee-for-service Medi-Cal model to the Healthy San Diego Managed Care model; and 3) promote a greater understanding of primary preventive health care topics such as perinatal health, childhood immunizations, tuberculosis, and nutrition. Activities include: providing cultural awareness and sensitivity training to VVCH staff; providing interpretation services for the target population; translating patient education materials; and conducting community education and outreach. The project's outreach workers make presentations on managed care, conduct informational lectures on preventive health, and receive medical terminology training to facilitate interpretative needs during clinic appointments. An Ad Hoc Committee provides guidance to project staff in the development of community outreach presentations. Another project activity includes the use of public service announcements to inform the target population about culturally appropriate services available at VVCH. Project activities are conducted in collaboration with Villa View Community Hospital, Healthy San Diego and other community organizations. Projected products include provider training materials, patient education and discharge planning materials, and outlines of community presentations.

CALIFORNIA

Vietnamese Community of Orange County, Inc.

1618 W. First Street

Santa Ana, CA 92703

Phone: (714) 418-2040

Fax: (714) 418-2045

Title: **Project Harmony (Bridging Culture)**

Grant No.: D56MP97019

Project Director: MyLinh Pham

Target Population: Asian (Vietnamese)

Age Group: Adolescents, Adults and Elderly

Project Harmony's mission is to increase the understanding of managed care and to ensure that quality health care is available for limited-English-proficient Vietnamese by demonstrating a working health services delivery model that is culturally competent and ethnically sensitive. Activities include the development of two resource guides: one for the health care provider to better understand the Vietnamese culture relevant to health issues; and the other for the Vietnamese consumer to better understand managed care. The resource guides are to be disseminated to mainstream health care providers and professionals, clinic clients, and the target population at community fairs and events. Other activities include training workshops and a media campaign. Topics covered in the training workshops for health care providers and professionals include: a Vietnamese community profile; historical and cultural background; traditional versus modern health practices; attitudes about health and sickness; and death and dying. Topics covered in the managed care workshops include: what managed care means; what types of managed care plans exist and what the differences are; how to communicate effectively with the health care provider; how to access services in a managed care setting; and client rights. Radio talk shows, printed articles, and brochures are other sources being utilized to disseminate information on managed care. Project activities are conducted in collaboration with the Asian Health Center and other community organizations. Projected products include resource guides for consumers and health care providers, workshop curricula, brochures, and flyers.

MASSACHUSETTS

La Alianza Hispana, Inc.

409 Dudley Street
Roxbury, MA 02119

Phone: (617) 427-7175

Fax: (617) 442-2259

Title: **Bilingual/Bicultural Demonstration Services Project**

Grant No.: D56MP97032

Project Director: Diego Neira

Target Population: Hispanic/Latino

Age Group: All age groups

The primary goals of the *Bilingual/Bicultural Demonstration Services Project* are to: build the capacity of Whittier Street Neighborhood Health Clinic (WSNHC) to provide culturally competent services; increase the target population's awareness of and access to managed care health services; and foster a stronger collaboration between La Alianza and WSNHC to support the continuity of services. Cultural competency training activities are conducted in conjunction with the WSNHC's Diversity Committee and include: a staff assessment of cultural competencies to use in the development of training modules to address staff needs; interactive training workshops; cultural events involving staff and clients from the target population; Spanish language training; training for Spanish-speaking staff to use basic interpreter skills; and cultural modifications such as bilingual signage and cultural artwork, to the facility. Activities to increase the target population's understanding of managed care and access to health services include: media presentations via public service announcements, Spanish radio and television programs; workshops on managed care; dissemination of written materials on managed care and health options; and assistance in completing managed care insurance application forms and setting up appointments to access health care services. The workshop modules for the target population are offered through a variety of classroom and community organizational settings. Project activities are conducted in collaboration with the Whittier Street Neighborhood Health Center and other community organizations. Projected products include a program web page, a newsletter and a conference.

MASSACHUSETTS

Latino Health Institute, Inc.

95 Berkeley Street
Boston, MA 02116

Phone: (617) 350-6900

Fax: (617) 350-6901

Title: **Language and Cultural Access Project**

Grant No.: D56MP97038

Project Director: Rudolfo Vega

Target Population: Hispanic/Latino, and Black (Haitian Creole)

Age Group: Primarily Adults

The *Language and Cultural Access Project* is designed to: 1) increase the target populations' ability to obtain and utilize appropriate maternal and child health services in managed care; 2) develop, implement and disseminate effective methods for community outreach through the media; 3) train medical service providers to deliver culturally competent services; and 4) improve policies and practices at a health care facility relevant to enhancing the cultural and linguistic delivery of maternal and child health services to the target populations. Activities focusing on increasing the target population's understanding and access to managed care include consumer workshops on such topics as basic concepts of managed care, types of medical insurance, choosing a primary care provider; and mass media outreach campaigns. The provider training activities include orientation to the multicultural/multilingual environment covering such areas as cross-cultural competency skills; difficulties experienced in navigating the health care system; case study presentations that cover issues on providing health care; and case studies and instructional materials for use in courses at a medical school. The project utilizes a Curriculum Design Board/Advisory Group and limited-English-proficient consumers in the development, implementation and evaluation of the training curricula and to improve policies and practices. Activities are conducted in collaboration with the Boston Medical Center, the Haitian Health Institute and other community organizations. Projected products include a two-part curriculum for training the target population on managed care and training health care providers on cultural competency.

