



COMMUNITY HEALTH PLAN
of Washington™

The power of community

Immigrant and Refugee Health



2025

Strategic Initiative Survey Results



Purpose

In 2024, Community Health Plan of Washington (CHPW) set out to shift our strategic initiative (goal) for supporting the health of immigrant and refugee communities in Washington State for the coming year.

Our previous goal focused on providing health insurance coverage through public programs for all eligible people in all regions of the state. In 2025, the new initiative aims to create a sustainable structural framework to advance health equity. In other words, create fair and just opportunities for historically underserved individuals to be as healthy as possible.

To define key aspects of our new goal, we looked to our community partners for guidance, including community-based organizations (CBOs), providers, and others.

This report shares the results from a survey we conducted with these partners to determine: 1) how we talk about this 2025 goal (the language of the strategic initiative) and 2) our project priorities to work toward this goal (strategic initiative focus areas).

Structure

The survey contained six questions asking respondents to provide:

- The type of organization/entity that they work, represent, or volunteer with.
- How they are involved with immigrant and refugee health.
- Feedback on the draft wording of the strategic initiative language and an opportunity to rewrite the initiative.
- Area of focus for CHPW in the immigrant and refugee health space.
- Additional comments and feedback.

The survey in its entirety has been provided in Appendix A.

Survey Development and Approval Process

The survey was developed initially by CHPW's Program Manager for Immigrant and Refugee Health and then went through three rounds of feedback:

1. CHPW Staff: Various teams across CHPW engaged in immigrant and refugee health work, including Health Equity, Quality Improvement, Outreach and Engagement, and Strategy.
2. Immigrant and Refugee Health Alliance (IRHA): IRHA members include providers, CBOs, and community advocates.
3. CHPW Leadership: The final round of feedback before releasing the survey was conducted by the Senior Director of Regional Systems Integration and Senior Vice President of Delivery and Health Systems Innovation.

