



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:	The Hmong Insitute	Amount Requested:	\$40,000
Title of Proposal:	Hmoob Kaj Siab		
Brief Project Description:	<p>The Hmoob Kaj Siab program is a culturally and linguistically responsive care center that provide services to elders for Hmong, Lao, and Cambodian elders.</p> <p>Hmoob Kaj Siab, is a place of healing and community that offers wrap around services including psychiatry and counseling. We provide service facilitation, case management, transportation, daily community meals, and acculturation activities. Hmoob Kajsiab senior program is an intensive and comprehensive service model.</p>		
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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):	2018		
Name of Fiscal Agent (if Applicable):		Fiscal Agent Phone:	
Fiscal Agent Contact Person:		Fiscal Agent Email:	

- 1. 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

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.

As refugees and genocide survivors many of the clients suffer from PTSD and trauma as a result of the Vietnam war and the Cambodian genocide. Clients include veterans, widows of veterans, and genocide survivors. Elders indicated that access to behavioral health at local hospital and centers were challenging due to language and cultural barriers. Medical terminology was difficult for elders to understand. Lack of cultural understanding by medical providers caused a lot of mistrust resulting in not getting the needed behavioral health services. There was a need for culturally and linguistically responsive behavior health services to address the needs of the refugee population in Dane County. Kajsiab House was developed to provide culturally and linguistically responsive services. After 18 years of operations, Journey Mental Health closed Kajsiab House in September of 2018. Concerned residents came together to raise funds to keep Kajsiab House open for the elders.

As with in the Hmong tradition, when you go through a traumatic life event, you are often given a new name. Elders renamed Kajsiab House, "Hmoob Kaj Siab." Kaj Siab means, to be stress free, at peace, have no worries. Before Kajsiab House was a place that was at peace or stress free. Now, Hmoob Kaj Siab means, Hmong (a group of people) who are at peace and is stress free.

The Hmong Kaj Siab program is a culturally and linguistically responsive community-based care center that provides client-centered behavior health services. Hmoob Kaj Siab is operated out of the Life Center in Madison which has private space for 1 on 1 psychiatric counseling, large rooms for group therapy, classrooms, commercial kitchen for cooking meals, dining room, gym for physical activity and daily exercise, and garden space. Our team of staff include former Kajsiab House Hmong and Khmer (Cambodian) case managers and therapists as well as new staff. Bophia who is bilingual and bicultural in Khmer has been with the Hmoob Kaj Siab (formerly Kaj Siab House) for over 12 years and has deep roots in the Khmer community. Our therapists, Manila and Hnub who are bilingual and bicultural in Hmong, have been with Hmoob Kaj Siab (formerly Kajsiab House) for over 4 and 1.5 years, respectively. Julianna has been the cook for Hmoob Kaj Siab (formerly Kajsiab House) for 8 years. All staff experience includes extensive years of working for the community, an associate or bachelor degree with many years of experience in the health field and nursing degree and masters degrees in counseling and in public health. Our bilingual/bicultural capacities are Hmong, Khmer and Laotian. Staff are trained psychotherapists, case manager, program coordinator, and service facilitators certified as Comprehensive Community Service (CCS) providers. Staff have built relationships and trust with their elders.

Hmoob Kaj Siab has two vans to provide daily transportation for elders from home to Life Center and for medical appointments. We offer a wide variety of activities for elders to choose from. Elders are able to choose from different activities and services based on their needs and physical abilities. Our daily activities are exercise, chair yoga, peer-to-peer support, etc. Starting in June for five weeks, elders will have the opportunity to share their wisdom with Hmong middle school students will interact through story time, playing traditional Hmong games, and do arts and craft with the elders, an effort to close the intergenerational gaps between Hmong youth and elders from the Hmong Language and Culture Enrichment Program. Weekly activities include: sewing class, life skill classes, English classes, health educational classes (nutrition, physical health, medication prescription education and management, health screening, etc.), gardening and bingo. We take elders out on field trips once a month so they can learn about other people and communities, to help them feel less depressed. Other activities suggested by elders will be added to the program activities. Services we offer include: case management, support groups, individual counseling, group therapy, psychiatric services such as counseling and medication prescription, service facilitation, setting up medical appointments, medical prescription review with pharmacist. We provide transportation for human service and medical appointments. Our staff provide interpretation and translation for the elders as needed. One of the key components that makes Hmoob Kaj Siab a home-from-home for the elders is our daily home-cook meal, a cultural lunch that they can eat and enjoy.

Hmoob Kaj Siab is a program of The Hmong Institute, a nonprofit whose mission is, empowering community through educating, preserving, and promoting the Hmong heritage. We empower and educate our partners through partnering with Edgewood College to provide cultural competency trainings in Hmong health and Hmong American experience via our annual Hmong Health Summit and Hmong Community Certificate

programs for mainstream providers, policy makers, and institutions. We preserve and promote the Hmong heritage to our Hmong children and educational partners through the Hmong Language and Culture Enrichment Program.

The Board of Directors include Hmong community leaders, an educator, researcher, PhD candidate (health focus), and parents. The board president has over 25 years of experience serving the Southeast Asian in Wisconsin and nationally. Her experience serving the SEA communities, both professionally and volunteer, includes developing culturally competent programs such as the Refugee Family Strengthening, Refugee Mental Health Program such as KajSiab House, Refugee Women's Leadership project in Georgia, and much more. Such programs were developed by listening to the needs of the community, advocate for resources, write request for proposals for local competition, and implementation of the projects. The former Kajsiab House came out of the need to address Hmong in W-2 programs from her office at the State Refugee Office at the Department of Children and Families. Throughout the 18 years, she continues to advocate for resources and support Kajsiab House. Behind the scenes, she met with CEO and management at Journey to increase professional development trainings for the bilingual staff and increase CCS services for the clients at Kajsiab House. She co-founded the weekly Hmong women's group and volunteer her time to run the women's group every Monday in the past 10 years. Knowing how valuable and critical the culturally competent mental health services at Kajsiab House is for the Southeast Asian elders, she steps in to help raise funds to sustain culturally competent service when Journey Mental Health announced its closure of Kajsiab House.

We have 1 full time staff who is the CEO with over 16 years of nonprofit leadership and 9 consultants comprised of medical doctors, university professor, psychologist, culture experts, and community leaders in health and human services. However, parents, community leaders, and volunteers still provide input and are the backbone of the organization. Community meetings are held to get input from the larger Hmong community. A core volunteer committee consisting of 2 community leaders, 4 parents, and 4 volunteers help provide administrative work, coordinate curriculum development, provide staff training, establish new partnerships, and fundraising. Parents and volunteers are comprised of school teachers, educators, a linguist, a PhD candidate in education, Hmong police officer, and Hmong elders with knowledge about the Hmong culture. Committee members use their area of expertise to support the organization. Hmong elders advises on traditional Hmong culture.

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? 70

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

With the transition to sustain culturally and linguistically competent mental health services for the SEA seniors, many seniors were scared and fearful to seek services at Kajsiab House in the process. Our plans include grassroots outreach,

hosting community meetings and do group presentations to SEA seniors, community, groups and potential sponsors so our seniors and community can learn about our wrap-around services, ask questions, and clarify any rumors that may still bother them. We plan to also go on the radio and do Q/A sessions for those who don't feel safe to come to the community meeting we host. We will outreach to other SEA seniors by posting flyers on Hmong and Asian grocery stores about our services. We will outreach to senior centers in Madison, health care providers, and other human service agencies so they can refer SEA seniors to us. Our work is guided by the community and we are confident that Hmoob Kaj Siab will once again be a flourish Center for the SEA seniors in Madison. Our goal is to build a stronger program by using city funds to compliment our county funds and build a stronger capacity--have adequate funds to hire staff--to serve our seniors and elders.

Once funding is allocated and things quiet down, we will collaborate with Bayview Community Center, Kennedy Heights Community Center, and Northport Community and Learning Center, East Madison Community Center, and Theresa Terrace neighborhood center to promote and identify eligible elders who are isolated, low-income, and previously non-participating. It will be important to have Hmoob Kaj Siab staff work closely with community center staff to engage residents as they have the trust of their residents. We will also work with landlord for apartments near W. Badger Rd/Fish Hatchery Rd to promote and help identify eligible elders living in the apartments. We will outreach by hosting meetings at concentrated locations like Bayview, Kennedy Heights, Northport Apartment, and Truax Apartment and W. Badger Rd/Fish Hatchery Road so SEA seniors and elders can ask questions about our services.

Another way to reach isolated, low-income, and previously non-participatory seniors is through our Hmong Language and Culture Enrichment Program. We have access to many Hmong families and grandparents as they come to support their grandchildren during our open house or talent show events.

Our biggest recruitment is by word of mouth. As more and more elders hear about Hmoob Kaj Siab they come and visit. Once they visit and see that it is not operated like in the past or like the rumors they heard they are very happy and start using the service. The new participants then tell their friends and more start coming to Hmoob Kaj Siab.