MASSACHUSETTS

South Cove Community Health Center

145 South Street
Boston, MA 02111

Phone: (617) 521-6700

Fax: (617) 521-6799

Title: **Culturally Competent Practice Within A Managed Care System**

Grant No.: D56MP97014

Project Director: Peggy Leong

Target Population: Asian

Age Group: Adults and Elderly

The overall goal of the *Culturally Competent Practice Within a Managed Care System* is to develop a culturally competent model of collaboration between a managed care plan, a community health center, and a tertiary care/teaching hospital to improve access to managed care for the Asian immigrant and refugee population. Activities are designed to increase the target population's understanding and utilization of managed care, and to improve and expand the capability of multilingual and mainstream providers to provide culturally competent health services. Multilingual brochures and curricula address: "What is Managed Care," "How to Choose a Managed Care Plan," and "How to Use Health Services Within a Managed Care System." Other activities include informational workshops and fairs. Workshops and seminars are utilized to train multilingual and mainstream health providers and support staff to effectively provide services in a culturally competent framework. Topics for educating the providers include: using interpreters in medical visits; taking a culturally competent history; integrating cultural beliefs and practices; managing of referrals; providing case management services; and identifying barriers and solutions. Project activities are conducted in collaboration with Beth Israel Deaconess Medical Center and Harvard Pilgrim Health Care. Projected products include multilingual managed care brochures; a curriculum workshop manual for consumers; a continuing education course for health care providers on delivering culturally competent health care; and a manual on principles of culturally competent care in a managed care system for health care providers.

MICHIGAN

Community Health and Social Service Center, Inc.

5635 W. Fort Street

Detroit, MI 48209

Phone: (313) 849-3920

Fax: (313) 849-0824

Title: **Bilingual/Bicultural Service Demonstration Project (Managed Care)**

Grant No.: D56MP97001

Project Director: J. Ricardo Guzman

Target Population: Hispanic/Latino

Age Group: Adults

The *Bilingual/Bicultural Service Demonstration Project (Managed Care)* provides consumer advocacy services for targeted Medicaid managed care enrollees in southwest Detroit. These services include: 1) increasing the cultural competency awareness of physicians and patient service staff; 2) teaching community residents about managed care, the enrollment process and use of services; and 3) providing assistance to community residents who encounter difficulties navigating their managed care organization. To increase the cultural and linguistic competency of health care providers and other staff, the National Coalition of Hispanic Health and Human Services Organizations' (COSSMHO) *Proyecto Informar* curriculum is utilized. Information is provided in a workshop format which encourages group participation. Several approaches are employed to increase the target population's knowledge about managed care, changes in the Medicaid system and to navigate managed care organizations. These include: mass media campaigns via newspaper announcements and Public Service Announcements on local Spanish-language radio; informational presentations within the target community utilizing cultural events, book clubs, churches, and neighborhood meetings; counselors serving as community resources to provide counseling on a walk-in and phone-in basis; and a hotline to assist the target population with any questions or concerns about navigating the Medicaid managed care system. Project activities are conducted in collaboration with Henry Ford Health System and other community organizations. Projected products include a community hotline, brochures, and public service announcements on managed care.

MICHIGAN

Latino Family Services, Inc.

3815 W. Fort Street

Detroit, MI 48216

Phone: (313) 841-7380

Fax: (313) 841-3730

Title: **Building Culturally Competent Health Care in Detroit**

Grant No.: D56MP97013

Project Director: Maria Teresa Jaramillo

Target Population: Hispanic/Latino

Age Group: All age groups

The *Building Culturally Competent Health Care in Detroit* project is designed to increase the target population's ability to access managed care health services and to increase health care providers' ability to provide culturally competent managed care services. A Curriculum Design Board/Advisory Group is used to assist with the development of a two-part training curricula. Part I, designed to educate the target population, includes: definitions and options of managed care; responsibilities of a primary care physician; how to enroll in managed care; what to do to prepare for the medical appointment; how to arrange for an interpreter; how to locate Detroit Medical Center (DMC) physicians with Spanish-speaking staff; and how to learn about disease management issues. Part II relates to the cultural training of health care providers and includes identifying cultural characteristics of the Latino/Hispanic community; identifying and understanding how health care services are delivered in the members' country of origin; demonstrating culturally respectful communication methods; and identifying existing community resources. Information on accessing managed care is disseminated to the target population at public and community events, and through religious, business, and community leaders. Information on cultural competency is disseminated at DMC to health care providers. Projected products include a two-part curriculum for training the target population about managed care and health care providers on cultural competency, and a train-the-trainer curriculum to train individuals from the target community, and health care providers to serve as project trainers.

