



South East Asian Senior Case Management

Submit Application to: cddapplications@cityofmadison.com

Deadline: 12:00 pm CST (noon) on **June 14, 2019**

Late applications will not be accepted

Responses to this RFP should be complete and comprehensive but succinct. Any materials submitted in addition to this application form will not be considered in the evaluation of the proposal. *Do not attempt to unlock or alter this form.*

If you need assistance with this proposal or are unclear about how to respond to any questions listed below, please contact Sally Jo Spaeni (608) 267-8652.

| | | | |
|--|--|---|--------------------------|
| Agency or Group: | Freedom Inc. | Amount Requested: | \$40,000 |
| Title of Proposal: | Southeast Asian Healing Center (SEAHC) | | |
| Brief Project Description: | This request is to fund two case management staff to support the two programs within the Southeast Asian Healing Center- one staff for Kajsiab House (Hmong Elders) and one for the Khmer Healing Circle (Cambodian Elders). | | |
| Contact Person: | Nancy Vue Tran | Email | nvuetran@freedom-inc.org |
| Full Address: | 1810 South Park Street, Suite 101 | Telephone: | 608-416-5337 |
| Is this Group a 501 (C) (3)? | Yes or No Yes | If no, applicant will need to secure a fiscal agent with 501 (C) (3) status | |
| Applicant Organization founded (Year): | 2003 | | |
| Name of Fiscal Agent (if Applicable): | n/a | Fiscal Agent Phone: | n/a |
| Fiscal Agent Contact Person: | n/a | Fiscal Agent Email: | n/a |

- Applicant Organization or Group:** Briefly describe your experience in providing senior case management services to South East Asian elders. Include information about the history and structure of your organization

Herstory and Mission

Freedom, Inc. (FI) started in 2000 as a volunteer-led popular education initiative called Asian Freedom Project, which created youth-led collective learning groups to organize and mobilize on issues that affected their daily lives. From the beginning, FI has always provided intergenerational services- focusing on elder specific and youth specific programming. Our founder and Co-Executive Director Kabzuag Vaj (26 years old at the time), mobilized Southeast Asian (SEA) teens in her neighborhood around issues of racial profiling,

Contact Us! Grant management staff are committed to helping interested groups understand and work through program requirements. Call Sally Jo Spaeni at (608) 267-8652.

welfare reform, and gender justice. As an organization led by teens, gender-non-conforming, Fem, queer, trans, and womyn folks, our vision was simple--to create a world we wanted to live in—a world where we could show up as our whole-selves and demand justice, love, and peace.

Freedom, Inc. gained non-profit status in 2003. Since then, we integrated our youth and elder development work with domestic and sexual violence advocacy; we also expanded the communities that comprise FI, and whom we build power, to include a critical mass of Black and Cambodian folx. Our mission is to create social/system change that ends violence against women, gender-non-conforming and transgender folks, and youth in communities of color.

Southeast Asian Healing Center (SEAHC)

In 2018, when Journey Mental Health Center ended it's Kajsib House, a Southeast Asian senior program, Freedom Inc. stepped into continue services specifically for the elders displaced by this closure. These are elders that moved with Kajsib House to Freedom Inc. These clients that came with Kajsib House are in addition to the 80 clients Freedom Inc. were already serving and are unduplicated numbers. These are the elders why this funding was created in the first place. Over the last nine months, these elders attended multiple city and county board hearings to testify about the need for funding to support their services with the Southeast Asian Healing Center. The uniqueness of this project is that it ties specifically to mental wellness using a holistic approach. Southeast Asian elders will have access to Western medicine. Furthermore, we understand there are barriers to getting access to care if other immediate needs are not met - clients must address homelessness, immigration, citizenship issues. We know that this population need to address these concerns to feel secure and at peace. SEAHC was a natural complement to our well established services for Hmong women elder through our Wisdom program and our Khmer Healing Circle program for Khmer women. Each of these programs serve respectively 50 and 30 clients and provide one-on-one case management and once a week support groups.

Currently, Kajsib House, now known as the Southeast Asian Healing Center (SEAHC) provides services for about 105 Southeast Asian elders- Hmong, Khmer and Laotian. It comprises two projects- Kajsib House for Hmong elders and Khmer Healing Circle for Khmer elders. This request is specifically to support the work of the SEAHC and the 105 elders that followed its leadership when Journey closed its doors on them. :

Services

Southeast Asian Healing Center provides one-on-one case management, including transport to medical appointments, medication supervision, health and diet care, and social/family support. It operates four times a week with scheduled activities around mental wellness, arts/culture, nutrition, exercise, etc. We partner with Dr. Fred Coleman to give elders access to mental health counseling and psychological assistance. Psychiatrist Roger Garms also attends group once a week at each of the two projects to provide a group talk session and explore any sources of stress or issues that the elders are facing.

SEAHC is primarily goal is to address the mental wellness needs of Southeast Asian elders. The mental health component of this application is to help at least 60 Southeast Asian refugees with mental illness by providing access to mental health treatment, citizenship class, case management, and service linkage. Clients will receive culturally appropriate and bilingual wraparound intensive clinical case management, access to psychiatric consultation, group and individual counseling, and assistance with services including housing, citizenship and financial literacy.

Structure of Freedom Inc.

At FI, we operate with a team of 22 core staff- 17 full time and 13 part time. Of these 22 staff, we have 4 staff specifically supporting the Southeast Asian Healing Center's programming. These four staff are funded through various sources that Freedom Inc. has already had for many years. In addition, our partner at ADE has five Hmong staff that provide culturally specific case management to Hmong elders and our partner at the Cambodian Buddhist Temple has one staff dedicated to Khmer elder services, Ann Gardner. When SEAHC became a Freedom Inc. program, we added five staff. These five staff have been volunteering with SEAHC for the last nine months since Journey closed down Kajsab House. In the last nine months, the Southeast Asian Healing Center (SEAHC), Hmong Association, ADE and Cambodian Buddhist Temple collaborate to provide service to Southeast Asian elders. In total, the SEAHC is supported by 14 individuals or approximately 6.0 FTE. Primarily, this grant will fund two case managers positions- one for Hmong community and one for Khmer community.

SEAHC also works with the following licensed professionals who volunteer to support the SEAHC elders they have been serving for over 20 years:

Dr. Coleman- Psychiatrist

Dr. Roger Garms- Psychologist

Linda Keys, MSSW, LCSW

We also work closely with these local referring agencies:

Access Community Health

Group Health Cooperative

Northeast Family Practice

Wingra Clinics

University of Wisconsin Clinic

SSM Health

2. **Ability to Leverage County funding:**

a. Indicate which of the following Dane County case management funding sources you are currently able to bill:

- Targeted Case Management
- Comprehensive Community Services
- Crisis Stabilization
- General Case Management

b. What percentage of your proposed client population do you estimate is MA eligible? 100%

3. Outreach and Engagement: Describe your plan to reach isolated, low-income, and previously non-participatory seniors.

Freedom Inc. will reach participants through mainstream methods and culturally specific methods to maximize participation from isolated and low income seniors. We will advertise our services through Hmong radio, a radio program that is conducted by Hmong staff in the Hmong language and is utilized by many Hmong seniors throughout the state. We will also post fliers at local Hmong stores and reach out to other organizations that we know work with Hmong seniors.

Additionally, we will work with our current participants to reach family members through informal Hmong family networks. The summer is a prime time to do outreach since there are several Hmong clan and community gatherings throughout the city. We will also work with the Hmong Association- an organization that comprises all 18 clans within Dane County. The Hmong Association will help us reach additional seniors. Similarly, we will use word of mouth and cultural events to outreach to the Khmer community. With trust and buy in from the community, our staff will speak to the Board and monks at the Cambodian Buddhist Temple so they can educate their community about our services.

4. Project Description:

- a. Intended Service Population: Describe the intended service population that will be impacted by this program in relation to the five identified South East Asian populations including Hmong, Lao, Cambodian, Vietnamese, and Thai. Will your program focus on a specific geography or neighborhood(s)? Please describe the income levels of this population. What is the anticipated distribution of elders and frail elders and what challenges or barriers will they bring?

We will serve all Southeast Asian populations. We currently work with Hmong, Thai and Cambodian clients and will outreach to Lao and Vietnamese as well. We will focus on seniors living Madison in the Bayview, Northport, and Southside of Madison areas. The income level of this population is ??? All our current clients all are on government assistance, poor, no income, disabled.

The SEAHC works with about 105 elders, with 80% elders and 20% frail elders. While all our elders are vulnerable to stressors such as pain, we do have a few frail elders who are displaying decline in muscle strength, balance, mobility, physical activity, cognition and other health concerns. The challenges our frail elders bring is that they are unlikely to attend weekly groups in person so a staff will do home visits and weekly phone calls so we can assess what services they need. We also work closely with family members and other support networks to create a safety plan for our elders so they can reach staff if they need care. Nearly 90% of our elders rely on transportation to weekly program so our staff will pick up and drop off the elders from their homes.

