



# Healthcare Excellence Initiative: Elevating Care for Louisville's Newest Neighbors

## Our Work

Americana World Community Centers' (AWCC) mission is to provide holistic services to Louisville's refugee, immigrant, and underserved population to build strong and healthy families, create a safe and supportive community and help every individual realize their potential. Since 2007, AWCC has hosted the Family Health Centers-Americana Refugee Health program on their campus. This program, the first in the state of Kentucky and now the model program, performs required Refugee Health Assessments, in close collaboration with Louisville's three resettlement agencies.

## Project

Under this project, we will renovate three floors of the Americana World Community Center – South Wing, totaling 9,920SF, and extend the second floor to add an elevator and other handicapped-accessible features. This project will fully integrate FHC-Americana, including its Survivors of Torture Services, other medical, behavioral health, and support services into the AWCC and their constellation of services and physical space. This project will more than double the size of the current clinic, increasing the number of exam rooms from four to eight, allowing for an expansion of current services, including the addition of more available Refugee Health Assessments and increased capacity of follow-up and primary care. Furthermore, the renovation will provide an updated physical space for AWCC Fiberworks Program and Ethnic Community Groups, and additional space for AWCC and FHC to grow.

## Impact

Providing an adequate and efficient operating space for the health center is vital in light of the increased number of immigrants and refugees seeking to make Louisville their homes. For many, an appointment at FHC-Americana is their entry into health care in the United States, so having a trauma-informed, safe and comfortable experience is essential. FHC-Americana's clinical space is currently housed in two-modular units placed together of the back parking lot of the Community Center. This building is a little over 3,000 square feet, with up to 20 staff members. The building was always intended to be a temporary measure until a more permanent option would be available. However, 16 years later, the modular building is a worn and cramped space, unwelcoming to staff and patients alike. The team members at Family Health Centers-Americana are well trained and experienced in providing the culturally effective and linguistically appropriate health and mental health care needed by Louisville's newcomers. Their work space should reflect their expertise and care. Despite space constraints, FHC-Americana provided 726 Refugee Health Assessments in Fiscal Year 2023, so imagine what they could do to help support our rapidly growing immigrant community in an updated and efficient space.

## Campaign Goal

The estimated renovation costs for the South Wing is \$3.9 million. Of this, AWCC has secured more than \$2 million in funding. This funding has allowed AWCC and FHC to begin the architecture and planning phase of the project with Pickett Passafiume Architects.





Family  
Health  
Centers

## Current Building and Program Space



Exterior of the AWCC Southern Wing (left) and FHC-Americana modular unit (right). AWCC currently houses the Survivor of Torture Services, FHC-Americana Community Health Workers and Administrative staff, and AWCC Fiberworks program. Front and back entry ways lead to stairs and there are no handicapped accessible entry points to this part of the building. FHC-Americana 3,016SF modular unit currently houses 21 staff and is where the Refugee Health Assessments are conducted.

