



## **Video Transcript: Texas Corpus Christy Case Study Video**

**Speaker 1 (00:00):** Community Health Workers Building Connections in South Texas: A Case Study Video. This video was created by the Reproductive Health National Training Center, RHNTC.

**Description Narrator (00:12):** Martha Zuniga, MPA, CHW, Executive Director.

**Martha Zuniga (00:17):** I'm Martha Zuniga. I'm the Executive Director of South Texas Family Planning and Health Corporation, South Texas Family Planning has many different comprehensive family planning clinics, comprehensive services in very different towns, very different counties.

**Description Narrator (00:32):** An illustrated map of South Texas plots the location of eight Family Planning clinics.

**Martha Zuniga (00:37):** We serve about 20,000 patients unduplicated clients every year. A Title X clinic like this is a one-stop-shop safety net for women's health. When our patients come in to us, sometimes they're uninsured, low-income, have no money. They try to get services other places, and they haven't been able to. We are the safety net to the safety net. We know we have a patient of childbearing age that can be a mother. That's why we screen her for many of the conditions, such as diabetes, cholesterol, hypertension, cancer, STDs. And you can see that healthy mom, that healthy baby, that healthy family.

**Description Narrator (01:20):** Cynthia Gonzales, MS, CHW, Assistant Executive Director and Director of Education and Outreach.

**Cynthia Gonzalez (01:28):** I am Cynthia Gonzalez, and I serve as the Assistant Executive Director as well as the Director of Education and Outreach for South Texas Family Planning and Health Corporation. At South Texas Family Planning, we're serving three generations- four generations in the rural areas especially, because we are the entry point into the health care system for many families. And that is something we're proud of. We treat people the way we want to be treated. People don't care what you know until they know a great certainty that you care. And when they know this, they go and they bring others, because you can get this care here.

**Martha Zuniga (02:07):** We're very proud that our staff also reflects our community. We see a lot of patients here that speak Spanish, so- Aquí hablamos español también. We want to make sure they see themselves when they come here. When a patient comes here, their experience is different. We want to serve. Our community health workers are expert patient navigators in the community. They really help lead the patient to the next steps.

**Description Narrator (02:33):** Mandi Edwards, BS, CPC, CHW, Health Information and Billing Director.

**Mandi Edwards (02:40):** I'm Mandi Edwards, the Health Information and Billing Director, and a Community Health Worker. I feel like our role brings more to the patient in the knowledge that we have. We're tasked with making sure we know our communities inside and out. I have to know where I can refer somebody for whatever it is they may need or who I can reach out to find that referral resource.

**Cynthia Gonzalez (03:02):** Our community health workers are aware of the connections, whether it's the food bank, whether it's WIC, it could be housing. There are so many diverse needs. That definitely means that we must maintain connections throughout the community.

**Description Narrator (03:18):** Sally Perales, DNP, CNS, Clinical Services Director.

**Sally Perales (03:23):** My name is Sally Perales, I'm the Clinic Services Director here at South Texas Family Planning and Health Corporation. As a Provider with the Community Health Worker, they help as far as understanding the needs of the patients. Since they do the interview at first, it saves a lot of time for the clinician, so we're able to see more patients because of what they bring in, the quality information that they provide.

**Description Narrator (03:49):** Fatima Henriquez, BSHS, CHW, Community Health Educator.

**Fatima Henriquez (03:54):** My name is Fatima Henriquez, and I am the Community Health Educator for South Texas Family Plan. I go out a lot to the community, and I tell them- le podemos ayudar en nuestra clínica todos los servicios son gratis, o bajo costo. We want to welcome them in. A lot of people, when we go out to the community, they don't trust any places. They say, Oh, no, they're going to take my information. No, we tell them that all the services at our clinic are confidential.

**Fatima Henriquez (03:50):** We don't do anything with your information.

**Sally Perales (04:25):** Later today, I'll be going to a pop-up clinic. And what we found is going out to the community, we build that trust. We go to their house, and we introduce ourselves so that we can build that relationship.

**Mandi Edwards (04:37):** We've worked very hard over the many years that we've been around to establish a great referral network where we know where people can go for the services they need. Our referral network goes beyond medical care in that we can refer to places for domestic violence, for WIC, for human trafficking, assistance with clothing, food, assistance with housing, and paying their bills.

**Martha Zuniga (05:00):** South Texas Family Planning does have a lot of formal partnerships with organizations. When we get a patient in and we say we're their only Provider, it is our obligation to make sure that we have those resources and networks set up so that they can get to the next step. And it's a warm handoff at the same time.

**Cynthia Gonzalez (05:19):** I think it helps when I can pick up the phone and say- Hey, Jennifer, I have a client and she needs some food today. Are you able to help her? "Send her right over; we'll take care of that right now." Let's work to best meet the needs of those in our community when they need us. And we can do it better when we all come together. And it's amazing when that happens. So at South Texas Family Planning, that's our specialty. Just from heart-to-heart, hand-to-hand, let's serve.

**Speaker 1 (05:50):** Explore the Establishing and Providing Effective Referrals for Clients Toolkit, and other resources at RHNTC.org. This has been a production of the Reproductive Health National Training Center, RHNTC.