



**November 12 - 13, 2020**

**OUR CITY  
OF NATIONS**

**Fourth Conference**

**On Common Ground:  
Becoming Together with  
Refugees and Immigrants**

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Thank you to the following co-sponsors for their generous donation to sustain this conference.

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**INTERPROFESSIONAL EDUCATION**



# WELCOME

Dear OCON4 Participants,

In December 2015, a call went out to all those who cared about the well-being of our newest neighbors, “Come, let us work together for the betterment of our neighborhoods, cities, and region”. Thus, began our collective journey together through the Our City of Nations (OCON) experience.

“*City of Nations*” is a term given to Milwaukee in the late 1880s when the city was known for its myriad (mostly European) of immigrant populations. We also acknowledge that in Milwaukee we live and work on traditional Potawatomi, Ho-Chunk and Menominee homeland along the southwest shores of Michigami, North America’s largest system of freshwater lakes, where the Milwaukee, Menominee and Kinnickinnic rivers meet and the people of Wisconsin’s sovereign Anishinaabe, Ho-Chunk, Menominee, Oneida and Mohican nations remain present. With Milwaukee’s indigenous roots, its historical immigrant settlements, and its continual refugee resettlement, it has always been a “City of Nations”.

It is with great pleasure that we welcome you to “OCON4” where we come together again as a community called to serve our region’s newest neighbors. The theme of OCON4 is “*On Common Ground: Becoming Together with Refugees and Immigrants*”. We gather together in hopes of strengthening our capacity to come together to ensure that services and resources are equitable, accessible, and justly distributed to our new neighbors. Even now, more than ever during a global pandemic, we must ensure that all members of our communities are safe and well.

OCON4 has adopted a virtual format this year due to the COVID19 pandemic. This has brought with it opportunities for different ways of participant engagement – both with our speakers and with each other. Let us work hard to continue the deep conversations, meaningful contributions, and engaging dialogue we’ve come to expect from our OCON conferences. And let us remember that the conference may come to a close but the conversations and collaborations are meant to endure.

## PLANNING REPRESENTATION

The following people and organizations were essential in the planning and implementation of this conference:

Elizabeth Bordeleau, Nancy Burns, Rebekah Davis, Timothy Ehlinger, Tiffany Frazer, Kai Gardner-Mishlove, Bryan Johnston, Caitlin Kaeppler, Balaji Narayanan, Michael Oldani, Nicole Palasz, Alana Petrassi, Claire Reuning, Amber Rios, James Sanders, Tammy H. Scheidegger, Sebastian Ssempijja, Natasa Torbica, and Michael Toppe.

- Advocate Aurora Walkers Point Community Clinic
- Catholic Charities Milwaukee
- City of Milwaukee Health Department
- Concordia University of Wisconsin Schools of Pharmacy and Physician Assistant, Interprofessional Education
- Froedtert & the Medical College of Wisconsin
- Medical College of Wisconsin Office of Global Health, Pediatrics’ Community and Global Health Track, Office of Continuing and Professional Education
- Mount Mary University Counseling Program
- Sebastian Family Psychology Practice, LLC
- State of Wisconsin, Department of Children and Families, DFES, Bureau of Refugee Programs and DHS-Wisconsin Division of Public Health, Tuberculosis and Refugee Health Unit
- University of Wisconsin-Milwaukee, Master of Sustainable Peacebuilding and Institute for World Affairs

## BECOMING TOGETHER

**Vision:** Provide a platform for improved skills attainment, sharing, and captivation of advanced research and practices within the prism of Human Wellness, being interchangeably influenced by local and global factors.

**Goal:** Mobilize and harness the diverse knowledge, capacities, and services of various stakeholders interested to learn from and with those who interface with refugee and immigrant communities in the USA.

