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Dear Friends of Global to Local,

We are excited to announce the first edition of our monthly organizational newsletter. We'll use this space each month to provide you with updates on the work we are doing.

This month we are highlighting our ever-growing **Community Health Team** and the recent activities and programs they have been working on.

Also, new to Global to Local is a monthly program activities [calendar](#) where we have details about dates, times, and locations of Global to Local activities, programs, and events.

Welcome and we look forward to staying connected with you!

Updates from the G2L Global Connection Desk and the Affordable Care Act (ACA) Enrollment In-Person Assister Program

Fall has been an incredibly busy month for the Connection Desk team! Our team of 16 University of Washington and Seattle University student volunteers recruited in early April 2013 continue to dedicate six hours a week of their time to provide one-on-one attention to community members needing a variety of resources. While some resources are much harder to connect than others, we try our best to identify available resources or other venues folks can go to attain it.

A new addition we have to our program is adding the In-Person Assister role for the ACA Enrollment to the Connection Desk Volunteer position. The benefit of having the Connectors become In-Person Assisters has been immense due to the diversity of languages our team can provide including Spanish, Amharic, Akan, Mandarin-Chinese, Nepalese, French, Vietnamese and Somali. During October, G2L co-hosted with HealthPoint 18 enrollment events for the SeaTac and Tukwila community. A majority of the events were held in the Family Resource Center in SeaTac and events in Tukwila were held at the Tukwila Food Pantry and the HealthPoint Clinic. Our two Somali In-Person Assisters also provided enrollment assistance for

the Somali Community at the Abu Bakr Mosque in Tukwila. We assisted with 325 applications and 157 of the applications were successfully enrolled for either a Qualified Health Plan or Washington Apple Health.

We have experienced challenges with the application process for the ACA from technological glitches, finding a method to explain insurance terms in a way folks can easily understand and our own learning curve to navigate this new system. Despite the challenges, we strive to provide the community with as much assistance as we can; we know how valuable healthcare reform is and the impact this has on the SeaTac and Tukwila community.

Please take the time to read the following excerpts from some of our wonderful staff to get a glimpse of their experiences. Thank you to everyone in the community for their continued support of the Connection Desk team!

Annya Pintak, MSW
Program Manager-G2L Connection Desk and IPA Program

Connection Desk Team Experiences

No one-day is the same at the Global to Local (G2L) connection desk. Whether it's working with clients to apply for housing assistance, interpreting at a community health screening, or navigating an Affordable Care Act enrollment event, the responsibilities of a G2L volunteer are varied. While extremely rewarding, the experience has had its challenges. I have learned to exercise empathy and contextual understanding when dealing with difficult cases and learned how to be increasingly patient when tackling the problematic errors of the WaHealthPlanFinder. Regardless of what I'm doing, the breath of experience I've gained has been personally and professionally valuable. *-Anne Safar*

As a graduate Social Work student, having the opportunity to engage with individuals and families to meet their basic needs is incredibly valuable. My roles as a Connection Desk volunteer and an In-Person Assister for the Affordable Care Act Enrollment have been wonderful, despite barriers I've encountered (language, lack of funds for clients, Exchange system crashes, etc), but continue to work through. I appreciate our program manager, Annya Pintak, and every member of the volunteer team. With their support, I feel that I have gained greater perspective on the needs and desire of the local community, and greater skill in working alongside and advocating for my clients. *-Stephanie Edlund*

Working as a resource specialist with G2L has been an experience of a kind. As a fairly recent African immigrant, I felt paralyzed by the culture shock I experienced upon arrival. I understand the struggles of immigrants and serving in the role that I do at G2L as I see it is my way of helping immigrants settle in with some ease. I have learned so much about the struggles of the immigrant and how to navigate through those obstacles. Doing humanistic work in a bureaucratic world is no easy task! As an In-Person Assister with G2L, the chance to be a part of healthcare reform that is so needed in this country is in itself something special. The best feeling is when together with a family we overcome the technological difficulties and I get to tell a low income family of their eligibility status: "Congratulations, you qualify for Washington Apple Health at no cost!" *-Eric Ofori*



Annya and the Global Connector Volunteers!

I had taken the courses, read the books, and ventured on a medical mission abroad, but before my involvement with G2L, I had little understanding of the prevailing disparities only miles outside of Seattle. Since then, I've met mothers who fear a winter without electricity and others on a search for shelter. Sometimes, I am able to connect individuals with just the resource they need; other times, I am able to provide little more than the encouragement to keep trying. But if there's one thing I've learned above all else, it's that this community is incredibly strong and resilient. I am so thankful for the G2L community: for my clients and team members whose unyielding dedication never ceases to inspire me. *-Jenny Zhou*

My experience with Global to Local has been amazing so far. As an aspiring physician, I am grateful for having the opportunity to lay the foundation to providing a sustainable difference in the lives of the most vulnerable populations across South King County. One challenge that I struggle with most is being able to help my clients achieve complete health and well-being. Though there are hundreds of resources that I can refer my clients to, resources such as housing and rent assistance are severely limited but are critical to their health. It is my hope to find alternative ways to assist them in this area. *-Jasmine Nguyen*

Keep up with Global to Local

For more information about Global to Local, visit our [website](#) and [Facebook page](#).

If you are interested in learning the days and times we offer our program activities and events, including our ACA Enrollment events, visit our [December calendar](#).

Global to Local
4040 S.188th St., Suite 100
SeaTac, WA 98188
Email: info@globaltolocal.org
Phone: (206) 359-0536

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