Collaboration with other health agency is a key component of our philosophy and work. We believe healthcare agency must collaborate in order to provide the best care for their clients. We collaborate with and have a great working relationship with local healthcare providers. As a result, we get referrals from Meriter, UW Health, GHC, and SSM. Hmoob Kaj Siab is seen as a resource for mainstream health care providers. Staff from Access, Dean Clinic, Group Health Cooperative, Meriter, and UW Health frequently consult with Hmoob Kaj Siab's staff on questions related to their Hmong patients. We also partner with Hmong homecare agency such as Eternity Homecare and Sosiab Care who refer eligible clients to Hmoob Kaj Siab.

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?

The Intended Service Population & Income Level

The target populations we plan to serve are Hmong, Lao, Cambodian, Vietnamese, and Thai seniors who are 60 years and older, is at or below 240% of Federal Poverty levels, who are veterans, widows of veterans, and survivors of the Vietnam War and the Cambodian genocide under Pol Pot. These are our most vulnerable population and need immediate support.

According to the 2011-2015 American Community Survey data, over 6,000 Hmong or 1,350 households reside in Dane County. Median income for Hmong is \$49,804. 116 household receive social security benefits and another 163 receive supplemental security income (SSI). 30% of Hmong live under the poverty level. 80% of Hmong females age 45 and older have less than a ninth-grade education. 68% of the Hmong population that is 65 or older did not speak English at all. 602 Hmong adults, over the age of 45 live under poverty level. Current, majority of seniors attending Hmoob Kaj Siab receive SSI income.

Geography and anticipated distribution of seniors

There are pockets of areas in Madison with large Southeast Asian residents: Bayview, Kennedy Heights, Northport Apartments, Truax Apartments, and apartments near W. Badger Rd/Fish Hatchery Rd. Some

Hmong families have moved to Sun Prairie, DeForest, Windsor, and surrounding cities. Our goal is to serve 75 seniors or frail seniors city wide. We currently have seniors from neighborhoods such as Northport, Bayview, Truax area, and S. Badger Road and plan to increase outreach to these areas once we have full capacity to serve them. These seniors currently come to us because of the wrap-around services we have for them, not because of our location. We believe that when we have full capacity to serve the seniors and outreach to them, they (new and former seniors of KajSiab House) will come to utilize the wrap-around services at Hmoob Kaj Siab.

Challenges or Barriers Will Seniors or Frail Seniors Present

There are many challenges or barriers the Southeast Asian seniors or frail seniors face as they age in Madison, a new home that many have to learn to adapt and adjust to due to the Secret War that forced them to call Madison home. As they aged, the challenges double and, for some, triple. We currently serve ---- Hmong, Khmer, and Lao seniors at Hmoob Kaj Siab. Of this number, 85% are seniors and about 15% are considered frail. Some of the key challenges we see in our SEA seniors or new seniors we will serve in the future include: language and culture barriers, lack of mobility, declining health, social isolation, lack of transportation, spiritual health, lack of coping skills, and the feeling of having no value or usefulness (no self-worth) within his or her family and extended families. In addition, with the recent closing of Kajsia House and current transition of having two agencies (Hmoob Kaj Siab and Southeast Asian Center), we recognize that many of seniors are very confused, sad, and angry, depends on what was said to them and by who.

Language, Culture and Transportation Barriers

Of the barriers or challenges identified, we cognize that some barriers are easier to overcome than others. Language and culture are the basic barriers or challenges our seniors or frail seniors face. We resolve this challenge by ensuring that we hire trained bilingual and bicultural staff. For transportation challenge, we bought two vans so we can transport the seniors wherever they need to go--pick up and drop them off daily and take them to their appointments (SSI, doctors, eye doctors, hospitals, housing, citizenship, etc.). For the social isolation, we have Hmoob Kaj Siab for them to come so they can receive the needed services through our wrap-around health model. We recognize that the social isolation continues to be a big challenge for many seniors who are not seeking our services for various reasons. First, if the seniors still have grandchildren, they mostly are responsible to babysit their grandchildren, a cultural practice and expectation as grandparents. This often leads to more challenges when the senior grandparents cannot drive or speak the language because he or she lives with a lot of stress, especially when they are home alone with the sick or injured grandchildren and they don't know how or who to call for help. Yes, they can dial 911, but how are they going to tell the operator in English.

Mental Health - depression and suicidal signs

For senior grandparents who don't have grandchildren to watch, they are home alone. In this situation, their social isolation will cause their health to decline, physically and mentally. Many seniors have shared in group support and testified at the city council hearing that when they are home alone without Hmoob Kaj Siab, they are socially isolated and get depressed and suicidal as they stare out the window all day, day after day, and watch the car go by. In individual and group counseling, seniors described in detail what this social isolation is about. It is about an illness that can lead to a deep depression, having no desire to live. Recognize this, our holistic approach to address depression prevention and mental health needs is about teaching the seniors about the busy lifestyles of their sons and daughter-in-laws (too busy working so they can put food on the table for their children and they forget about the seniors' needs), provide individual and group counseling as needed, and teaching the seniors how to cope with daily challenges, especially the feeling of having no self-worth.

Today, the big elephant in the room for the seniors is their fears of being put in a nursing home, feeling of having no self-worth within the family and be a burden to their children and families when they are ill or no longer can babysit their grandchildren, etc. Culturally, seniors are given the respect for their life experience, family contributions, and wisdom. With this belief, our seniors do not often communicate their needs--I would like to go see so and so, I would like to eat this, I am sick today, a relative is in town, can you bring me there, etc.--but expect their sons and daughter-in-laws to know and meet their needs unspokenly. If their needs

are not met, they may feel unloved. When they feel unloved and stare out the window all day, many feel they are no longer worth anything to their family when they mentally reflect back to the sufferings during the Vietnam War in Laos, struggles and hardships in the refugee camp in Thailand, and now in Madison.

This (no self-worth) is the biggest challenge faced by our seniors and frail seniors because this elephant requires time and culturally competent wrap-around services such as teaching them coping skills, having peer-to-peer support, group therapy and individual counseling, for we cannot force seniors to get out of bed, dress up, and go for a walk when they feel hopeless and depressed. To prevent a senior, especially frail senior, from going into a depression is to ensure we have trained bilingual and bicultural therapist to help peel and throw away one layer of stress at a time. Our wrap-around services such as peer-to-peer support, support groups, educational classes and field trips enhance our ability to help the seniors speed up his or her self-confidence and self-worth. Of course, with a diverse group of seniors, the peeling and healing process will take shorter or longer varies from one senior to another. For some, we may need to work with the family to help them understand the elephant in the room so they can be part of the solution also.

Lack of Mobility - Declining of Physical Health

Another challenge facing the SEA seniors are their lack of mobility or declining of seniors' physical health such as climbing stairs, the inability to stand, walk or sit for a long time are impacting their daily routines. This challenge makes it difficult for them to move around so they can do the smallest thing for themselves, resulting in seniors' need for additional health services. Hmoob Kaj Siab is able to address this barrier by locating our program to a space, Life Center, that is a handicap accessible building. All activities take place on the first floor with three large rooms next to each other. The fireside room is a spacious room which allows for large group gathering (holds our weekly women support group) and has a fireplace to keep seniors warm. Seniors are able to move freely from activity to activity in a short distance, therefore lack of mobility for seniors is not an issue at Life Center. The need for additional health services can be address by providing transportation for seniors to their medical appointments. Case managers can assist in setting up medical appointments, pick up seniors and provide transportation, and provide interpretation. Previous challenge includes children of seniors were working during the day and could not provide transportation. Additionally, Hmoob Kaj Siab has partners such as the Pharmacy Society of WI that comes to provide medication education service, weekly psychiatric medication review and prescribing by Dr. Coleman, UW-Extension's bilingual staff come twice per week to provide nutrition and wellness education, and volunteers come to teach English and sewing class weekly rather than having seniors go to these providers. Most importantly, Hmoob Kaj Siab's bilingual bicultural therapists is able to provide the client-centered cane management health services to meet the needs of seniors at Life Center.

b. Location of Services:

Life Center Madison located at 4402 Femrite Dr, Madison WI 53716.

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 and Determining MA eligibility

Any new clients, self referral or provider referral, will be invited and contacted to come to Hmoob Kaj Siab to check out our services. When the new client is ready and would like to enroll in Hmoob Kaj Siab, our staff who does the initial enrollment screening will sit down and gather the basic-demographic information in order to enroll as a new client.

The screening are to determine whether the person has a history of trauma and whether he or she has trauma-related symptoms. Screening mainly obtains answers to "yes" or "no" questions: "Has this client experienced a trauma in the past?" and "Does this client at this time warrant further assessment regarding trauma-related symptoms?" If someone acknowledges a trauma history, then further screening is necessary to determine whether trauma-related symptoms are present. However, the presence of such symptoms does not necessarily say anything about their severity, nor does a

positive screen indicate that a disorder actually exists. Positive screens only indicate that assessment or further evaluation is warranted, and negative screens do not necessarily mean that an individual doesn't have symptoms that warrant intervention.

