



CULTURAL RESOURCE NAVIGATION

Spring Institute's **Cultural Resource Navigation** program guides immigrant and refugee Coloradans in accessing key community services and applying for public benefits for which they are eligible. Meetings take place virtually, by home visit, and in person at partner sites and in public community spaces with multilingual staff or through professional interpreters.

LEARNING TO THRIVE IN A NEW HOME

Linguistically accessible, culturally responsive resource navigators help immigrant families from diverse backgrounds access the services that are critical for cultural belonging, long-term social stability, and economic mobility.

This includes individualized support applying for:

- Preschool, K-12 school, & daycare enrollment
- Public benefits, such as:
 - Child care & preschool assistance
 - Medicaid
 - Supplemental Nutrition Assistance Program
 - Temporary Assistance for Needy Families
 - Colorado Family Medical Leave
 - Rental & transportation assistance

In addition, community engagement sessions and outreach events in local community spaces help educate families, build trust, and connect participants to needed services. Topics include financial literacy, employment pathways, citizenship, legal rights, cultural celebrations, and more.

HEALTH BEYOND THE HOSPITAL

In partnership with UHealth, Spring Institute's nurse navigators provide specialized post-discharge support for Limited English Proficient patients upon referral from hospital social workers. This helps with:

- Understanding discharge instructions
- Connecting to follow-up & primary care
- Scheduling appointments & coordinating transportation
- Pharmacy ordering & medication instructions
- Accessing public benefits & other resources

This is designed to optimize patient outcomes by aiding in overall treatment compliance while also addressing social determinants of health.

Demand for this service was initially amplified during the COVID-19 pandemic. Based on its demonstrated positive results, the program has since expanded to assist hospitalized patients experiencing a range of medical conditions and those being treated in outpatient settings.

Colorado's international newcomer population has been growing and diversifying rapidly. Access to basic community services promotes strong social integration and improves health-related quality of life for immigrant families.

