

Multicultural Integration Funding – Reports

(FY2015 Appropriation Bill - Public Act 252 of 2014)

November 30, 2015

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 of community health and 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.*

Per boilerplate and contractual requirements, the annual reports were prepared by the contractors and are being provided to the Legislature as received by the department. The following reports relate only to the Human Services contracts with multicultural integration providers.



Michigan Department of
Health & Human Services

RICK SNYDER, GOVERNOR
NICK LYON, DIRECTOR

Arab Community Center for Economic and Social Services (ACCESS) Annual Report
October 1, 2014 – September 30, 2015
Wayne County

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 2014-2015 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 provide 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, 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.

Arab Community Center for Economic and Social Services (ACCESS) Annual Report
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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 Regulator 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. (Copies of policies are available upon request).

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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 DHS 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 DHS programs before submitting the application
- Escort DHS 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 DHS and eligibility guidelines before submitting the application
- Explain immigration rules and regulations to DHS worker(s) and customers (i.e. asylees, refugees, and visitors)
- Assist customer in completion of forms related to job layoffs and terminations (Department of Labor and Economic Growth)
- Interpret and/or translate for customers during pre-hearing conferences with DHS workers
- Attend and assist customers in administrative hearings if no resolution is reached
- Assist DHS 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

Arab Community Center for Economic and Social Services (ACCESS) Annual Report
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6. Tasks – ACCESS staff is helping clients with the following: SNAP-SHOT

- Screen and enroll households for eligibility of state, federal and local via MI Bridges; benefits include SNAP, cash and Medicaid, Medicare, WIC, Halal Meals on Wheels, MiCAFE, etc.
- Enroll homeless households in comprehensive case management services.
- Provide transitional housing referrals and related services and assist with the enrollment process.
- Outreach services to homeless clients that included appointments to Department of Human Services, Social Security offices, service providers, doctors' appointments, school enrollment, etc.
- Referral and enrollment assistance in IDA accounts
- Provide households with temporary shelter assistance and related services.
- Provide households with food assistance and referrals to food pantries.
- Provide households with homelessness prevention and intervention services that included rent/mortgage payments and supportive services.
- Provide households with utility assistance and supportive services.
- Enroll youth in reduced or free breakfast, lunch, and after-school snacks programs.
- Assist clients with unemployment-related services via the Department of Licensing and Regulatory Affairs (LARA), with filing new unemployed claims; MARVIN calls (for required bi-weekly certification of unemployment); and related services such as unemployment extensions, address changes, inquiries, appeals, etc.
- Host the Accounting Aid Society at ACCESS' Social Services Department where our staff volunteer every Saturday during the months of February, March to provide preliminary screening and interpretation services
- Provide information/referral and advocacy services in the areas of basic needs, employment & training, health & mental health, youth & education, etc. (as mandated by the DHHS)
- Provide case management services to clients through Self-Sufficiency project
- Provide referral and case management services to households through the Working Families Success Network -Center for Working Families program with emphasis on skill-building, employment services, financial literacy, asset building, and immigration and tax service support. This program was extended to the ACCESS Sterling Heights – Macomb facility,
- In partnership with Habitat for Humanity and the City of Dearborn, ACCESS' Emergency Services team continues to provide ongoing outreach/home visits to the 26 families that become time home owner. The process includes financial coaching, credit repair, and related supportive services to assure successful home ownership continuation. During this report period, 12 of the 26 families, successfully completed the entire selection process of their housing sites for construction project in the City of Dearborn.
- Disseminate information on the Affordable Care Act-Healthcare Marketplace
- Provide enrollment services into the Affordable Care – Marketplace
- Legal services 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.
- Provide immigration services and information (when necessary) to both clients and DHHS case works in the areas of U.S. Naturalization, family unification, status adjustments, affidavit of support, political asylum, etc.

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- Translation of documents – 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.

7. 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 and Arabic languages (verbal and written skills)
- 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

ACCESS – DHHS ADMIN Contract

October 1, 2014 – September 30, 2015

DHHS ADMIN Contract Mandates the following	Result	Actual Service Delivery by ACCESS	Result
Geographical Area	Wayne County	Geographical Area	Wayne County
# of Clients Served	5,250	# of Clients Served	5,633
# of Units Delivered (1 unit = 30 minutes of service)	10,500	# of Unites of Delivered (1Unit = 30 minutes of service)	19,376.17
# of Information & Referral and Advocacy Services	Contract does not identify a number	# of information & Referral and Advocacy Services	20, 991

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Wayne County

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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

8. Client Base:

Client that we serve through this contract are as follows:

- 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

Arab Community Center for Economic and Social Services (ACCESS) Annual Report
October 1, 2014 – September 30, 2015
Wayne County

Contract: ADMIN-12-82003

9. 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.