Another challenge is that sociocultural factors can make assessment of pain and health more complicated. While there are many providers who work with elders, they do not have trust of elders. Many elders seek advice from their extended clan networks so it is important for FI to have close working relationships with the Hmong clans and families. Freedom Inc. strong relationship with all Hmong and Khmer families in Madison enable to provide holistic communal support to our elders. Other challenges are that some elders have inaccurate beliefs about pain or they may simply desire to maintain a sense of control so they don't want to share their pain. The way these elders assess, interpret, tolerate, respond and communicate pain requires staff that are culturally competent and familiar with the ways to help elders in these communities. Ways that our staff can help elders from these backgrounds to feel heard and understood is to respect their culture. For example, many of our Hmong elders still practice Shamanism and rely on spiritual healing to help with physical wellness. Many of our Khmer elders are Buddhists and turn to the temple and monk healings to support their wellness. While the elder may be unable to communicate their physical pain, they may be able to talk about their pain as a loss of spirit or loss of direction in life. They may ask for a healing ceremony or prayer from the monk. This kind of cultural familiarity can be used by our staff to see when elders are in pain or struggling. It can open the door to discussing with the elder and their family the care needed.

- b. Location of Services:

Madison, Wisconsin

- c. Intake and Assessment: Describe your intake process and assessment tools, and your utilization of an individualized service plan. Describe your process of determining MA eligibility. Describe agency policies and processes around client confidentiality and client rights and responsibilities.

Intake Process

Clients can receive an initial intake in person or over the phone with SEAHC staff. During the intake process, a client will be asked about:

- Primary identifiable concern(s)
- Psychiatric history
- Medical history
- Information pertaining to primary support
- Information on other services that are being received, if any
- Insurance information

We also ask about emergency contacts and referral information. Additionally, we ask about transportation needs.

Assessment Tools

SEAHC conducts a functional assessment on activities of daily living (i.e. eating, bathing, grooming, etc.) as well as instrumental activities of daily living which includes activities like laundry, shopping, housework, etc. The scale we use to assess levels of assistance:

0 = Independent - Completes the task independently

3 = Minimum Assistance - Occasional assistance or supervision may be necessary

6 = Moderate Assistance - Assistance or supervision is always necessary

9 = Maximum Assistance - Totally dependent on others

Clients are asked about medical conditions, specifically what they've had previously, what is under control, what they currently have that is being treated, and what they currently have that is not being treated.

Staff will also conduct an individualized service plan (ISP) with each client to make sure we learn about their specific wants, desires, and ways to best support the person. Staff gathers information about client's medical plans and health and safety plan. We also ensure there is a crisis support plan in place.

All service delivery meets the specific needs and preferences identified in the elder's individualized service plan. Additionally, clients receive multiple scheduled face-to-face interactions and a service review every six months along with home visit and reassessment. Our caseload is such that each elder has quality time with each case manager as well as access to case manager and advocates when needed. SEAHC staff regularly participate in evaluative and quality assurance activities to monitor effectiveness of our service delivery system.

Determining MA Eligibility

All our clients are assessed for MA eligibility at the point of intake. We will look at income and household size.

Client Confidentiality and Client Rights and Responsibilities

All clients at SEAHC receive equal treatment without regard to race, religion, gender, sex, age, marital status, national origin, sexual orientation, gender identity or expression, developmental disabilities or mental or physical handicap. We ensure they have access to translated materials and are provided treatment and services in an environment free of abuse, neglect, financial exploitation, humiliation and any other human rights violation.

Every client is verbally told in their language that they have rights to confidentiality and privacy. We do this at point of intake as well as in group settings. Their rights include the following:

Confidentiality and Privacy

- The right to privacy, security, and confidentiality of your identity, diagnosis, prognosis, and treatment.
- The right to have the entire staff keep your identity, diagnosis, prognosis, and treatment confidential.
- The right to be treated respectfully regarding your privacy.
- The right to understand how your Protected Health Information (PHI) is disclosed for purposes of treatment and health care operations.
- The right to the confidentiality of your medical records.
- The right to require your consent for the use of tape recordings, videotapes, and/or photographs of you, and to be informed of their purpose and how they will be used.
- The right to provide or refuse authorization for family members or others to participate in your treatment or for the release of confidential information to family members or others.
- The right to access your medical records in compliance with applicable state and federal laws in sufficient time to make decisions regarding your care.

5. **Service Goals:**

- a. Describe proposed calendar and hours of operation, include target number of clients to be served, target number of service hours.

SEAHC will operate five times a week at 4 hours each day, 9 a.m. to 1 p.m. Staff will start transportation at 8 a.m. and drop off usually end around 2 p.m. We will serve approximately 105 unduplicated clients and provide weekly group support to clients. We will aim for a ratio of about 1 staff to 20 clients and focus on neighborhoods where many Southeast Asians reside such as Bayview and Northport areas of Madison. Our goal is 300 service hours per quarter or 1200 hours annually.

- b. **Proposed Timeline for Implementation:** Describe your agency's level of readiness for implementation of a senior case management program and the proposed timeline for startup.

SEAHC operate five times a week from 8 a.m. - 2 p.m. and serves about 105 unduplicated clients weekly. Many of these are elders came from the original Kajsab House program and have been with Freedom Inc. since 2018. They have called Freedom Inc. their home and unlike other applicants, we are not starting up a new program. We are supporting the elders who fought hard at the city to ensure gap funds were provided to ensure their wellness. Thus, much our timeline is really focused on outreach and recruitment of new elders. Below is a timeline for continued programming:

August 2019: Outreach at community events, including Freedom Inc. Health Day

September: Fall Open House (In August 2019, Freedom Inc. will be moving to larger space so we can accommodate the growing SEAHC program- SEAHC will have a full kitchen, intake and staff office, and conference/meeting space. We will also continue their weekly pantry.)

December: Community Hu Plib (or Hmong Blessing) for Hmong elders and Community Healing for Khmer Elders

6. Staff Training and Support:

- a. Staff Demographics: Does the staffing of the program reflect the racial and cultural diversity of the program participants? If so, describe the minimum training, qualifications, language skills and experience with the target population.

Our staff are primarily from the communities that we serve and are linguistically competent in Hmong and Khmer. Currently, 75% of our clients are Hmong, 20% Khmer, and 5% other Southeast Asian (Laos, Thai). Our two staff requested under this funding are required to have at least 5 years minimum experience working with the Southeast Asian community. Our Kajsab House case manager has 20 years experience and our Khmer Healing Temple case manager has 30 years experience. They both have experience providing mental health services and coordinating care for Southeast Asian elders specifically. Other qualifications they possess include:

- Facilitate communications between care providers
- Oversee followup of consultations and making sure they are linked to other services
- Help plan for care delivery and implement plans of care

- b. Staff Recruitment and Training: Describe your plan to recruit and hire staff. Describe minimum training, qualifications, language skills and experience with target population.

Freedom Inc. requires that staff are representative of the communities we serve. We ask for group leaders to be familiar with the Hmong and Khmer communities. Cultural competency and ability to speak Hmong and Khmer is required. Staff must have at least 5 years experience working with Southeast Asian communities. We highly encourage applicants who are refugees/immigrants, homeless and Queer.

All staff are required to attend training on doing gender justice and queer justice advocacy. Much of this training is provided through the Wisconsin Women's Training Institute. Staff will also be trained on assessment tools and how to use evidence based practices (EPB) to care for participants. Current SEAHC staff are trained on EBPs including Medication Management Approaches in Psychiatry (MedMAP) and APA Clinical Practice Guidelines for Psychopharmacology of Posttraumatic Stress Disorder (SAMHSA website, APA website). SEAHC also draw from the "Kajsab House Family Model" that was developed with the help of earlier SAMHSA grants and fine-tuned through University of Wisconsin Partnerships planning and implementation grants. (MHDCDC website) That manualized model provides for mental health treatment, social supports and connections to and maintenance of family and social roles within the Hmong community. The MOST program, while not a formal EBP, is a model that delivers services in an individualized manner to elders who are wary of any mental health services (MHDCDC website). Its guidelines for involving initially unwilling persons and ideas for how to access resources of the Aging system will be useful.

All case managers have post-high school training and a degree related to health and human services. We also regard comparable lived experience as highly valuable. Our case managers have extensive training with seniors and trauma informed care as well as skills to perform client-centered case management duties. Furthermore, our case managers are knowledgeable about running a program and assessing resource availability, service costs and budgetary parameters. Freedom Inc. has one in-house accountant and an in-house grant writer/program developer to assist all SEAHC staff.

- c. Supervision: Describe your plan for supervision, support and ongoing professional development of the South East Asian Senior Case Management staff:

All SEAHC staff who work on the Kajsab House project report to their direct supervisor and all SEAHC staff who work on the Khmer Healing Temple Project will report to the Board and monks of the Khmer Healing Temple. All staff participate in weekly case management team meetings. Case manager will also work collaboratively with

Gender Justice Director Maiv Nyiaj Yang who runs the Wisdom Hmong Elder Women's program. All SEAHC staff are supported by Freedom Inc. Co-Executive Directors Kabzuag Vaj and M. Adams and other FI staff.

