

TUCSON INDIAN CENTER'S (TIC) SPECIAL DIABETES PROGRAM FOR INDIANS (SDPI) PROGRAM



Tucson Indian Center



TIC_Scenario.xlsx
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- *Presenters:*
- - *Veronica Boone, Wellness Director*
- - *Mark Gaxiola, Grants Manager*
- - *Christine Chavez, Diabetes Prevention Specialist*

TIC IS AN URBAN INDIAN ORGANIZATION (UIO)



1963 - 2023

TIC history

- TIC began as a social club in the 1950s and incorporated as a non-profit in 1963
- First federal TIC program was the Department of Labor grant
- In 2002, TIC was awarded the Title V contract and along came the SDPI program

Currently TIC has 3 departments with 35 total staff:

- Wellness Department: Currently serves 3,147 urban Indians in Tucson
- Health Services Department – opened in 2022 focused on COVID-19 vaccinations, testing, resources, and referrals, RN screenings, and WIC services.
 - Future Primary Care Services and tele-behavioral health services
 - Integrated care model for clients to treat in a holistic manner
- Social Services Department

Wellness Department has 10 federal programs including IHS grants Title V, SDPI, 4-in-1, Stevens Bill, SPIP, DVP, and non-IHS grants (CDC, SAMHSA, local Pima County grants for tobacco cessation and opioid prevention)

- RKM is “Nutrition Education” for 100 clients.
- Over 20 years of SDPI programming, which includes physical activities (individual and group exercise), basic health screenings, and referrals for clinical and support care. Total of 1.32 FTE for the SDPI staffing.



SERVING URBAN AI/ANS IN TUCSON, ARIZONA

Tucson Indian Center



Location & Client Services

- TIC is located in downtown Tucson and is within walking distance of the main city bus terminal and light rail.
- Two local tribes include: Tohono O’odham Nation and the Pascua Yaqui Tribe
- Tribal members come to TIC primarily from (in order of numbers) Tohono O’odham, Navajo, and Pascua Yaqui.
- TIC is currently an “Outreach and Referral” organization, but hopes to change to “Limited Services” when the clinic is in service.
- TIC uses the Electronic Health Record (EHR) system of Greenway/Intergy for the Wellness and Health Services Departments (do not use RPMS).
 - Where do clients receive primary and specialty medical services?
 - The primary El Rio Health Center is located blocks away from TIC.
 - TIC provides free, daily multiple van rides to the local Tohono O’odham Nation Health Care Center, the San Xavier Clinic) as well as to other sites for health and wellness appointments.
 - TIC’s Health Services Department is primarily providing COVID-19 vaccinations, testing, resources, and referrals as well as providing a space to host WIC clinics.
 - Providing health education on chronic diseases including Health Education Bingo.
 - Future plans are to provide primary care services and tele-behavioral health services
- SDPI staff is located on the 2nd floor, which has the warming kitchen, exercise equipment, and space for classes and workshops plus complete health screenings (including A1Cs, BMIs, RAPAs), nutrition education, and physical activities.



2021 TIC COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA) FINDINGS

- The 2021 TIC CHNA was completed by the University of Arizona (UA) Native American Research and Training Center.
- Findings included:
 - 30% of men & women surveyed reported having diabetes
 - 35% of men and women reported being overweight or obese.
 - 45% of men and 33% of women reported having high blood pressure.
 - The same survey revealed that 63% of adults reported being physically active at least 60 minutes for three or more days.
 - The Emergency Room Visits/Stays component of the CHNA revealed that in 2018-2019, diabetes complications were the 4th most common reason for a hospital admission into the UA Banner Medical Center.
 - From 2014-2016, diabetes was among the most common reasons for medical office (outpatient) visits according to the Arizona Department of Health Services.
 - This information is being used for planning current and future programming.

