

# Multicultural Integration Funding Report

(FY2016 Appropriation Act - Public Act 84 of 2015)

**November 30, 2016**

Sec. 695. (1) From the funds appropriated in part 1 for multicultural integration funding, the department may require each contractor to provide data and information on performance-related metrics. These metrics may include, but are not limited to, all of the following:

(a) Each contractor or subcontractor shall have a mission that is consistent with the purpose of multicultural integration funding.

(b) Each contractor shall validate that any subcontractors utilized within these appropriations share the same mission as the lead agency receiving funding.

(c) Each contractor or subcontractor shall demonstrate cost-effectiveness.

(d) Each contractor or subcontractor shall ensure their ability to leverage private dollars to strengthen and maximize service provision.

(e) Each contractor or subcontractor shall provide timely and accurate reports regarding the number of clients served, units of service provision, and ability to meet their stated goals.

***(2) The department shall require an annual report from the contractors that receive multicultural integration funding. The annual report, due 60 days following the end of the contract period, shall include specific information on services and programs provided, the client base to which the services and programs were provided, information on any wraparound services provided, and the expenditures for those services. The department shall provide the annual reports to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, and the state budget office.***

(3) The department shall convene a workgroup to discuss and make recommendations on including accreditation in the contractor specifications and potentially moving toward competitive bidding. Each contractor required to provide data per this section shall be invited to participate in the workgroup if so convened.



Michigan Department of  
Health & Human Services

RICK SNYDER, GOVERNOR  
NICK LYON, DIRECTOR

# **Arab American and Chaldean Council – Department of Health and Human Services Annual Report**

**Fiscal Year 2016 (10-1-15 through 9-30-16)**

## **Wayne County**

### **What is the purpose of the Arab American and Chaldean Council – Department of Health and Human Services program?**

The purpose, goals and the mission of the Arab American and Chaldean Council – Department of Health and Human Services (ACC – DHHS) program is to provide our community at large with the highest level of services including financial, medical and nutritional. In addition, ACC - DHHS staff are giving special attention to the new arrivals of refugees from Middle East, Europe and the rest of the world countries as well. All services are free of charge to all clients.

In addition to the increasing need for services due to the ongoing tough economic times, Michigan has experienced a tremendous influx of refugees due to the situations in the Middle East resulting in a high demand for ACC - DHHS services and an increasing work load. With new refugees fleeing from the ISIS threat in Syria and Iraq, DHHS is bracing for another strong wave of refugees to Michigan.

ACC has a unique ability to serve the increasing influx of Middle Eastern refugees. As a culturally diverse organization, ACC's staff possesses the language skills and cultural knowledge to effectively serve the growing refugee population resettling in the State of Michigan.

The delivery of service through tri-lingual and culturally sensitive staff not only saves all costs for interpreters/translators but also makes clients feel more comfortable and aids in the efficiency of service.

ACC is required to spend at least 30 minutes per unit because of the language barrier, the lack of knowledge in how the system functions, the forms, and the culture of the community served. With the quantity of individuals DHHS sees in a day, the time required by a DHHS employee would severely hamper the flow of services to all clients coming through DHHS due to not only the language barrier but the lack of cultural knowledge that is required by the Arab and Chaldean population that is not accustomed to the system and come from countries where the government was not to be trusted.

## **Main Core of ACC – DHHS Services**

### **Information and Referral (I/R):**

The information and referral services are the “active process of linking a client with a need or problem with the particular services which will meet the need or solve the problem”. Therefore, each client we serve has his/her physical personal file which includes the client’s date of service, DHHS case number if available, name of his/her office out of which he /she was served, full name, address, phone number, spouse and children’s full names, social security numbers, date of birth, age, gender, country of origin, citizen status, type of services client is seeking such as Medicaid, Food Stamps program and cash benefits program or combined (Initial Intake Application). In the client personal files there are (2) forms used to reflect services. One reflects the initial services (called Information, Referral and/ or Advocacy Units) used for the first interview or services with basic vital clients information. Second, is the “Follow up Units” Form which is utilized by staff on a daily basis or as needed. In addition you will find a variety of other documents and paper work as well.

### **Advocacy Services:**

Advocacy generally speaking is a process of supporting and enabling the most vulnerable people to express their views and concerns, access information and services, defend and promote their rights and responsibilities and have their voice heard on issues that are important to them to explore choices and options.

ACC staff have a “duty of care” to the people they work with, especially in the area of confidentiality. This issue is so important to clients that staff have the commitment and the obligation not to release any information to anyone without client’s written or oral permission unless the information provided is life-threatening in nature.