### Objectives

1. Describe how to adapt my practice to better serve refugee and/or new immigrant populations
2. List the important considerations for assisting newcomers to arrive, survive, and thrive
3. Describe our contributions and lessons learned for a global discussion on refugee resettlement

## KEYNOTE SPEAKER



Kao Kalia Yang is an award-winning Hmong-American writer. She is the author of the memoirs *The Latehomecomer: A Hmong Family Memoir*, *The Song Poet*, and *Somewhere in the Unknown World*. Yang is also the author of the children's books, *A Map Into the World*, *The Shared Room*, and *The Most Beautiful Thing*. She co-edited the groundbreaking collection *What God is Honored Here?: Writings on Miscarriage and Infant Loss By and For Indigenous Women and Women of Color*. Yang's literary nonfiction work has been recognized by the National Endowment for the Arts, the National Book Critics Circle Award, the Chautauqua Prize, the PEN USA literary awards, the Dayton's Literary Peace Prize, and garnered three Minnesota Book awards. Her children's books have been listed as an American Library Association Notable Book, a Zolotow Honor, a Kirkus Best Book of the Year, winner of a Minnesota Book Award in Children's Literature and the Heartland Bookseller's Award in the Picture Book Category. Kao Kalia Yang is a recipient of the McKnight Fellowship in Prose, the International Institute of Minnesota's Olga Zoltai Award for her community leadership and service to New Americans, and the Ordway Center for the Performing Arts' 2019 Sally Award for Social Impact.

## CONTINUING EDUCATION

### Counselors, Social Work & Case Managers:

Mount Mary University and The Medical College of Wisconsin are co-sponsors of this program. Counselors, case managers, and social workers will receive a certificate of attendance upon request with 11.25 clock hours identified commensurate with their attendance.

### Physicians, Physician Assistants, Nurses, Psychologists, & Psychiatrists:

**ACCME Accreditation Statement:** The Medical College of Wisconsin is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

**AMA Credit Designation Statement:** The Medical College of Wisconsin designates this Live Activity for a maximum of 12 AMA PRA Category 1 Credit(s)<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Hours of Participation for Allied Health Care Professionals:** The Medical College of Wisconsin designates this activity for up to 11.25 hours of participation for continuing education for allied health professionals.

**Registration:** <http://ocpe.mcw.edu/>



## DAY 1 : THURSDAY, NOVEMBER 12, 2020

<p><b>WELCOME</b></p> <p><b>pre-record and emailed to registrants</b></p>	<p><b>TITLE:</b> <i>Welcome to Our City of Nations</i></p> <p><b>BRIEF:</b> These opening remarks will welcome conference participants to the fourth Our City of Nations conference and give a brief history of how this meeting began.</p> <p><b>OBJECTIVES:</b> 1) Welcome conference participants; 2) Learn the history of the conference and the impetus for this year’s theme; 3) Provide an overview of the meeting’s program, the conference logistics, and how to engage with other participants and the presenters</p> <p><b>PRESENTERS, TITLES:</b> Stephen Hargarten; Associate Dean for Global Health and Tifany Frazer, Office of Global Health Manager, Medical College of Wisconsin; Sebastian Ssempijja, CEO/Clinic Director, Sebastian Family Psychology Practice; Rev. Dr. Patrick Ferry, Concordia University Wisconsin President; Milwaukee community members in <b>American Sign Language:</b> Kidist Chionesu, Nursing Student, Grossmount College and community volunteer; <b>Arabic:</b> Sheila Badwan, National Board Member and Lead for Milwaukee Chapter, Hanan Refugee Relief Group; <b>Amharic:</b> The Tadesse Family; <b>Burmese:</b> The Point Family; <b>Karen:</b> Po Too, Community Clinic Health Worker, Advocate Aurora Walkers Point Community Clinic; <b>Serbian:</b> Natasha Torbica, Refugee Programs Coordinator, Wisconsin Department of Children and Families; <b>Somali:</b> Sumeya Osman, Volunteer Outreach Worker, Aurora Walkers Point Community Clinic; <b>Swahili:</b> Edumakono Zetho, Case Manager, Catholic Charities; <b>Malay:</b> Kim Khaira, Community Engagement Specialist, Lynden Sculpture Garden; <b>Hmong:</b> Vina Xiong, Digital Media &amp; Events Coordinator, Hmong American Women’s Association, Inc.; <b>Rohingya:</b> Hasinah Begum Ashraf Mia and Shahidah binti Hamid Hussein, Chefs; <b>Spanish:</b> Claudia Evangelista, Social Worker, Aurora Walkers Point Community Clinic ; <b>Tigrinya:</b> Fessahaye Mebrahtu, Director of Black and Ethnic Ministries for the Archdiocese of Milwaukee</p>
<p><b>SEMINAR 1</b></p> <p><b>9:00 - 10:00 AM</b></p> <p><b>KEYNOTE SPEAKER</b></p>	<p><b>TITLE:</b> <i>Who is the Refugee?</i></p> <p><b>BRIEF:</b> Award-winning author Kao Kalia Yang, herself a refugee, will speak to her journey into the world of stories, her understanding of her family's refugee story, and read from her new book, <i>Somewhere in the Unknown World</i>, a collective memoir of fourteen refugee stories all happening in shared space and time.</p> <p><b>OBJECTIVES:</b> To further understand: 1) the diversity of current refugees; 2) the power of stories in addressing and reckoning with trauma; 3) how refugee writers are shaping and addressing refugee populations beyond their own</p> <p><b>MODERATOR:</b> Claire Reuning, Refugee Integration Specialist, Catholic Charities Milwaukee</p> <p><b>PRESENTER, TITLE:</b> Kao Kalia Yang, Writer</p>

