

Anesis Therapy LLC  
 2018  
 Quarterly Service Report: City of Madison  
 Due Dates: 11/15/2018 and 1/15/2019

Please submit to [ocsservicereports@cityofmadison.com](mailto:ocsservicereports@cityofmadison.com)  
 Quarterly Service Report: City of Madison

Period Covered: November 30th 2018-December 31st 2018      Date: 01/15/2019

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**SERVICE A: Hmoob Kai Siab and Senior Case Management**

1.	Year to Date	This Period	Goal
Unduplicated Senior Participants	79	39	40
Average Daily attendance ( T-Th)	30	15	25
Program hours	229	163	200
Unduplicated seniors receiving assessments and case management services	79	59	20
Adults Volunteers in program activities	10	2	10

2.

Events/Programs/Classes <i>(Add rows as needed)</i>	<i>Indicate numbers in appropriate classification</i>				Program Hours	Participant Contacts
	Life Engagem ent	Avoid Diseas e	Cognitiv e & Physical	Off- Site Y/N		
Psychiatric Medication			<u>52</u>	N	64	Dr. Frederick Coleman
Hot meal			45	N	40	Lopao Vang
RecreationalActivities	30			<u>N</u>	<u>123</u>	Lopao Vang

Case Management	43				<u>160</u>	Bophia So, Hnub Yang, Manila Kue, Lopao Vang
Comprehensive Community Services	9				<u>160</u>	<u>Manila</u> <u>Kue, Hnub</u> <u>Yang, Myra</u> <u>McNair</u>
Field Trip to Chicago	<u>27</u>				9	<u>Lopao</u> <u>Vang, Hnub</u> <u>Yang,</u> <u>Manila</u> <u>Kue,</u> <u>Bophia So</u>
<b>Totals this quarter</b>	109		<u>97</u>		556	
<b>Year-to-date totals</b>	134		<u>107</u>		590	

3. List trends or issues in priority order affecting agency clients in this service area during the quarter.

We have seen a trend of new referrals from social workers stationed at hospital. We have also seen new refugees come to our program and clients who were turned away from the old program due to insurance barriers. We started interviews for MA Crisis stabilization and saw a trend from the Hmong community. We found that they are excited about the new program and the changes that have been made. Hmoob Kaj Siab has hired two new staff members: one with a masters in counseling and one with a masters in public health. Julie Miester from Comprehensive Community Services (CCS) came to talk to the elders about county programming and we saw an increase of interest in wrap around services from the elders. We already have nine in CCS, four with intake appointments in January and February, and nine more on the waitlist.

Some issues we experienced:

- Apparently, Doua Vang, an old program director who recently quit Anesis, took client information from our program.
- We also received reports from clients who were told by South East Asian Healing Center, which Doua now represents, to stay away from our program. That the police would be called on anyone who showed up at Anesis.
- On another occasion, one of our Khmer staff members was pushed out of the temple. I understand that this was the result of manipulation on the part of Dr. Roger Garms, one of SEAHC volunteers.
- Finally, three Khmer clients reported to our case manager and to Dr. Coleman that Freedom Inc members came to their home and told them not to sign any paperwork with Anesis Therapy.

Despite all these issues our staff have continued to work with clients in home and perform ethically under these circumstances. Also, we have given clients the opportunity to participate in their choice of care. Clients that have continued on with us have invited new elders to the center and have remained positive about their experience with Anesis. Even in light of the fear tactics employed by Freedom Inc and SEAHC, half of the Khmer clients have registered with Anesis. Moreover, Dr. Coleman reported

that there are at least 30 Khmer clients that have not rescheduled appointments with him due to the confusion and conflict that SEAHC and Freedom Inc has created.

As it stands, Hmoob Kaj Siab has continued to work out of the Catholic Multicultural Center. The sunlight from the windows and cleanliness of the kitchen facility makes this space a better place to conduct mental health services. Even though the space has been dedicated for Hmoob Kaj Siab, people who are not a part of the southeast Asian community have been allowed to partake in lunch from time to time.

4. Describe efforts and accomplishments to ensure continuation of this program in 2019. Anesis Therapy with the partnership of Hmoob Kaj Siab have made a lot of progress in 2018. We have relationships with hospitals and social workers on psychiatric units. Our clinicians have been trained in Crisis stabilization and two of them are CCS certified with the county. Starting in 2019 we will be billing CCS and Crisis Stabilization.

**DUE ONLY JANUARY 15<sup>th</sup>**

5. CASE MANAGEMENT OUTCOME OBJECTIVES

<b>Outcome Objective #1</b>	Older adults in CM are connected to needed services which support independent living.			
<b>Performance Standard</b>	<b>Actual Percent</b>	526%	<b>Actual Number</b>	79
	<b>Targeted Percent</b>	75%	<b>Targeted Number</b>	15
<b>Measurement Tool(s) and Comments:</b>				
75% of clients receiving CM services will access 2 resources which address their Individual Service Plan (ISP) goals. Random case reviews of 10% of unduplicated clients.				

6. SENIOR ACTIVITIES OUTCOME OBJECTIVES

<b>Outcome Objective #2</b>	Older adults access programs that improve 1) their physical and mental health, 2) their ability to engage with their community, and 3) their ability to avoid disease and disability.			
<b>Performance Standard</b>	<b>Actual Percent</b>	107%	<b>Actual Number</b>	107
	<b>Targeted Percent</b>	75%	<b>Targeted Number</b>	100
<b>Measurement Tool(s) and Comments:</b>				
Random surveys are conducted of event participants, representing 10% of participant goals, and 75% of program participants report that program knowledge and engagement has improved the quality of their life.				

7. Narrative description of other results for other outcomes included in the Scope:

We met all of our outcomes that have been described in our scope of work. We have seen a need in young adults from the southeast Asian population needing case management, mental health care and AODA counseling. Many of the clients families are in need of services as well. As we grow we could meet these needs through CCS services to have more of a systems approach.