### **Services provided:**

Per the DHHS and ACC contract we provide the following services:

- Attend and facilitate the customer’s initial interview with DHHS staff at the time of application for benefits
- Assist in completion of the DHS 1171, main application and gathering of information that is to be attached to the application
- Interpretation and translation services in the Arabic or Chaldean languages for those who have limited English proficiency
- Attend follow up interviews with the customers as well as annual reviews at the DHHS offices

- Assist customers in filling out forms such as shelter, bank statements, etc.
- Escort DHHS workers on home visit to a customer's residence
- Orient and familiarize customers with the Electronic Benefit Transfer (EBT) process to access their DHHS benefits
- Explain to customers the rules and regulations of DHHS and eligibility guidelines before submitting application DHS 1171
- Provide general and one-on-one session to inform customers of Employment and Training program requirements
- Provide customers with employment leads as well as referrals to Vocational Training or English as a Second Language (ESL) classes
- Assist customers in completion of application for Social Security Disability Benefits such as Supplemental Security Income (SSI) as well as for State Disability Assistance (SDA) benefits
- Follow up with the State Disability Determination Services (DDS) Unit and respond to any requests in order to satisfied the DDS guidelines' of disability
- Explain rules and regulation of immigration that relate directly to the DHHS eligibility guidelines, i.e., asylums, refugees and visitors to DHHS workers and customers
- Interpretation and/or translation for customers during Pre-Hearing Conference with DHHS Workers, his/her immediate supervisor, and customers as well as regular Administrative Hearing with the State Administrative Judge
- Assist DHHS Workers and administrators in communicating with customers regarding Child Support, Chore Services as well domestic as violence
- Maintain customers' files with confidentiality on cases where Contractor has provided information, referral and /or advocacy service accordingly
- Assist clients to apply for their benefits online by using a computer and the Internet
- Scanning each client's documents as necessary for the client's eligibility requirements
- Facilitate the Electronic Document Management (EDM) system in order to provide the case workers with a proof of client's eligibility such as payroll evidence, Social Security numbers and etc.
- Assist in managing flow of the Arabic/Chaldean clients in the DHHS lobby
- A bilingual interpreter to be present at all interviews or situations where an interpreter is necessary and appropriate
- Other services as deemed necessary to both ACC and DHHS

**Tasks ACC - DHHS staff helps with:**

- General Application (DHS 1171)
- Application for Health Coverage & Help Paying Cost (DCH-1426)
- Family Independence Program (Cash Benefit Program)
- Food Assistance Program (FAP Program)
- Medical Assistance Program (Medicaid)
- Day Care referral
- Child Support issues

- SSI issues
- State Emergency Relief (SER) Program
- SDA Program
- Refugee Assistance Programs (Refugee Cash Assistance and/or Refugee Medical Assistance)
- Referrals to ACC program or outside agencies such as Employment and Training and Social Security Office

**ACC - DHHS Staff Qualifications and Experience:**

Staffs on this program are well educated with Bachelors, Master and Ph.D. Degrees with average of (15) years of experience.

**Wayne County Contract**

**Statistical Report**

**Fiscal Year 2016 (10-01-2015 through 9-30-2016)**

In Wayne County, ACC-DHHS staff serviced a total of **(6,517)** clients and produced **(11,378)** units of Information/Referrals and Advocacy, which represents an amount **(14%)** above and beyond the number of 10,000 contracted units with **(6)** staff at **(5)** DHHS Offices. The offices are Inkster District Office, Joy/Greenfield District Office, Cadillac Place District Office, Hamtramck District Office and 7 Mile Office (ACC building). Most clients in Wayne County are from Lebanon, Iraq, Yemen, Palestine, Syria, and Jordan.

**Client Base:**

ACC - DHHS Program’s primary source of clients comes from Arabic and Chaldean communities at large. We received clients from other cities such as Flint and Ann Arbor. Also ACC - DHHS staff are instructed to provide services to all clients from the Middle East and North African countries such as Iraq, Syria, Egypt, Yemen, Jordan, Libya, Morocco, Algeria, and other nationalities such as Bangladesh and Somalia. ACC’s policy is to serve any client who walks in to our offices or through any other means of communication such as by phone or email. ACC fully complies with all Equal Opportunity laws and discrimination complaint policies are posted in each ACC and DHHS office. Any complaints of discrimination will be handled as outlined by current policy.

**Wraparound Services:**

Wraparound is a philosophy and planning process to create a plan of care for children and youth with emotional or behavioral disabilities through the collaboration of multiple systems to make one plan to build on the strengths of the family such as Children’s Protective Services (CPS) involvement, special education, mental health services, substance abuse treatment, and juvenile justice. ACC-DHHS staff are not certified to provide “Wraparound” activities; therefore, they refer such cases to ACC’s Behavioral Health Wraparound Program, schools, and doctor’s offices in the community.

**Expenditures:**

ACC annual expenditures for this contract total \$615,400.81.

# **Arab American and Chaldean Council – Department of Health and Human Services Annual Report**

**Fiscal Year 2016 (10-1-15 through 9-30-16)**

## **Oakland County**

### **What is the purpose of the Arab American and Chaldean Council – Department of Health and Human Services program?**

The purpose, goals and the mission of the Arab American and Chaldean Council – Department of Health and Human Services (ACC – DHHS) program is to provide our community in large with the highest level of services including financial, medical and nutritional. In addition, ACC - DHHS staffs are giving special attention to the new arrivals of refugees from Middle East, Europe and the rest of the world countries as well. All services are free of charges to all clients.

