

Bridging the Gaps



DREXEL UNIVERSITY
College of
Medicine

Centro Hispano Daniel Torres

Student Intern: Johanna Rivas, Drexel University College of Medicine

Academic Preceptor: Holly E Metzgar, DO, FACOG, NCMP, Assistant Clinical Professor and OB/GYN Pathway Director, DUCOM Program Director, Bridging the Gaps, DUCOM at Tower Health

Community Preceptors: Michael Toledo - President and CEO
Ineavelle Ruiz - Director of Human Services
Virgen (Jeannie) Rubero - Senior Center Director of Operations

COMMUNITY PARTNER

Centro Hispano Daniel Torres – Reading, PA

Centro Hispano serves the Hispanic community of the Berks county area from the center of Reading. They operate with the mission of supporting and enhancing the acculturation of the Latino population in the Greater Reading area through collaborative initiatives designed to enable individuals and families to improve their quality of life and the quality of life in their communities.

<https://www.centrohispano.org/>



BACKGROUND/CONTEXT

- Centro Hispano provides over 3,000 daily meals to low-income seniors, children in afterschool care and summer camps, and other families who experience food insecurity. Centro houses one of the largest senior center facility (Casa de la Amistad) in the state of Pennsylvania. Centro also provides human services, medical interpretation, and daily activities or events for seniors to engage with each other and learn new skills or exercises, like Zumba, English and nutrition classes, medical education workshops, bingo, Dominoes, arts and crafts, etc.
- Information and Referral Services: provide individual human services like filling out public service applications, vital document solicitations, finding employment and helping throughout the process, and referring clients to agencies in the community that can best aid.
- Medical Interpreting: medical interpreters from Centro Hispano provide their services to clients 60 years and older.
- “Abriendo Puertas”: national partner of program that educates parents and caregivers of the importance of being a child’s first teacher and provide the tools and resources necessary for successful developing parenting skills.

TEAM’S EXPERIENCE

- Assist caseworkers with their case management
- Provide medical interpretation services
- Translating documents
- Calling several agencies for public services
- Filling out applications for public benefits like SNAP and Medicaid, disability, Medicare, SSI
- Providing information and referrals to other community agencies
- Employment applications
- Request vital documents.
- Completing Section 8 public housing applications
- Registering senior citizens for farmer’s market vouchers,
- Setting up for a community event
- Created and provided information about importance of oral health and a list of all free or sliding scale clinics in the community

ACCOMPLISHMENTS/ CHALLENGES/ JOYS



REFLECTION

“I feel that I do not have the right words to truly express my gratitude for Centro Hispano, or the honor I felt being able to provide for the Latino/a/e community while working alongside such an incredible staff. Everyone at Centro works tirelessly to support the community of Reading with love and care, from the thousands of delicious Latin-American meals made by the kitchen staff daily to the thorough and thoughtful services each case worker provides to their individual clients. Centro has a way of making everybody feel like family, and I wish to do the same in my future practice, by channeling the same devotion and passion every staff member carries within them. This experience has only reinforced my desire to care for underserved communities as a medical professional, alongside an interprofessional team that can provide the best quality healthcare while ensuring every patient’s basic needs are met.” - Johanna Rivas