## DAY 1 : THURSDAY, NOVEMBER 12, 2020

### SEMINAR 2

10:30 AM -  
12:00 PM

**TITLE:** *Becoming Together through Food*

**BRIEF:** Learn about the creation and experience of Tables Across Borders, the sold-out sensation that brought the community together by highlighting refugee cooks and the food they love.

**OBJECTIVES:** Expand notions of community-building by illustrating the unique connective power of sharing food traditions

**MODERATOR:** Rebekah Davis, Refugee Programs Coordinator, State of Wisconsin

**PRESENTERS, TITLES:** Kai Gardner-Mishlove, Tables Across Borders Creator AND Program Coordinator, Refugee Health and Social Services, Advocate Aurora Walkers Point Community Clinic; Gregory Leon, Amilinda Restaurant Owner; Caitlin Cullen, Tandem restaurant owner; Christie Melby-Givens, Tricklebee Café restaurant owner; Natasa Torbica, Tables Across Borders Chef and Refugee Program Coordinator, Department of Children and Families, State of Wisconsin; Hasinah Begum Ashraf Mia and Shahidah binti Hamid Hussein, Tables Across Borders Chefs

### LUNCH

12:15 -  
12:45 PM

**TITLE:** *"Refugee"*

**OBJECTIVE:** Use the medium of film to build understanding and empathy for the refugee journey

**BRIEF:** Grab your lunch and let's watch together the 2019 Academy shortlisted movie "Refugee". Available especially to us by the producer, director, and writer of the film, Brandt Anderson who is a renowned filmmaker and advocate for refugees during in their toughest times. We're grateful to his endless support and efforts in the world of art; an essential medium to tackle tough subjects. Seminar 8 presenter, Jay Abdo, Syrian American Actor plays a role in this film.