In addition to the increasing need for services due to the ongoing tough economic times, Michigan has experienced a tremendous influx of refugees due to the situations in the Middle East resulting in a high demand for ACC - DHHS services and an increasing work load. With new refugees fleeing from the ISIS threat in Syria and Iraq, DHHS is bracing for another strong wave of refugees to Michigan.

ACC has a unique ability to serve the increasing influx of Middle Eastern refugees. As a culturally diverse organization, ACC's staff possesses the language skills and cultural knowledge to effectively serve the growing refugee population resettling in the State of Michigan.

The delivery of service through tri-lingual and culturally sensitive staff not only saves all costs for interpreters/translators but also makes clients feel more comfortable and aids in the efficiency of service.

ACC is required to spend at least 30 minutes per unit because of the language barrier, the lack of knowledge in how the system functions, the forms, and the culture of the community served. With the quantity of individuals DHHS sees in a day, the time required by a DHHS employee would severely hamper the flow of services to all clients coming through DHHS due to not only the language barrier but the lack of cultural knowledge that is required by the Arab and Chaldean population that is not accustomed to the system and come from countries where the government was not to be trusted.

## **Main Core of ACC-DHHS services:**

### **Information and Referral (I/R):**

The information and referral services are the “active process of linking a client with a need or problem with the particular services which will meet the need or solve the problem”. Therefore, each client we serve has his/her physical personal file which includes the client’s date of service, DHHS case number if available, name of his/her office out of which he /she was served, full name, address, phone number, spouse and children’s full names, social security numbers, date of birth, age, gender, country of origin, citizen status, type of services client is seeking such as Medicaid, Food Stamps program and cash benefits program or combined (Initial Intake Application). In the client personal files there are (2) forms used to reflect services. One reflects the initial services (called Information, Referral and/ or Advocacy Units) used for the first interview or services with basic vital clients information. Second, is the “Follow up Units” Form which is utilized by staff on a daily basis or as needed. In addition you will find a variety of other documents and paper work as well.

### **Advocacy Services:**

Advocacy generally speaking is a process of supporting and enabling the most vulnerable people to express their views and concerns, access information and services, defend and promote their rights and responsibilities and have their voice heard on issues that are important to them to explore choices and options.

ACC staff have a “duty of care” to the people they work with, especially in the area of confidentiality. This issue is so important to clients that staff have the commitment and the obligation not to release any information to anyone without client’s written or oral permission unless the information provided is life-threatening in nature.

### **Services provided:**

Per the DHHS and ACC contract the following services are provided by ACC:

- Attend and facilitate the customer’s initial interview with DHHS staff at the time of application for benefits
- Assist in completion of the DHS 1171, main application and gathering of information that is to be attached to the application
- Interpretation and translation services in the Arabic or Chaldean languages for those who have limited English proficiency
- Attend follow up interviews with the customers as well as annual reviews at the DHHS offices



- Assist customers in filling out forms such as shelter, bank statements, etc.
- Escort DHHS workers on home visit to a customer's residence
- Orient and familiarize customers with the Electronic Benefit Transfer (EBT) process to access their DHHS benefits
- Explain to customers the rules and regulations of DHHS and eligibility guidelines before submitting application DHS 1171
- Provide general and one-on-one session to inform customers of Employment and Training program requirements
- Provide customers with employment leads as well as referrals to Vocational Training or English as a Second Language (ESL) classes
- Assist customers in completion of application for Social Security Disability Benefits such as Supplemental Security Income (SSI) as well as for State Disability Assistance (SDA) benefits
- Follow up with the State Disability Determination Services (DDS) Unit and respond to any requests in order to satisfied the DDS guidelines' of disability
- Explain rules and regulation of immigration that relate directly to the DHHS eligibility guidelines, i.e., asylums, refugees and visitors to DHHS workers and customers
- Interpretation and/or translation for customers during Pre-Hearing Conference with DHHS Workers, his/her immediate supervisor, and customers as well as regular Administrative Hearing with the State Administrative Judge
- Assist DHHS Workers and administrators in communicating with customers regarding Child Support, Chore Services as well as domestic violence
- Maintain customers' files with confidentiality on cases where Contractor has provided information, referral and /or advocacy service accordingly
- Assist clients to apply for their benefits online by using a computer and the Internet
- Scanning each client's documents as necessary for the client's eligibility requirements
- Facilitate the Electronic Document Management (EDM) system in order to provide the case workers with a proof of client's eligibility such as payroll evidence, Social Security numbers and etc.
- Assist in managing flow of the Arabic/Chaldean clients in the DHHS lobby
- A bilingual interpreter to be present at all interviews or situations where an interpreter is necessary and appropriate
- Other services as deemed necessary to both ACC and DHHS

