

New Arrivals to NYC: Health Needs and a Public Health Response

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Objectives

- Understand current scope and characteristics of newly arrived population in NYC
- Review support structure established by NYC government and partners
- Consider challenges and future needs of newly arrived population in NYC

Overview

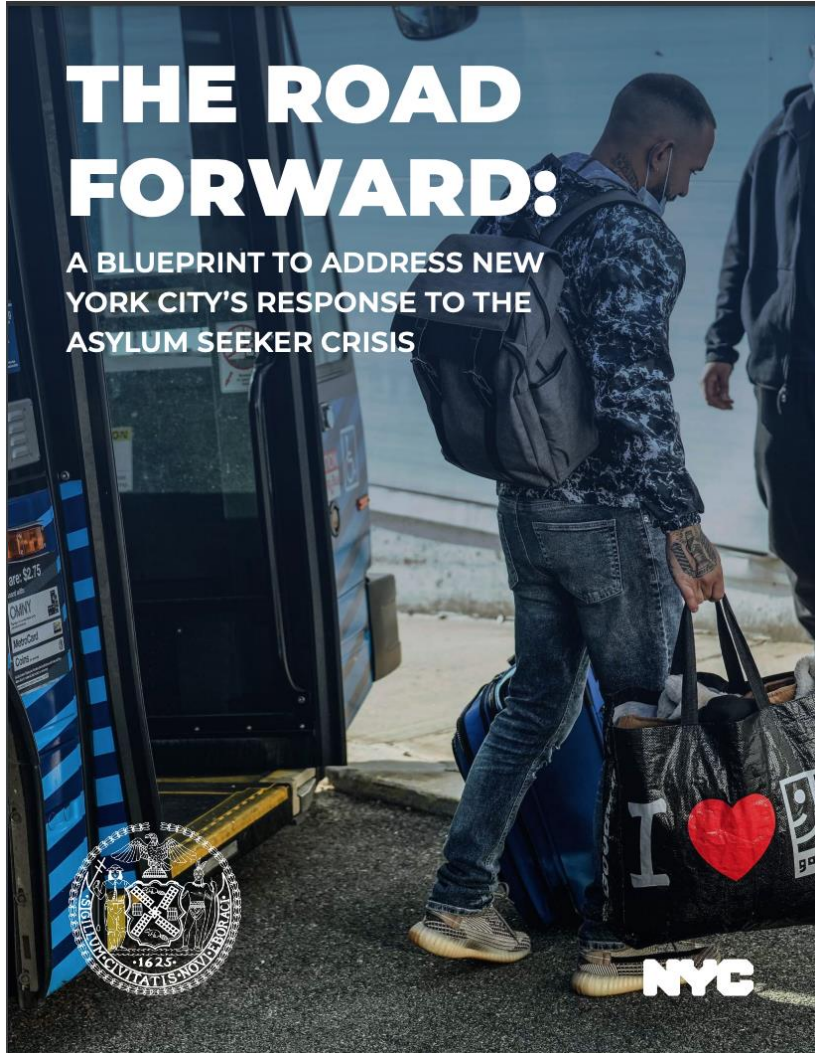
- 215,000+ people have arrived since Spring 2022
 - People continue to arrive each week
 - More than 65,000 people are currently living in City housing
 - *NOTE: numbers and circumstances change quickly; these are accurate as of 9/8/2024*
- Little to no coordination of service provision prior to arrival in NYC
- Who are the newest New Yorkers
 - Spanish most common primary language, but many other languages spoken
 - Many families with young children; also adult families and single adults
 - Have endured long and potentially traumatic journeys and may have physical and mental health needs
 - Many lack family or support networks in NYC and rely on the shelter system and resources/services of the City and community-based organizations