All initial appointments for services begin at a private office at Hmoob Kaj Siab. In many ways, initial appointments are similar to other medical appointments and takes about 2 hours. Clients are asked to bring in the following during this appointment:

- Driver's License or State Identification Card
- Your Medicaid, Medicare, or other insurance cards
- A list of all medications you are currently taking
- Names of all medical doctors present/past
- If you have received any mental health services in the past, bring the name and contact information
- Your personal information (address, phone number, social security number)

After HIPPA forms are discussed, the intake clinician will ask questions to gain an understanding of the services client is seeking. Intake clinician will also ask to talk about any symptom clients have experienced (mood swings, difficulty sleeping, feeling sad, etc.) The intake clinician will also ask about goals for action/treatment planning.

A psychiatric medical review will be done by Dr. Coleman to assess, diagnose, and gain a better understanding of the individual clients' health needs. If the client is diagnosed with mental health issues by Dr. Coleman, the client will be referred and enrolled in CCS program or appropriate program. A CCS intake with the Dane County staff will be scheduled a full assessment to determine CCS eligibility by county staff will be conducted if the client qualifies for CCS, an individualized service plan will be developed in consultation with the client from here on the client needs will be reviewed every six months and changes will be made as needed.

Assessment Tools

Our tools to assess the seniors' health needs include the CCS full assessment, the mini-state questionnaires adopted by Dr. Coleman, a modification of a standard assessment from Harvard, medical doctor's notes, and a holistic client-centered approach to listening to the seniors. Many SEA seniors have PTSD as a result of trauma from the Vietnam War or the genocide in Cambodia. Many feel that they have no self-worth easily as they age and can no longer do things for themselves or help their children and families. Our holistic client-centered approach often takes longer to truly assess the full needs of the seniors, but if done correctly, as expressed by a senior, "it feels like the sun is shining again." When this happened, one can start to help the seniors peel a layer of stress and anxiety one layer at a time to remove the heavy load on their shoulders. Additionally, Hmoob Kaj Siab uses the assessment domain in DHS 36.16(4), WI Admin Code to assess eligibility of seniors. This assessment include screening for trauma and significant life stressors, medications, crisis prevention and management, legal status, community living skills, housing issues, basic needs, life satisfaction, social network and family involvement, mental and physical health, employment, and education.

Utilization of An Individual Service Plan

This is the most important tool in helping a senior gets better, feels better and wants to hold on to life so his or her grandchildren will see him or her. This plan will outline the needs of services--basic needs, short term needs and long term needs--of an individual senior. In detail, it will also document the asset and strength of the seniors (status of the senior in the family and community, who is his or her support system, what and who makes the senior happy, what food does she or he enjoys the most, etc.). Service plan include measureable goal and the type and frequency of data that will be used to measure progress towards desired outcomes. Service plans ensure that seniors receive: assesment services, service planning, service delivery, and supportive activites in an appropriate and timely manner. It also include ensuring the service plan and service delivery for the senior is coordinated, monitored, and designed to support the senior in a manor that is culturally responsive and helps them aciheve the highest possible level of independent fuctioning. As such, we use this plan to help us design appropriate services and ensure that we meet the complex needs of the individual senior. Staff review senior's individual plan every six months or as needed, consult with other healthcare providers, and make modifications as needed. Service plans are reviewed and signed off by licensed mental health professional.

5. Service Goals:

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

Hmoob Kaj Siab is operated out of the Life Center in Madison which has private space for 1on1 psychiatric counseling, large rooms for group therapy, classrooms, commercial kitchen for cooking meals, dining room, gym for physical activity and daily exercise, and garden space. Because of this, Hmoob Kaj Siab can be open year-round and seniors are able to perform daily exercise in the gym or other activities during the winter. We are open 5 days a week and service hours are from 9 am to 4 pm daily. We are closed on holidays. Targeted number of unduplicated clients is 75.

- 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.

Hmoob Kaj Siab is currently implementing a culturally and linguistically appropriate wrap-around senior activities as described above. We have a space that is clean, safe, and welcoming for the SEA seniors. We have bilingual and bicultural case managers and therapists to meet the mental needs of our SEA seniors. We have daily and weekly support group and educational, social and health focus classes for the seniors to do to enhance their coping skills. We provide a daily culture-home-cook meal for the seniors. We can transport seniors who need a ride to Hmoob Kaj Siab. We have the capacity to welcome and serve our SEA seniors immediately. With the City funding, we will be able to enhance, strengthen, and increase program activities, case management, and transportation for more seniors. Most importantly, the City funding will allow us to serve SouthEast Asian seniors who do not qualify for Medical Assistance (MA) and Community Comprehensive Services (CCS) programs, which is a critical mental health need. Additionally, funding will allow us to serve previously non-participatory seniors.

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.

We currently serve Hmong, Khmer, and Lao seniors. Hmoob Kajsiab staff reflect the racial and cultural diversity of seniors using the program. Our staff are bilingual and bicultural in Hmong, Khmer, and Laotian. Staff has training, certifications, and qualifications to serve the target population. Majority of staff are certified by the County for Comprehensive Community Service (CCS). Our staff provide services that meet the AAA Client Centered Case Management Standards.

There are eight Hmoob Kaj Siab staff:

- Two psychotherapist who are bilingual and bicultural in Hmong with Masters Degrees in Counseling, certified in CCS, and former employees of Kajsiab House for 4 and 1.5 year, respectively.
- One CCS service facilitator bilingual and bicultural in Hmong with a Masters Degree in Public Health and has over 5 years of experience serving the Hmong community.
- One CCS service facilitator bilingual and bicultural in Hmong with a degree in nursing
- One case manager bilingual and bicultural in Khmer and worked for Kajsiab House for over 11 years.
- One case manager bilingual and bicultural in Hmong and Lao with an associate degree with over 9 years' experience in the health field, especially serving the seniors.
- Two bilingual and bicultural in Hmong and Laotian cooks who prepare nutritious meals who worked for Kajsiab House for over 8 years.
- Volunteers include nurses from SSM Health to provide information on health and wellness, educator teaching English classes, a professional physical trainer to teach exercise techniques to seniors weekly, professional sewing

teachers heal seniors sew away their anxiety and stress using sewing as a therapeutic tool through teaching the seniors, and behavioral health specialist with over 25 years' experience in behavioral health to provide professional development and training for our staff.

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

Even though we have clinical staff and case manager we plan to recruit at least more case managers as we anticipate that many more seniors will seek our wrap-around services at Hmoob Kaj Siab as we outreach to the community. Our recruitment plan include actively work with UW-Madison's School of Medicine and Edgewood College's Nursing School to identify and recruit Southeast Asian medical and nursing students. Other recruitment plans include outreaching to the Wisconsin Hmong Nurse Association who we partner with to promote health education and work with Southeast Asian and Hmong American Student Associations in Wisconsin to identify and recruit seniors or graduate students to do field placement, a-grow-your own health leader method. Lastly, half of the participants in our annual Hmong Health Summit are young Hmong health professionals--case managers, nurses, therapists, and health educators--who are potential employees of Hmoob Kaj Siab, for many have shared that they will find greater satisfaction in their work when they can give back to their communities.

Training Plan

Hmoob Kaj Siab's goal is to provide wrap-around culturally and linguistic competent senior services for the SEA seniors. We recognize that the health of our seniors today are more complex than in the early arrival years of the 1980s and 1990's. Our goal is not to just hire anyone who is bilingual but, minimum, be bicultural with at least five years in the health field and have an associate or bachelor degree with a health focus. Our current staff are very qualified as bilingual and bicultural to serve the proposed target population as they are bilingual and bicultural in Hmong, Khmer, and Laotian. Additionally, most of our staff have the trust of the seniors, those current seeking our services or those who are staying home, as they have built solid relationships when serving at the former Kajsiab House and Khmer temple.

Most importantly, we believe that professional development is critical to the quality of the SEA seniors we serve and we plan to send our staff, new and current, to specific topics such as dementia, historical trauma, elderly suicide prevention, elder abuse, etc. as we identify the needs in the SEA seniors we serve. To help strengthen our staff's cultural competency and cross-cultural issues, we will continue to host weekly staff consultation and meetings, allowing staff to bring in actual cases for discussion and support. To stay current with state and local health policy, we will send our staff to any workshops or trainings offered by the state and city, especially medical assistance, medicare, and medicaid. For staff to better understand and provide quality senior activities, we will require our staff to attend our annual Hmong Health Summit as part of our professional development.

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

Our supervision plan include the following:

Under Anesis Therapy, all staff will be supervised by a licensed mental health professional on a daily basis to review intakes, assessments, and individualized plans. In addition, the licensed supervisor will review all case management notes and billing notes for MA and CCS clients. Anesis will provide support and professional development for our team of Southeast Asian Senior Case Management staff in the following ways:

- an individual check-in to identify any challenges and find the appropriate support and training for the staff.
- a four-hour long weekly case consultation meeting is held so Hmoob Kaj Siab's staff can receive ongoing support for any challenges faced by the staff as they provide services to the seniors.
- a monthly all staff (Anesis and Hmoob Kaj Siab) to build a cross-cultural support system for staff
- a weekly Hmoob Kaj Siab meeting is held for the staff to share any cultural challenges they face, brainstorm solutions, receive program updates, and discuss cultural challenges. For example, how do we serve a senior who

may have a domestic abuse issue but don't want to talk about it, or a mother-in-law and daughter-in-law rivalry/power struggle?