Survey Response Analysis

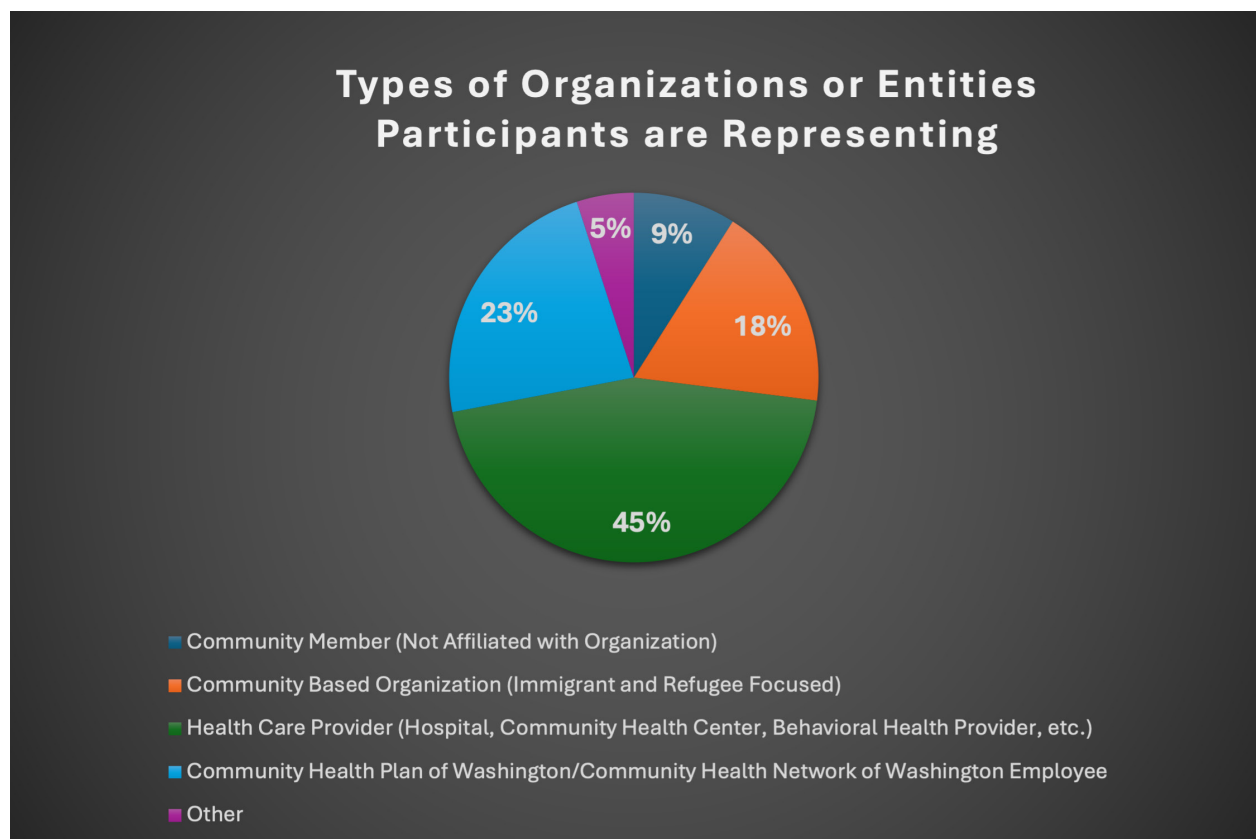
Participants

The survey was designed to learn from those with lived experiences as immigrants or refugees, or those who work directly with immigrant and refugee communities. We believe those closest to the work provide an accurate picture of the priorities within immigrant and refugee communities in Washington State.

Question:

Please select the type of organization/entity that you are representing/work at/volunteer with, etc.

Response Options	Number of Respondents
Health Care Provider (Hospital, Community Health Center, Behavioral Health Provider, etc.)	10
Community Health Plan of Washington/Community Health Network of Washington Employee	5
Community-Based Organization (Immigrant and Refugee Focused)	4
Community Member (Not Affiliated with Organization)	2
Other	1

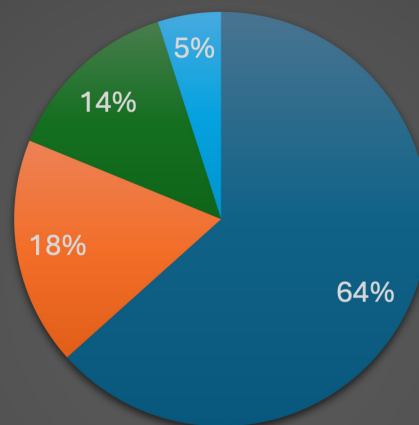


Question:

Please select how you are involved in refugee and immigrant health.

Response Options	Number of Respondents
I work/volunteer in an organization that works on addressing immigrant and refugee health.	14
I have both lived experience and work/volunteer in an organization that works on addressing refugee and immigrant health.	4
I have lived experience i.e. I am an immigrant and/or refugee.	3
I have neither lived experience nor work/volunteer in an organization that works on addressing refugee and immigrant health.	1