Staff will be required to attend annual trainings on culturally competent practices in clinical settings, ethics and client confidentiality, and crisis stabilization. Other professional development efforts will include trainings on co-advocacy, toxic masculinity, intergenerational advocacy, etc.

d. Staff Positions: List all paid staff that will be working on the proposed program.

| Title of Staff Position Include only One Employee per Line | FTE | | For Part-Time only: # of Hours per Week Employed | Duties | Proposed Hourly Wage ¹ | 2019 Wage and Fringe | | 2020 Wage and Fringe | |
|---|-----|------|--|--|-----------------------------------|----------------------|------------|----------------------|------------|
| | FTE | PTE | | | | CDD Funds | Total Cost | CDD Funds | Total Cost |
| Case Manager-Hmong (This staff will be contracted so we list them as personnel but they are actually "Services" Therefore, there no fringe and benefit costs. The Hmong staff supervises five days a week and thus, we are budgeting this person with five additional hours. For the 2019 column, we calculated for the remaining six months in 2019- July-Dec. | | .375 | 15 | Manages the Hmog SEAHC staff, supervises, trains and collects data for all reporting | \$35 | \$20,000 | \$21,840 | \$20,000 | \$21,840 |

| Title of Staff Position Include only One Employee per Line | FTE | | For Part-Time only: # of Hours per Week Employed | Duties | Proposed Hourly Wage ¹ | 2019 Wage and Fringe | | 2020 Wage and Fringe | |
|---|-----|------|--|--|-----------------------------------|----------------------|------------|----------------------|------------|
| | FTE | PTE | | | | CDD Funds | Total Cost | CDD Funds | Total Cost |
| Case Manager-Khmer | | .375 | 15 | Manages the Hmog SEAHC staff, supervises, trains and collects data for all reporting | \$35 | \$20,000 | \$21,840 | \$20,000 | \$21,840 |
| | | | | | \$ | \$ | \$ | \$ | \$ |
| | | | | | \$ | \$ | \$ | \$ | \$ |
| | | | | | \$ | \$ | \$ | \$ | \$ |
| | | | | | \$ | \$ | \$ | \$ | \$ |
| | | | | | \$ | \$ | \$ | \$ | \$ |
| TOTAL | | | | | | \$40,000 | \$43,680 | \$40,000 | \$43,680 |

*FTE = Full Time Equivalent (1.00, .75, .50, etc.) 2080 hours = 1.00 FTE

7. Community Collaboration and Partnerships:

- a. Collaboration: Describe collaborations and partnerships you will utilize to facilitate referrals and access for clients to supportive services and benefits. Use box below to identify specific contact people that will confirm collaborations and partnerships.

| Partner Organization | Description of their Role and Responsibilities | Contact Person and Phone # |
|----------------------------|---|---|
| Hmong Association | Supports outreach and programming | Dr. Phillip Yang, Phone # forthcoming |
| Cambodian Buddhist Temple | Referral of clients, outreach, programming | Temple President, Sien Suon, 608-346-2794 |
| ADE, Dr. Valerie Henderson | Supervises clinical staff and proves CCS support- for billing and case notes documentation. | Dr. Valerie Henderson, 608-285-9101 |
| Bayview Foundation | Bayview staff will support and provide programming to 15-25 SEAHC clients who live at Bayview | Alexis London 608-256-7808 |

8. Data Collection and Outcome Measures: What systems are in place or will be in place to capture the information needed to document demographics, case management activities, outcome measures and expenses? Describe how contract compliance with data and documentation will be securely maintained.

Freedom Inc. uses a data tracking system through Excel spreadsheets to capture all client demographics and activities. The database we use is adopted from federal data reporting systems that we use for other large grants. We also use an in house accountant to track all our expenses and document our expenditures. All records are stored via paper files in locked filing cabinets.

We also conduct two evaluations of services annually to track effectiveness of our services. The evaluations are administered by a neutral staff and can be read in the language most familiar to the elders. Our evaluations will assess:

- 75% of clients receiving Case Management services will access two of the resources identified in their Individualized Service Plan (ISP), which address their goals.

- 75% of seiors in Case Management are connected to needed services that support independent living.

Evaluations are gathered by our Grants Director and entered into our database for timely reporting.

Client files documentation of intake and assessments, reassessments, case plans and ongoing records or contacts and service hours. Assessments document income information and other demographics. Other documents in the file includes individualized service plans.

Data Security

The SEAHC and Freedom Inc. takes data security very seriously and have policies and procedures in place to protect our program participants private information. All staff are trained on confidentiality and data security and periodic assessments are conducted to ensure policies in place continue to protect participant information. At SEAHC and FI, only certain designated staff will have access to data that contain personally identifiable information. All staff are required to sign confidentiality agreements which prevent the re-release of any participant data. At point of intake, all participants are also informed verbally of their rights to confidentiality. SEAHC is working on forms in Hmong and Khmer to accommodate limited English clients of their rights. All client files are stored in locked cabinets behind locked doors. Electronic data are shared on secure staff only databases.

Furthermore, SEAHC has adopted the Center for Disease Control's (CDC) Ten Guiding Principles for Data Collection, Storage, Sharing, and Use to Ensure Security and Confidentiality. (Source: <https://www.cdc.gov/nchhstp/programintegration/docs/PCSIDataSecurityGuidelines.pdf>). These principles include:

1. Public health data should be acquired, used, disclosed, and stored for legitimate public health purposes.
2. Programs should collect the minimum amount of personally identifiable information necessary to conduct public health activities.
3. Programs should have strong policies to protect the privacy and security of personally identifiable data.
4. Data collection and use policies should reflect respect for the rights of individuals and community groups and minimize undue burden.
5. Programs should have policies and procedures to ensure the quality of any data they collect or use.
6. Programs have the obligation to use and disseminate summary data to relevant stakeholders in a timely manner.

7. Programs should share data for legitimate public health purposes and may establish data-use agreements to facilitate sharing data in a timely manner.

8. Public health data should be maintained in a secure environment and transmitted through secure methods.

9. Minimize the number of persons and entities granted access to identifiable data.

10. Program officials should be active, responsible stewards of public health data.

Adapted from: Lee, LM, Gostin, LO. Ethical collection, storage, and use of public health data: a proposal for national privacy protection. JAMA 2009;302:82–84CY

9. Cultural Relevance and Language Access: Describe your organization's capacity and strategies to ensure language access, trauma-informed practices and cultural relevance are provided for in service delivery to the target population.

All our staff have worked prior with the communities they serve and the majority are linguistically proficient in Hmong, Lao, Thai and Khmer. Our staff is also trained to co-advocate so that at any point a client comes in and needs services, we are able to help them. Practicing trauma informed work means SEAHC creates space where our elders feel culturally, emotionally and physically safe. We welcome elders to the Freedom Inc. offices with communal seating, culturally familiar food, and an open space where they can walk around to be comfortable. We also practice open and transparent communications with our elders so they trust us and have a say in what goes on at SEAHC. This looks like letting them lead decisions on what kind of activities they want to do and giving them opportunities to talk to decision makers about their needs. SEAHC also acknowledges that our elders have choice and include honoring their dignity. A great example of this is when Freedom Inc. hosted their annual Big Share fundraiser, elders were also given a chance to donate. The average donation was \$5 but after 41 elders gave, they had raised \$500 towards their own services. Elders are also given opportunities to collaborate and practice mutuality- we know that healing happens with we share decision-making power with our elders and their caregivers. Finally, every elder is validated and empowered to know that they contribute something to SEAHC and their respective communities and circle of friends. By adapting from: Post-traumatic Stress Disorder Within a Primary Care Setting: Effectively and Sensitively Responding to Sexual Trauma Survivors, Wisconsin Medical Journal, our SEAHC staff learn strategies to validate personal trauma and avoid retraumatization. Elders are given as much choice as possible and validated for trusting us with their care.

10. Budget and Funding: Budget information will be submitted in Excel workbook found [here](#) on CDD Funding Opportunities website.

-SIGNATURE PAGE-

City of Madison Contracts:

The following information is provided in order to outline city requirements that will apply if your proposal is funded. All allocated funds will be administered through contracts with the City of Madison, Community Development Division. If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected organization. If funded, applicants will be required to attend a **mandatory meeting** on contracting requirements. City purchase of service contracts include requirements regarding non-discrimination, consideration of vulnerable populations along with specific requirements in the following two areas:

1. Affirmative Action:

If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02, an Affirmative Action Plan with the City Department of Civil Rights (DCR) or an exemption if allowed by City DCR. A model Affirmative Action Plan and instructions are available at:

<http://www.cityofmadison.com/civil-rights/contract-compliance/community-based-organizations/forms>

2. Insurance

If funded, applicant agrees to secure insurance coverage in the following areas to the extent required by the City Office of Risk Management:

- Commercial General Liability
- Automobile Liability
- Worker's Comp
- Professional Liability

The cost of this coverage can be considered in the request for funding. The Certificate of Insurance that will be required at the time of contracting is available on the City of [Madison Risk Management website](#).

