

ACCESS COMMITTEE REPORT – NewBridge Madison, Inc.

Bilingual CM Program

This program funds professional and confidential client-centered case management services that are culturally and linguistically appropriate to financially eligible clients, age 60+ who live in Dane County. Client centered and client/family-centered case management acknowledges the importance of respecting each client's values and beliefs, and their right to confidentiality, and self-determination. In doing so, case managers are charged with building a trusting relationship with their client and/or client and family and one that seeks to empower such that clients and/or families will feel safe in discussing what they need in order to restore or maintain interdependent and/or independent functioning to the fullest extent possible. Building this relationship is a necessary foundation for linking the client and/or family with systems that include advocacy, services, resources, and opportunities. In cases where clients have immigrated to the U.S. and may lack knowledge of the health and social welfare systems, case managers will serve as educators to these clients such that so they understand the systems and available benefits regardless of immigration status. For older adult clients seeking legal status we help, coordinating immigration services and support, including linking them to resources and assisting older adults with visa, residency, and citizenship processes. Using a collaborative client-centered and/or client/family centered approach, a case manager assesses the needs of the client and, when appropriate, the client's family, and then plans, implements, coordinates, monitors, evaluates, and advocates for options and services required to meet their needs and preferences.

Spanish-Speaking

We have been doing Spanish-Speaking Case Management since for over 30 years.

In 2021, we served:

- 66 Spanish Speaking Clients (65 contracted)
- 482 Spanish Speaking Service Hours (497 contracted)

Emerging Trends for Spanish Speaking older adults have been accessing to housing, home chore needs, nutritional needs, and transportation. There are significant barriers for those seeking housing and benefits due to income limitations and lack of appropriate documentation/legal status.

We honor the cultural differences for our Spanish-speaking clients which then limits our CM time to take on a higher caseload. Differences in cultural norms and the language barrier typically requires more time from our bilingual case managers to assist a Spanish Speaking case management client then with an English-speaking client. Our CM's need to translate mail or read mail for those who are illiterate, documents etc., be the interpreter, and the needs may not be met with our community resources due to legal status and the ability to access benefits for example so the CM must work extra to find resources for these clients.

We are seeing a funding/staffing shortage as we currently have Spanish-speaking clients on our waitlist and are looking for additional funding see the need to hire another bilingual, Spanish-speaking, CM which we are currently exploring.

Southeast Asian

We partnered with in 2020 NewBridge contracted with The Hmong Institute which started in 2020 to assist them in providing CM services for our Southeast Asian older adults in Dane County clients. The role of NewBridge was to train and provide support to The Hmong Institute staff hired to provide case management. Differences in cultural norms, language barrier, COVID-19 and turnover with The Hmong Institute case management staff have impacted the number of clients served and hours of service.

In 2021, The Hmong Institute served:

- 9 Clients (35 contracted)
- 202.75 Service Hours (350 contracted)

Lowered the contract # in 2022

Serve all ages, CCS, Targeted, Food Boxes, overlap

Emerging Trends have been age eligibility (seeing more and more younger Hmong adults, 25-45 yo coming to seek services), basic necessities such as food and household items. We have also seen an increase in requests regarding housing, homelessness, and back rent.

Many of the new referrals need more than just case management. They need mental health support as well as caretaker support.

THI has been helping the CM clients with food since the start of COVID and continue to do so. They pack close to 1,000 food boxes each month with culturally appropriate produce and protein. This takes up a great deal of time for staff at THI but meets a critical need.

THI partners with a local psychiatrist Dr. Coleman who helps some of the CM clients with mental health and is able to prescribe and monitor medications.

They CMs also do a lot of reading/translating mail, scheduling appointments, going to appointments and translating. Transportation is also an issue due to client's not wanting to take cabs or other forms of public transportation due to not being able to navigate it due to language barriers.

Since our partnership began during a global pandemic, the first few years have been rocky challenging but we've learned to adapt and be creative while supporting THI CMs to make sure they receive appropriate through the training process and can helping them be more efficient in providing case management services. Our CMS, Jennifer Brown, has done a fantastic job strengthening our partnership. We hope to continue serving more Southeast Asians in the future with THI.