NEW YORK

Brooklyn Chinese-American Association

5002 8th Avenue

Brooklyn, NY 11220

Phone: (718) 438-9312

Fax: (718) 438-8303

Title: **Brooklyn Chinese Health Education and Access Project**

Grant No.: D56MP97008

Project Director: Paul Mak

Target Population: Asian (Chinese)

Age Group: All age groups (primarily adults and elderly)

The *Brooklyn Chinese Health Education and Access Project's* goals are to develop cultural competency training for the Sunset Park Family Health Center Network staff and assist the target population in accessing preventive and primary health services under managed care. Activities include: 1) providing the target population with the education and outreach necessary to seek and utilize health care services under managed care; and 2) providing cultural competency training for health care providers and other staff. Managed care information is disseminated to the target population through various venues including a Chinese-language radio station, magazines and newspapers, and educational workshops at community organizations and events. Curriculum topics include selecting a plan, and knowing and exercising patient rights. The cultural competence training for health care providers and staff focuses on the impact of culture on health delivery, specific health needs of Chinese-American patients, issues of customer service, and developing skills to communicate in a more culturally sensitive manner. Cultural training is provided via workshops, guest speakers, and role play. Medical interpretation training is provided to bilingual staff in order to improve their interpretation skills. This training includes instruction in medical interpretation techniques, medical terminology, role of a medical interpreter, the dynamics of a medical interview, and standards of practice. Project activities are conducted in collaboration with Sunset Park Family Health Center Network, the New York Task Force on Immigrant Health and other community organizations. Projected products include patient education materials and training curricula.

NEW YORK

Brooklyn Perinatal Network, Inc.

30 Third Avenue, Room 618

Brooklyn, NY 11217

Phone: (718) 643-8258

Fax: (718) 797-1254

Title: **Brooklyn Perinatal Network's Managed Care Education and Advocacy Project**

Grant No.: D56MP97035

Project Director: Stephanie Evans

Target Population: Black (Caribbean)

Age Group: Adults and Elderly

The objectives of the *Brooklyn Perinatal Network's Managed Care Education and Advocacy Project* are to: 1) increase the target populations' knowledge of managed care; 2) facilitate access to health care services in a managed care environment; and 3) develop an educational curriculum for health care professionals who provide care to the target populations. Activities include training peer educators to conduct informational fairs and assist with educational talks at various community events. Training includes protocols and procedures for scheduling and conducting informational fairs, as well as promoting educational talks and recruiting participants. Peer educators conduct the fairs at various locations throughout the community (e.g., community events, housing projects, shopping malls, parks). A client advocate provides support services to managed care enrollees and/or health care professionals. These services, provided in a health care setting, include translation, advocacy, educational counseling on how to access medical care under managed care, and Medicaid eligibility entitlement assistance. The client advocate's case records are used as a tool for: determining health care providers' level of knowledge, attitudes, and barriers in caring for the target population; identifying trends and problem areas; and identifying strategies for possible interventions to promote change. Project activities are conducted in collaboration with Kings County Hospital, the Caribbean House Clinic and other community organizations. Projected products include training curricula and language-specific educational materials on managed care.

PENNSYLVANIA

Congreso de Latinos Unidos, Inc.

719 W. Girard Avenue
Philadelphia, PA 19123

Phone: (215) 763-8870

Fax: (215) 763-7023

Title: **Latino Medical Interpretation and Managed Care Consumer Education Project**

Grant No.: D56MP97024

Project Director: Lisa Cordeiro de Mello

Target Population: Hispanic/Latino

Age Group: Adults

The primary objectives of the *Latino Medical Interpretation and Managed Care Consumer Education Project* are to: 1) increase the cultural and linguistic capacity of four, local health clinics that provide services to the target population; 2) establish a pool of proficient Spanish-English medical interpreters; and 3) improve the understanding of managed care and its effective utilization by the target population. Activities include curriculum development, medical interpretation/training, workshops, and community outreach. A goal is to have the standards of practice for interpreter services institutionalized in the four health centers by developing site-specific recommendations for internal policies and protocols, and providing follow up monitoring, training and technical consultation. Project strategies for conducting consumer and advocacy activities include group workshops, limited individual counseling, and street and community outreach during community events and at businesses, schools, churches, and housing developments. Cultural competency training is provided to non-bilingual clinical providers and other patient contact staff. Training focuses on increasing the participants' understanding of health beliefs and practices in the Latino community and increasing their ability to work effectively with interpreters. Project activities are conducted in collaboration with Maria de los Santos Health Center, City of Philadelphia Health Center No. 6, St. Christopher's Hospital for Children and other community organizations. Projected products include curricula for training interpreters and health care providers, consumer education and advocacy curricula, and sample medical facility protocols for medical interpreters.