A sample contract that includes standard provisions is available on the [CDD Funding Process website](#).

Signature:

Any applications submitted without a signature will be considered incomplete and will not be considered for funding.

Applicant Signature:

Enter Name: Nancy Vue Tran

Date: June 13, 2019

By entering your initials in the box,

NVT

You are electronically signing your name and agreeing to the terms above.



South East Asian Senior Activities

Submit Application to: cddapplications@cityofmadison.com

Deadline: 12:00 pm CST (noon) on **June 14, 2019**

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| Brief Project Description: | This request is to support the mental health needs of Hmong and Khmer elders within the Southeast Asian Healing Center (SEAHC). Services will range from mental wellness, nutrition, diet and exercise to social support. This request will support cultural brokers/support staff- two for Hmong specific services and one for Khmer services. We will also partner with Baview Foundation and collaborate on providing services to Southeast Asian elders that live in the Bayview neighborhood. | | |
| Contact Person: | Nancy Vue Tran | Email | nvuetran@freedom-inc.org |
| Full Address: | 1810 South Park Street; Madison, WI 53713 | Telephone: | 608-416-5337 |
| Is this Group a 501 (C) (3)? | Yes or No Yes | If no, applicant will need to secure a fiscal agent with 501 (C) (3) status | |
| Applicant Organization founded (Year): | 2003 | | |
| Name of Fiscal Agent (if Applicable): | n/a | Fiscal Agent Phone: | n/a |
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Contact Us! Grant management staff are committed to helping interested groups understand and work through program requirements. Call Sally Jo Spaeni at (608) 267-8652.

Freedom, Inc. (FI) started in 2000 as a volunteer-led popular education initiative called Asian Freedom Project, which created youth-led collective learning groups to organize and mobilize on issues that affected their daily lives. From the beginning, FI has always provided intergenerational services- focusing on elder specific and youth specific programming. Our founder and Co-Executive Director Kabzuag Vaj (26 years old at the time), mobilized Southeast Asian (SEA) teens in her neighborhood around issues of racial profiling, welfare reform, and gender justice. As an organization led by teens, gender-non-conforming, Fem, queer, trans, and womyn folks, our vision was simple--to create a world we wanted to live in—a world where we could show up as our whole-selves and demand justice, love, and peace.

Freedom, Inc. gained non-profit status in 2003. Since then, we integrated our youth and elder development work with domestic and sexual violence advocacy. We also expanded the communities that comprise FI, and whom we build power, to include a critical mass of Black and Cambodian folx. Our mission is to create social/system change that ends violence against women, gender-non-conforming and transgender folks, and youth in communities of color. Freedom Inc. is a trusted (local, national, and global) leader in many movements' -social justice, gender justice, racial justice, Queer Liberation, Black Liberation-M4BL, API-SEA liberation, youth and justice movements. We are respected as thought leaders and effective community organizers.

Understanding the Southeast Asian Community

Over the years, our work serving Southeast Asian Seniors has included our work with Hmong and Khmer elders. Many Hmong come from Laos and arrived in the United States in late 1970's and early 1980's as refugees of war. A second wave of refugees arrived in late 1990's. In Laos and Cambodia, elders were the strong pillars of the society. They were honored and respected and they provided stability, leadership, and strength to their families and their communities. But in the U.S., they believe family and community view them as burdens because they no longer were able to contribute. The loss of social stature compounded with cultural and economic stressors have led to depression, cultural and social isolation, hopelessness, and prevalent thoughts of worthlessness and suicide. Their situation is complicated by the combination of traditional cures (including opium) and prescription medications to manage the chronic emotional and physical pain.

A review of the ten high risk factors of suicide—i.e., recent loss of a spouse, loved one, or pet; debilitating or life-threatening illness; pain, especially if pain is severe, chronic, and/or inescapable; loss of independence and/or mobility; inability to live alone; loss of employment or productivity activities; financial difficulties; depression; alcohol abuse and loss of role or stature in family and community—shows that Southeast Asian elders in Dane County consistently have at least seven of these factors to contend with, and often all ten. Unlike their English-speaking peers who can seek help from community agencies, SEA elders cannot access help because of cultural and language barriers. They are isolated from the general community (and therefore cannot practice a new language) and their PTSD and memory issues make new language acquisition impossible.

Southeast Asian Senior Services

Currently, Freedom Inc. runs three Southeast Asian Senior services including our Hmong women's elder program "Wisdom" and our Khmer Healing Circle program for Khmer women. Each of these programs serve respectively 50 and 30 clients and provide one-on-one case management and once a week support groups. In 2018, when Journey Mental Health Center ended it's Kajsiah House, a Southeast Asian senior program, Freedom Inc. stepped into continue services specifically for the elders displaced by this closure. These additional clients are in addition to the 80 clients Freedom Inc. we were already serving.

Kajsiab House was started in 2000. All of the older adults are veterans of America's Secret War in Laos 1962-1975 or they are surviving widows of veterans. Some are recently arrived Hmong refugees from the camps in Thailand; others are naturalized American citizens who have been in the U.S. for a decade or more. Many of the Khmer elders are victims of genocide during the Pol Pot Regime. Pol Pot refers to the name of the communist leader, who during his regime, embarked on a reconstruction program in which millions were killed. All elders in SEAHC have experienced war, forced relocation, and challenges associated with acculturation. They experience high levels of chronic pain due to having been exposed to war, hard labor in the refugee camps, or trauma from fleeing war and witnessing murders and deaths. Many take prescription medications for pain. They have co-morbid physical and psychological problems and medications are prescribed for all those conditions; i.e., also psychotropic medications. The group to be served has in common: 1) mental health diagnoses of Major Depression or Posttraumatic Stress Disorder (PTSD), 2) diabetes, stroke, heart and other chronic medical problems. (Krahn D, et.al. 2005) and, 3) limited to no English proficiency (requiring services to be offered in Hmong).

Kajsiab House, now known as the Southeast Asian Healing Center (SEAHC) provides services for about 105 Southeast Asian elders- Hmong, Khmer and Laotian. It comprises two projects- Kajsiab House for Hmong elders and Khmer Healing Circle for Khmer elders. This request is specifically to support the work of the SEAHC and the 105 elders that followed its leadership. Southeast Asian Healing Center provides one-on-one case management, including transport to medical appointments, medication supervision, health and diet care, and social/family support. It operates five times a week with scheduled activities around mental wellness, arts/culture, nutrition, exercise, etc. We partner with Dr. Fred Coleman to give elders access to mental health counseling and psychological assistance. Psychiatrist Roger Garms also attends group once a week at each of the two projects to provide a group talk session and explore any sources of stress or issues that the elders are facing.

Structure of Freedom Inc. and SEAHC

At FI, we operate with a team of 22 core staff- 17 full time and 13 part time. Of these 22 staff, we have 4 staff specifically supporting the Southeast Asian Healing Center's programming. These four staff are funded through various sources that Freedom Inc. has already maintained for many years. In addition, our partner at ADE has five Hmong staff that provide culturally specific case management to Hmong elders. ADE is owned by Dr. Valerie Henderson who provides clinical supervision over SEAHC's Comprehensive Community Services (CCS) caseload. At the time of this request, ADE has enrolled 17 SEAHC elders into CCS and is on track to enroll 7 additional elders by August 2019. Our partner at the Cambodian Buddhist Temple has one staff, Ann Gardener, dedicated to Khmer elder services. Furthermore, when SEAHC became a Freedom Inc. program, it brought five support staff that work on a part time contract basis. In total, the SEAHC is supported by 14 individuals equalling approximately 6.0 FTE. This request is specifically to support two Hmong cultural brokers/support staff and one Khmer cultural broker support staff.

Additionally, we have three volunteer professionals that support our clinical work: with include:

Dr. Coleman- Psychiatrist

Dr. Roger Garms- Psychologist

Linda Keys, MSSW, LCSW

The following are agencies that we work with for referrals:

Access Community Health

Group Health Cooperative

Northeast Family Practice

Wingra Clinics

2. Service Population and Outreach:

- a. Intended Service Population: Describe the intended service population that will be impacted by this program in relation to the five identified South East Asian populations including Hmong, Lao, Cambodian, Vietnamese, and Thai. Will your program focus on a specific geography or neighborhood(s)? Please describe the income level of this population. What is the anticipated distribution of seniors and frail seniors and what challenges or barriers will they present?

We will service primarily Hmong and Khmer clients. However, we have experience serving all members of the Southeast Asian community including Laotian, Thai and Vietnamese. We will focus on areas highly populated by low income Southeast Asians including South Madison, Bayview and Northport neighborhoods. All our clients are from no to low income households.

The SEAHC works with about 105 elders, with 80% elders and 20% frail elders. While all our elders are vulnerable to stressors such as pain, we do have a few frail elders who are displaying decline in muscle strength, balance, mobility, physical activity, cognition and other health concerns. The challenges our frail elders bring is that they are unlikely to attend weekly groups in person so a staff will do home visits and weekly phone calls so we can assess what services they need. We also work closely with family members and other support networks to create a safety plan for our elders so they can reach staff if they need care. Nearly 90% of our elders rely on transportation to weekly program so our staff will pick up and drop off the elders from their homes.