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Wayne County

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10. 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-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

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

Our allocation is \$610,550 – our agency expended the entire amount

ACC-DHHS Annual Report for 2014-2015 Fiscal Year

Wayne County

What is the purpose of ACC-DHHS program?

The purpose, goals and the mission of ACC-DHHS is to provide our community in large with the highest level of services including financial, medical and nutrition. In addition, ACC-DHS staffs are giving a 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.

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 service which will meet the need or solve the problem". Therefore, each client we served have his/her physical personal file which include client date of service, DHHS case number if available, name of his/her office where he /she served, full name, address, phone number, spouse and children full name, 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 is (2) forms been used to reflect 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 in which is utilized by staff on a daily bases or as needed. In addition you will find varieties of 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 client and staff has the commitment and the obligation not to release any information to anyone without client's written or oral permission unless these information's are providing is a life-threatening nature.

Services provided:

Per the DHHS and ACC contract we are provided the following services;

- Attend and facilitate the customer's initial interview with DHS 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
- Provide interpreting and translating services in the Arabic or Chaldean languages for those who have limited English proficiency
- Attend and follow up interviews with the customer's as well as annual reviews at the DHS offices
- Assist customers in filling out forms such as shelter, bank statements, etc.
- Escort DHS workers on home visit to a customer's residence
- Orient and familiarize customers with the Electronic FS process
- Explain to customers the rules and regulations of DHS and eligibility guidelines before submitting application DHS 1171
- Provide general and one-on-one session to inform customers of WF/JET programs requirements
- Provide customers with employment leads as well referrals to Vocational Training or ESL Classes
- Assist customers in completion of application for Supplement Security Income (SSI), State Disability Assistant (SDA)
- Follow up with the State Medical Review Team (MRT) and to respond for any certain request in order to satisfied the (MRT) guidelines' of disability
- Explain rules and regulation of immigration that related directly to the DHS eligibility guidelines, i.e., asylums, refugees and visitors to DHS workers and customers

- Interpreter and/or translate for customers during (Pre-Hearing Conference with DHS Workers, her immediate supervisor, and customers as well regular Administrating Hearing with the State Administrative Judge
- Assist DHS Workers and administrators in communication with customers regarding Child Support, Chore Services as well domestic violence.
- Maintain customers files with confidential on cases where Contractor has provide information, referral and /or advocacy service accordingly
- Other services as deemed to be necessary to both ACC and DHS.
- Assist clients to apply to their benefits online by using the computers and the Internet.
- Scanning client's documents as appear necessary to the client's eligibility requirements.
- Facilitate the (Electronic Documents Managements (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 manage flew 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.

Tasks-ACC-DHHS staff is helping with:

- General Application (DHS 1171)
- Application for Health Coverage & Help Paying Cost (DCH-1426)
- Family Independent Program (Cash Benefit Program)
- Food Assistant Program (FAP Program)
- Medical Assistant Program (Medicaid)
- Day Care referral
- Child Support issues
- Social Supplement Income issues (SSI)
- Family Emergency Assistant
- State Disability Assistant Program (SDA)
- Refugees Assistant
- Referrals to ACC program or outside agencies such Job Training (PATH Program) and Social Security Office.

ACC-DHHS Staffs Qualifications and Experience;

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

Wayne County Contract Statistical Report

(10/01, 2014 – 9/30, 2015)

In Wayne County, ACC-DHHS staff have been serviced a total of **(6136)** clients and produce **(11,171)** units of Information/Referrals and Advocacy. Contracted units is **(10,000)** units. Which represent a percentage increase of **(12%)** with a **(6)** staff at **(6)** DHHS Offices. The offices are; Redford District Office (closed by the end of August 2015), 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 and Jordan.

Client Base;

ACC-DHHS program primary source of clients are coming from Arabic and Chaldean communities in large. We received clients from other cities such as Flint and Ann Arbor. Also, ACC-DHHS staff instructed to provide service to all clients or refugees including the main stream free of charges. ACC-DHHS staff helping clients from the Middle East and North Africa countries such as Iraq, Syria, Egypt, Yemen, Jordan, Libya, Morocco, Algeria and other nationalities such as Bangladesh and Somalia. ACC policy is to service any client who is walking to our offices or through any other means of communications such phone calls and e-mails. ACC is fully complying with the Equal Opportunity and discrimination complaint policies are posted in each ACC and DHHS office. And any Complaints of discrimination will be handled as outlined by current program policy.

Wraparound Services;

Wraparound is a philosophy and planning process to create a plan of care to children and youth with emotional or behavioral disabilities. Because ACC-DHHS staff is not certified to do such a "Wraparound" activities therefore, they just referral such a cases either to ACC Mental Health Department, Schools and Doctor Offices in the community.