- allow staff to identify any training needs he or she feels is needed in order to be efficient and able to provide quality services
- require staff to attend Dane County Human Services training and professional development related to their duties
- host quarterly retreat for staff away from the office

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
Manager	1			Manage , coordina te, and supervis or staff	\$24.04	\$1460	\$12500	\$2500	\$30000
Service Facilitator	1			Case manage r, psychot herapist providin g psychot herapy	\$23.08	\$1458	\$12000	\$2500	\$28800
Service Facilitator	1			Case manage r, psychot herapist providin g psychot herapy	\$21.63	\$1458	\$11250	\$2500	\$27000
Service Facilitator	1			Case manage r, psychot herapist providin g psychot herapy	\$21.63	\$1458	\$11250	\$2500	\$27000

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
Service Facilitator	1			Case manager, psychologist providing psychotherapy	\$19.23	\$1458	\$10000	\$2500	\$24000
Service Facilitator	1			Case manager, psychologist providing psychotherapy	\$18	\$1458	\$9360	\$2500	\$22464
Case manager	1			Provide case management	\$16	\$1458	\$8320	\$2500	\$19968
Case manager	1			Provide case management	\$16	\$1458	\$8320	\$2500	\$19968
Cook	1			Prepare meals and snacks	\$15	\$1458	\$7800	\$2500	\$18720
Cook's assistant	1			prep food, wash dishes,	\$14	\$1458	\$7280	\$2500	\$17472
					\$	\$	\$	\$	\$
					\$	\$	\$	\$	\$
					\$	\$	\$	\$	\$
					\$	\$	\$	\$	\$
TOTAL					\$	\$	\$	\$	\$

*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 #
Pharmacy Society of WI	Pharmacist meets individually with elders to review medications and provide a detailed individual assessment of medications taken by elders to identify the potential risks for adverse drug events.	Helene McDowell 608.827.9200
Anesis Therapy	Licensed mental health professional on a daily basis to review intakes, assessments, and individualized plans.	Myra McNair 608.239.2401
Sewing for Fun	Provides educational instruction on sewing. They provide sewing machine and materials.	Annette Bollig 267.303.1328
UW Dane County Extension	Provides educational programming consisting of: Senior Eating Well & Eat Smart Live Strong	Kazoua Moua 608.224.3644
WISE Program	Currently employees two seniors to gain work experience	Darice Hannon 608.202.1011
Life Center Food Pantry	Currently seniors go there once a weekA food source for seniors on limited income to deal with food insecurity.	Vito Griseta 608.843.0451
Access Community Health Clinic	Provides training on behavior health such as AODA and work with staff on cultural responsive refugee trauma informed service delivery	Dr. Ken Loving 608.443.5480
Yeeleng Hang	Overseas English Classes to Hmong and Khmer seniors	Yeeleng Hang 608.213.1578
Dr. Fred Coleman	Provide psychiatric services for treatment and prevention of mental, emotional and behavioral disorders.	Dr. Fred Coleman 608.238.7343
Dane County Human Services	\$55,333 contract with Hmong Institute for senior services and able to bill MA crisis stabilization for upto \$460,000	Carrie Simon 608.242.6268

- 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.

Information gathering

Hmoob Kaj Siab currently uses an intake form that collects information about income, ethnicity, age, gender, address, medical conditions. Staff who speaks the language of the senior collects the intake information. Clients then meet with staff for assessment and to develop individualized service plan. Client files will contain intake and

assessment form, case plans, records of contacts and service hours, and written individualized service plan. When a senior enrolls into Hmoob Kaj Siab they also given HIPPA P rivacy Practice, Release of Patient Records, and Authorization for Disclosure or Exchange of Confidential Medical Records to sign. All medical records, intake and assessment forms, individual service plan, and private patient information are stored in accordance to HIPPA regulations.

To record contacts and service hours clients sign in every morning. Staff leading activities record seniors who participate in the activity, medical appointments or home visits. Staff uses Theranest management software to log service hours, keep track of appointments with clients, and keep track of client's medical appointments.

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.

Staff are bicultural and bilingual in language of seniors. The Hmong Institute's mission is empowering community through educating, preserving, and promoting the Hmong heritage. We empower and educate our partners through partnering with Edgewood College to provide cultural competency trainings in Hmong health and Hmong American experience via our annual Hmong Health Summit and Hmong Community Certificate programs for mainstream providers, policy makers, and institutions. We preserve and promote the Hmong heritage to our Hmong children and educational partners through the Hmong Language and Culture Enrichment Program. It is safe to say, our orginzation has the capacity and strategy to ensure language access.

We partner with Access Community Health Centers to create best practice model to deliver cultural responsive refugee trauma informed service. As Madison as a large Southeast and growing Bhutanese population refugee trauma informed behavioral health service is desperately needed .

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: Peng Her

Date: 6-14-19

By entering your initials
in the box,

PH

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**

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:	The Hmong Institute	Amount Requested:	\$75,000
Title of Proposal:	Hmoob Kaj Siab		
Brief Project Description:	<p>At Hmoob Kaj Siab our mission is: Creating a safe place where clients are valued, respected, and honored. Our vision is to be the leader in providing culturally and linguistically competent behavior health services. The Hmoob Kaj Siab program is a culturally and linguistically responsive care center that provide client-centered behavior health services to SouthEast Asian elders.</p> <p>Hmoob Kaj Siab, is a place of healing and community that offers wrap around services including psychiatry and counseling. We provide service facilitation, case management, transportation, daily community meals, educational classes, and acculturation activities. Hmoob Kajsiab senior program is a client-centered, intensive and comprehensive service model</p>		
Contact Person:	Peng Her	Email	peng.her@thehmonginstitute.org
Full Address:	5310 Arapahoe Lane Madison, WI 53704	Telephone:	608-628-3901
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):			
Name of Fiscal Agent (if Applicable):		Fiscal Agent Phone:	
Fiscal Agent Contact Person:		Fiscal Agent Email:	

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.

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

As refugees and genocide survivors many of the clients suffer from PTSD and trauma as a result of the Vietnam war and the Cambodian genocide. Clients include veterans, widows of veterans, and genocide survivors. Elders indicated that access to behavioral health at local hospital and centers were challenging due to language and cultural barriers. Medical terminology was difficult for elders to understand. Lack of cultural understanding by medical providers caused a lot of mistrust resulting in not getting the needed behavioral health services. There was a need for culturally and linguistically responsive behavior health services to address the needs of the refugee population in Dane County. Kajsiab House was developed to provide culturally and linguistically responsive services. After 18 years of operations, Journey Mental Health closed Kajsiab House in September of 2018. Concerned residents came together to raise funds to keep Kajsiab House open for the elders.

As with in the Hmong tradition, when you go through a traumatic life event, you are often given a new name. Elders renamed Kajsiab House, "Hmoob Kaj Siab." Kaj Siab means, to be stress free, at peace, have no worries. Before Kajsiab House was a place that was at peace or stress free. Now, Hmoob Kaj Siab means, Hmong (a group of people) who are at peace and is stress free.

The Hmong Kaj Siab program is a culturally and linguistically responsive community-based care center that provides client-centered behavior health services. Hmoob Kaj Siab is operated out of the Life Center in Madison which has private space for 1on1 psychiatric counseling, large rooms for group therapy, classrooms, commercial kitchen for cooking meals, dining room, gym for physical activity and daily exercise, and garden space. Our team of staff include former Kajsiab House Hmong and Khmer (Cambodian) case managers and therapists as well as new staff. Bophia who is bilingual and bicultural in Khmer has been with the Hmoob Kaj Siab (formerly Kaj Siab House) for over 12 years and has deep roots in the Khmer community. Our therapists, Manila and Hnub who are bilingual and bicultural in Hmong, have been with Hmoob Kaj Siab (formerly Kajsiab House) for over 4 and 1.5 years, respectively. Julianna has been the cook for Hmoob Kaj Siab (formerly Kajsiab House) for 8 years. All staff experience includes extensive years of working for the community, an associate or bachelor degree with many years of experience in the health field and nursing degree and masters degrees in counseling and in public health. Our bilingual/bicultural capacities are Hmong, Khmer and Laotian. Staff are trained psychotherapists, case manager, program coordinator, and service facilitators certified as Comprehensive Community Service (CCS) providers. Staff have built relationships and trust with their elders.

Hmoob Kaj Siab has two vans to provide daily transportation for elders from home to Life Center and for medical appointments. We offer a wide variety of activities for elders to choose from. Elders are able to choose from different activities and services based on their needs and physical abilities. Our daily activities are exercise, chair yoga, peer-to-peer support, etc. Starting in June for five weeks, elders will have the opportunity to share their wisdom with Hmong middle school students will interact through story time, playing traditional Hmong games, and do arts and craft with the elders, an effort to close the intergenerational gaps between Hmong youth and elders from the Hmong Language and Culture Enrichment Program. Weekly activities include: sewing class, life skill classes, English classes, health educational classes (nutrition, physical health, medication prescription education and management, health screening, etc.), gardening and bingo. We take elders out on field trips once a month so they can learn about other people and communities, to help them feel less depressed. Other activities suggested by elders will be added to the program activities. Services we offer include: case management, support groups, individual counseling, group therapy, psychiatric services such as counseling and medication prescription, service facilitation, setting up medical appointments, medical prescription review with pharmacist. We provide transportation for human service and medical appointments. Our staff provide interpretation and translation for the elders as needed. One of the key components that makes Hmoob Kaj Siab a home-from-home for the elders is our daily home-cook meal, a cultural lunch that they can eat and enjoy.