Another challenge is that sociocultural factors can make assessment of pain and health more complicated. While there are many providers who work with elders, they do not have trust of elders. Many elders seek advice from their extended clan networks so it is important for FI to have close working relationships with the Hmong clans and families. Freedom Inc. strong relationship with all Hmong and Khmer families in Madison enable to provide holistic communal support to our elders. Other challenges are that some elders have inaccurate beliefs about pain or they may simply desire to maintain a sense of control so they don't want to share their pain. The way these elders assess, interpret, tolerate, respond and communicate pain requires staff that are culturally competent and familiar with the ways to help elders in these communities. Ways that our staff can help elders from these backgrounds to feel heard and understood is to respect their culture. For example, many of our Hmong elders still practice Shamanism and rely on spiritual healing to help with physical wellness. Many of our Khmer elders are Buddhists and turn to the temple and monk healings to support their wellness. While the elder may be unable to communicate their physical pain, they may be able to talk about their pain as a loss of spirit or loss of direction in life. They may ask for a healing ceremony or prayer from the monk. This kind of cultural familiarity can be used by our staff to see when elders are in pain or struggling. It can open the door to discussing with the elder and their family the care needed.

- b. Describe your plan to reach isolated, low-income, and previously non-participatory seniors and include your plan to promote the senior activities program in the community.

Freedom Inc. will reach participants through mainstream methods and culturally specific methods to maximize participation from isolated and low income seniors. We will advertise our services through Hmong radio, a radio program that is conducted by Hmong staff in the Hmong language and is utilized by many Hmong seniors throughout the state. We will also post fliers at local Hmong stores and reach out to other organizations that we know work with Hmong seniors.

Additionally, we will work with our current participants to reach family members through informal Hmong family networks. After 20 years in service to our communities, Freedom Inc, along with its partners at Hmong Association and the Cambodian Buddhist Temple, know almost all the families in Dane County. The Hmong Association- an organization that comprises all 18 clans within Dane County keep meticulous records of all the clan families within Dane County. We will use the same approaches to reach the Cambodian communities- specifically focusing on cultural events at the Cambodian Temple. Our approaches will be grassroots and formal presentations.

3. Program Design

- a. **Program Activities:** Describe your proposed Senior Activity Model: senior engagement strategies, intake, assessment and service delivery and any activities or programming you will implement that meet the standards of the adopted framework for healthy aging: 1) Avoid Disease and Disability 2) High Cognitive and Physical Function 3) Community Engagement.

Senior Activity Model:

- Engagement Strategies: after 20 years, people know and trust our services. Between all our partners, we know almost all the Hmong and Khmer families in Madison and a lot of outreach is done through word of mouth referrals. Our communal model supports how elders come to us. We will also use the upcoming summer cultural events to outreach to elders and educate them about our services. Additionally, Freedom Inc's robust civic engagement team is conducting a local census research project o identify all local Hmong and Khmer families. This project will also help us outreach to families who may need our services.

- Intake: Clients can receive an initial intake in person or over the phone with SEAHC staff. All intakes include informing client of confidentiality practices and client rights and responsibilities. During the intake process, a client will be asked about:

- Primary identifiable concern(s)
- Psychiatric history
- Medical history
- Information pertaining to primary support
- Information on other services that are being received, if any
- Insurance information including screenign for eligibility for MA and other benefits.

We also ask about demographics, emergency contacts and referral information. Additionally, we ask about transportation needs and where client lives.

- Assessment: We have staff who understand their social economic needs such as housing, food security, emergency funding, tenant resource education, elder abuse, domestic violence and sexual assault service. SEAHC also conducts a functional assessment on activities of daily living (i.e. eating, bathing, grooming, etc.) as well as instrumental activities of daily living which includes activities like laundry, shopping, housework, etc. The scale we use to assess levels of assistance:

0 = Independent - Completes the task independently

3 = Minimum Assistance -Occasional assistance or supervision may be necessary

6 = Moderate Assistance - Assistance or supervision is always necessary

9 = Maximum Assistance - Totally dependent on others

Clients are asked about medical conditions, specifically what they've had previously, what is under control, what they currently have that is being treated, and what they currently have that is not being treated. Clients will also be asked about mental health, housing, eligibility for financial and health care benefits, in-home assistance, and access to culturally appropriate and language accessible senior activities.

- Service Delivery: We connect to service providers to make sure elders have primary care- that they are living healthy and seeing their medical provider every six months. We help them manage their medications. We also know that many elders are caregivers for their grandchildren so we offer family friendly and confidential space for their grandkids and family to be in the space with them. We have history of garden program for them to heal and build community through gardening. We are looking for about one acre of land so we can continue a robust gardening program- for healing and for food security as many of our elders are from low income households and need nutritious foods. Our in house nutritionist also provides culturally specific nutritional foods twice a day for our elders. Since some elders live by themselves, the meals we provide are the only meals they get that day. We also help elders apply for disability and social security and look at immigration needs. Furthermore, many of our elders rely on staff to help them go grocery shopping and do laundry. Freedom Inc. will be purchasing a washer and dryer so elders can do laundry while they are at programming.

All service delivery meets the specific needs and preferences identified in the elder's individualized service plan. Additionally, clients receive multiple scheduled face-to-face interactions and a service review every six months along with home visit and reassessment. Our caseload is such that each elder has quality time with each case manager as well as access to case manager and advocates when needed. SEAHC staff regularly participate in evaluative and quality assurance activities to monitor effectiveness of our service delivery system.

When our Elders are Healthy, so is the Entire Community

Freedom Inc. also has capacity to provide services to the entire family- such as providing services to the young grandkids and the parents. We have enough advocates trained to work with each family member separately to maintain confidentiality and trust. Through our partnerships with Hmong Association and the Cambodian Buddhist Temple, we develop communal support for the elders by providing assistance to the women and children in the elder's lives. This sort of communal support leads to stability in the elder's life and help give them peace of mind. The Hmong and Khmer family structure highly respect their elders and see them as a pillar of the community. We know that when their elder is healthy, the entire family can be successful. When an elder can come home with less stress, this results in better functioning within children and grandchildren so they can succeed in their education and employment. Dr. Garms, our volunteer psychiatrist who runs weekly group sessions with both the Hmong and Khmer elders, has worked with the Khmer community for 30 years. He documents that during his professional career, the clients who participated in Kajsia House has resulted in zero suicides.

Group and Individual Activities

- Avoiding Disease and Disability: SEAHC has strong partners with healthcare providers and local physicians/nurses that attend programming to provide health screenings and discuss wellness education. We also have a weekly in-house pantry that the elders can access to attain free and healthy foods. Our in-house nutritionist cooks healthy and culturally familiar foods for elders. In May 2019, Freedom Inc. was able to leverage additional funds from the City of Madison's Seed Grant and Pie grants to support our pantry programs. SEAHC elders pick up pantry goods on Mondays and Khmer Healing Circle picks up pantry goods on Fridays.

- Engagement with Life: Many elders participate in spiritual events such as the Khmer elders who attend weekly healing sessions at the Cambodian Buddhist Temple or Hmong elders who practice shamanism. Many of the elders also participate in Freedom Inc.'s community garden where they get to interact with our youth clients. SEAHC also develops elders as leaders by having an Elder Advisory Team. This advisory team is made up of 8 members- equal number of men and women and is a team that makes leadership decisions about programming, fundraising, and other activities. It is also a space where elders and other community members

can turn to for support and advice. It was this team that talked to the groups about the loss of funding in 2018 and lead the others when they had to testify at city and county board hearings about getting additional funds. SEAHC also facilitates educational outings to help decrease isolation and find new communities to connect with. A request from our elders has been that they get to explore Madison more. Even though any have lived in Madison for many years, there are spaces in Madison they don't often get to explore such as attending a show at the Overture or going to Concerts on the Square. They want to feel like they belong in the city they live. We have also taken elders to visit other communities in Minnesota so they can build with other elders.

- High Cognitive and Physical Function: SEAHC supports the physical and cognitive wellness of the elders by getting the elders to exercise more. Elders also will participate in English language sessions and learn about different historical and social events. Freedom Inc.'s civic engagement team also ensures all elders are registered to vote and takes them to the polls for all elections.

- b. Service Goals: Describe proposed calendar and hours of operation, target number of unduplicated clients to be served, targeted service hours, staff to client ratio, and focus neighborhoods and areas.

SEAHC will operate five times a week at 6 hours each day, 8 a.m. to 2 p.m. Actual programming will be from 9-2 p.m. We will serve approximately 105 unduplicated clients and provide weekly group support to clients. We will aim for a ratio of about 1 staff to 20 clients and focus on neighborhoods where many Southeast Asians reside such as Bayview and Northport areas of Madison. Our goal is 300 service hours per quarter or 1200 hours annually.