**Tasks-ACC-DHHS staff helps with:**

- General Application (DHS 1171)
- Application for Health Coverage & Help Paying Cost (DCH-1426)
- Family Independence Program (Cash Benefit Program)
- Food Assistance Program (FAP Program)
- Medical Assistance Program (Medicaid)
- Day Care referral
- Child Support issues

- SSI issues
- State Emergency Relief (SER) Program
- SDA Program
- Refugee Assistance Programs (Refugee Cash Assistance and/or Refugee Medical Assistance)
- Referrals to ACC program or outside agencies such as Employment and Training and Social Security Office

### **ACC-DHHS Staff Qualifications and Experience:**

Staff on this program are well educated with Bachelors, Master and Ph.D. Degrees with average of (15) years of experience.

## **Oakland County Contract**

### **Statistical Report**

#### **Fiscal Year 2016 (10-01-2015 through 9-30-2016)**

In Oakland County, ACC - DHHS staff serviced a total of **(4,085)** clients and produced **(4,547)** units of Information/Referrals and Advocacy, which represents an amount **(53%)** above and beyond the number of 3,000 contracted units with **(2)** staff at **(2)** DHHS Offices. The offices are Madison Heights District Office and Southfield District Office. Most clients in Oakland County are from Iraq, Palestine, Syria, and Jordan.

#### **Client Base:**

ACC - DHHS Program's primary source of clients comes from Arabic and Chaldean communities at large. We received clients from other cities such as Flint and Ann Arbor. Also ACC - DHHS staff are instructed to provide services to all clients from the Middle East and North African countries such as Iraq, Syria, Egypt, Yemen, Jordan, Libya, Morocco, Algeria, and other nationalities such as Bangladesh and Somalia. ACC's policy is to serve any client who walks in to our offices or through any other means of communication such as by phone or email. ACC fully complies with all Equal Opportunity laws and discrimination complaint policies are posted in each ACC and DHHS office. Any complaints of discrimination will be handled as outlined by current policy.

**Wraparound Services:**

Wraparound is a philosophy and planning process to create a plan of care for children and youth with emotional or behavioral disabilities through the collaboration of multiple systems to make one plan to build on the strengths of the family such as Children's Protective Services (CPS) involvement, special education, mental health services, substance abuse treatment, and juvenile justice. ACC-DHHS staff are not certified to provide "Wraparound" activities; therefore, they refer such cases to ACC's Behavioral Health Wraparound Program, schools, and doctor's offices in the community.

**Expenditures:**

ACC annual expenditures for this contract total \$129,002.25.

# **Arab American and Chaldean Council – Department of Health and Human Services Annual Report**

**Fiscal Year 2016 (10-1-15 through 9-30-16)**

## **Macomb County**

### **What is the purpose of the Arab American and Chaldean Council – Department of Health and Human Services program?**

The purpose, goals and the mission of the Arab American and Chaldean Council – Department of Health and Human Services (ACC – DHHS) program is to provide our community at large with the highest level of services including financial, medical and nutritional. In addition, ACC - DHHS staff are giving special attention to the new arrivals of refugees from Middle East, Europe and the rest of the world countries as well. All services are free of charge to all clients.

In addition to the increasing need for services due to the ongoing tough economic times, Michigan has experienced a tremendous influx of refugees due to the situations in the Middle East resulting in a high demand for ACC - DHHS services and an increasing work load. With new refugees fleeing from the ISIS threat in Syria and Iraq, DHHS is bracing for another strong wave of refugees to Michigan.

ACC has a unique ability to serve the increasing influx of Middle Eastern refugees. As a culturally diverse organization, ACC's staff possesses the language skills and cultural knowledge to effectively serve the growing refugee population resettling in the State of Michigan.

The delivery of service through tri-lingual and culturally sensitive staff not only saves all costs for interpreters/translators but also makes clients feel more comfortable and aids in the efficiency of service.

ACC is required to spend at least 30 minutes per unit because of the language barrier, the lack of knowledge in how the system functions, the forms, and the culture of the community served. With the quantity of individuals DHHS sees in a day, the time required by a DHHS employee would severely hamper the flow of services to all clients coming through DHHS due to not only the language barrier but the lack of cultural knowledge that is required by the Arab and Chaldean population that is not accustomed to the system and come from countries where the government was not to be trusted.

## **Main Core of ACC-DHHS services**

### **Information and Referral (I/R):**

The information and referral services are the “active process of linking a client with a need or problem with the particular services which will meet the need or solve the problem”. Therefore, each client we serve has his/her physical personal file which includes the client’s date of service, DHHS case number if available, name of his/her office out of which he /she was served, full name, address, phone number, spouse and children’s full names, social security numbers, date of birth, age, gender, country of origin, citizen status, type of services client is seeking such as Medicaid, Food Stamps program and cash benefits program or combined (Initial Intake Application). In the client personal files there are (2) forms used to reflect services. One reflects the initial services (called Information, Referral and/ or Advocacy Units) used for the first interview or services with basic vital clients information. Second, is the “Follow up Units” Form which is utilized by staff on a daily bases or as needed. In addition you will find a variety of other documents and paper work as well.