## DAY 1 : THURSDAY, NOVEMBER 12, 2020

<p><b>SPECIAL STUDENT SESSION</b></p> <p><b>1:00 - 3:00 PM</b></p> <p>seminar made possible with special support from iCare</p>	<p><b>TITLE:</b> <i>Caring for Refugee Patients: Cultural Humility, Clinical Considerations, and Local Resources</i></p> <p><b>BRIEF:</b> Designed for learners of all backgrounds (undergraduate, graduate) interested in learning more about the refugee resettlement process as well as Milwaukee's refugee populations and unique considerations when it comes to providing healthcare to this population. This general overview session will include an overview of refugee resettlement in the US, an introduction to cultural humility, and a look at the history of refugees in Milwaukee. Attendees will then cycle through three smaller sessions that include: 1. Clinical Considerations and Medical Intake 2. Systems: Federal, State, and Local Laws and Resources and 3. Personal Experiences with Resettlement.</p> <p><b>OBJECTIVES:</b> Orient learners to the refugee resettlement process and the concept of cultural humility in order to further discuss the medical considerations and familiarity with local resources required to provide refugees with comprehensive support</p> <p><b>MODERATOR:</b> Alana Petrassi, Medical College of Wisconsin medical student</p> <p><b>PRESENTERS, TITLES:</b> Dr. Caitlin Kaeppler, Assistant Professor Pediatrics and Dr. Bryan Johnston, Assistant Professor Family Medicine, Medical College of Wisconsin; Claire Reuning, Refugee Integration Specialist and Edumakono Zetho, Case Manager, Catholic Charities; Mary Flynn, Program Supervisor, Refugee Resettlement, Lutheran Social Services; Po Too, Community Health Worker, Advocate Aurora; Farok Rashid, UW-Milwaukee biology student; Apiew Ojulu, Concordia University pharmacy student; and Iaong Vang, Medical College of Wisconsin medical student</p>
<p><b>SEMINAR 3</b></p> <p><b>3:15 - 4:30 PM</b></p> <p>Seminar made possible with special support from My Choice Wisconsin</p>	<p><b>TITLE:</b> <i>Partnering to Serve Better: Private and Public Sector Collaborations</i></p> <p><b>BRIEF:</b> Featuring various collaborations between public and private entities working in partnership to serve refugee and immigrant health needs. This includes a report-out from the Refugee Health Promotion grant focus groups, MCW's experience with Mock Medical Visits, and various clinical and community approaches to mental health.</p> <p><b>OBJECTIVES:</b> 1) To share best practices that enable success of collaborations and partnerships; 2) To explore next steps amid the COVID-19 disruptions</p> <p><b>MODERATOR:</b> Dr. Frederick Coleman, Psychiatrist</p> <p><b>PRESENTERS, TITLES:</b> Dr. Sebastian Sempijja, CEO/Clinic Director, Sebastian Family Psychology Practice Mai Zong Vue, Board President, The Hmong Institute, Wisconsin Department of Health Services; Dr. Fred Coleman, Psychiatrist; Savitri Tsering, Refugee Health Coordinator, State of Wisconsin; Dr. Caitlin Kaeppler, Assistant Professor Pediatrics, Medical College of Wisconsin</p>

## DAY 2 : FRIDAY, NOVEMBER 13, 2020

<p><b>SEMINAR 4</b></p> <p><b>8:00 - 9:15 AM</b></p>	<p><b>TITLE:</b> <i>Witness and Testimony from the Frontlines: On Providing Psychological Care During a Pandemic</i></p> <p><b>BRIEF:</b> Highlighting the various needs that arise during war and pandemics over generations, and highlights the people on the ground who seek to adapt and respond to these needs. It will also include rerecorded testimony from global mental health professionals.</p> <p><b>OBJECTIVES:</b> 1) To narrate the “why” and “how” in regards to the needs of services amid these crises; 2) To personalize and humanize the frontline work in Beni Congo, Northern Uganda, Somaliland, Meru Kenya and other hot spots for human suffering; 3) To identify the humanity amidst agony and suffering</p> <p><b>MODERATOR:</b> Dr. Frederick Coleman, Psychiatrist</p> <p><b>PRESENTERS, TITLES:</b> Dr. Sebastian Ssempijja, CEO/Clinic Director, Sebastian Family Psychology Practice; Dr. Fred Coleman, Psychiatrist; Noé K. Kasali, Founder and Director, Bethesda Counseling Center, Beni, North Kivu, Democratic Republic of Congo</p>
<p><b>SEMINAR 5</b></p> <p><b>9:30 - 10:45 AM</b></p> <p>seminar made possible with special support from Children’s Community Health Plan</p>	<p><b>TITLE:</b> <i>Becoming Together with Refugee Students in the Classroom</i></p> <p><b>BRIEF:</b> Explore community-building partnerships that play out in the classroom, bringing students together through civic engagement and mutual learning.</p> <p><b>OBJECTIVES: 1)</b> To share effective educational strategies for working with and learning from refugee students; 2) To highlight examples of engaging refugee youth as co-educators and active citizens</p> <p><b>MODERATOR:</b> Nicole Palasz, Program Manager Institute of World Affairs, Center for International Education, UW-Milwaukee</p> <p><b>PRESENTERS, TITLES:</b> Samantha Epstein, School Support Teacher and Michael Yunker, ESL Teacher South Division High School; Erin Sivek, English/ESL Teacher, International Newcomer Center @ MACL; Dr. Kourosh Hassani, ESL Teacher Leader and Laura Vargo, ESL Teacher Leader, MPS Department of Bilingual Multicultural Education; Maria Varela, ESL/ELL Teacher Specialist, Zablocki Community School</p>
<p><b>SEMINAR 6</b></p> <p><b>11:00 AM - 12:15 PM</b></p>	<p><b>TITLE:</b> <i>Model of Care for Torture Treatment and Program Evaluation: Heartland Alliance Marjorie Kovler Center</i></p> <p><b>BRIEF:</b> A community-based, multi-disciplinary approach to healing from torture</p> <p><b>OBJECTIVES:</b> To further understand: 1) multi-system impact of torture and trauma particular to asylum seekers and refugees; 2) a multi-disciplinary model for helping torture survivors heal; 3) what we are learning from effective evaluation</p> <p><b>MODERATOR:</b> Dr. James Sanders, Medical Director Network Health Plan</p> <p><b>PRESENTERS, TITLES:</b> Marianne Joyce, Manager of Support Services; Madeleine Pattis, Senior Case Manager; Dr. Martin Hill, Associate Director for Research and Evaluation</p>