New York City (NYC) context



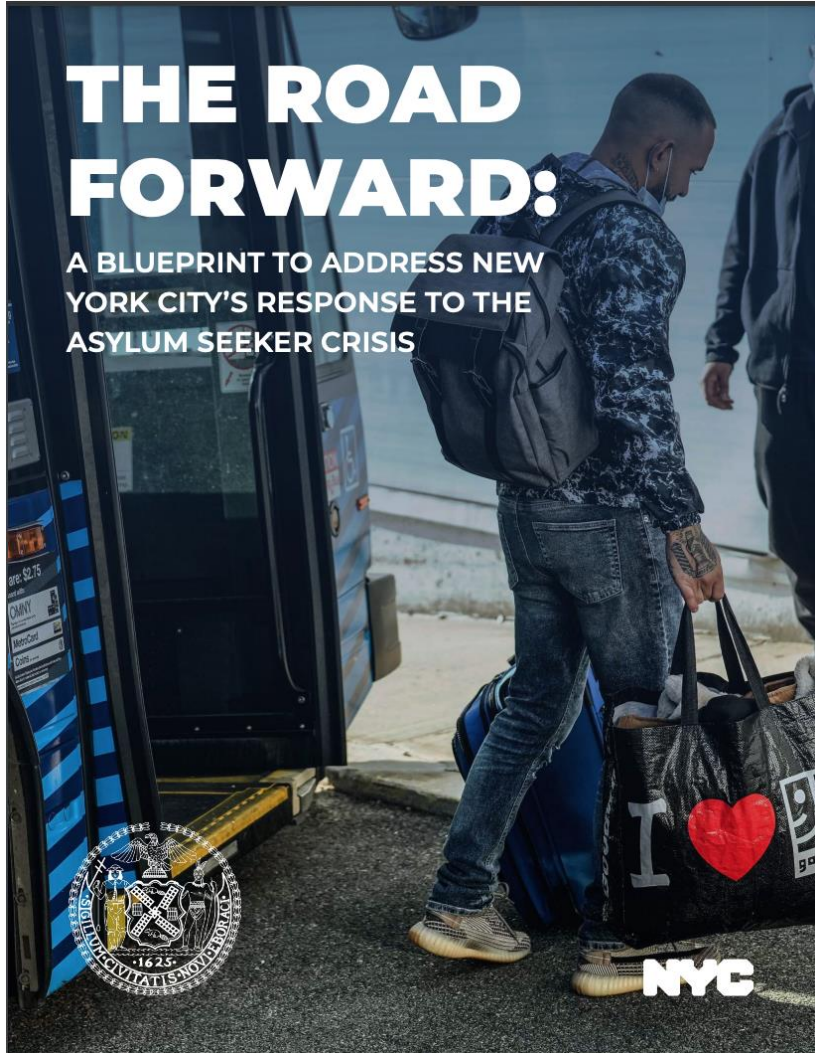
- 8.75 million people
 - 37% born outside the U.S.
 - 48% speak a language other than English at home
 - >700 languages spoken among residents
- Public/private healthcare system
 - Public hospitals (H+H) and clinics
 - FQHCs and community healthcare providers
 - Private hospitals and practices
 - Health Department clinics

New NYC Housing and Service Sites



- New temporary housing sites (200+)
 - Sanctuary shelters
 - Humanitarian Emergency Response and Relief Centers (HERRC)
 - Respite centers
 - Houses of worship and overflow sites
- New additional service sites
 - Arrival Center
 - Asylum Application Help Center
 - Resource Centers (CBOs in 5 boroughs)
 - Re-ticketing Center

New NYC Housing and Service Sites



- Multiple City agencies involved in shelter operations
- Sites administered by contracted vendors, social service organizations, National Guard, City staff
- Limited onsite clinical and social services
- 30/60 day limits on shelter stays

Asylum Application Help Center

New York City's Asylum Application Help Center Wins American Bar Association's Hodson Award for Public Service

July 11, 2024

Prestigious Award Recognizes Application Help Center for Extraordinary Service by Government Law Office

In First Year, Center Submitted More Than 58,000 Work Authorization, Temporary Protected Status, and Asylum Applications

Innovative Model is First-in-Nation to Combine Government, Law Firm, Corporate, Nonprofit, and University Support to Provide Pro Se Application Support at Scale

- Launched in June 2023
- Centralized system to support recently arrived immigrants as they navigate the federal immigration process
- Collaboration between City, State, and Federal governments
- Co-location of health insurance enrollers

Expanded Health Services and Supports

- Immunization
 - Time-sensitive focus on access to school-required immunizations, outbreak response
- Connections to care/system navigation
 - Home visits to families in shelters to assess needs and make appointments
 - Health insurance enrollment
 - Primary care home coordination
 - Expansion of telehealth options and facilitated referrals to specialists
- Mental health peer support, psychological first aid, crisis counseling
- Infectious disease surveillance and response
- TB-related surveillance, clinical care, case management, contact investigation, outreach, testing, connection to care