A Day at SEAHC

A typical week for one of our elders includes a weekly phone call on Sunday afternoon to check in for attendance for the week. If this elder is a regular, they will be placed on transport schedule and one of SEAHC's four transporting staff will pick up the elder for programming at the Freedom Inc. office at 1810 South Park Street, Madison, WI. Once the elder arrives at FI, they will receive breakfast and staff will do a one on one check-in to assess for any crisis, medical or mental health needs. Elder then will participate in the group activity of the day, Monday- pantry pickup, Tuesday, Bingo, Wednesday- group talk with psychiatrist Roger Garms, Thursday and Fridays- arts and crafts, nutrition/exercise, or weekly educational outing. At anytime during the week, staff will conduct one-on-ones. Once a month, Psychologist Dr. Fred Coleman will meet with elders who need additional mental wellness support or have medication questions. Our partners including the Hmong Institute and community members will also support SEAHC by providing programming and educational presentations on citizenship, literacy, etc.

- c. Proposed Timeline for Implementation: Describe your agency's level of readiness for implementation of a senior activities program and the proposed timeline for startup.

The Southeast Asian Healing Center, formerly Kajsib House was historically a program out of Journey Mental Health Center, a community mental health business based in Madison, Wisconsin. When Journey shut down its Kajsib House program in 2018, Kajsib House established itself as the Southeast Asian Healing Center (SEAHC). SEAHC houses two programs- the Kajsib House program for Hmong elders and the Khmer Healing Group, both of which operate out of the Freedom Inc. office in Madison, Wisconsin.

SEAHC operate five times a week from 8 a.m. - 2 p.m. with actual programming hours from 9 a.m. to 1 p.m. We are looking to expand services and run until 4 p.m. SEAHC serves about 105 unduplicated clients weekly. Many of these are elders came from the original Kajsib House program and were the elders who testified at

City and County Board hearings for the funding we are asking for today. Therefore, rather than a "startup" timeline, we have more of an outreach and recruitment outline. Below is a timeline for continued programming:

August 2019: Outreach at community events, including Freedom Inc. Health Day

September 2019: Fall Open House (Freedom Inc. will be moving into a larger space to accommodate SEAHC staff and programming- this space will house a pantry, SEAHC intake office, SEAHC staff office and programming room).

December (2019): Community Hu Plib (or Hmong Blessing) for Hmong elders and Community Healing for Khmer Elders

January 2020- SEAHC staff will continue to raise funds and submit for grants to sustain programming for elders

4. Staff Training and Support:

- a. Staff Demographics: Does the staffing of the program reflect the racial and cultural diversity of the program participants? If so, describe the minimum training, qualifications, language skills and experience with the target population.

Our staff are primarily from the communities that we serve and are linguistically competent in Hmong and Khmer. Currently, 75% of our clients are Hmong, 20% Khmer, and 5% other Southeast Asian (Laos, Thai). Our three staff requested under this funding are required to have at least 5 years minimum experience working with the Southeast Asian community. Other qualifications they possess include:

- Facilitate communications between care providers
- Oversee followup of consultations and making sure they are linked to other services
- Help plan for care delivery and implement plans of care

- b. Staff Recruitment and Training: Describe your plan to recruit and hire staff. Describe minimum training, qualifications, language skills and experience with target population.

Freedom Inc. requires that staff are representative of the communities we serve. We ask for group leaders to be familiar with the Hmong and Khmer communities. Cultural competency and ability to speak Hmong and Khmer is required. Staff must have at least 5 years experience working with Southeast Asian communities. We highly encourage applicants who are refugees/immigrants, homeless and Queer.

All staff will have post-high school training and a degree related to health and human services or the equivalent in comparable lived experience. Our case managers have extensive training with seniors and trauma informed care as well as skills to perform client-centered case management duties. Furthermore, our case managers are knowledgeable about running a program and assessing resource availability, service costs and budgetary parameters. Freedom Inc. has one in-house accountant and an inhouse grant writer/program developer to assist all SEAHC staff.

- c. Staff Support: Describe how the Agency will provide staff training and continuous improvement for service delivery.

All staff are required to attend training on doing gender justice and queer justice advocacy. Much of this training is provided through the Wisconsin Women's Training Institute. Staff will also be trained on assessment tools and how to use evidence based practices (EPB) to care for participants. Current SEAHC staff are trained on EBPs including Medication Management Approaches in Psychiatry (MedMAP) and APA Clinical Practice Guidelines for Psychopharmacology of Posttraumatic Stress

Disorder (SAMHSA website, APA website). SEAHC also draw from the “Kajsiab House Family Model” that was developed with the help of earlier SAMHSA grants and fine-tuned through University of Wisconsin Partnerships planning and implementation grants. (MHCDC website) That manualized model provides for mental health treatment, social supports and connections to and maintenance of family and social roles within the Hmong community. The MOST program, while not a formal EBP, is a model that delivers services in an individualized manner to elders who are wary of any mental health services (MHCDC website). Its guidelines for involving initially unwilling persons and ideas for how to access resources of the Aging system will be useful.

d. Staff Positions: List all paid staff that will be working on the proposed program.

| Title of Staff Position Include only One Employee per Line | FTE | | For Part-Time only: # of Hours per Week Employed | Duties | Proposed Hourly Wage ¹ | 2019 Wage and Fringe | | 2020 Wage and Fringe | |
|---|-----|-----|--|--|-----------------------------------|----------------------|------------|----------------------|------------|
| | FTE | PTE | | | | CDD Funds | Total Cost | CDD Funds | Total Cost |
| Cultural Broker/Support Staff- Hmong | | .23 | 9 hours | Provide case managers, provide transportation, check in with clients | \$16.83 | \$8,752 | \$8,752 | \$8,752 | \$8,752 |
| Cultural Broker/Support Staff- Hmong | | .38 | 15 hours | Provide case managers, provide transportation, check in with clients | \$16.83 | \$13,127 | \$13,127 | \$13,127 | \$13,127 |
| Cultural Broker/Support Staff- Khmer | | .38 | 15 hours | Provide case managers, provide transportation, check in with clients | \$16.83 | \$13,127 | \$13,127 | \$13,127 | \$13,127 |

| | | | | | | | | | |
|--------------|--|--|--|--|----|----------|----------|----------|--|
| | | | | | \$ | \$ | \$ | \$ | \$ |
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| | | | | | \$ | \$ | \$ | \$ | \$ |
| | | | | | \$ | \$ | \$ | \$ | \$ |
| | | | | | \$ | \$ | \$ | \$ | \$ |
| TOTAL | | | | | | \$35,006 | \$35,006 | \$35,006 | \$35,006 |
| | | | | | | | | | Total for 2019-2020 staff is \$70,012 with \$5,000 request for partnership with Bayview Foundation |

*FTE = Full Time Equivalent (1.00, .75, .50, etc.) 2080 hours = 1.00 FTE

5. Community Collaboration and Partnerships:

- a. Collaboration: Describe how your program will connect participants with needed supports such as: mental health, AODA, and in home support services.

There will be several ways we will connect participants with services- the first is at intake where we will match needs to services. Also, during one on one case management sessions, staff will discuss services with clients. Additionally, staff will assess program needs for education on different resources and bring in presenters as needed. We will continue to work with our contacts in the healthcare community to ensure proper referrals to us. Our partnership with Dr. Valerie Henderson and her clinical staff will support our participant's mental health and home support needs.

Many of our elders have been loyal to the services provided by the forer Kajsiab House and to the now Southeast Asian Healing Center staff. Freedom Inc., as a direct service provider for women and children with domestic violence and sexual assault has may years experience trying to work with other community partners and city funded agencies. We have found that many other agencies just does not have the cultural competency or laguage skills to assist the clients that come to us. We do however, have strong relationships with other organziations such as ADE and Dr. Valerie Henderson who is able to hire five Hmong staff and leverage mental health funding through Comprehensive Community Services.

This request will also support out partnership with Bayview Foundation. Bayview refers to a neighborhood in Madison comprising of low income housing where there are large numbers of Hmong and other Southeast Asians. Freedom Inc. has a special connection with Bayview as that is the location where Freedom Inc. began and is where our Co-Executive Director Kabzuag Vaj lived when she started Freedom Inc. FI also operated out of an office in the Bayview International Center for Education and the Arts for 15 years before moving to our current location. Bayview is home to many long-time Southeast Asian residents who are also clients at Freedom Inc. Our collaboration will be complementary an well coordinated. Bayview's services and activities will include field trips to local cultural and wellness destinations, health/fitness classes, as well as meals and social activities. At a minimum, 15-25 elders will have access to on-site support and community services provided by Bayview. The

partnership will function through a service agreement that provides \$5,000 to Bayview Foundation for delivering these activities to elders in their location.

The above collaborations are in addition to the multiple grants we have had for several years that support our staff who provide transportation and advocacy for the elders at SEAHC. We also have funding to support two in-house nutritionists who cook fresh, healthy and culturally familiar food for our elders. We also rely on our extensive support groups such as Friends of Freedom Inc. to volunteer to provide meals when needed. Our civic engagement staff has been instrumental in recruiting volunteers to support SEAHC programming and provide arts and culture, exercise classes when appropriate. We will be pursuing designation as a Dane County Nutrition Program Operation for SEAHC.