Participants' Relationship to Immigrant and Refugee Health



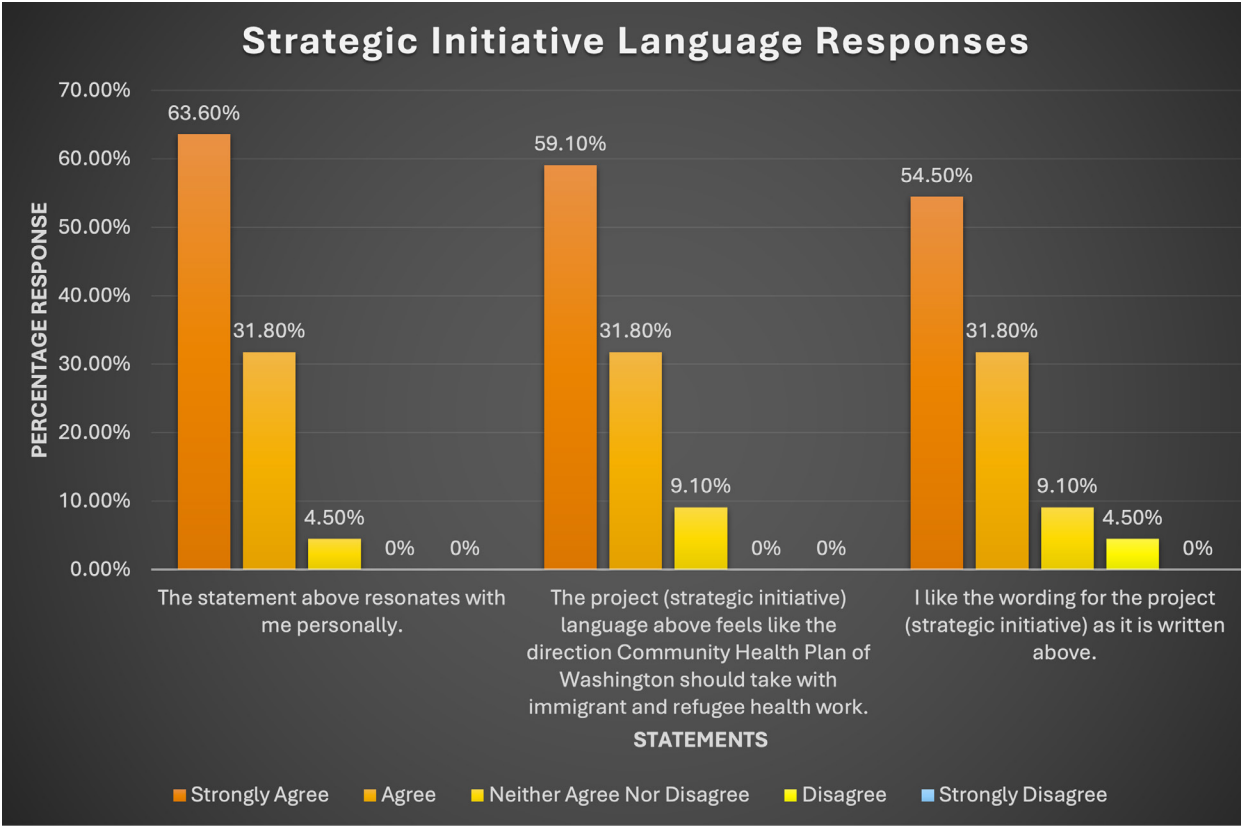
- I work/volunteer in an organization that works on addressing immigrant and refugee health.
- I have both lived experience and work/volunteer in an organization that works on addressing refugee and immigrant health.
- I have lived experience i.e. I am an immigrant and/or refugee.
- I have neither lived experience nor work/volunteer in an organization that works on addressing refugee and immigrant health.

Strategic Initiative Language

The main purpose of this survey was to understand the role CHPW could continue to play in supporting our immigrant and refugee communities. The strategic initiative language is a critical piece of that understanding, to ensure our communities’ voices are reflected in the work CHPW does.

Question:

*At Community Health Plan of Washington, we utilize large projects (known as strategic initiatives) that shape and guide the work that we do as an organization. We want to be intentional in having language related to immigrant and refugee health. Please utilize the following drafted immigrant and refugee health project language to answer the questions below: **“Design and execute strategic projects or programs, in collaboration with community-based organizations, providers, and community members to support, improve, and advance immigrant and refugee health.”***



Generally, most respondents selected “strongly agree” or “agree” to all three questions about the wording of the strategic initiative. Nearly 64 percent of participants responded that they “strongly agree” that “the statement resonates with [them] personally” and 59 percent that “the language feels like the direction CHPW should take with immigrant and refugee health work”. We also gave participants the opportunity to provide edits and rewrite the strategic initiative. The following themes were noted in their responses:

- **Inclusion of Wording for Those Receiving Care**

- Include wording about CHPW members who are immigrant and refugees and receive health care services.

- **Suggestions in Changed Wording**

- Reorder the partner list to start with the community and then expand to providers to recognize the importance of CHPW members and our communities.
- Change the word from “design” to “co-design” to emphasize the importance of community involvement in project building.
- Consider current use of the words “support, improve, and advance.” Alternate suggestions included:
 - o “Enhance, support, and promote”
 - o “Improve the health and well-being of...”
 - o “Empowering immigrant and refugee populations to live a life of health and inclusivity”

- **Suggestions to Add Language**

- “Culturally aware/responsive in our strategic work”
- “Ensuring community capacity to play leadership roles in decision making processes”
- And broad topics included “outreach and education”, “access to care”, “cultural competency”, addressing social determinants of health”, “monitor and evaluate outcomes”, “access to translated materials”, and “CHPW’s role in policy and advocacy”. These suggestions will be incorporated into the work under this initiative.