Varicella

Context

- >900 cases to date
- Cases across several residential facilities

Ongoing

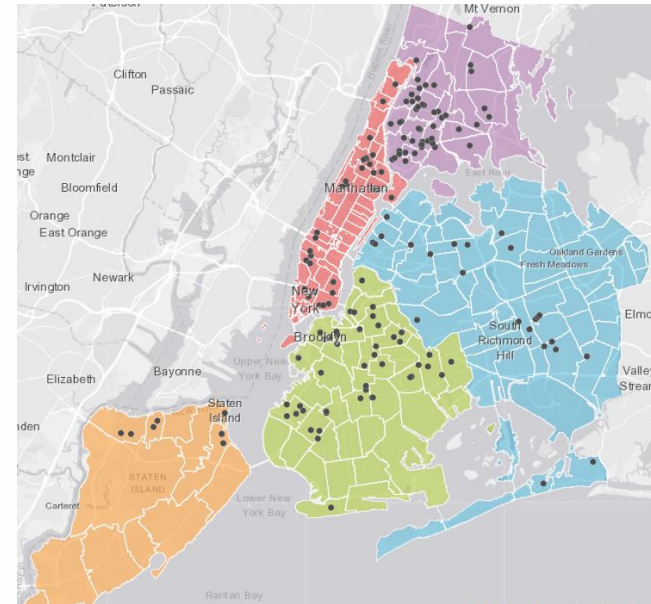
- Case investigations and control measures
- Vaccination efforts at HERRCs and DHS shelters
- Partnership with health centers across city to vaccinate/connect to care
- Working with schools to increase awareness of school immunization requirements in schools

Challenges

- Many children without documented varicella vaccine in congregate settings
- Many unvaccinated children in schools leading to large numbers of exclusions following exposures

Varicella Outbreak Among Recent Arrivals to New York City, 2022–2024

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TB: Situational Overview

- Many have increased TB risk due to high TB incidence and disrupted healthcare systems in home country; nature of journey to the U.S.; prolonged stays in congregate settings
- Individuals arriving from many parts of the world, especially Central and South America, Northern and Western Africa, Middle East, Eastern Europe, China
- Increase from 2022-2024 in individuals arriving in NYC through **humanitarian parole programs**
 - Allows individuals to enter the US and temporarily stay for urgent humanitarian reasons or significant public benefit
 - Programs for Ukraine, Venezuela, Haiti, Nicaragua, and Cuba established in 2022 and 2023
 - Parolees must complete TB test, submit an attestation, and complete follow-up evaluation as indicated based on TB test results within 90 days of arrival in the US

Expanded and Enhanced Core TB Activities

- Enhanced surveillance to identify TB patients newly arrived in NYC from the U.S. Southern border and from Ukraine and other countries
 - Relevant information collected via address history; patient interviews; medical chart review; referrals from providers, shelter staff, other city/state agencies
 - Modifications to Maven (e.g., reports, additional variables, site info)
- Expanded clinical services
 - Increased hours at Health Department chest centers and monthly Saturday clinics
 - Patient navigators with language skills
 - Contracts with clinical vendors (testing, chest x-ray)
 - Collaboration with H+H and community health care providers to coordinate follow-up evaluation and care

Expanded and Enhanced Core TB Activities

- Expanded shelter-based case management, contact investigation and DOT
- Use of WhatsApp and interpretation services; shift to site-based care coordination
- Onboarded temp staff with language skills; translated and adapted existing materials and forms
- Expanded outreach and TB education
 - Collaboration with colleagues across other disease areas and jurisdictions
 - Community-based health events and education
 - Coalition for a TB-Free NYC
- Policy
 - Extended stays in shelter sites for patients meeting select criteria
 - Enhanced hospital discharge coordination and institutional transfers

Shelter-Based TB Screening, Testing, Evaluation

- Department of Homeless Services routinely performs TB testing and evaluation at intake among single adults
- All individuals coming through the Arrival Center are screened for TB symptoms/history
- Health Department conducted integrated onsite TB testing, vaccination and other services in sites with high proportion of newly-arrived migrants
 - December 2022 through March 2024: >4,500 people tested for TB in >65 shelters
- Collaboration between NYC Health Department, H+H, and New York State to conduct site-based TB testing in dorm-style HERRCs
 - Combination of intake testing and serial weekly testing
 - Referrals to public hospitals, Health Department clinics for follow-up evaluation
 - July 2023 through July 2024, >20,000 people tested for TB in 5 HERRC sites