Hmoob Kaj Siab is a program of The Hmong Institute, a nonprofit whose mission is, empowering community through educating, preserving, and promoting the Hmong heritage. We empower and educate our partners

through partnering with Edgewood College to provide cultural competency trainings in Hmong health and Hmong American experience via our annual Hmong Health Summit and Hmong Community Certificate programs for mainstream providers, policy makers, and institutions. We preserve and promote the Hmong heritage to our Hmong children and educational partners through the Hmong Language and Culture Enrichment Program.

The Board of Directors include Hmong community leaders, an educator, researcher, PhD candidate (health focus), and parents. The board president has over 25 years of experience serving the Southeast Asian in Wisconsin and nationally. Her experience serving the SEA communities, both professionally and volunteer, includes developing culturally competent programs such as the Refugee Family Strengthening, Refugee Mental Health Program such as KajSiab House, Refugee Women's Leadership project in Georgia, and much more. Such programs were developed by listening to the needs of the community, advocate for resources, write request for proposals for local competition, and implementation of the projects. The former Kajsiab House came out of the need to address Hmong in W-2 programs from her office at the State Refugee Office at the Department of Children and Families. Throughout the 18 years, she continues to advocate for resources and support Kajsiab House. Behind the scenes, she met with CEO and management at Journey to increase professional development trainings for the bilingual staff and increase CCS services for the clients at Kajsiab House. She co-founded the weekly Hmong women's group and volunteer her time to run the women's group every Monday in the past 10 years. Knowing how valuable and critical the culturally competent mental health services at Kajsiab House is for the Southeast Asian elders, she steps in to help raise funds to sustain culturally competent service when Journey Mental Health announced its closure of Kajsiab House.

We have 1 full time staff who is the CEO with over 16 years of nonprofit leadership and 9 consultants comprised of medical doctors, university professor, psychologist, culture experts, and community leaders in health and human services. However, parents, community leaders, and volunteers still provide input and are the backbone of the organization. Community meetings are held to get input from the larger Hmong community. A core volunteer committee consisting of 2 community leaders, 4 parents, and 4 volunteers help provide administrative work, coordinate curriculum development, provide staff training, establish new partnerships, and fundraising. Parents and volunteers are comprised of school teachers, educators, a linguist, a PhD candidate in education, Hmong police officer, and Hmong elders with knowledge about the Hmong culture. Committee members use their area of expertise to support the organization. Hmong elders advises on traditional Hmong culture.

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?

The Intended Service Population & Income Level

The target populations we plan to serve are Hmong, Lao, Cambodian, Vietnamese, and Thai seniors who are 60 years and older, is at or below 240% of Federal Poverty levels, who are veterans, widows of veterans, and survivors of the Vietnam War and the Cambodian genocide under Pol Pot. These are our most vulnerable population and need immediate support.

According to the 2011-2015 American Community Survey data, over 6,000 Hmong or 1,350 households reside in Dane County. Median income for Hmong is \$49,804. 116 household receive social security benefits and another 163 receive supplemental security income (SSI). 30% of Hmong live under the poverty level. 80% of Hmong females age 45 and older have less than a ninth-grade education. 68% of the Hmong

population that is 65 or older did not speak English at all. 602 Hmong adults, over the age of 45 live under poverty level. Current, majority of seniors attending Hmoob Kaj Siab receive SSI income.

Geography and anticipated distribution of seniors

There are pockets of areas in Madison with large Southeast Asian residents: Bayview, Kennedy Heights, Northport Apartments, Truax Apartments, and apartments near W. Badger Rd/Fish Hatchery Rd. Some Hmong families have moved to Sun Prairie, DeForest, Windsor, and surrounding cities. Our goal is to serve 75 seniors or frail seniors city wide. We currently have seniors from neighborhoods such as Northport, Bayview, Truax area, and S. Badger Road and plan to increase outreach to these areas once we have full capacity to serve them. These seniors currently come to us because of the wrap-around services we have for them, not because of our location. We believe that when we have full capacity to serve the seniors and outreach to them, they (new and former seniors of KajSiab House) will come to utilize the wrap-around services at Hmoob Kaj Siab.

Challenges or Barriers Will Seniors or Frail Seniors Present

There are many challenges or barriers the Southeast Asian seniors or frail seniors face as they age in Madison, a new home that many have to learn to adapt and adjust to due to the Secret War that forced them to call Madison home. As they aged, the challenges double and, for some, triple. We currently serve ---- Hmong, Khmer, and Lao seniors at Hmoob Kaj Siab. Of this number, 85% are seniors and about 15% are considered frail. Some of the key challenges we see in our SEA seniors or new seniors we will serve in the future include: language and culture barriers, lack of mobility, declining health, social isolation, lack of transportation, spiritual health, lack of coping skills, and the feeling of having no value or usefulness (no self-worth) within his or her family and extended families. In addition, with the recent closing of Kajsia House and current transition of having two agencies (Hmoob Kaj Siab and Southeast Asian Center), we recognize that many of seniors are very confused, sad, and angry, depends on what was said to them and by who.

Language, Culture and Transportation Barriers

Of the barriers or challenges identified, we cognize that some barriers are easier to overcome than others. Language and culture are the basic barriers or challenges our seniors or frail seniors face. We resolve this challenge by ensuring that we hire trained bilingual and bicultural staff. For transportation challenge, we bought two vans so we can transport the seniors wherever they need to go--pick up and drop them off daily and take them to their appointments (SSI, doctors, eye doctors, hospitals, housing, citizenship, etc.). For the social isolation, we have Hmoob Kaj Siab for them to come so they can receive the needed services through our wrap-around health model. We recognize that the social isolation continues to be a big challenge for many seniors who are not seeking our services for various reasons. First, if the seniors still have grandchildren, they mostly are responsible to babysit their grandchildren, a cultural practice and expectation as grandparents. This often leads to more challenges when the senior grandparents cannot drive or speak the language because he or she lives with a lot of stress, especially when they are home alone with the sick or injured grandchildren and they don't know how or who to call for help. Yes, they can dial 911, but how are they going to tell the operator in English.

Mental Health - depression and suicidal signs

For senior grandparents who don't have grandchildren to watch, they are home alone. In this situation, their social isolation will cause their health to decline, physically and mentally. Many seniors have shared in group support and testified at the city council hearing that when they are home alone without Hmoob Kaj Siab, they are socially isolated and get depressed and suicidal as they stare out the window all day, day after day, and watch the car go by. In individual and group counseling, seniors described in detail what this social isolation is about. It is about an illness that can lead to a deep depression, having no desire to live. Recognize this, our holistic approach to address depression prevention and mental health needs is about teaching the seniors about the busy lifestyles of their sons and daughter-in-laws (too busy working so they can put food on the table for their children and they forget about the seniors' needs), provide individual and group counseling as needed, and teaching the seniors how to cope with daily challenges, especially the feeling of having no self-worth.

Today, the big elephant in the room for the seniors is their fears of being put in a nursing home, feeling of having no self-worth within the family and be a burden to their children and families when they are ill or no longer can babysit their grandchildren, etc. Culturally, seniors are given the respect for their life experience, family contributions, and wisdom. With this belief, our seniors do not often communicate their needs--I would like to go see so and so, I would like to eat this, I am sick today, a relative is in town, can you bring me there, etc.--but expect their sons and daughter-in-laws to know and meet their needs unspokenly. If their needs are not met, they may feel unloved. When they feel unloved and stare out the window all day, many feel they are no longer worth anything to their family when they mentally reflect back to the sufferings during the Vietnam War in Laos, struggles and hardships in the refugee camp in Thailand, and now in Madison.

This (no self-worth) is the biggest challenge faced by our seniors and frail seniors because this elephant requires time and culturally competent wrap-around services such as teaching them coping skills, having peer-to-peer support, group therapy and individual counseling, for we cannot force seniors to get out of bed, dress up, and go for a walk when they feel hopeless and depressed. To prevent a senior, especially frail senior, from going into a depression is to ensure we have trained bilingual and bicultural therapist to help peel and throw away one layer of stress at a time. Our wrap-around services such as peer-to-peer support, support groups, educational classes and field trips enhance our ability to help the seniors speed up his or her self-confidence and self-worth. Of course, with a diverse group of seniors, the peeling and healing process will take shorter or longer varies from one senior to another. For some, we may need to work with the family to help them understand the elephant in the room so they can be part of the solution also.

