

From: Myra McNair <myra@anesistherapy.com>
Sent: Sunday, January 13, 2019 9:06 PM
To: All Alders
Subject: Mental Health Services for South East Asian populations

General Information

Name: Myra McNair
Address: 6417 Odana Road Suite 5
City: Madison
State: WI
ZIP: 53719
Phone: 608-239-2401
Work Phone: 608-268-6530 Extension: 407
Email: myra@anesistherapy.com
Should we contact you?: Yes

Message:

Dear Alder,

Happy New Year!

As the new year begins, we would like to update you about the progress of Hmoob Kaj Siab formerly known as Kajsiab House. Thanks to your leadership, we are able to continue culturally and linguistically competent mental health services to Hmong, Lao, and Khmer elders, veterans, and widows after the closing of Kajsiab House. Despite the transition from Journey Mental Health, Hmoob Kaj Siab, has become a safe and trusted place for elders to come on a daily basis, a resource for local mainstream health providers to refer their Hmong clients, and a leader in providing culturally competent mental health services for Hmong, Khmer and Laotian elders and adults.

Programming is currently housed at the Catholic Multicultural Center CMC, Monday through Friday from 9:30-2:30 p.m. We are grateful for the partnership with CMC that provides a large space for the elders to meet, private room for psychiatric counseling and medical prescription, and a kitchen to prepare a culturally appropriate meal. Transportation for elders is provided through Midway Transit, a Hmong own transit company that has Hmong speaking drivers, by Hmong Kaj Siab staff and our Khmer bilingual staff member.

Program Staff: Seven full time staff

- Two psychotherapist who are bilingual and bicultural in Hmong with Master's in Counseling
- One crisis case manager bilingual and bicultural in Hmong with a Master's in Public Health
- One crisis case manager bilingual and bicultural in Khmer
- Project coordinator who is bilingual and bicultural in Hmong and Lao and has a Master's in Counseling with seven years operating his own healthcare business
- Two cooks who prepare nutritious meals.
- Numerous volunteers with various backgrounds such as mental health counseling, nurse, and community members that come on regular basis to volunteer.

All mental health staff are supervised by Anesis Therapy while the communal program staff such as project coordinator and cooks are supervised under The Hmong Institute. Moving forward, we are actively recruiting for additional staff as our cases are increasing more elders are using Hmoob Kaj Siab. Additionally, we are getting new referrals about 3 per month from UW Health, Journey Mental Health, SSM Health St. Mary's, Group Health Cooperative and university hospital clinic, as Hmoob Kaj Siab is seen as a resource for mainstream health care providers. Doctors and social workers from UW Health and Group Health Cooperative frequently consult with Hmoob Kaj Siab's staff on questions related to their Hmong patients.

Since Hmoob Kaj Siab started in October:

- 40 Hmong, 1 Lao, and 33 Khmer elders receive mental health services
- 52 Hmong, Lao and Khmer clients have received medical prescriptions and prescribing appointments. An additional 15 clients are on the waitlist for their initial prescribing appointment
- 13 Clients are in Comprehensive Community Services and 9 are on the waitlist.
- Elders go on field trips to expose them to the world around them so they can better navigate the community.
- Elders receive daily nutritious meals
- Elders exercise regularly to stay healthy
- Elders choose what activities they want to participate in
- Individual case management is provided on site or through home visits

Moving forward in 2019, we ask for your continued support of so we can continue to serve our Hmong, Khmer, Laotian, and refugee communities with well-trained bilingual clinicians. The City funding will help strengthen the County's contract with Anesis Therapy to build a sustainable and culturally competent mental health services for Hmong, Khmer, and Laotian refugees.

Funding from the County is through Medicaid MA crisis stabilization reimbursement 460,000 and Comprehensive Community Service CCS. Once Hmoob Kaj Siab staff provides services to an elder, Anesis then bills the County for the service. For CCS, it generally takes between three and four months to enroll the elder, do intake with the County, and submit a bill before Anesis receives funds. Anesis is just now able to start billing for CCS as it took three months to train staff, get elders enrolled, do intake, and set up billing. We are now able to bill for MA crisis stabilization reimbursement as our contact with the County started Jan 1st. Therefore, it is important that Anesis receive City funds as soon as possible to support Hmoob Kaj Siab's transition into CCS and MA billing. Going to RFP will delay the needed funds that supports these critical services.