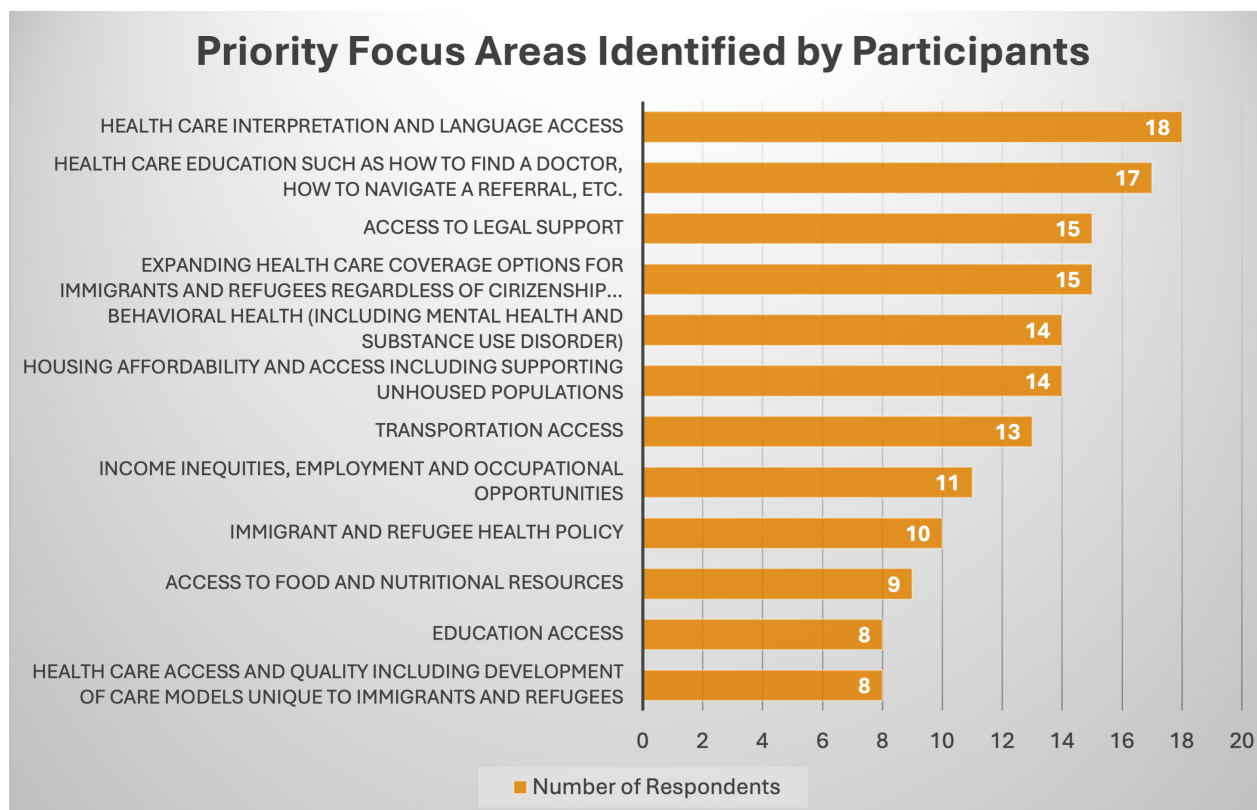
Based on the suggestions in this survey, we recommend the following new strategic initiative language:

“Co-design and execute strategic projects and/or programs, in collaboration with community members, CHPW immigrant and refugee enrollees, community-based organizations, and providers to support, advance, and empower immigrant and refugee health.”

Strategic Initiative Focus Areas

In this section of the survey, we asked which projects or key areas CHPW should focus on around immigrant and refugee health. We provided a list of topic areas with the opportunity for respondents to select multiple answers.

- Health Care Education such as How to Find a Doctor, How to Navigate a Referral, etc.
- Health Care Interpretation and Language Access
- Expanding Health Care Coverage Options for Immigrants and Refugees Regardless of Citizenship Status
- Housing Affordability and Access Including Supporting Unhoused Populations
- Immigrant and Refugee Health Policy
- Transportation Access
- Income Inequities, Employment and Occupational Opportunities
- Health Care Access and Quality Including Development of Care Models Unique to Immigrants and Refugees
- Education Access
- Behavioral Health (Including Mental Health and Substance Use Disorder)
- Access to Legal Support
- Access to Food and Nutritional Resources
- Other (Could fill in to add additional areas)



Top areas of focus selected include:

- Health Care Interpretation and Language Access
- Health Care Education such as How to Find a Doctor, How to Navigate a Referral, etc.
- Access to Legal Support
- Expanding Health Care Coverage Options for Immigrants and Refugees Regardless of Citizenship Status
- Behavioral Health (Including Mental Health and Substance Use Disorder)
- Housing Affordability and Access Including Supporting Unhoused Populations

These responses are crucial to informing the work under the new immigrant and refugee health strategic initiative.