## DAY 2 : FRIDAY, NOVEMBER 13, 2020

<p><b>LUNCH</b></p> <p><b>12:25 - 12:45 PM</b></p>	<p><b>TITLE:</b> <i>Lunch with Dr. Sebastian</i></p> <p><b>BRIEF:</b> Grab your lunch and connect for <i>one on one</i> time with Dr. Sebastian, OCON visionary. Motivated, by attendees’ input on OCON's next steps to implement the real spirit of “becoming together” over the next 18 months, he wants to hear from you. While we nourish ourselves, unmute your zoom sound and feel free to verbally share your thoughts, contribute ideas in the chat, or just listen in and enjoy the conversation.</p> <p><b>OBJECTIVES:</b> Share what fun, social, positively engaging activities, could you propose for youth and adults in “New Neighbor Communities” to join their peers of U.S. born neighbors.</p>
<p><b>SEMINAR 7</b></p> <p><b>1:00 - 2:00 PM</b></p>	<p><b>TITLE:</b> <i>Addressing Healthcare Needs of The Rohingya Refugee Community Via Interpretive Videos</i></p> <p><b>BRIEF:</b> Concordia University of Wisconsin School of Pharmacy Faculty and Students in collaboration with Hayat Pharmacy staff and MCW Faculty and Students worked to create videos that translate how to navigate the healthcare system to treat common disease currently facing the Rohingya community.</p> <p><b>OBJECTIVES:</b> 1) Describe the process for creating the videos; 2) Assess perceived impact on Rohingya community; 3) Discuss future directions for project</p> <p><b>MODERATOR:</b> Dr. Michael Oldani, Professor of Pharmacy, Director of Interprofessional Practice and Education, Concordia University</p> <p><b>PRESENTER NAMES, TITLES:</b> Dr. James Lokken, Assistant Professor of Pharmacy Practice; Thong Lee, Brendan Lehman, Emily Mauer, and Camille Ortiz Rivera, Student Pharmacists, Concordia University of Wisconsin School of Pharmacy</p>