Lack of Mobility - Declining of Physical Health

Another challenge facing the SEA seniors are their lack of mobility or declining of seniors' physical health such as climbing stairs, the inability to stand, walk or sit for a long time are impacting their daily routines. This challenge makes it difficult for them to move around so they can do the smallest thing for themselves, resulting in seniors' need for additional health services. Hmoob Kaj Siab is able to address this barrier by locating our program to a space, Life Center, that is a handicap accessible building. All activities take place on the first floor with three large rooms next to each other. The fireside room is a spacious room which allows for large group gathering (holds our weekly women support group) and has a fireplace to keep seniors warm. Seniors are able to move freely from activity to activity in a short distance, therefore lack of mobility for seniors is not an issue at Life Center. The need for additional health services can be address by providing transportation for seniors to their medical appointments. Case managers can assist in setting up medical appointments, pick up seniors and provide transportation, and provide interpretation. Previous challenge includes children of seniors were working during the day and could not provide transportation. Additionally, Hmoob Kaj Siab has partners such as the Pharmacy Society of WI that comes to provide medication education service, weekly psychiatric medication review and prescribing by Dr. Coleman, UW-Extension's bilingual staff come twice per week to provide nutrition and wellness education, and volunteers come to teach English and sewing class weekly rather than having seniors go to these providers. Most importantly, Hmoob Kaj Siab's bilingual bicultural therapists is able to provide senior activities to meet the needs of seniors at Life Center.

Trust Building after Transition

The closure of KajSiab House and transition of sustaining Hmoob Kaj Siab can be a challenge for us as we need to alleviate the fear and stress of the seniors and seniors who currently stay home or non-participatory seniors who may have heard of the transition. We recognize that the biggest barrier now is that seniors seeking service from Hmoob Kaj Siab fear retaliation and threats from Southeast Asian Healing Center and Freedom Inc. However, once the city funding is allocated, things will quiet down and seniors will start using services again.

Second biggest challenge is many of the seniors must watch their grandchildren and unable to come to Life Center. With city funding, staff will be able to provide home visit. Transportation is another issue for many of the seniors. Hmoob Kaj Siab does have two van and able to provide transportation to new seniors with city funding.

Lack of Integration for SEA and Senior Program Collaboration

A current systemic challenge we recognize is that we cannot isolate our SEA seniors due to the language and culture barriers by not integrating our seniors into the mainstream senior program. We are holding back the richness of senior exchange and personal growth when we don't expose our SEA seniors, especially frail seniors, to other mainstream seniors. We recognize that there is both the lack of resources and lack of collaboration that have kept our SEA seniors in isolation. Therefore, once we are in full capacity to serve, we plan to collaborate with existing senior programs so we can strengthen the life experiences of our SEA seniors by doing some joint activities.

- 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.

With the transition to sustain culturally and linguistically competent mental health services for the SEA seniors, many seniors were scared and fearful to seek services at Kajsiab House in the process. Our plans include grassroots outreach, hosting community meetings and do group presentations to SEA seniors, community, groups and potential sponsors so our seniors and community can learn about our wrap-around services, ask questions, and clarify any rumors that may still bother them. We plan to also go on the radio and do Q/A sessions for those who don't feel safe to come to the community meeting we host. We will outreach to other SEA seniors by posting flyers on Hmong and Asian grocery stores about our services. We will outreach to senior centers in Madison, health care providers, and other human service agencies so they can refer SEA seniors to us. Our work is guided by the community and we are confident that Hmoob Kaj Siab will once again be a flourish Center for the SEA seniors in Madison. Our goal is to build a stronger program by using city funds to compliment our county funds and build a stronger capacity--have adequate funds to hire staff--to serve our seniors and seniors.

Once funding is allocated and things quiet down, we will collaborate with Bayview Community Center, Kennedy Heights Community Center, and Northport Community and Learning Center, East Madison Community Center, and Theresa Terrace neighborhood center to promote and identify eligible seniors who are isolated, low-income, and previously non-participating. It will be important to have Hmoob Kaj Siab staff work closely with community center staff to engage residents as they have the trust of their residents. We will also work with landlord for apartments near W. Badger Rd/Fish Hatchery Rd to promote and help identify eligible seniors living in the apartments. We will outreach by hosting meetings at concentrated locations like Bayview, Kennedy Heights, Northport Apartment, and Truax Apartment and W. Badger Rd/Fish Hatchery Road so SEA seniors and seniors can ask questions about our services.

Another way to reach isolated, low-income, and previously non-participatory seniors is through our Hmong Language and Culture Enrichment Program. We have access to many Hmong families and grandparents as they come to support their grandchildren during our open house or talent show events.

Our biggest recruitment is by word of mouth. As more and more seniors hear about Hmoob Kaj Siab they come and visit. Once they visit and see that it is not operated like in the past or like the rumors they heard they are very happy and start using the service. The new participants then tell their friends and more start coming to Hmoob Kaj Siab.

Collaboration with other health agency is a key component of our philosophy and work. We believe healthcare agency must collaborate in order to provide the best care for their clients. We collaborate with and have a great working relationship with local healthcare providers. As a result, we get referrals from Meriter, UW Health, GHC, and SSM. Hmoob Kaj Siab is seen as a resource for mainstream health care providers. Staff from Access, Dean Clinic, Group Health Cooperative, Meriter, and UW Health frequently consult with Hmoob Kaj Siab's staff on questions related to their Hmong patients. We also partner with Hmong homecare agency such as Eternity Homecare and Sosiab Care who refer eligible clients to Hmoob Kaj Siab.

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.

At the start of every day, seniors meet in the fireside room. Staff welcomes seniors, checks in with them, makes announcements, and goes over what activities are offered for the day. Seniors are asked if they have paperwork or if they have case management assistance with making appointments. When a senior visits Hmoob Kaj Siab they are introduced at this time to the group. Visiting senior is then giving a tour of the facility and introduced to staff. Seniors are then able to decide on the different activities to participate in.

Hmoob Kaj Siab offer senior activity programs that include a broad range of group and individual activities and culturally responsive services that respond to the needs and interests of the seniors. Activities are language accessible, culturally responsive and refugee trauma informed that responds to the needs of the senior, families, and caregivers. Activities vary in settings and formats, such as lectures, classes setting, individual sessions, small group discussions, special events, and field trips. Activities will be classified in the following three topic areas:

Avoiding Disease and Disability. Currently we partner with KaZoua Moua from UW Extension to provide nutrition and wellness education twice a month at Hmoob Kaj Siab. KaZoua is bilingual and bicultural in Hmong. Information is also sent home with seniors for families and care takers to review. We partner with the Pharmacy Society of WI for medication management at Hmoob Kaj Siab. Pharmacist meets individually with seniors to review medications and provide a detailed individual assessment of medications taken by seniors to educate seniors on the potential risks for adverse drug events. Information is sent home with seniors for family members or caretakers to review. We partner with Dr. Fred Coleman, Psychiatrist who comes to Hmoob Kaj Siab once a week to provide psychiatric services for treatment and prevention of mental, emotional and behavioral disorders. We partner with Life Center Food Pantry as a resource for food. Seniors are able to use the food pantry once a week to reduce food insecurity. The food pantry has begun to carry Asian products such as rice and soy sauce instead of bread or ketchup to meet the needs of the seniors. Staff lead group therapy session on emotional health and depression. During home visits, staff provide information on home safety modification and fall prevention. Staff sets up medical appointments, drive seniors to appointments, and provide interpretation and translation during the medical appointment. Often times the children of seniors are working during the day and are unable to make or take the seniors to their medical appointment.

Engagement with Life. Staff run a women's group to build friendship and leadership skills. Women bond over group session. Fundraise for trips. This year they plan on going to Florida. Past trips include taking the ferry to Michigan, staying in cabins in WI Dells, and watching the performance of Shen Yun at the Overture Center. Trips provide opportunity for the women to be away from home and bonding with fellow group members to develop friendship and develop social relationships. As well as cultural competency of Western culture. Female seniors volunteer by sewing "paj ntaub" Hmong embroidered lanyards to sell as a fundraiser for their trips. We are also planning to form a men's group.

Two seniors are part of the Wisconsin Senior Employment Program (WISE) is an employment training program for low-income, unemployed individuals aged 55 years and older. The program provides subsidized, part-time work experience for a limited time through community service to obtain the skills necessary for permanent employment. Participants in the program learn new skills and talents, or enhance existing ones, through valuable work experience and other training to become competitive in today's workforce.

Seniors go on monthly field trips to be exposed to the community around them. Examples of field trips include going bowling, Chicago to visit Vietnamese town, Milwaukee to visit the Domes, St Paul, MN to visit Hmong Village, and Olbrich gardens. For many it was their first-time bowling, going to Chicago, or visit the Domes and seeing plants that grew in their home country. Cost associated with monthly field trips such as transportation, meals, and fees are paid for by the program. Future trips include going to the UW Dairy Cattle Center, touring NBC news and watch the taping of the news, touring the State capitol, and visiting the police training center and using the driving simulators.