Additional Comments

Participants had the option to provide any additional comments or feedback at the end. Some of the trends in the comments included:

- Pointing Out Specific Areas: Access to health care services, transportation, health care coverage, behavioral health, housing, insurance, clothing, work, and food. Housing was called out the most frequently in comments.
- Demographics: Ensure we are working with all ages within immigrant and refugee communities.
- Additional Resources: The benefits of utilizing patient navigators or case workers.

Limitations

There were several limitations to this survey. The survey was only offered in English. Community partners were requested to help translate when needed while giving the survey. The timeline of this survey was also challenging. With a new federal administration, many community partners had limited bandwidth and resources. We believe this is why we had limited responses, though it was sent state-wide. In the future, we will improve opportunities for CBOs and community members to respond.

Future

The survey will be sent out annually at the beginning of the year on behalf of IRHA. IRHA must approve the survey and its questions prior to release each year.

APPENDIX

Appendix A

Immigrant and Refugee Health 2025 Strategic Initiative Survey

Hello all!

Thank you for taking the time to complete this survey. The Immigrant and Refugee Health Alliance (IRHA), a partnership formed between Community Health Plan of Washington (CHPW), Community Health Network of Washington (CHNW), and the Washington Association of Community Health (WACH), would like your opinion on work that CHPW will be doing in 2025 to improve immigrant and refugee health. All feedback is greatly appreciated as we continue to improve the lives of immigrants and refugees across Washington State! This survey is anonymous.

NOTE: For the purposes of this survey, health encompasses more than just physical health and includes but is not limited to: behavioral health, housing, food/nutrition access, transportation, health care access, etc.

Should you have any questions please reach out to:

Kush Doshi, MHA, MPA, LMT, CMLDT
Program Manager III - Immigrant and Refugee Health- CHPW
kush.doshi@chpw.org

* Required

1. Please select the type of organization/entity that you are representing/work at/volunteer with/etc. *

- ☐ Community Member (Not Affiliated with Organization)
- ☐ Community Based Organization (Immigrant and Refugee Focused)
- ☐ Health Care Provider (Hospital, Community Health Center, Behavioral Health Provider, etc.)
- ☐ Community Health Plan of Washington/Community Health Network of Washington Employee
- ☐ Other

2. Please select how you are involved in refugee and immigrant health. *

- ☐ I have lived experience i.e. I am an immigrant and/or refugee.
- ☐ I work/volunteer in an organization that works on addressing refugee and immigrant health.
- ☐ I have both lived experience and work/volunteer in an organization that works on addressing refugee and immigrant health.
- ☐ I have neither lived experience nor work/volunteer in an organization that works on addressing refugee and immigrant health.

APPENDIX

Appendix A (continued)

3. At Community Health Plan of Washington, we utilize large projects (known as strategic initiatives) that shape and guide the work that we do as an organization. We want to be intentional in having language related to immigrant and refugee health. Please utilize the following drafted immigrant and refugee health project language to answer the questions below: ***"Design and execute strategic projects or programs, in collaboration with community-based organizations, providers, and community members to support, improve, and advance immigrant and refugee health."*** *

Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. If you could rewrite the project (strategic initiative) language above that explains what CHPW should be doing to help with refugee and immigrant health, what would you write? Please keep the statement to 1-2 statements max.

Enter your answer

5. CHPW wants the work with refugee and immigrant health to also address the community's needs. What programs or areas should CHPW focus on? (You may select multiple answers) *

- ☐ Health Care Education such as How to Find a Doctor, How to Navigate a Referral, etc.
- ☐ Health Care Interpretation and Language Access
- ☐ Expanding Health Care Coverage Options for Immigrants and Refugees Regardless of Citizenship Status
- ☐ Housing Affordability and Access Including Supporting Unhoused Populations
- ☐ Immigrant and Refugee Health Policy
- ☐ Transportation Access
- ☐ Income Inequities, Employment and Occupational Opportunities
- ☐ Health Care Access and Quality Including Development of Care Models Unique to Immigrants and Refugees
- ☐ Education Access
- ☐ Behavioral Health (Including Mental Health and Substance Use Disorder)
- ☐ Access to Legal Support
- ☐ Access to Food and Nutritional Resources
- ☐ Other