We thank you for your support of the funding gap in 2018 and count on your support of approving the 115,000 for Anesis Therapy to continue to provide culturally and linguistically competent mental health services to Hmong, Khmer, Laotian and refugee communities without any gaps in services.

Respectfully,
Myra McNair, LMFT
utive Director

Recipient:
All Alders

From: Hnub Yang <hyang@anesistherapy.com>
Sent: Tuesday, January 15, 2019 10:11 AM
To: All Alders
Subject: 2019 Funding for Anesis Therapy

General Information

Name: Hnub Yang
Address: 3002 Patty Lane Apt 4
City: Middleton
State: WI
ZIP: 53562
Phone:
Work Phone:
Email: hyang@anesistherapy.com
Should we contact you?: Yes

Message:

Dear Alders,

Thank you for supporting the Hmoob Kaj Siab Program formerly known as Kajsiab House after the closing of Kajsiab House. Due to your support, the Hmong, Lao, and Khmer communities are able to continue receiving culturally sensitive mental health services in a safe and comfortable environment. I would like to do an introduction about myself and the role that I had and continue to have at the Hmoob Kaj Siab Program.

My name is Hnub Yang and I was formerly a Clinician at Kajsiab House. When clients heard that Kajsiab House will be closing due to budget and funding problems, many of the clients were devastated and were unsure of where to go for continuing services. With help from the Hmong Institute and Anesis Therapy, we were able to continue providing mental health services for the Hmong, Laos, and Khmer communities after the closing of Kajsiab House. Unfortunately, with the creation of the Southeast Asian Healing Center, it has caused a division between the clients and their peers. This has created more stress within our clients, as well as re-triggering unnecessary trauma and mental health symptoms. During this division, many clients mentioned horrifying threats that they received from staff members at the Southeast Asian Healing Center. Listed below are actual sentences that clients mentioned to my colleague and I:

- “I don’t know what to do. I was told that if I come there Hmoob Kaj Siab, I would get arrested.”
- “A staff member from the Southeast Asian Healing Center keeps calling me and telling me that I should not go to the Hmoob Kaj Siab Program anymore.”
- “I was told that if I continue to go to the Hmoob Kaj Siab Program, I will not be welcome at the Southeast Asian Healing Center.”
- “I’m afraid to tell them that I am coming over here Hmoob Kaj Siab because I don’t know what they will do or say to the Hmong community about me.”

Although the division has been stressful to many, it has also alleviated a lot of stress as well. Clients who felt uncomfortable with former staff members those who have moved on with the Southeast Asian Healing Center now feels safe and comfortable attending the Hmoob Kaj Siab day program. Clients who were denied services at the former Kajsiab House is now able to receive mental health services at the Hmoob Kaj Siab Program. We are currently receiving more hospital referrals of new and former clients who needs culturally sensitive mental health services. Currently, my role is to provide mental health services as a Service Facilitator through the CCS program. The Hmoob Kaj Siab Program also provide one on one support, case management, socialization, hot meals, monthly therapeutic field trips, daily activities, and psychiatric evaluation and medication. One of our main goals this year is to bring back the women’s support group where clients can feel safe to talk about their mental health and receive support from one

another.

We are grateful for the 2018 funding, which has allowed us to continue the day program along with providing mental health services. We are hopeful that the 2019 funding will get approved as well, which will be used to continue providing culturally sensitive and competent mental health services for the Hmong, Lao, and Khmer communities. This grant will allow the day program to continue running, along with creating new positions that will help sustain the program overall.

Sincerely,
Hnub Yang, MSW, APSW
Service Facilitator
Hmoob Kaj Siab Program – Anesis Therapy

Recipient:
All Alders

From: Karen Menéndez Coller <karen@micentro.org>
Sent: Monday, January 14, 2019 2:39 PM
To: All Alders
Subject: In Support of Southeast Asian Healing Center

Dear Alders,

I have been made aware that the Finance Committee will be considering an amendment to the 2019 Operating Budget allocating funds to mental health services in the Southeast Asian community.