### **Advocacy Services:**

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### **Services provided:**

Per the DHHS and ACC contract the following services are provided by ACC:

- Attend and facilitate the customer’s initial interview with DHHS staff at the time of application for benefits
- Assist in completion of the DHS 1171, main application and gathering of information that is to be attached to the application
- Interpretation and translation services in the Arabic or Chaldean languages for those who have limited English proficiency
- Attend follow up interviews with the customer as well as annual reviews at the DHHS offices

- Assist customers in filling out forms such as shelter, bank statements, etc.
- Escort DHHS workers on home visit to a customer's residence
- Orient and familiarize customers with the Electronic Benefit Transfer (EBT) process to access their DHHS benefits
- Explain to customers the rules and regulations of DHHS and eligibility guidelines before submitting application DHS 1171
- Provide general and one-on-one session to inform customers of Employment and Training program requirements
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- Assist customers in completion of application for Social Security Disability Benefits such as Supplemental Security Income (SSI) as well as for State Disability Assistance (SDA) benefits
- Follow up with the State Disability Determination Services (DDS) Unit and respond to any requests in order to satisfied the DDS guidelines' of disability
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- Assist DHHS Workers and administrators in communicating with customers regarding Child Support, Chore Services as well as domestic violence
- Maintain customers' files with confidentiality on cases where Contractor has provided information, referral and /or advocacy service accordingly
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- Child Support issues

- SSI issues
- State Emergency Relief (SER) Program
- SDA Program
- Refugee Assistance Programs (Refugee Cash Assistance and/or Refugee Medical Assistance)
- Referrals to ACC program or outside agencies such as Employment and Training and Social Security Office

### **ACC-DHHS Staff Qualifications and Experience:**

Staff on this program are well educated with Bachelors, Master and Ph.D. Degrees with average of (15) years of experience.

## **Macomb County Contract**

### **Statistical Report**

#### **Fiscal Year 2016 (10-01-2015 through 9-30-2016)**

In Macomb County, ACC - DHHS staff serviced a total of **(4414)** clients and produced **(6758)** units of Information/Referrals and Advocacy, which represents an amount **(70%)** above and beyond the number of 3,977 contracted units with **(3)** staff at **(2)** DHHS Offices. The offices are Sterling Heights District Office and Warren District Office. Most clients in Macomb County are from Iraq, Lebanon, Yemen, Syria and Jordan. **(29%)** of clients in these district are refugees mainly from Iraq and Syria.

#### **Client Base:**

ACC - DHHS Program's primary source of clients comes from Arabic and Chaldean communities at large. We received clients from other cities such as Flint and Ann Arbor. Also ACC-DHHS staff are instructed to provide services to all clients from the Middle East and North African countries such as Iraq, Syria, Egypt, Yemen, Jordan, Libya, Morocco, Algeria, and other nationalities such as Bangladesh and Somalia. ACC's policy is to serve any client who walks in to our offices or through any other means of communication such as by phone or email. ACC fully complies with all Equal Opportunity laws and discrimination complaint policies are posted in each ACC and DHHS office. Any complaints of discrimination will be handled as outlined by current policy.

**Wraparound Services:**

Wraparound is a philosophy and planning process to create a plan of care for children and youth with emotional or behavioral disabilities through the collaboration of multiple systems to make one plan to build on the strengths of the family such as Children’s Protective Services (CPS) involvement, special education, mental health services, substance abuse treatment, and juvenile justice. ACC-DHHS staff are not certified to provide “Wraparound” activities; therefore, they refer such cases to ACC’s Behavioral Health Wraparound Program, schools, and doctor’s offices in the community.

**Expenditures:**

ACC annual expenditures for this contract total \$184,648.97.



**Arab Community Center for Economic and Social Services (ACCESS)**

**October 1, 2015 – September 30, 2016**

**DHHS - Wayne County – ANNUAL REPORT - BOILERPLATE**

Contract: ADMIN-12-82003

**1. What is the purpose of ACCESS Program?**

This program is housed in the ACCESS Social Services Department, which is one of various programs available to clients to with the provision of essential services. ACCESS' Social Services Department has been the core service delivery unit for the entire agency. It is also the primary point of entry for clients that come to the organization seeking assistance with basic services and assistance communicating with local, state and federal entities, and other service providers.

The aim of this program is to provide a bilingual and culturally sensitive service delivery model focused on the provision of essential social services in order to assure that immigrants, refugees, and or low-income households have their basic needs met in an efficient manner, thereby enhancing their self-sufficiency. We also recognize that there are many clients who are income-limited such as seniors and the disabled; for this population, the goal is to prevent termination of benefits for non-compliance.