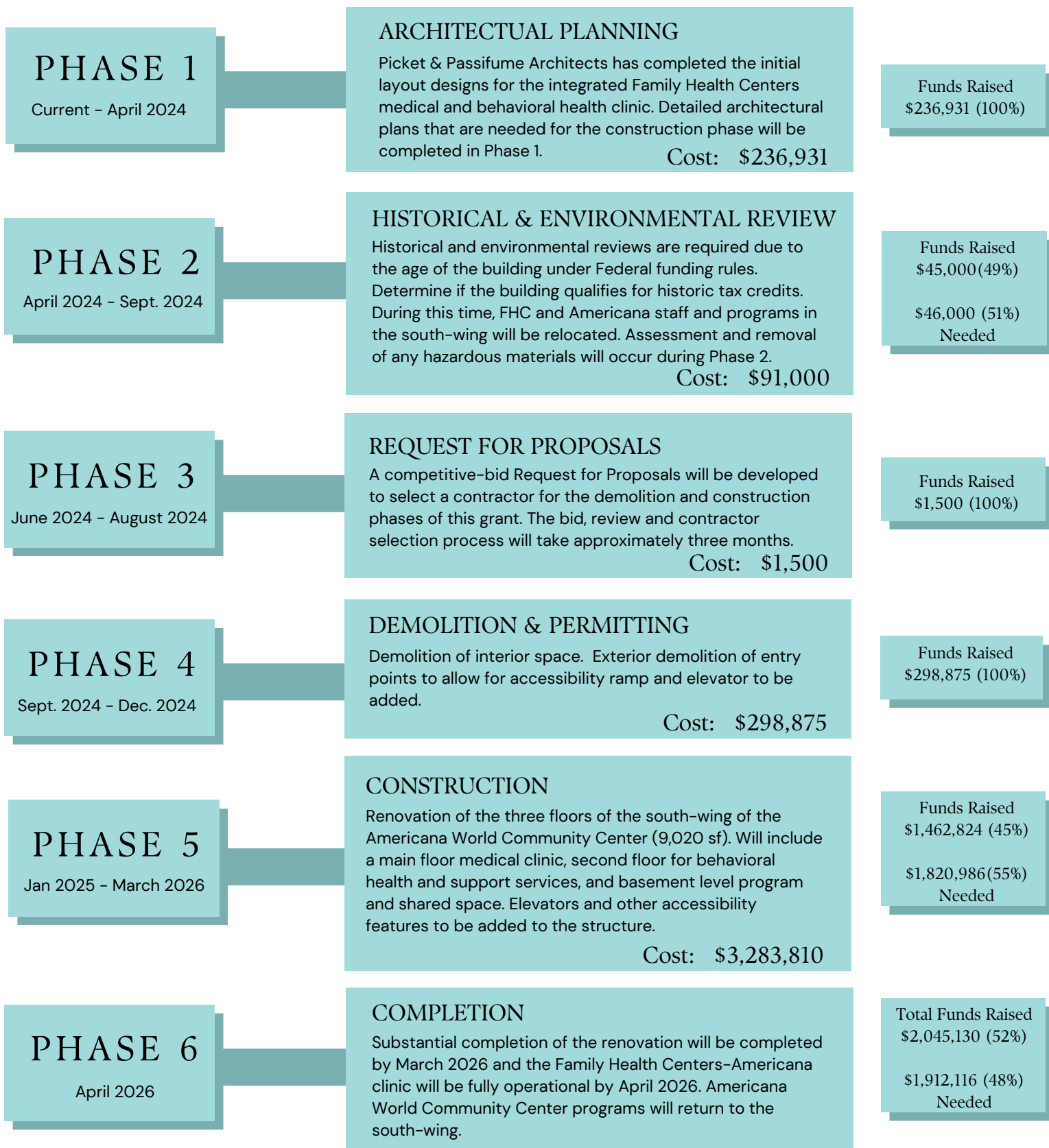


Current Fiberworks program area in basement of the AWCC Building (left). Three medical providers share an office in the FHC-Americana building. The current building has four exam rooms and the renovated South Wing will have eight exam rooms, allowing for additional Refugee Health Screenings and greater primary care capacity.



# Project Timeline

Americana Health Center





# Our Vision

If the people we serve are so determined, then there should be no question nor doubt of our determination to serve them.

- CHRISTY ELLIOTT GONZALEZ, APRN FHC-AMERICANA

Exterior rendering showing Americana World community center (left) and Family Health Centers main entries and repaved parking lot. The green tower holds a new elevator system that will link the medical health center with Behavioral Health and support services.



Exterior rendering showing Family Health Centers rear entry with new handicap ramp.