I am writing this email in support of the Southeast Asian Healing Center and the request that the community have a voice in funding allocated to support their mental health needs. Quality culturally competent services are severely needed throughout Dane County. As communities of color grow, the gap is felt more and more. At Centro Hispano we know this because we struggle identifying knowledgeable practitioners who understand the impact of history and culture on the well-being of the Latino community and whose process of care respects the values of the community. This is incredibly important for appropriate care. We recently took matters into our own hands working to pilot test a Spanish-Speaking AODA support group at Centro, that more adequately addresses stressors facing our Latino community, with generous EOP funds from the City of Madison.

We have always identified the Mayor and the City of Madison as valuable partners in our work and it is with that frame in mind that I've decided to voice my concerns about the recent decision to allocate \$115,000 to fund the Anesis Center for Marriage and Family Therapy through a non-competitive service contract. The community has expressed significant concerns about working with providers who may not understand the trauma they have experienced. With such an overwhelming lack in existing services, the allocation of these dollars needs to be even more carefully considered, and proposals for the agency that can best meet the needs of the community need to be at minimum equitably reviewed through a fair and transparent RFP.

It is my belief that the Southeast Asian Healing Center is best equipped to handle the needs of a community that was so severely impacted with the closure of Kajsab House and the Cambodian Healing Temple. I would advocate that if a non-competitive contract is issued, it should be issued to fund and support staff at this organization, staff that for 18 years has been working with the Southeast Asian community - giving staff the independence to provide services without fear of financial shortcoming as was the case when Journey Mental Health decided to close services. The community is fortunate to have capable service providers at the Southeast Asian Healing Center. Please, let's support their efforts to expand services and meet their needs. Let's not reinvent the wheel with models that may not be most suited for the needs of the community.

This is a very important decision. As always I thank you for your time and consideration, Karen.

Karen Menéndez Coller, PhD

Executive Director

Centro Hispano of Dane County

810 W. Badger Rd.

Madison, WI 53713

Office#: 608-442-4010

A proud partner with United Way of Dane County and affiliate of UnidosUS



Veldran, Lisa

From: Yeng Beyler <ybeyler@anesistherapy.com>
Sent: Thursday, January 17, 2019 9:35 AM
To: All Alders
Subject: 2019 Funding for Anesis Center for Therapy

General Information

Name: Yeng Beyler
Address: 6417 Odana Rd Suite 5
City: Madison
State: WI
ZIP: 53719
Phone: 715-570-1630
Work Phone: 608-268-6530
Email: ybeyler@anesistherapy.com
Should we contact you?: Yes

Message:

Dear Alders,

A new year means a fresh start for many, myself included. I started working with Anesis Center for Therapy Anesis and Hmoob KajSaib as of January 2, 2019 and I am proud to be able to provide my services as a Crisis Facilitator to the Hmong and Southeast Asian Community under the guidance of Anesis. I have a Master in Public Health and completed my education and training at the University of Wisconsin – Madison School of Medicine and Public Health. I have provided public health services, including mental health services, to the Hmong and Southeast Asian communities for four plus years.

Despite being here for a short period of time, I have noticed new faces joining us day by day, and old faces returning on a daily basis. I have received many positive comments from clients who attend the program in relations to their state of well-being. Individuals have mentioned how important it is that they are able to be a part of our program and socialize with others, including staff, who understand what they have been through. They are grateful for staff who provide case management for them, and for Anesis and Hmoob KajSiab for creating a safe and positive environment for them to come together. Many were concerned that services and programs would stop due to the closing of KajSiab House and were happy to see that Hmoob KajSiab and Anesis are here to continue providing mental health services. Services we provide include crisis stabilization, comprehensive community services, daily activities, educational trips, and hot lunches.

As the program continues to grow, it is crucial that funding is available, in order to continue providing culturally competent mental health services to individuals in need. We, clients and staff, are appreciative of the support we receive from both the County and City, in regards to funding our program. Thank you for all you do to support our clients and our communities.