This is done by leveraging client access to services and benefits while improving navigation of a complex social services system. Many clients seek ACCESS' social services because they are in "crisis" mode and require immediate assistance. To this end, we focus on addressing long-term solutions to fulfilling basic needs, which include access to adequate food, clothing, housing, utility assistance, medical care, educational services, childcare, and employment.

**2. Main Core of ACCESS Services:**

ACCESS is an agency with more than 100 programs housed in ten facilities in the tri-county region. Our range of support services is leveraged to benefit clients in a model focusing on interconnectedness in a holistic manner offered by various divisions throughout the organization. During the 2015-2016 fiscal year, ACCESS provided over one million services in the areas of social services, youth and education, health and mental health, employment and training, entrepreneurship, and cultural arts programs.

**3. Information and Referral (I/R):**

**Define information and referral services – Explain in details the services offered. Also include if you have follow-up services.**

**Information and Referral (I/R)**

Bilingual and culturally sensitive staff, provides information by comprehensively screening households for eligibility of private, local, state, federal benefits. Benefits can include: Michigan Benefits Access System for the Bridge Card (SNAP -food stamps), cash and medical benefits, unemployment benefits through the Department of Licensing and Regulatory Affairs,

**Arab Community Center for Economic and Social Services (ACCESS)**

**October 1, 2015 – September 30, 2016**

**DHHS - Wayne County – ANNUAL REPORT - BOILERPLATE**

Contract: ADMIN-12-82003

Social Security and Supplemental Security Income benefits, and WIC benefits (Women, Infants, and Children-Food & Nutrition Services). Depending on eligibility, other benefits can include participation in Focus: HOPE's monthly nutritional supplemental programs for pregnant and nursing mothers, infants, children, and seniors, Halal Meals on Wheels, MiCAFE program for low-income seniors that provides additional food stamp benefits, USDA free and reduced breakfast, lunch and after school meals for youth, government subsidized housing or Section 8 vouchers, utility assistance, and free tax preparation.

In conjunction with screening for benefits, households continued to receive referrals and follow-up services for education, vocational and employment training, health and mental health services, assistance with advocacy, immigration, translation of documents, legal, and interpretation services.

ACCESS has cultivated partners in every service sector who commit staff time and resources to our agency and the clients we serve on a daily basis. Where we do not possess the expertise to intervene, a litany of partnerships is available to serve our clients.

**4. Advocacy:**

Our staff is uniquely positioned to understand the complex needs of community members; they reside in the neighborhoods where clients live, and have first hand experience dealing with the agencies and bureaucracies with which clients struggle. Also, our staff has been trained to effectively interface with other service providers and departments of government. We correspond daily on behalf of the clients we serve with the Department of Health & Human Services (DHHS) local offices, Social Security Administration, THAW, Detroit Area Agency on Aging and the Senior Alliance, AARP, Legal Aid and Defenders Association (LADA), Michigan Department of Licensing and Regulatory Affairs (LARA), Wayne Metropolitan Community Action Agency, utility companies, hospitals, doctor offices, school systems, etc.

These relations are well developed, which improves a client's ability to navigate a complex system, which in turn ensures that needed services are received.

**Confidentiality:** All ACCESS staff members are issued the HIPAA Notice of Privacy Practices and also sign a "Confidentiality Agreement" which is kept in each staff personnel file.

**Arab Community Center for Economic and Social Services (ACCESS)**

**October 1, 2015 – September 30, 2016**

**DHHS - Wayne County – ANNUAL REPORT - BOILERPLATE**

Contract: ADMIN-12-82003

**5. Services Provided through the contract: as mandated**

**Services delivered:** in the areas of INFORMATION & REFERRAL and/or ADVOCACY:

- Assist in completion of the DHS 1171 application, and gather information that is to be attached to the application (FIP, Medicaid, Food Stamps, Refugee assistance, etc.)
- Attend and facilitate the customer's initial, follow-up, and annual interviews with DHHS caseworkers – upon request
- Provide emergency services such as food assistance, homelessness prevention, and utility shut off assistance.
- Provide interpretation in Arabic and or Chaldean for those with limited English proficiency
- Assist customer in filling out forms such as shelter, asset bank statements, utilities, etc.
- Orient and familiarize customers with Electronic Food Stamp process, rules and regulations, and guidelines of the DHHS programs before submitting the application
- Escort DHHS worker(s) to the customer's residence for the home visit
- Provide customers with employment leads, referrals to vocational programs, ESL, etc.
- Provide one-on-one sessions to inform customers of the Work First program requirements
- Assist customers in completion of application for Supplemental Security Income (SSI) and assist with State Disability Assistance. Assist customer with securing proper medical documents for Medical Review Team, etc.
- Explain to customers the rules and regulations of DHHS and eligibility guidelines before submitting the application
- Explain immigration rules and regulations to DHHS worker(s) and customers (i.e. asylees, refugees, and visitors)
- Assist customer in completion of forms related to job layoffs and terminations.
- Interpret and/or translate for customers during pre-hearing conferences with DHHS workers
- Attend and assist customers in administrative hearings if no resolution is reached
- Assist DHHS in communication with customers who are parents if domestic violence or child support issues arise
- Continue and maintain customer contact until the provision of Information, Referral, and/or Advocacy services is complete or the specific problem area is resolved

**6. ACCESS Qualification and Experience – List education and experiences of contract staff:**

ACCESS recruits staff that is knowledgeable about ACCESS and its organizational mission, and supports the agency's goals. It is also important that these recruits are human service minded and demonstrate sensitivity to the ACCESS service community.