## DAY 2 : FRIDAY, NOVEMBER 13, 2020

<p><b>SEMINAR 8</b></p> <p><b>2:30 - 3:30 PM</b></p> <p>seminar made possible with special support from UW-M Institute of World Affairs</p>	<p><b>TITLE:</b> <i>Finding Identity and Community in a New Life</i></p> <p><b>BRIEF:</b> Syrian-American Artist Fadia Afashe and Actor Jay Abdo share their journey to rebuild their lives in the United States, and their efforts to regain a sense of home through art, community and civic engagement.</p> <p><b>OBJECTIVE:</b> 1) To explore some of the unique and shared challenges refugees face in rebuilding professional careers in a new country ; 2) Discuss how active participation in community can reshape identities 3) Highlight how art can bring diverse communities together in support of refugees</p> <p><b>MODERATOR:</b> Kim M Khaira, Community Engagement Specialist, Lynden Sculpture Garden</p> <p><b>PRESENTERS, TITLES:</b> Fadia Afashe, Activist, Artist, Writer; Jay Abdo, Actor</p>
<p><b>SEMINAR 9</b></p> <p><b>3:30 - 4:30 PM</b></p>	<p><b>TITLE:</b> <i>Looking to the Future</i></p> <p><b>BRIEF:</b> These closing remarks will reflect on the conference and its themes and how to move ahead together.</p> <p><b>OBJECTIVE:</b> To look ahead and plan for the future, bearing the conference themes in mind</p> <p><b>MODERATOR:</b> Dr. Michael Oldani, Professor of Pharmacy, Director of Interprofessional Practice and Education, Concordia University</p> <p><b>PRESENTERS, TITLES:</b> Dr. Timothy Ehlinger, Associate Professor and William Collins Kohler Chair in Systems Change and Peacebuilding; Dr. Kathie Culhane-Pera, Family Medicine Doctor, Medical Anthropologist, Minnesota Community Care, Saint Paul MN; Dr. Kajua Betsy Lor, Associate Professor, Chair of Department of Clinical Sciences, School of Pharmacy, Medical College of Wisconsin; Bojana Zoric Martinez, State Refugee Coordinator</p>

# CONSENSUS STATEMENT

## Best Practices for Refugee Care in Southeast Wisconsin

Sanders J, Chavez H, Cohen M, Enright M, Flynn M, Frazer T, Hoormann K, Rader B, Ssempijja S, Wilson S.  
Consensus Statement on Best Practices for Refugee Care in Wisconsin. [BMC Proceedings 2017, 11\(Suppl 5\):5](#).

- Refugee resettlement requires a private-public partnership in an ongoing process involving community engagement.
- To meet the needs of the increasing number of new refugees, agencies need to work smarter and faster in a collaborative fashion to integrate the best possible experience of these refugees.
- In working with refugees, recognize the individual differences (i.e. that each refugee is unique even within his/her culture) but remain mindful of customs and err towards modesty with self-expression.
- The stated goal of resettlement is self-sufficiency. It's not just safety or hospitality; it's working with refugees so they are able to become self-sufficient citizens and achieve their hopes and dreams.
- The refugee experience often includes circumstances that disrupt their cultural norms and reduce social support. Collectively, these may cause a loss of identity and distrust in government or larger systems.
- Be aware of your own narrative (cultural background and personal experiences) in your encounters with refugees, and be prepared to listen to refugees' narratives at their own pace.
- The social context of interpretation is multi-faced; as such, consider the potential impact of *who* provides interpretive services. Avoid dual relationships, and consider the client's comfort level with the interpreter.
- Different cultures may conceptualize pain, illness, and disease differently from "western-based" frameworks; one size does not fit all. We must find critical elements that translate when the usual words and Western definitions fail.
- Providers must seek to maintain cultural humility when assessing individual patients. Providers must strive to know something about: history, and culture, social structure, basic health and illness concepts, the spiritual aspects of health and illness, and key Western and cultural psychiatric/ psychological concepts BEFORE asking questions.
- To move towards health equity, we need to implement health in all policies with health equity as an explicit goal.
- Healthcare needs to change its focal point to helping communities better utilize primary care teams and community health workers so as to reduce reliance on emergency medicine.
- We need to keep communication between the government and communities strong so that priorities set at a community level can be reflected in government policies and budgets.
- More community navigators are needed to build relationships with community members, articulate and anticipate obstacles, and advocate for communities.
- Many refugees are eager to seek health services and to learn to navigate the health care system; we must work to address the challenges for both providers and refugees to help achieve this medical self-sufficiency.