Warm regards,

Yeng Vang Beyler
Crisis Stabilization
Anesis Center for Therapy
Hmoob KajSiab

Recipient:
All Alders

From: Alex Steele <asteele@anesistherapy.com>
Sent: Saturday, January 19, 2019 1:49 PM
To: All Alders
Subject: Hmoob Kaj Siab/Anesis Therapy

General Information

Name: Alex Steele
Address: 6417 Odana Rd, Suite 5
City: Madison
State: WI
ZIP: 53719
Phone:
Work Phone:
Email: asteele@anesistherapy.com
Should we contact you?: No

Message:

Dear Alder,

We hope this letter finds you well!

As the 2019 year begins, we would like to update you about the progress of Hmoob Kaj Siab. Thanks to your leadership, we are able to continue culturally and linguistically competent mental health services to Hmong, Lao, and Khmer elders, veterans, and widows after the closing of Kajsia House.

Included here is a breakdown of the progress Hmoob Kaj Siab has made as a program in just three months' time since October.

Hmoob Kaj Siab Program Breakdown:

Current program staff include seven full time members:

- Two psychotherapist who are bilingual and bicultural in Hmong with Master's in Counseling
- One crisis case manager bilingual and bicultural in Hmong with a Master's in Public Health
- One crisis case manager bilingual and bicultural in Khmer
- Project coordinator who is bilingual and bicultural in Hmong and Lao and has a Master's in Counseling with seven years of experience operating his own healthcare business
- Two cooks who prepare nutritious meals
- Numerous volunteers with various backgrounds such as mental health counseling, nurse, and community members that come on regular basis to volunteer.

Since Hmoob Kaj Siab started in October:

- 45 Hmong, 1 Lao, and 33 Khmer elders receive mental health services
- 52 Hmong, Lao and Khmer clients have received medical prescriptions and prescribing appointments. An additional 15 clients are on the waitlist for their initial prescribing appointment
- 13 Clients are in Comprehensive Community Services and 9 are on the waitlist.
- Elders go on field trips to expose themselves to the surrounding world so that they may better navigate the community.
- Elders receive daily nutritious meals
- Elders exercise regularly to stay healthy
- Elders choose what activities they want to participate in
- Individual case management is provided on site or through home visits

All mental health staff are supervised by Anesis Therapy. Moving forward, we are actively recruiting additional staff as our case numbers are increasing more elders are using Hmoob Kaj Siab. Additionally, we are getting new referrals about 3 per month from UW Health, Journey Mental Health, SSM Health St. Mary's, Group Health Cooperative, and University Hospital Clinic as Hmoob Kaj Siab has established itself as a resource for mainstream health care providers. Community doctors and social workers are frequently consulting with Hmoob Kaj Siab's staff on questions related to their Hmong patients.

Moving forward in 2019, we ask for your continued support with City funding that will help strengthen the County's contract with Anesis Therapy to build sustainable and culturally competent mental health services for Hmong, Khmer, and Laotian refugees.

Currently, funding from the County is through Medicaid MA crisis stabilization reimbursement 460,000 and Comprehensive Community Service CCS. Once Hmoob Kaj Siab staff provides services to an elder, Anesis then bills the County for the service. For CCS, it generally takes between three and four months to enroll the elder, do intake with the County, and submit a bill before Anesis receives funds. Anesis is just now able to start billing for CCS as it took three months to train staff, get elders enrolled, do intake, and set up billing. We are now able to bill for MA crisis stabilization reimbursement as our contact with the County started Jan 1st. Therefore, it is important that Anesis receive City funds as soon as possible to support Hmoob Kaj Siab's transition into CCS and MA billing. Going to RFP will delay the needed funds that supports these critical services within the community.

We thank you for your support of the funding gap in 2018 and count on your support of approving the 115,000 for Anesis Therapy to continue to provide culturally and linguistically competent mental health services to Hmong, Khmer, Laotian and refugee communities without any gaps in services.