Maintaining High Cognitive and Physical Function. Every day seniors participate in daily exercise. seniors walk as a group for 25-20 minutes in the gym. Chair yoga is also offered. seniors also tend to a garden for physical exercise as well as for therapeutic reasons. Produce raised in the garden is used for the daily meal. For mental stimulation, seniors may elect to be in English class. Every Friday is bingo where seniors can take turns reading out the numbers and letters. seniors also can choose to take sewing class with sewing machine. Or they can sew paj ntaub the traditional Hmong needlework. Sewing is a way for seniors showcase their creative self-expression. English class is also offered to seniors. We currently offer two English classes; one for Hmong speakers and one for Khmer speakers.

Starting Jun 24, seniors will have the opportunity to interact with Hmong students of the Hmong Language and Culture Enrichment Program. Students age groups are elementary and middle age. The Hmong language program will be housed on the second floor of the Life Center. There will be intergenerational activities such as craft making, playing traditional Hmong games, storytelling, and gardening.

Hmoob Kaj Siab staff continually works with and gets input from seniors about programming and activities. Seniors play an active role in deciding what activities are offered and places to take field trips. Similarly we reach out to volunteers from the larger community to explore new programming activities.

The mission of Hmoob Kajsiab is to create a safe place where clients are valued, respected, and honored. To accomplish this, we will:

4. Provide culturally and linguistically competent services to Hmong, Lao, Cambodian and SouthEast Asian seniors
5. Provide a space where seniors can come, be with their peers, receive wrap around behavioral health services and feel safe.
6. To promote and enhance the skills of the client in accessing and utilizing supports and services
7. To develop the capacities of healthcare partners and relevant human services providers to promote the functioning and well-being of the client.
8. To promote service effectiveness while providing services and supports in the most efficient manner possible.
9. To provide the client with resources, services, and opportunities
10. Be a community based client-centered programs by actively having seniors have a part in the decision making.

- 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.

Hmoob Kaj Siab is operated out of the Life Center in Madison which has private space for 1on1 psychiatric counseling, large rooms for group therapy, classrooms, commercial kitchen for cooking meals, dining room, gym for physical activity and daily exercise, and garden space. Because of this, Hmoob Kaj Siab can be open year-round and seniors are able to perform daily exercise in the gym or other activities during the winter. We are open 5 days a week and service hours are from 9 am to 4 pm daily. We are closed on holidays. Targeted number of unduplicated clients is 75.

The focus neighborhood are Bayview Community Center, Kennedy Heights Community Center, and Northport Community and Learning Center, East Madison Community Center, and Theresa Terrace neighborhood center. Addition focus areas would be W. Badger and Fish Hatchery neighborhood and Raymond Rd.

- 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.

Hmoob Kaj Siab is currently implementing a culturally and linguistically appropriate wrap-around senior activities as described above. We have a space that is clean, safe, and welcoming for the SEA seniors. We have bilingual and

bicultural case managers and therapists to meet the mental needs of our SEA seniors. We have daily and weekly support group and educational, social and health focus classes for the seniors to do to enhance their coping skills. We provide a daily culture-home-cook meal for the seniors. We can transport seniors who need a ride to Hmoob Kaj Siab. We have the capacity to welcome and serve our SEA seniors immediately. With the City funding, we will be able to enhance, strengthen, and increase program activities, case management, and transportation for more seniors. Most importantly, the City funding will allow us to serve SouthEast Asian seniors who do not qualify for Medical Assistance (MA) and Community Comprehensive Services (CCS) programs, which is a critical mental health need. Additionally, funding will allow us to serve previously non-participatory seniors.

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.

We currently serve Hmong, Khmer, and Lao seniors. Hmoob Kajsiaab staff reflect the racial and cultural diversity of seniors using the program. Our staff are bilingual and bicultural in Hmong, Khmer, and Laotian. Staff has training, certifications, and qualifications to serve the target population. Majority of staff are certified by the County for Comprehensive Community Service (CCS). Our staff provide services that meet the AAA Client Centered Case Management Standards.

There are eight Hmoob Kaj Siab staff:

- Two psychotherapist who are bilingual and bicultural in Hmong with Masters Degrees in Counseling, certified in CCS, and former employees of Kajsiaab House for 4 and 1.5 year, respectively.
- One CCS service facilitator bilingual and bicultural in Hmong with a Masters Degree in Public Health and has over 5 years of experience serving the Hmong community.
- One CCS service facilitator bilingual and bicultural in Hmong with a degree in nursing
- One case manager bilingual and bicultural in Khmer and worked for Kajsiaab House for over 11 years.
- One case manager bilingual and bicultural in Hmong and Lao with an associate degree with over 9 years' experience in the health field, especially serving the seniors.
- Two bilingual and bicultural in Hmong and Laotian cooks who prepare nutritious meals who worked for Kajsiaab House for over 8 years.
- Volunteers include nurses from SSM Health to provide information on health and wellness, educator teaching English classes, a professional physical trainer to teach exercise techniques to seniors weekly, professional sewing teachers help seniors sew away their anxiety and stress using sewing as a therapeutic tool through teaching the seniors, and behavioral health specialist with over 25 years' experience in behavioral health to provide professional development and training for our staff.

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

Even though we have clinical staff and case manager we plan to recruit at least more case managers as we anticipate that many more seniors will seek our wrap-around services at Hmoob Kaj Siab as we outreach to the community. Our recruitment plan include actively work with UW-Madison's School of Medicine and Edgewood College's Nursing School to identify and recruit Southeast Asian medical and nursing students. Other recruitment plans include outreaching to the Wisconsin Hmong Nurse Association who we partner with to promote health education and work with Southeast Asian and Hmong American Student Associations in Wisconsin to identify and recruit seniors or graduate students to do field placement, a-grow-your own health leader method. Lastly, half of the participants in our annual Hmong Health Summit are young Hmong health professionals--case managers,

nurses, therapists, and health educators--who are potential employees of Hmoob Kaj Siab, for many have shared that they will find greater satisfaction in their work when they can give back to their communities.

Training Plan

Hmoob Kaj Siab's goal is to provide wrap-around culturally and linguistic competent senior services for the SEA seniors. We recognize that the health of our seniors today are more complex than in the early arrival years of the 1980s and 1990's. Our goal is not to just hire anyone who is bilingual but, minimum, be bicultural with at least five years in the health field and have an associate or bachelor degree with a health focus. Our current staff are very qualified as bilingual and bicultural to serve the proposed target population as they are bilingual and bicultural in Hmong, Khmer, and Laotian. Additionally, most of our staff have the trust of the seniors, those current seeking our services or those who are staying home, as they have built solid relationships when serving at the former Kajsiab House and Khmer temple.

Most importantly, we believe that professional development is critical to the quality of the SEA seniors we serve and we plan to send our staff, new and current, to specific topics such as dementia, historical trauma, elderly suicide prevention, elder abuse, etc. as we identify the needs in the SEA seniors we serve. To help strengthen our staff's cultural competency and cross-cultural issues, we will continue to host weekly staff consultation and meetings, allowing staff to bring in actual cases for discussion and support. To stay current with state and local health policy, we will send our staff to any workshops or trainings offered by the state and city, especially medical assistance, medicare, and medicaid. For staff to better understand and provide quality senior activities, we will require our staff to attend our annual Hmong Health Summit as part of our professional development.

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

At Hmoob Kaj Siab we believe staff development and training is crucial and vital for successful programming and being able to provide a high level of quality senior-health service we expect for our seniors. Staff currently receive continual training through the County and community partners. For example, two of the service facilitators are getting professional development training to be certified to work with youth. Collaboration with community agencies and healthcare providers is critical. Staff will continue to increase the knowledge of best practice in carrying out client-centered case management functions and activities by attending professional development training, workshops, and conferences. As case managers work with community partners, they will continually increase their knowledge of resource availability and service cost to be able to carry out their case management roles more effectively.

Staff maintains courteous, cooperative, and professional relationship with fellow staff, volunteer, community agencies, and participants. This will allow for Hmoob Kaj Siab to be a resource for other healthcare providers and to continually get referrals and calls for consultations from the large healthcare providers in Madison.

Partner with Access Community Center and Clinics for best practice in behavioral health services. Collaborate with Access staff to develop and implement best refugee trauma informed behavioral health models. Access staff provides training to Hmoob Kaj Siab staff on current trauma informed service delivery models. Hmoob Kaj Siab staff then modifies the service to be culturally responsive to deal with refugee trauma. Together Access staff and Hmoob Kaj Siab staff use what they learn from implementing the culturally responsive services to create a best practice model for refugee trauma informed behavioral health services.

Additionally, staff will continue taking training and professional development workshop hosted by Dane County Human Services to be current on best practice.