Opportunities - TB

- Expand shelter-based case management and DOT
- Implement mobile chest x-ray in select shelter settings and at the Arrival Center
- Pilot short-course treatment regimen for LTBI (1HP)
- Expand referral networks to include community-based and private healthcare providers
- Monitor TB strains and possible cross-jurisdictional transmission
- Adapt/develop educational materials with focus on visuals and process-based content
- Continued advocacy for equitable and humane policies and resources that promote and protect the health and well-being of all people

NYC Care

NYC
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Call 646-NYC-CARE

English



Health Care Locations

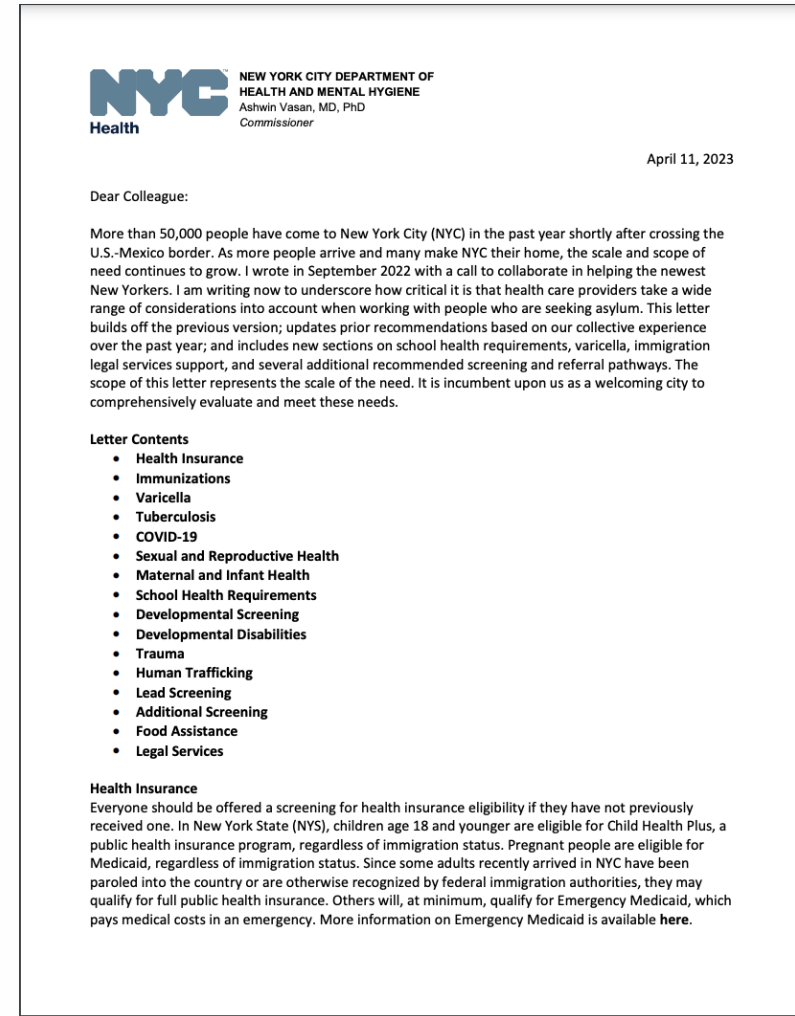
- About
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UNLOCK HEALTH
CARE WITH
DIGNITY AND
RESPECT