Respectfully,

Alex Steele
Northwestern University Graduate Student
Clinical Therapist in Training
Anesis Center for Marriage and Family Therapy

Recipient:
All Alders

From: Myra McNair <myra@anesistherapy.com>
Sent: Wednesday, January 23, 2019 11:21 AM
To: All Alders
Subject: Kaj Siab Programming and Funding

General Information

Name: Myra McNair
Address: 4417 Valor Way
City: Madison
State: WI
ZIP: 53718
Phone: 608-239-2401
Work Phone: 608-268-6530
Email: myra@anesistherapy.com
Should we contact you?: Yes

Message:

Wednesday, January 23, 2019

Dear Alders,

Please receive this letter in my absence. Unfortunately I will not be able to attend tonight's meeting at the Water Utility building. My family and I are on vacation until the 30th of January. If you have any questions or concerns about the Kaj Siab program I will be checking my email tomorrow morning around 8 am. I'll be glad to answer any questions you may have then. The success of this program, particularly with regard to client care, is a huge concern for me.

To begin, we have decided not to ask our clients to attend this meeting tonight. Our agency is concerned that clients may be re-traumatized if they are exposed to these hearings. Our clients have already endured so much since the program was discontinued at Journey Mental Health. To expect them to "testify" under these circumstances and against their peers may be too much to ask. Our clients and the elders of this community are eager to move on and heal from this extraneous ordeal. They do not want to be pitted against one another.

Both Mary Grabot and Mary O'Donnell talked to our clients back in October 2018. Our clients strongly urged at the time that the monies not be reallocated and given to Doua Vang, who quit Anesis Therapy to pursue his own agency. They stated that they do not want to be separated from their peers. Grabot and O'Donnell promised that the money would go to Anesis and that they would continue receiving programming without interruption.

In an effort to nip and resolve this growing dispute, the county spoke extensively to Southeast Asian Healing Center and also to staff members at our agency Anesis. The county discovered that the SEAHC did not have the credentials and qualifications to justify funding for this level of programming. If you wish, you may contact Jamie Kuhn and Lynn Green for more details and information about their findings.

Moreover, it has saddened me that there have been personal attacks on community leaders, my organization, and Anesis staff members. When we were asked to help out with programming and billing, we graciously extended our resources without hesitation or reservation. As a former employee of Journey, I've always loved and respected the Kajsiab House programming. Being an African American woman I understand how marginalized our communities are and how scarce it is to find culturally specific mental health services. Anesis meets these needs over and beyond the qualifications required and desired.

When Journey decided they would no longer oversee programming for Kajsiab House, we agreed to help out immediately. Initially, we met over dinner with Doua Vang from the SEAHC and Manila Kue, a former employee of

Kajsiab House, to introduce ourselves, our agency, and to get know one another and discuss future programming plans. We learned that Doua did not want to work full time at Anesis because he was planning to go back to school in hopes of starting an adult daycare in the near future. The following week we met with all the staff and all the elders from Kajsiab House. We answered questions and enjoyed each other's fellowship. I felt that helping this program survive was the right thing to do. Afterwards, Doua attended a city meeting with us about funding. He never expressed any problems or said that he wanted things to be different.

On Tuesday, October 16th at 4 pm, Doua Vang met with Dr. Algernon Felice clinical supervisor and myself and stated that he was going to start his own program. Doua stated that he did not like keeping track of receipts and thought that Mai Zong Vue and Peng Her were not handling the money correctly. Dr. Al and I explained that no one had received any county or city money yet and that we all would need to re-assess its budget in order to ensure the success of the program. Also, Anesis borrowed funds while waiting to be reimbursed by the city to ensure that there would be no gap in services. I/we let Doua know that if he wanted to start his own program, we should all meet to discuss what our roles should be. Also, I stated that he must follow the Wisconsin ethic statutes and CCS conduct policies which clearly state that you cannot take clients with you when you leave an organization. He then emailed me later that night stating that he would like to resign from his position at Anesis.

Since his resignation, we have heard from people not in the mental healthcare field stating that "Doua is Kajsiab". Statements like this DO NOT align with mental health professionalism, boundaries and etiquette. Compounding matters, Doua apparently does not have any mental health credentials. It is our position that Mr. Vang does not understand the boundaries and ethics of mental health care field and is certainly not trauma informed. People of color already struggle and suffer enough with proper mental health care due to these same factors.

There have been additional reports of threats involving clients ability to freely participate in Anesis programming. Just recently, Dr. Coleman and one my staff members notified me that the Cambodian/Khmer clients made reports about people coming to their home during Christmas break saying things like "if they fill out Anesis registration paperwork the police would be called on them." This is very traumatic to people who already have reservations about legal authority and intervention in their lives.