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
Manager	1			Manage, coordinate, and supervise staff	\$24.04	\$1460	\$12,500	\$3750	\$30000
Service Facilitator	1			Case manager, psychologist providing psychotherapy	\$23.08	\$1458	\$12000	\$3750	\$28800
Service Facilitator	1			Case manager, psychologist providing psychotherapy	\$21.63	\$1458	\$11250	\$3750	\$27000
Service Facilitator	1			Case manager, psychologist providing psychotherapy	\$19.23	\$1458	\$10000	\$3750	\$24000
Service Facilitator	1			Case manager, psychologist providing psychotherapy	\$18	\$1458	\$9360	\$3750	\$22464

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
Service Facilitator	1			Case manager, psychologist providing psychotherapy	\$23.08	\$1458	\$11250	\$3750	\$27,000
Case manager	1			Provide case management	\$16	\$1458	\$8320	\$3750	\$19968
Case manager	1			Provide case management	\$16	\$1458	\$8320	\$3750	\$19968
Cook's assistant	1			Preps food, wash dishes,	\$14	\$1458	\$7280	\$3750	\$17472
Cook	1			Prepare meals and snacks	\$15	\$1458	\$7800	\$3750	\$18720
					\$	\$	\$	\$	\$
					\$	\$	\$	\$	\$
TOTAL						\$	\$	\$	\$

*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.

We work with Anesis Therapy to provide bilingual and bicultural mental health services. We partnered with Dr. Fred Coleman, Psychiatrist to provide psychiatric services for treatment and prevention of mental, emotional and behavioral disorders. Dr. Coleman was serving seniors at Kajsib House and is continues to work with Hmoob Kaj Siab seeing his patients. We partnered with Pharmacy Society of WI to have pharmacist come quarterly to review seniors medical prescriptions to make sure seniors know how to take their medication. They also educate seniors

on the potential risks for adverse drug events. We also collaborate with Eternity Homecare and Sosiab Care as resources on home support services. We collaborate with Access as a resource for AODA.

- 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 #
Pharmacy Society of WI	Pharmacist currently comes quarterly to do medical reviews.	Pharmacist meets individually with elders to review medications and provide a detailed individual assessment of medications taken by elders to identify the potential risks for adverse drug events.	Helene McDowell 608.827.9200
Anesis Therapy	Currently working with Hmoob Kaj Siab	Licensed mental health professional on a daily basis to review intakes, assessments, and individualized plans.	Myra McNair 608.239.2401
Sewing for Fun	Currently comes once a week.	Provides educational instruction on sewing. They provide sewing machine and materials.	Annette Bollig 267.303.1328
UW Dane County Extension	Currently comes twice a month.	Provides educational programming consisting of: Senior Eating Well & Eat Smart Live Strong	Kazoua Moua 608.224.3644
Dr. Fred Coleman	Currently comes once a week	Provide psychiatric services for treatment and prevention of mental, emotional and behavioral disorders.	Dr. Fred Coleman 608.238.7343
WISE Program	Currently employees 2 seniors	Employees two seniors to gain work experience	Darice Hannon 608.202.1011
Life Center Food Pantry	Currently seniors go there once a week	A food source for seniors on limited income to deal with food insecurity.	Vito Griseta 608.843.0451
Access Community Health Clinic	Currently working to refugee trauma informed service model	Provides training on behavior health such as AODA and work with staff on cultural responsive refugee trauma informed service delivery	Dr. Ken Loving 608.443.5480
Yeeleng Hang	Currently teaching English class	Overseas English Classes to Hmong and Khmer seniors	Yeeleng Hang 608.213.1578
Dane County Human Services	\$55,333 contract with Hmong Institute for senior services and able to bill MA crisis stabilization for upto \$460,000	Provides continuing training for staff. Assist in CCS intake	Carrie Simon 608.242.6268

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.

Information gathering

Hmoob Kaj Siab currently uses an intake form that collects information about income, ethnicity, age, gender, address, medical conditions. Staff who speaks the language of the senior collects the intake information. Clients then meet with staff for assessment and to develop individualized service plan. Client files will contain intake and assessment form, case plans, records of contacts and service hours, and written individualized service plan. When a senior enrolls into Hmoob Kaj Siab they also given HIPPA P rivacy Practice, Release of Patient Records, and Authorization for Disclosure or Exchange of Confidential Medical Records to sign. All medical records, intake and assessment forms, individual service plan, and private patient information are stored in accordance to HIPPA regulations.

To record contacts and service hours clients sign in every morning. Staff leading activities record seniors who participate in the activity, medical appointments or home visits. Staff uses Theranest management software to log service hours, keep track of appointments with clients, and keep track of client's medical appointments.

Outcomes: Conduct random survey to show that

- 75% of seniors served access activities that improve their physical and mental health, ability to engage with their community, and their ability to avoid disease and disability.
- 75% of seniors report that program knowledge and engagement has improved their quality of life.
- 75% of seniors report that seniors have a part in the decision making.
- 75% of seniors report that they are satisfied with the activities and service being provided.

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.

Staff are bicultural and bilingual in language of seniors. The Hmong Institute's mission is empowering community through educating, preserving, and promoting the Hmong heritage. We empower and educate our partners through partnering with Edgewood College to provide cultural competency trainings in Hmong health and Hmong American experience via our annual Hmong Health Summit and Hmong Community Certificate programs for mainstream providers, policy makers, and institutions. We preserve and promote the Hmong heritage to our Hmong children and educational partners through the Hmong Language and Culture Enrichment Program. It is safe to say, our orginzation has the capacity and strategy to ensure language access.

We partner with Access Community Health Centers to create best practice model to deliver cultural responsive refugee trauma informed service. As Madison as a large Southeast and growing Bhutanese population refugee trauma informed behavioral health service is desperately needed .

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: Peng Her

Date: 6-14-19

By entering your initials
in the box,

PH

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	The Hmong Institute Inc.
Mailing Address	5310 Arapahoe Lane, Madison, WI 53704
Telephone	608-628-3901
FAX	
Director	Peng her
Email Address	peng.her@thehmonginstitute.org
Additional Contact	
Email Address	
Federal EIN	82-4232925

2. PROPOSED PROGRAMS

Program Name	Letter	2019-20 Request	Proposed Program Type
Hmoob Kaj Siab - CM	A	\$40,000	A. Case Management
Contact: Peng Her		Phone: 608-628-3901	Email: peng.her@thehmonginstitute.org
Hmoob Kaj Siab - SA	B	\$75,000	B. Senior Activities
Contact: Peng Her		Phone: 608-628-3901	Email: peng.her@thehmonginstitute.org
TOTAL REQUEST		\$115,000	

3. SIGNATURE

Enter name: Peng Her

By entering your initials in the box PH 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:	The Hmong Institute Inc.	2019-20 REQD AMOUNT:
PROGRAM/LETTER:	A Hmoob Kaj Siab - 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	99,498	67,934	31,564	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-SEA SENIORS	16,666	11,666	5,000	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	11,000	0	10,000	0	1,000
OTHER*	10,000	10,000	0	0	0
TOTAL REVENUE	137,164	89,600	46,564	0	1,000

2020 PROPOSED BUDGET

REVENUE SOURCE	SOURCE TOTAL	PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	327,384	257,764	69,620	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-SEA SENIORS	40,000	20,000	20,000	0	0
OTHER MADISON	0	0	0	0	0
UNITED WAY ALLOC	75,000	50,000	25,000	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	0	0	0	0	0
FUNDRAISING DONATIONS	15,000	0	10,000	0	5,000
OTHER	20,000	10,000	10,000	0	0
TOTAL REVENUE	477,384	337,764	134,620	0	5,000

Additional information about revenue and expenses for this program.

ORGANIZATION:	The Hmong Institute Inc.	2019-20 REQD AMOUNT:
PROGRAM/LETTER:	B Hmoob Kaj Siab - 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	96,735	69,600	27,135	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-SEA SENIORS	31,250	10,000	8,750	12,500	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	5,000		5,000	0	0
OTHER*	10,000	0	10,000	0	0
TOTAL REVENUE	142,985	79,600	50,885	12,500	0

2020 PROPOSED BUDGET

REVENUE SOURCE	SOURCE TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	324,770	247,150	77,620	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-SEA SENIORS	75,000	30,000	15,000	30,000	0
OTHER MADISON	0	0	0	0	0
UNITED WAY ALLOC	75,000	50,000	25,000	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	0	0	0	0	0
FUNDRAISING DONATIONS	10,000		10,000	0	0
OTHER	20,000	10,000	10,000	0	0
TOTAL REVENUE	504,770	337,150	137,620	30,000	0

Additional information about revenue and expenses for this program.

ORGANIZATION:

The Hmong Institute 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	5,000	3,000	2,000	0	0
OTHER*	0	0	0	0	0
TOTAL REVENUE	5,000	3,000	2,000	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	9,000	7,000	2,000	0	0
OTHER	0	0	0	0	0
TOTAL REVENUE	9,000	7,000	2,000	0	0

Additional information about revenue and expenses

ORGANIZATION: The Hmong Institute Inc.

AGENCY REVENUE DETAILED BY PROGRAM

REVENUE SOURCE	2019 PROPOSED	2020 PROPOSED
DANE CO HUMAN SVCS	196,233	652,154
DANE CO CDBG	0	0
MADISON-SEA SENIORS	47,916	115,000
OTHER MADISON	0	0
UNITED WAY ALLOC	0	150,000
UNITED WAY DESIG	0	0
OTHER GOVT	0	0
FUNDRAISING DONATIONS	21,000	34,000
OTHER	20,000	40,000
TOTAL REVENUE	285,149	991,154

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	14,000
OTHER	0
TOTAL REVENUE	14,000

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.