- b. **Partnership:** Describe any collaboration or coordination with community partners that you expect to be working with on this project. Please describe your current relationship with these partners and the role you expect they will play in this effort.

| Partner Organization | Current Relationship | Description of their Role and Responsibilities | Contact Person and Phone # |
|----------------------------|---|---|---|
| Hmong Association | We have partnered on research projects and currently, is a subgrantee of Freedom Inc. funding | Hmong clan based community organization- helps to educate their members about SEAHC services and offer educational resources/volunteers | Dr. Phillip Yang Phone # forthcoming |
| Cambodian Buddhist Temple | Helps to refer clients to our program and supports programming | Helps to provide safe and culturally specific space to run programs for clients. | Temple President Sien Suon, 608-346-2794 |
| ADE, Dr. Valerie Henderson | Provides CCS support and counseling | Employs five Hmong staff to facilitate services for Hmong elders | Dr. Valerie Henderson, (608) 285-9101 |
| Bayview Foundation | Many SEAHC clients reside in Bayview and are supported by Bayview staff | Will provide enrichment and educational activities to 15-25 Southeast Asian elders on-site at Bayview | Alexis London 608-256-7808 |

6. **Data Collection and Outcome Measures:** What systems are in place or will be in place to capture the information needed to document demographics, senior program activities, outcome measures and expenses? Describe how client confidentiality and contract compliance with data and documentation will be securely maintained.

Freedom Inc. uses a data tracking system through Excel spreadsheets to capture all client demographics and activities. The database we use is adopted from federal data reporting systems that we use for other large grants. We also use an in-house accountant to track all our expenses. All records are stored via paper files in locked filing cabinets.

Our in house accountant and grants staff will manage all fiscal and reporting requirements. All clients are informed of their rights to confidentiality.

Furthermore, SEAHC has adopted the Center for Disease Control's (CDC) Ten Guiding Principles for Data Collection, Storage, Sharing, and Use to Ensure Security and Confidentiality. (Source: <https://www.cdc.gov/nchhstp/programintegration/docs/PCSIDataSecurityGuidelines.pdf>). These principles include:

1. Public health data should be acquired, used, disclosed, and stored for legitimate public health purposes.
2. Programs should collect the minimum amount of personally identifiable information necessary to conduct public health activities.
3. Programs should have strong policies to protect the privacy and security of personally identifiable data.
4. Data collection and use policies should reflect respect for the rights of individuals and community groups and minimize undue burden.
5. Programs should have policies and procedures to ensure the quality of any data they collect or use.
6. Programs have the obligation to use and disseminate summary data to relevant stakeholders in a timely manner.
7. Programs should share data for legitimate public health purposes and may establish data-use agreements to facilitate sharing data in a timely manner.
8. Public health data should be maintained in a secure environment and transmitted through secure methods.
9. Minimize the number of persons and entities granted access to identifiable data.
10. Program officials should be active, responsible stewards of public health data.

Adapted from: Lee, LM, Gostin, LO. Ethical collection, storage, and use of public health data: a proposal for national privacy protection. JAMA 2009;302:82-84

SEAHC conducts two evaluations annually to assess clear and measurable outcomes. We use the outcome measurements:

- 75% of seniors served access Senior Activities programs that improve or sustain 1) their physical and mental health; 2) their ability to engage with their community, and 3) their ability to avoid disease and disability.
- SEAHC also conducts random surveys of our participants and will identify whether 75% of participants report program knowledge and engagement has improved the quality of their life.

7. Cultural Relevance and Language Access: Describe your organization's capacity and strategies to ensure language access, trauma-informed practices and cultural relevance in service delivery to the target population.

All our staff have worked prior with the communities they serve and the majority are linguistically proficient in Hmong, Lao, Thai and Khmer. Our staff is also trained to co-advocate so that at any point a client comes in and needs services, we are able to help them. Practicing trauma informed work means SEAHC creates space where our elders feel culturally, emotionally and physically safe. We welcome elders to the Freedom Inc. offices with communal seating, culturally familiar food, and an open space where they can walk around to be comfortable. We also practice open and transparent communications with our elders so they trust us and have a say in what goes on at SEAHC. This looks like letting them lead decisions on what kind of activities they want to do and giving them opportunities to talk to decision makers about their needs. SEAHC also acknowledges that our elders have choice and include honoring their dignity. A great example of this is when Freedom Inc. hosted their annual Big Share fundraiser, elders were also given a chance to donate. The average donation was \$5 but after 41 elders gave, they had raised \$500 towards their own services. Elders are also given opportunities to collaborate and practice mutuality- we know that healing happens with we share decision-making power with our elders and their caregivers. Finally, every elder is validated and empowered to know that they contribute something to SEAHC and their respective communities and circle of friends. By adapting from: Post-traumatic Stress Disorder Within a Primary Care Setting: Effectively and Sensitively Responding to Sexual Trauma Survivors, Wisconsin Medical

Journal, our SEAHC staff learn strategies to validate personal trauma and avoid retraumatization. Elders are given as much choice as possible and validated for trusting us with their care.

- 8. Budget and Funding:** Budget information will be submitted in Excel workbook found [here](#) on CDD Funding Opportunities website.

-SIGNATURE PAGE-

City of Madison Contracts:

The following information is provided in order to outline city requirements that will apply if your proposal is funded. All allocated funds will be administered through contracts with the City of Madison, Community Development Division. If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected organization. If funded, applicants will be required to attend a **mandatory meeting** on contracting requirements. City purchase of service contracts include requirements regarding non-discrimination, consideration of vulnerable populations along with specific requirements in the following two areas:

1. Affirmative Action:

If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02, an Affirmative Action Plan with the City Department of Civil Rights (DCR) or an exemption if allowed by City DCR. A model Affirmative Action Plan and instructions are available at:

<http://www.cityofmadison.com/civil-rights/contract-compliance/community-based-organizations/forms>

2. Insurance

If funded, applicant agrees to secure insurance coverage in the following areas to the extent required by the City Office of Risk Management:

- Commercial General Liability
- Automobile Liability
- Worker's Comp
- Professional Liability

The cost of this coverage can be considered in the request for funding. The Certificate of Insurance that will be required at the time of contracting is available on the City of [Madison Risk Management website](#).

A sample contract that includes standard provisions is available on the [CDD Funding Process website](#).

Signature:

Any applications submitted without a signature will be considered incomplete and will not be considered for funding.

Applicant Signature:

Enter
Name: Nancy Vue Tran

Date: June 13,
2019

By entering your initials
in the box,

| |
|-----|
| NVT |
|-----|

You are electronically signing your
name and agreeing to the terms
above.



APPLICATION FOR 2019-20 SOUTH EAST ASIAN SENIOR SERVICES

1. AGENCY CONTACT INFORMATION

| | |
|----------------------------|------------------------------------|
| Legal Name of Organization | Freedom, Inc. |
| Mailing Address | 1810 South Park Street, STE 1 |
| Telephone | (608) 416-5337 |
| FAX | (608) 416-5356 |
| Director | Kabzuag Vaj, Co-Executive Director |
| Email Address | kabvaj@freedom-inc.org |
| Additional Contact | Nancy Vue Tran |
| Email Address | Nvuetran@freedom-inc.org |
| Federal EIN | 43-2023570 |

2. PROPOSED PROGRAMS

| Program Name | Letter | 2019-20 Request | Proposed Program Type |
|-------------------------------------|--------|------------------|-----------------------|
| Southeast Asian Healing Center - CM | A | \$40,000 | A. Case Management |
| Contact: | | Phone: | Email: |
| Southeast Asian Healing Center - SA | B | \$75,000 | B. Senior Activities |
| Contact: | | Phone: | Email: |
| TOTAL REQUEST | | \$115,000 | |

3. SIGNATURE

Enter name: Kabzuag Vaj

By entering your initials in the box KV you are electronically signing your name and certifying that all information in this application is true and accurate.