At this point, it's not about the money. It is about ethics. It's about doing the right thing. I cannot be a gatekeeper for ethics and run a mental health agency too. I am hoping that elected city officials will stand up and follow the county's lead in this matter as it has been done in the past. I am asking that the city not allow this process to be drawn out and bring more trauma to clients in the Hmong/Khmer community. The sooner a decision is made the sooner healing can begin again.

Finally, it has been brought to my attention that there are claims that Anesis is not culturally specific. A list of staff names and their credentials have been included in this letter. These specific staff members are exclusive to the Hmong and Khmer program. You can also look at our website to find out more about Anesis and other programming we offer. As a final point of emphasis, Anesis is 100% African American owned and all of our staff are people of color including: Black/African America, Latinx, Hmong and Khmer.

Staff of Kaj Siab Programming:

Yeng Vang- Masters in Public Health, bilingual in English and Hmong Crisis stabilization

Lopao Vang- Masters in Counseling, bilingual in English and Hmong Program Coordinator

Hnub Yang-Masters in Social Work, bilingual in English and Hmong Counselor in training, Service Facilitator

Manila Kue- Masters in Community Counseling, bilingual in English and Hmong Psychotherapist in training, Service facilitator

Bophia So- Khmer Former case manager from Journey, 11 years working with this population, bilingual in English and Khmer

Julianna Vue - Head Chef

Staff who start February 1st:

Linda Vue- Bachelors in Family Studies, bilingual in English and Hmong

Maikhou Her- Bachelors in nursing, bilingual in English and Hmong
Lyon Thor, Support and transportation staff, bilingual in Hmong and English

Thank you for your time and service to our city!

Respectfully,

Myra McNair LMFT
Founder & utive Director
Anesis Center for Marriage & Family Therapy

Recipient:
All Alders



Veldran, Lisa

From: Myra McNair <myra@anesistherapy.com>
Sent: Wednesday, January 23, 2019 11:43 AM
To: All Alders
Subject: Updated letter with corrections/Please use this one

General Information

Name: Myra McNair
Address: 4417 Valor Way
City: Madison
State: WI
ZIP: 53718
Phone: 608-239-2401
Work Phone: 608-268-6530
Email: myra@anesistherapy.com
Should we contact you?: Yes

Message:

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Both Mary Grabot and Mary O'Donnell talked to our clients back in October 2018. Our clients strongly urged at the time that the monies not be reallocated and given to Doua Vang, who quit Anesis Therapy to pursue his own agency. They stated that they do not want to be separated from their peers.

In an effort to nip and resolve this growing dispute, the county spoke extensively to Southeast Asian Healing Center and also to staff members at our agency Anesis. The county discovered that the SEAHC did not have the credentials and qualifications to justify funding for this level of programming. If you wish, you may contact Jamie Kuhn and Lynn Green for more details and information about their findings.

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Lopao Vang- Masters in Counseling, bilingual in English and Hmong Program Coordinator

Hnub Yang-Masters in Social Work, bilingual in English and Hmong Counselor in training, Service Facilitator

Manila Kue- Masters in Community Counseling, bilingual in English and Hmong Psychotherapist in training, Service facilitator

Bophia So- Khmer Former case manager from Journey, 11 years working with this population, bilingual in English and Khmer

Julianna Vue - Head Chef

Staff who start February 1st:

Linda Vue- Bachelors in Family Studies, bilingual in English and Hmong

Maikhou Her- Bachelors in nursing, bilingual in English and Hmong

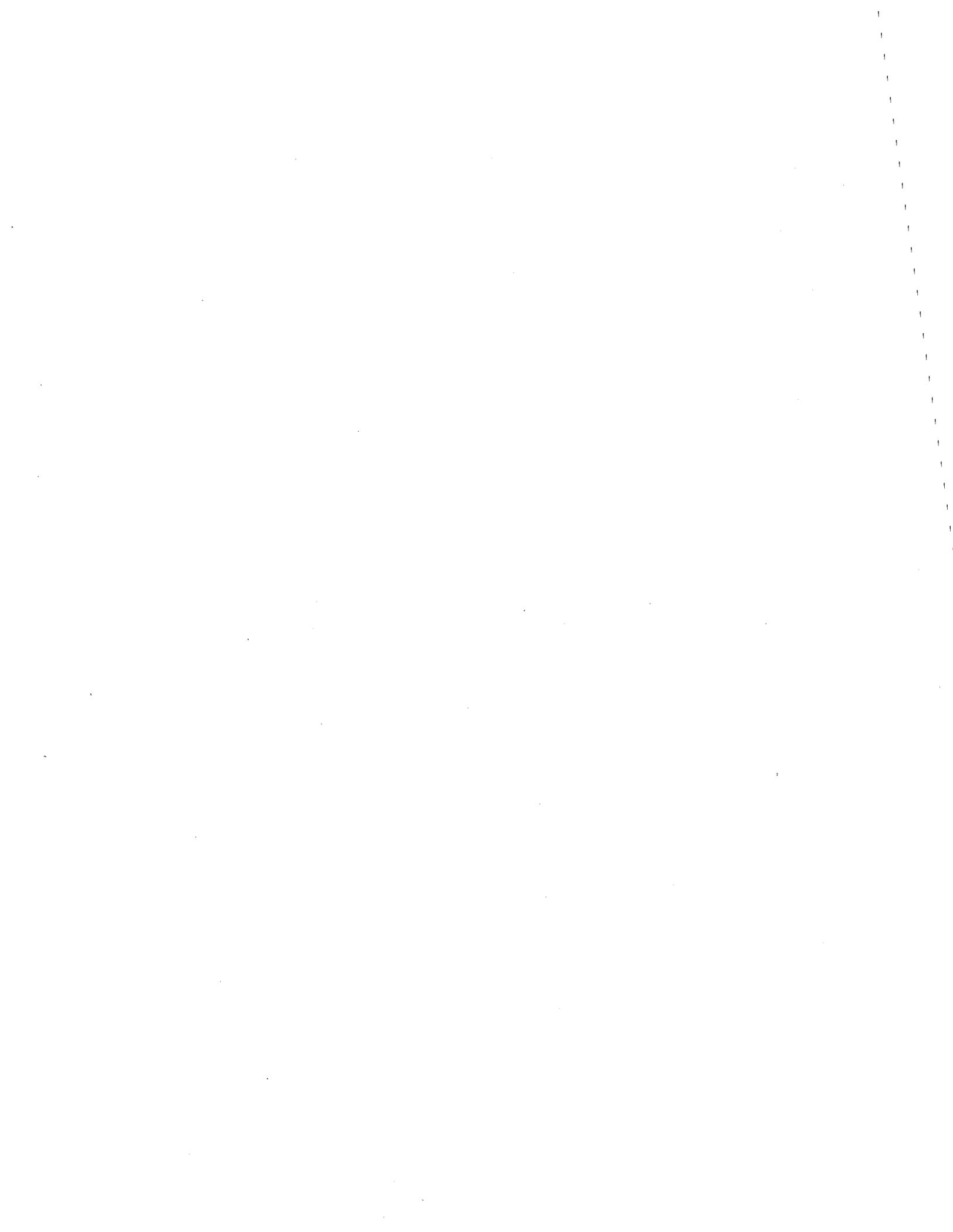
Lyon Thor, Support and transportation staff, bilingual in Hmong and English

Thank you for your time and service to our city!

Respectfully,

Myra McNair LMFT
Anesis Center for Marriage and Family Therapy
utive Director

Recipient:
All Alders



Veldran, Lisa

From: Pa Foua Thao <pfthao@gmail.com>
Sent: Wednesday, January 30, 2019 10:06 AM
To: All Alders
Subject: South East Asian Healing Center/Freedom Inc.

General Information

Name: Pa Foua Thao
Address: 4572 Golf Drive
City: Windsor
State: WI
ZIP: 53598
Phone: 608-358-9839
Work Phone:
Email: pfthao@gmail.com
Should we contact you?: Yes

Message:
I would like to share with you a few social media posts that were targeted towards me by advocates for SEAHC and Freedom Inc. Please provide an email address where I can forward you the information. I do not feel these two organizations should be responsible for the care of our Hmong elders.

Recipient:
All Alders