**Minimum requirements for case managers include:**

- Associate Degree, however, Bachelor degree in Social Work is preferred
- Non-graduates with demonstrated community assessment and or program planning skills
- Good command of the English, Arabic and Chaldean languages (verbal and written skills)

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- Ability to relate well to people
- Familiarity with urban living environment
- Must be sensitive to the needs of the low-income community
- Bilingual and bi-culturally sensitive
- Must demonstrate basic clerical skills
- Must be able to operate a computer
- Certified an Navigator to enroll clients in the Affordable Care Act – Market Place
- Certified a MMAP Counselor – Michigan Medicaid/Medicare Assistance Program

**Location of Services:**

*ACCESS Youth & Family Service Center*

Social Service Unit  
2651 Saulino Court  
Dearborn, MI 48120

*ACCESS One-Stop Employment*

Social Services Unit  
& Human Services Center  
6451 Schaefer Road  
Dearborn, MI 48126

*ACCESS Hamtramck*

8625 Joseph Campau St.  
Hamtramck, MI 48212

**7. Client Base:**

- Low-income households whose income does not exceed 200% of the federal poverty guidelines
- Applicants and or recipients of the Department of Health & Human Services
- English limited populations – this also includes immigrants and refugees and the community at-large
- Those who have limited access to mainstream services due to language, cultural and transportation barriers

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**8. Describe the client population:**

The target population includes immigrants and refugees, among all other low-income, disenfranchised individuals. The populations we serve face challenges that are unique, requiring responses to realities that often times are out of the control of the individual. For example, from a basic needs perspective, immigrants and refugees face barriers associated with their eligibility for state and federal benefit and entitlement programs, as well as their ability to meet documentation requirements needed to obtain state licenses and identification. From an educational preparedness perspective, bilingual education programs are not widely available and oftentimes youth who are newcomers to the country are not able to meet basic education requirements. Moreover, family literacy services, which are particularly effective for non-English speaking families, are not sufficiently supported by state and federal sources. From a financial stability perspective, traditional employment and training services are designed to service the self-directed job seeker and offer little support to those who do not speak English or are computer illiterate. In addition, employment discrimination and a reluctance to hire immigrants and refugees continue to run rampant.

Compounding these problems is the undeniable impact of 9/11 and the domestic profiling of Arabs and Muslims across the nation, and particularly across our region. Immigrants, especially those originating from Arab countries or who are Muslim, face discrimination and unfair treatment at both community and institutional levels. The impact of these realities on individuals and families is profound; there is stress in the home, and in effect, immigrants and refugees are less likely to integrate into their communities.

Our agency navigates these barriers and offers a continuum of services to facilitate long-term community empowerment and economic independence. We accomplish this through linguistically and culturally sensitive program coordination within our agency and across the local social service sector. As the leading Arab American service provider in the region, we possess the necessary resources to deliver a strategic and deliberate trajectory of wrap-around services designed to better the lives of those whom we are privileged to serve.

**9. Wraparound Service – define:**

Because ACCESS is an agency with more than 100 programs in ten facilities, an integrated approach to deliver services in a manner that is comprehensive in nature and linguistically and culturally sensitive is critical. This process is facilitated through a strategic inter-agency referral system to ensure that the diverse needs of families are addressed in a coordinated and efficient manner. ACCESS staff focuses on developing client potential and success through services that are tailored to each participant's needs. This promotes stability and provides clients with a tangible roadmap to self-sufficiency.

Utilizing basic needs as a platform for improving quality of life, we focus on two populations; (1) vulnerable heads-of-households (including seniors and disabled people) who are not able to increase their income level via employment. Our task for this population is to ensure that families continue to receive their entitlement benefits without the risk of moving into a revolving mode of crisis due to re-

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determinations; and (2) Adults and young adults with viable potential for gaining economic stability through additional training and education.