Care considerations – Dear Colleague letter

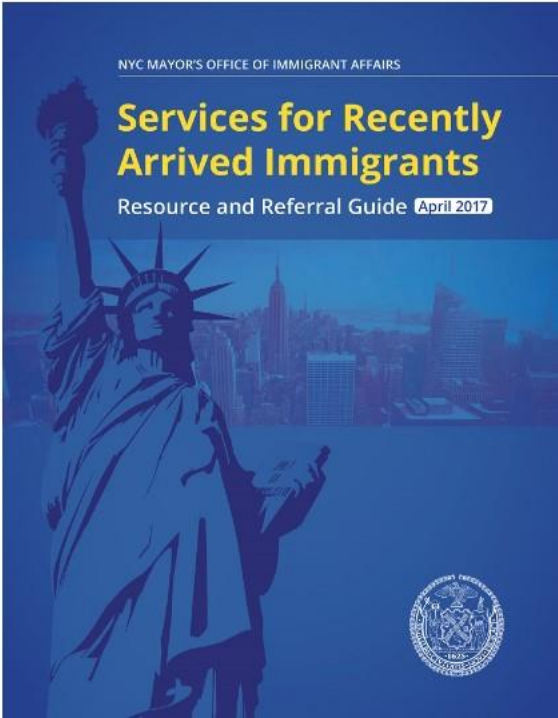
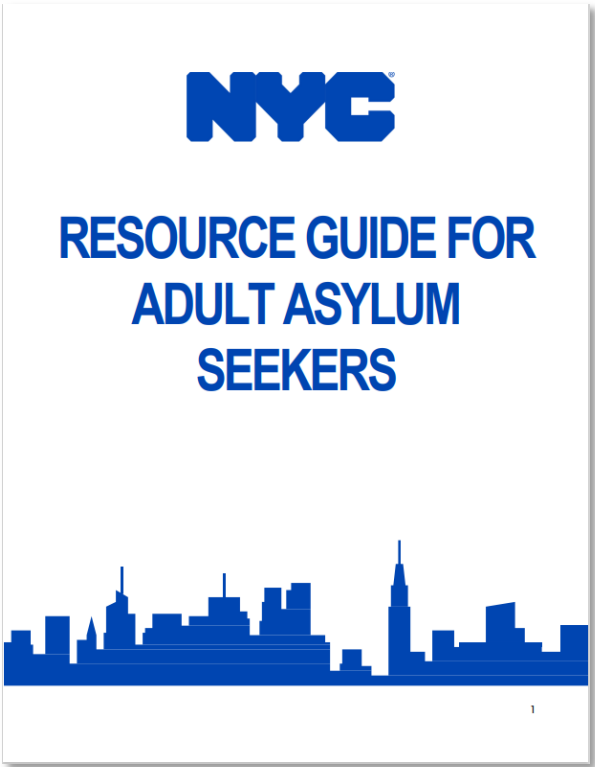
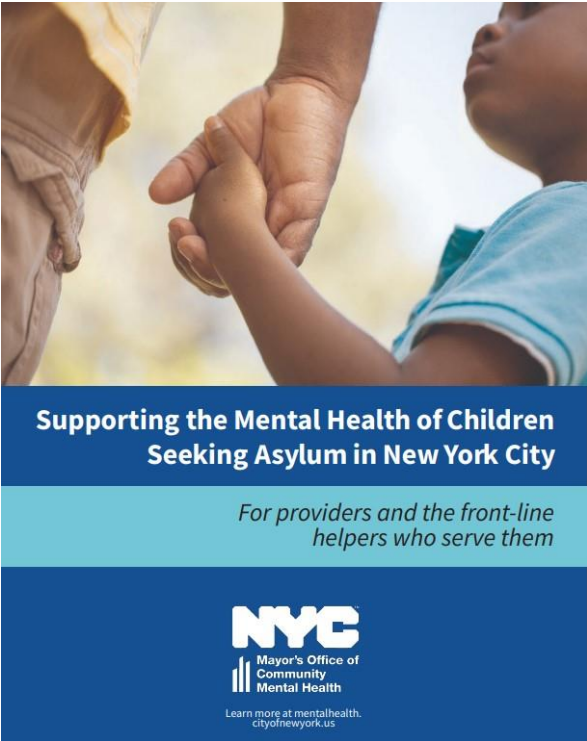
- Issued by the Health Department in 2023
- Includes consideration of:
 - Immunizations
 - Recognizing signs and symptoms of trauma, and mental health support
 - Tuberculosis screening
 - COVID-19
 - Sexual and reproductive health
 - Human trafficking
 - Maternal and infant health
 - Developmental screening
 - Lead screening
 - Additional screening
 - Food assistance
 - Health insurance eligibility (*and safety of using public benefit programs*)



Challenges

- Complex, quickly-evolving shelter system and frequent movement of people into and through shelter sites
- Transience of population; movement into and out of NYC
- Complex medical and social service needs
- Lack of access to telecommunications
- Language barriers, cultural barriers, distrust/lack of knowledge of U.S. medical system
- Competing priorities (e.g., work, school, other needs)
- Implications of system- and individual-level factors on case management, contact investigation, continuity of care and clinical decision-making
- Complicated data management and data coordination needs
- Scale of need and resource constraints (e.g., funding, staffing) across multiple systems
- No consistent definition or terminology for this population

NYC Resource Guides



THANK YOU

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