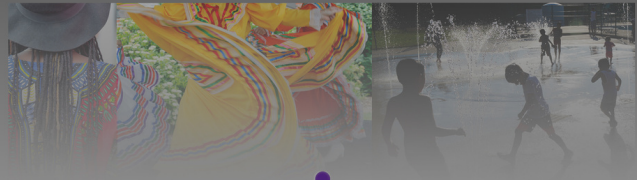
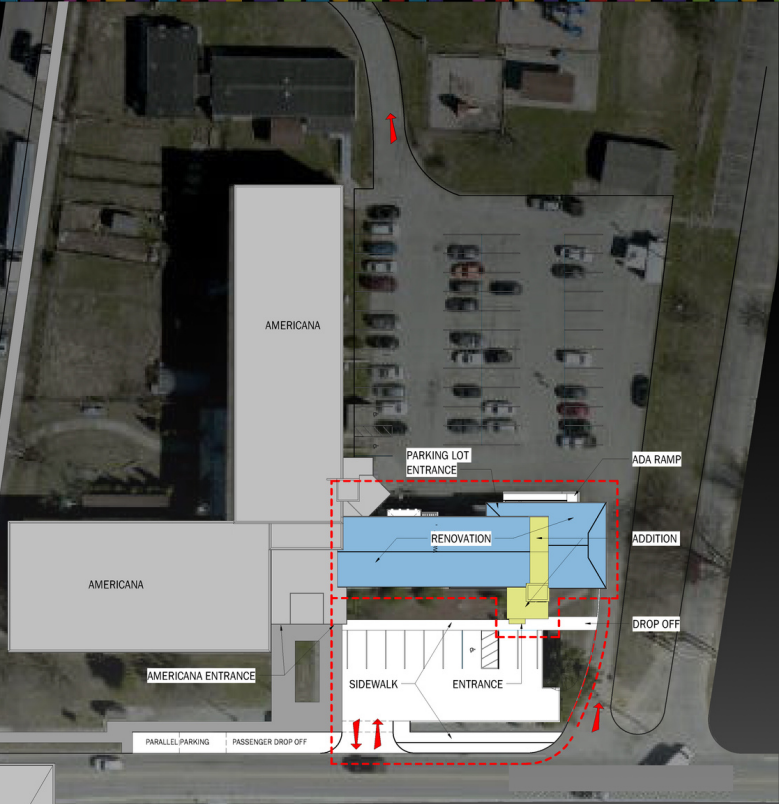


Main waiting and registration area for Family Health Centers-Americana clinic.



# FAMILY HEALTH CENTERS / RENOVATION

## AMERICANA WORLD COMMUNITY CENTER



Family Health Centers  
AMERICANA







*Everyone is welcome here.*

Family Health Centers, Inc. is a not-for-profit community health center whose mission is to provide access to high quality primary and preventive health care services without regard to the ability to pay. We care for the health and wellness of our community through seven locations throughout Louisville Metro-Jefferson County.

Since 1976, the Family Health Centers has provided essential health services to Louisville's most underserved neighborhoods and populations. We deliver these services on a sliding-fee-scale, discounts based on household size and income. Last year, FHC cared for more than 40,000 individuals in 2022. Family Health Centers operates its main clinical and administrative site in the Portland neighborhood of Louisville, and seven satellite health centers in medically underserved areas of the city and county. Four of these health center sites serve special populations with unique and often complex health and social needs; FHC – Phoenix is a federal Health Care for the Homeless grantee, Phoenix at Wayside Hotel Medical respite care for the homeless, West Market Counseling Center, and FHC-Americana.

## Refugee and Immigrant Health Services

Family Health Centers-Americana houses the Refugee and Immigrant Health Services program, dedicated to providing culturally and linguistically appropriate care to Louisville's newest neighbors. FHC strives to be a welcoming place for everyone in need of health care services. FHC provides Refugee Health Assessments for Louisville's newly arrived refugees. This comprehensive health assessment follows guidance from the CDC and includes the following:

- Evaluation and diagnostic services to determine health status and identify physical and mental health problems
- Follow-up for conditions identified overseas
- Referrals for follow-up of identified health problems
- Education/orientation to local health care services

## Survivors of Torture Services

The Survivors of Torture Services (STS) program is a comprehensive service to refugees and immigrants who have experienced torture in their home countries. We provide a safe, welcoming, confidential, trauma-informed and culturally-appropriate setting where survivors can begin the healing process. Our services include direct mental health and psychiatric services, social service and medical care coordination, and legal service referrals. Moreover, we provide a place for community; we offer survivors the opportunity to reclaim safety, capability, productivity, and hope. STS services include:

- Direct mental health and psychiatric services
- Social service and medical care coordination
- Legal service referrals

## Partners

FHC's Refugee Health Program receives funding through the Kentucky Office for Refugees. Services are coordinated with Kentucky Refugee Ministries, Catholic Charities Migration & Refugee Services, & the International Rescue Committee. We partner with the Louisville Metro Department for Public Health & Wellness TB Clinic, Americana World Community Center and other community specialists.