Clients will receive the following services:

- A comprehensive assessment to identify needs, remove barriers, and promote greater access to services
- Information, referrals, and advocacy, including language interpretation (Arabic/English) to facilitate access to services such as SNAP, TANF, SSI, and Social Security (pension and/or disability)
- Bilingual explanation of the rules, regulations, and eligibility guidelines of state and federal programs
- Assistance with completion of related forms for state and federal programs
- Referrals for services to education for adults (ESL) and youth, employment and training, health and mental health, legal and citizenship education services, free tax preparation services, home heating credits, housing and rental assistance programs, and any other applicable and relevant social service program

Once a household has demonstrated that they can meet their basic needs with a marginal level of assistance, they are given an opportunity to enroll in our Center for Working Families program to receive ongoing services through a comprehensive and intensive case management process that focuses on skill-building, employment, financial literacy, and asset-building. Those that enroll receive the following:

- Provision of career assessment, coaching, job placement/retention and career advancement services
- Provision of referrals to employability skills and job training
- Provision of referrals to education and workforce development opportunities
- Provision of one-on-one financial coaching, which includes assistance with repairing credit, budgeting to pay down debt, general household budgeting, and developing a savings plan
- Provision of referrals to financial literacy workshops
- IDA program orientation and enrollment as a means of building assets when applicable

**10. Expenditures: Indicate year-to-date amount spend on this contract:**

SEE ATTACHEMENT – 2015-2016 ACCESS – DHHS – STATEMENT OF EXPENDITURES

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**11. Information on Services and Programs Provided:**

- **DHHS/SSA:** Provided over 3,500 households with eligibility screening and or enrollment for state, federal and local benefit programs via MI Bridges and Social Security Administration; this includes explanation of rules and regulations and eligibility guidelines. Benefits include SNAP, FIP, SDA, refugee assistance, Medicaid, Medicare Saving Program, Extra Help, MiCAFE, RSDI, SSI, Medicare, etc. Also, advocacy and interpretation services to clients, DHHS and SSA representatives.
- **HOMELESS:** Provided over 1,600 outreach services to homeless clients: Services include but not limited to: visits to homeless shelters, Department of Health & Human Services, Social Security offices, service providers, doctors' appointments, school enrollment, etc.
- Provided 95 households with temporary shelter assistance, information & referral and related services.
- **FOOD ASSISTANCE:** Provided over 750 households (representing 3,780 individuals) with food assistance and referrals to food pantries.
- Provided over 300 households, (representing 926 individuals) with homeless prevention and intervention services that included rent/mortgage payments, information and referrals, and or supportive services.
- **UTILITY:** Provided over 500 household with utility payments to prevent shut-off/reactivation and or enrollment in the Low-Income Subsidy Program and supportive services.
- Enrolled over 1,210 children in reduced or free breakfast, lunch, and after-school snacks programs.
- **UNEMPLOYMENT CLAIMS:** Assisted clients with unemployment-related services via the Department of Licensing and Regulatory Affairs (LARA), with filing over 320 new unemployed claims; made over 630 MARVIN calls (for required bi-weekly certification of unemployment); and over 420 related services such as unemployment extensions, address changes, inquiries, appeals, etc.
- **INCOME TAX PREPARATION:** In 2016, ACCESS hosted the Accounting Aid Society at ACCESS' Social Services Department where our staff volunteered every Saturday, during the months of February and March to provide preliminary screening and interpretation services; 139 2014 state and federal tax returns were completed and filed that brought over \$224,400 in tax credits and refunds to low-income families.
- **INFORMATION & REFERRAL and ADVOCACY:** Provided over 21,620 information/referral and advocacy services in the areas of basic needs, employment & training, health & mental health, youth & education, etc.
- Provided case management services to over 730 households through the Self-Sufficiency Program.
- **CWF:** Provided over 4,100 case management services to over 350 households through the Center for Working families in Wayne and Macomb counties in the areas of financial, employment and income supports coaching.
- **ACA:** Disseminated information on the Affordable Care Act-Healthcare Marketplace to over 1,000 households.

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- **LEGAL AID:** over 60 household received legal aid through the Legal Aid and Defender Association (LADA). A LADA representative provides outreach to ACCESS' Social Services Department once a month for approximately 4-5 hours per visit.
- **IMMIGRATION SERVICES:** Provided over 3,000 immigration services to households in the areas of U.S. Naturalization, family unification, status adjustments, affidavit of support, political asylum, rules and regulations, etc.
- **TRANSALTION SERVICES:** over 1,100 documents were translated from Arabic into English and or French and vice versa; documents include certificates such as birth, marriage, divorce, school transcripts, driver's license, health records, etc.

**ACCESS – DHHS ADMIN Contract  
2016**

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<b>DHHS ADMIN Contract Mandates the following</b>	<b>Result</b>		<b>ACTUAL Delivered by ACCESS</b>	<b>Result</b>
Geographical Area	Wayne County		Geographical Area	Wayne County
# of Clients Served	5,250		# of Clients Served	5,645
# of Units Delivered (1 unit = 30 minutes of service)	10,500		# of Unites of Delivered (1Unit = 30 minutes of service)	20,404.33
# of Information & Referral and Advocacy Services	Contract does not identify a number		# of information & Referral and Advocacy Services	21,629