TEXAS

Dallas Concilio of Hispanic Service Organizations

2914 Swiss Avenue

Dallas, TX 75204

Phone: (214) 818-0481

Fax: (214) 818-0485

Title: **Dallas Concilio Promotora Project**

Grant No.: D56MP97040

Project Director: Yolanda Gracia

Target Population: Hispanic/Latino

Age Group: Adolescents and Adults

The overall goals of the *Dallas Concilio Promotora Project* are to: inform low-income Hispanic families with children about any potential state Medicaid changes; facilitate an understanding of, and access to, managed care; and dispel misinformation regarding immigration and welfare laws, regulations, and procedures. Bilingual/bicultural community laypersons and leaders serve as the project's Promotoras. The Promotoras conduct education and outreach activities which include peer-to-peer information and referrals; participation at cultural events and health fairs; door-to-door neighborhood canvassing; and presentations at churches and schools. The Promotoras and project staff utilize the media to disseminate information on managed care issues to the target population. Health care providers receive training in: cultural competency to better work with the target population; and Medicaid/Managed Care regulations and procedures. Cultural competency training topics for health care providers include demographics, health status, improving cultural knowledge, and understanding barriers to care (e.g., communication, impact of managed care, immigration and welfare reform). Project activities are conducted in collaboration with the Parkland Health and Hospital System, Dallas Healthy Start and other community organizations. Projected products include a catalogue or inventory of bilingual managed care and Medicaid educational materials and training curricula.

TEXAS

Refugee Services Alliance

6440 Hillcroft, Suite 411

Houston, TX 77081

Phone: (713) 776-4700

Fax: (713) 776-4730

Title: **Bilingual/Bicultural Managed Care Demonstration Project**

Grant No.: D56MP97036

Project Director: Joyce Zafar

Target Population: Asian (Chinese/Vietnamese) and Hispanic/Latino

Age Group: Adults and Elderly

The *Bilingual/Bicultural Managed Care Demonstration Project's* focus is on designing and implementing an informational, educational and training demonstration program for the identified target populations and health care providers. Consumer-related activities include: acquisition or development of multilingual managed care educational and promotional materials; media outreach and recruitment efforts; training via seminars and presentations at health service delivery sites; and establishment of a multilingual information and referral hotline on managed care and health issues. The hotline provides basic information on the managed care system; general information on health care issues or referral to an accessible source for information on a particular health care problem; referral to an appropriate health care facility for services; and referral to the project's workshops or sessions for more detailed information on managed care. Provider-related activities include: acquisition or development of a cross-cultural health service delivery document; and workshops on the delivery of linguistically and culturally competent health services. The workshop provides information on ethnic minority and LEP consumers in the Houston area; barriers to obtaining appropriate and timely health care; typical health providers and needs; and translation and interpreter services available in the community to providers. Project activities are conducted in collaboration with the Harris County Hospital District, the Houston International Health Foundation, and other community organizations. Projected products include resource guides and training curricula.

TEXAS

Vietnamese Mutual Assistance Association

1320 N. Peak
Dallas, TX 75204

Phone: (214) 826-6181

Fax: (214) 826-1223

Title: **Asian Health Services Linkage**

Grant No.: D56MP97007

Project Director: Dominic Nohe

Target Population: Asian (Cambodian, Laotian and Vietnamese)

Age Group: All age groups

The intent of the *Asian Health Services Linkage* project is to increase patient satisfaction with health services and their compliance with health treatments, and the number of patients able to successfully negotiate health care systems. Activities focusing on the target population include translation services and outreach and training on managed care and accessing the health care system. Provider-related activities include cultural competency training and making materials available to health care providers via the Internet. Project caseworkers participate in all phases of the clinic outreach activities. Pre-clinic activities include informing potential patients about the clinic, conducting in-home health assessments, and helping patients prepare for their medical appointments. During the clinic phase, caseworkers assist nurses and physicians with the patient's check-in process, health history, health exam, and explanation of treatment and how to obtain medications. Post-clinic activities involve follow up home visits to assess compliance with treatment and to provide any additional information and/or training. Health information is provided to the target population via door-to-door distribution; at outreach clinics, businesses, health fairs, community meetings and festivals; and through the media. Project activities are conducted in collaboration with the East Dallas Health Center, Baylor University School of Nursing and other community organizations and clinics. Projected products include bilingual information on managed care, health access, disease detection, and health promotion; training curricula; and a program web site.