DATE 6/14/2019

Definition of Program Expenses

- **Personnel:** Salary, payroll taxes and benefits for all permanent, hourly, and seasonal staff
- **Other Operating:** Insurance, professional fees and audit, postage, office and program supplies, equipment and furnishings depreciation, telephone, training and conferences, food and household supplies, travel, vehicle costs and depreciation, and other operating related costs
- **Space:** Rent, utilities, maintenance, mortgage principal, interest, depreciation and taxes
- **Special Costs:** Assistance to individuals, including subsidies, stipends, allowances, and vouchers to clients; payments to affiliated organizations; service or program subcontracts

| | | |
|---------------------|---------------------------------------|----------------------|
| ORGANIZATION: | Freedom, Inc. | 2019-20 REQD AMOUNT: |
| PROGRAM/LETTER: | A Southeast Asian Healing Center - CM | 40,000 |
| PRIORITY STATEMENT: | A. Case Management | |

PROGRAM BUDGET

2019 PROPOSED BUDGET

| REVENUE SOURCE | SOURCE TOTAL | ACCOUNT CATEGORY | | | |
|----------------------------|--------------|------------------|-----------|-------|---------------|
| | | PERSONNEL | OPERATING | SPACE | SPECIAL COSTS |
| DANE CO HUMAN SVCS | 0 | 0 | 0 | 0 | 0 |
| DANE CO CDBG | 0 | 0 | 0 | 0 | 0 |
| MADISON-SEA SENIORS | 40,000 | 0 | 0 | 0 | 40,000 |
| OTHER MADISON | 0 | 0 | 0 | 0 | 0 |
| UNITED WAY ALLOC | 0 | 0 | 0 | 0 | 0 |
| UNITED WAY DESIG | 0 | 0 | 0 | 0 | 0 |
| OTHER GOVT* | 0 | 0 | 0 | 0 | 0 |
| FUNDRAISING DONATIONS | 0 | 0 | 0 | 0 | 0 |
| OTHER* | 3,680 | 0 | 0 | 0 | 3,680 |
| TOTAL REVENUE | 43,680 | 0 | 0 | 0 | 43,680 |

2020 PROPOSED BUDGET

| REVENUE SOURCE | SOURCE TOTAL | ACCOUNT CATEGORY | | | |
|----------------------------|--------------|------------------|-----------|-------|---------------|
| | | PERSONNEL | OPERATING | SPACE | SPECIAL COSTS |
| DANE CO HUMAN SVCS | 0 | 0 | 0 | 0 | 0 |
| DANE CO CDBG | 0 | 0 | 0 | 0 | 0 |
| MADISON-SEA SENIORS | 40,000 | 0 | 0 | 0 | 40,000 |
| OTHER MADISON | 0 | 0 | 0 | 0 | 0 |
| UNITED WAY ALLOC | 0 | 0 | 0 | 0 | 0 |
| UNITED WAY DESIG | 0 | 0 | 0 | 0 | 0 |
| OTHER GOVT | 0 | 0 | 0 | 0 | 0 |
| FUNDRAISING DONATIONS | 0 | 0 | 0 | 0 | 0 |
| OTHER | 3,680 | 0 | 0 | 0 | 3,680 |
| TOTAL REVENUE | 43,680 | 0 | 0 | 0 | 43,680 |

Additional information about revenue and expenses for this program.

| | | |
|---------------------|---------------------------------------|----------------------|
| ORGANIZATION: | Freedom, Inc. | 2019-20 REQD AMOUNT: |
| PROGRAM/LETTER: | B Southeast Asian Healing Center - SA | 75,000 |
| PRIORITY STATEMENT: | B. Senior Activities | |

PROGRAM BUDGET

2019 PROPOSED BUDGET

| REVENUE SOURCE | SOURCE TOTAL | ACCOUNT CATEGORY | | | |
|----------------------------|----------------|------------------|---------------|---------------|---------------|
| | | PERSONNEL | OPERATING | SPACE | SPECIAL COSTS |
| DANE CO HUMAN SVCS | 0 | 0 | 0 | 0 | 0 |
| DANE CO CDBG | 0 | 0 | 0 | 0 | 0 |
| MADISON-SEA SENIORS | 75,000 | 0 | 9,363 | | 65,637 |
| OTHER MADISON | 0 | 0 | 0 | 0 | 0 |
| UNITED WAY ALLOC | 0 | 0 | 0 | 0 | 0 |
| UNITED WAY DESIG | 0 | 0 | 0 | 0 | 0 |
| OTHER GOVT* | 7,668 | 7,668 | 0 | 0 | 0 |
| FUNDRAISING DONATIONS | 5,000 | 0 | 5,000 | 0 | 0 |
| OTHER* | 40,031 | 4,354 | 16,837 | 12,600 | 6,240 |
| TOTAL REVENUE | 127,699 | 12,022 | 31,200 | 12,600 | 71,877 |

2020 PROPOSED BUDGET

| REVENUE SOURCE | SOURCE TOTAL | ACCOUNT CATEGORY | | | |
|----------------------------|----------------|------------------|---------------|---------------|---------------|
| | | PERSONNEL | OPERATING | SPACE | SPECIAL COSTS |
| DANE CO HUMAN SVCS | 0 | 0 | 0 | 0 | 0 |
| DANE CO CDBG | 0 | 0 | 0 | 0 | 0 |
| MADISON-SEA SENIORS | 75,000 | 0 | 9,363 | | 65,637 |
| OTHER MADISON | 0 | 0 | 0 | 0 | 0 |
| UNITED WAY ALLOC | 0 | 0 | 0 | 0 | 0 |
| UNITED WAY DESIG | 0 | 0 | 0 | 0 | 0 |
| OTHER GOVT | 7,668 | 7,668 | 0 | 0 | 0 |
| FUNDRAISING DONATIONS | 5,000 | 0 | 5,000 | 0 | 0 |
| OTHER | 40,031 | 4,354 | 16,837 | 12,600 | 6,240 |
| TOTAL REVENUE | 127,699 | 12,022 | 31,200 | 12,600 | 71,877 |

Additional information about revenue and expenses for this program.

ORGANIZATION:

Freedom, Inc.

NON SEA SENIORS PROGRAM BUDGET (See Instructions)

| 2019 BUDGETED | | ACCOUNT CATEGORY | | | |
|-----------------------|--------------|------------------|-----------|-------|---------------|
| REVENUE SOURCE | SOURCE TOTAL | PERSONNEL | OPERATING | SPACE | SPECIAL COSTS |
| DANE CO HUMAN SVCS | 0 | 0 | 0 | 0 | 0 |
| DANE CO CDBG | 0 | 0 | 0 | 0 | 0 |
| OTHER MADISON | 0 | 0 | 0 | 0 | 0 |
| UNITED WAY ALLOC | 0 | 0 | 0 | 0 | 0 |
| UNITED WAY DESIG | 0 | 0 | 0 | 0 | 0 |
| OTHER GOVT* | 0 | 0 | 0 | 0 | 0 |
| FUNDRAISING DONATIONS | 0 | 0 | 0 | 0 | 0 |
| OTHER* | 0 | 0 | 0 | 0 | 0 |
| TOTAL REVENUE | 0 | 0 | 0 | 0 | 0 |

| 2020 PROPOSED BUDGET | | ACCOUNT CATEGORY | | | |
|-----------------------|--------------|------------------|-----------|-------|---------------|
| REVENUE SOURCE | SOURCE TOTAL | PERSONNEL | OPERATING | SPACE | SPECIAL COSTS |
| DANE CO HUMAN SVCS | 0 | 0 | 0 | 0 | 0 |
| DANE CO CDBG | 0 | 0 | 0 | 0 | 0 |
| OTHER MADISON | 0 | 0 | 0 | 0 | 0 |
| UNITED WAY ALLOC | 0 | 0 | 0 | 0 | 0 |
| UNITED WAY DESIG | 0 | 0 | 0 | 0 | 0 |
| OTHER GOVT | 0 | 0 | 0 | 0 | 0 |
| FUNDRAISING DONATIONS | 0 | 0 | 0 | 0 | 0 |
| OTHER | 0 | 0 | 0 | 0 | 0 |
| TOTAL REVENUE | 0 | 0 | 0 | 0 | 0 |

Additional information about revenue and expenses

ORGANIZATION: Freedom, Inc.

AGENCY REVENUE DETAILED BY PROGRAM

| REVENUE SOURCE | 2019 PROPOSED | 2020 PROPOSED |
|----------------------------|----------------|----------------|
| DANE CO HUMAN SVCS | 0 | 0 |
| DANE CO CDBG | 0 | 0 |
| MADISON-SEA SENIORS | 115,000 | 115,000 |
| OTHER MADISON | 0 | 0 |
| UNITED WAY ALLOC | 0 | 0 |
| UNITED WAY DESIG | 0 | 0 |
| OTHER GOVT | 7,668 | 7,668 |
| FUNDRAISING DONATIONS | 5,000 | 5,000 |
| OTHER | 43,711 | 43,711 |
| TOTAL REVENUE | 171,379 | 171,379 |

| REVENUE SOURCE | Non-SEA Srs |
|----------------------------|-------------|
| DANE CO HUMAN SVCS | 0 |
| DANE CO CDBG | 0 |
| MADISON-SEA SENIORS | 0 |
| OTHER MADISON | 0 |
| UNITED WAY ALLOC | 0 |
| UNITED WAY DESIG | 0 |
| OTHER GOVT | 0 |
| FUNDRAISING DONATIONS | 0 |
| OTHER | 0 |
| TOTAL REVENUE | 0 |

Budget Adjustments and Method of Reimbursement

1. Agency should have documentation of all expenses reported under this contract. CDD staff may request documentation at any time.
2. Agency may alter stated budget within 10% of each original line item by formal notification to CDD. Changes which would result in modifications in excess of 10% of any original line item must receive CDD Supervisor written approval.
3. Any funds expended outside of contract start and end dates are not eligible for reimbursement.
4. Invoices will be submitted through CDD Provider Gateway System.