PROCESS OF ENGAGEMENT

- Client(s) meet with the Diabetes Prevention Specialist to:
 - Complete one-on-one screening to assess diabetic status, needs, and goals. (can include BMI, Glucose, A1C, and RAPAs).
 - Staff will regularly meet to help clients with their needs & goals to improve their status for managing and preventing diabetes.
 - Diabetes Prevention Specialist provides:
 - Individual and group nutrition education
 - Group Life-style Balance (GLB) curriculum
 - Registered Dietician/Nutritionist workshops and individual appointments
 - Cooking classes
 - Individual and group physical activities
 - Exercise classes, fun run/walks with TIC community events, Gardening club, Walking Club



SWOT ANALYSIS: STRENGTHS



Collaboration and partnering with other TIC departments & programs and our community partners

- Stems from trust within the community – clients, community members, and partners
- Long-service Administration and Board of Directors
- Focused Vision, Mission, Purpose, Guiding Principles, and Core Values

Focus on protecting what we have and how to best serve the community

- Protect what we have
- Excellent performance (achieving deliverables), submitting accurate timely reports & budgets, submitting annual audits, our check/credit card request

Best serve our community

- Asking ourselves “Does this align with the program & community?” “Culturally-relevant?” “A best practice or evidence-based?”
- Plan, Implement, and Evaluate – change course as needed
 - Examples include contracting with a Registered Dietician/Nutritionist.
 - Or providing eye exam and a basic pair of glasses.
 - Basic diabetes education (topics include physical activity, nutrition, anatomy and physiology, risk factors [BMI, obesity/overweight, sedentary life style], how diabetes works, different types of diabetes [Type I, Type 2, Gestational, Pre-Diabetes], how diabetes affects the body, and how to manage diabetes)

SWOT ANALYSIS: WEAKNESSES



- COVID-19
 - Switched to a virtual format for program activities and events
- Outgrowing Building
- Competing Demands on Time (How to choose what we focus on)
 - Protect what we have
 - Is it aligned with our Mission and our Program?

SWOT ANALYSIS: OPPORTUNITIES



- COVID was a stressor, but how TIC's SDPI strengthened during the process by offering virtual services/events/activities, care packages, telephone check-ins
- Civano Eye Care in Tucson, Arizona is willing to see registered TIC clients at their office for an eye exam, dilation, and to provide a basic pair of eyeglasses.
- Dr. Steven Gilliespie (Podiatrist) is willing to see TIC clients and community members to check their feet and answer questions for any issues that they may be having.
- Dominique Henry (Navajo), Registered Dietician/Nutritionist, is willing to meet with TIC clients on an individual or group basis to talk about diet and nutrition.
- Community Feedback/survey results by using new tools (e.g., SurveyMonkey) to gather information and for future planning & event organization
- Collaborate and partner with others (including local tribes, health departments, and community based organizations) – such as IHS, Tohono O'odham Nation, and the Pascua Yaqui Tribe.



SWOT ANALYSIS: THREATS

- 1. COVID had an enormous impact and has been a challenge for the TIC SDPI program. People were worried about coming to TIC, which required passing a COVID screening (including temperature checks), to always wear a mask, and to socially distance in the building. TIC also implemented that small groups be no larger than 9 participants.
- 2. Participant numbers have dropped due to the COVID-19 pandemic.
- 3. TIC stopped work travel. Virtual trainings have a loss of engagement, question-and-response, and learning vs in-person training. Opportunities for networking, idea exchange, were also curtailed.
- 4. Clients had difficulties accessing healthy foods whether it be going to the grocery store, having access to a local grocery store (e.g., food deserts), ability to pay for food (i.e., using up all SNAP/EBT benefits), or even being able to store/cook/prepare food (e.g., for clients who are homeless or those without electricity/gas for their appliances, possibly due to utility cutoff). TIC is local food bank distribution site, but people may be concerned about going out in public and risking exposure to COVID.
- 5. Many clients do not have personal vehicles. Many rely on public transportation, but with the pandemic people did not want go out as much due to possibly exposing themselves to COVID. Or clients may not have money to pay for other modes of transport such as Uber or Lyft rides to get where they need to go. TIC provides transportation for registered clients to go to health and wellness appointments and TIC can also deliver food boxes, care packages, and incontinence supplies to clients as well.
- 6. Perceptions around diabetes is a challenge because there remains a lack of awareness from the community of how diabetes develops, risk factors, and how to manage it. Some people are also afraid or even in denial that they have it.

QUESTIONS?



Thank you!

TIC's phone number is (520) 884-7131.

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