Expenditures: ACC spent \$605,986.78 on this contract.

ACC-DHHS Annual Report

(10/01/2014- 9/30/2015)

Macomb County

What is the purpose of ACC-DHHS program?

The purpose, goals and the mission of ACC-DHHS is to provide our community in large with the highest level of services including financial, medical and nutrition. In addition, ACC-DHS staffs are giving a 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.

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 service which will meet the need or solve the problem". Therefore, each client we served have his/her physical personal file which include client date of service, DHHS case number if available, name of his/her office where he /she served, full name, address, phone number, spouse and children full name, 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 is (2) forms been used to reflect 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 in which is utilized by staff on a daily bases or as needed. In addition you will find varieties of 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 client and staff has the commitment and the obligation not to release any information to anyone without client's written or oral permission unless these information's are providing is a life-threatening nature.

Services provided:

Per the DHHS and ACC contract we are provided the following services;

- Attend and facilitate the customer's initial interview with DHS staff at the time of application for benefits
- Assist in completion of the DHS I171, main application and gathering of information that is to be attached to the application
- Provide interpreting and translating services in the Arabic or Chaldean languages for those who have limited English proficiency
- Attend and follow up interviews with the customer's as well as annual reviews at the DHS offices
- Assist customers in filling out forms such as shelter, bank statements, etc.
- Escort DHS workers on home visit to a customer's residence
- Orient and familiarize customers with the Electronic FS process
- Explain to customers the rules and regulations of DHS and eligibility guidelines before submitting application DHS I171
- Provide general and one-on-one session to inform customers of WF/JET programs requirements
- Provide customers with employment leads as well referrals to Vocational Training or ESL Classes
- Assist customers in completion of application for Supplement Security Income (SSI), State Disability Assistant (SDA)
- Follow up with the State Medical Review Team (MRT) and to respond for any certain request in order to satisfied the (MRT) guidelines' of disability
- Explain rules and regulation of immigration that related directly to the DHS eligibility guidelines, i.e., asylums, refugees and visitors to DHS workers and customers

- Interpreter and/or translate for customers during (Pre-Hearing Conference with DHS Workers, her immediate supervisor, and customers as well regular Administrating Hearing with the State Administrative Judge
- Assist DHS Workers and administrators in communication with customers regarding Child Support, Chore Services as well domestic violence.
- Maintain customers files with confidential on cases where Contractor has provide information, referral and /or advocacy service accordingly
- Other services as deemed to be necessary to both ACC and DHS.
- Assist clients to apply to their benefits online by using the computers and the Internet.
- Scanning client's documents as appear necessary to the clients' eligibility requirements.
- Facilitate the (Electronic Documents Managements (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 manage flew 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.

Tasks-ACC-DHHS staff is helping with:

- General Application (DHS 1171)
- Application for Health Coverage & Help Paying Cost (DCH-1426)
- Family Independent Program (Cash Benefit Program)
- Food Assistant Program (FAP Program)
- Medical Assistant Program (Medicaid)
- Day Care referral
- Child Support issues
- Social Supplement Income issues (SSI)
- Family Emergency Assistant
- State Disability Assistant Program (SDA)
- Refugees Assistant
- Referrals to ACC program or outside agencies such as Job Training (PATH Program) and Social Security Office.

ACC-DHHS Staffs Qualifications and Experience;

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

Macomb County Contract Statistical Report

(10/01, 2014 - 9/30, 2015)

In Macomb County, ACC-DHHS staff have been serviced a total of **(4211)** clients and produce **(7436)** units of Information/Referrals and Advocacy. Contracted units are **(3977)** units. Which represent a percentage increase of **(87%)** with a **(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 primary source of clients are coming from Arabic and Chaldean communities in large. We received clients from other cities such as Flint and Ann Arbor. Also, ACC-DHHS staff instructed to provide service to all clients or refugees including the main stream free of charges. ACC-DHHS staff helping clients from the Middle East and North Africa countries such as Iraq, Syria, Egypt, Yemen, Jordan, Libya, Morocco, Algeria and other nationalities such as Bangladesh and Somalia. ACC policy is to service any client who is walking to our offices or through any other means of communications such phone calls and e-mails. ACC is fully complying with the Equal Opportunity and discrimination complaint policies are posted in each ACC and DHHS office. And any Complaints of discrimination will be handled as outlined by current program policy.

Wraparound Services;

Wraparound is a philosophy and planning process to create a plan of care to children and youth with emotional or behavioral disabilities. Because ACC-DHHS staff is not certified to do such a "Wraparound" activities therefore, they just referral such a cases either to ACC Mental Health Department, Schools and Doctor Offices in the community.

Expenditures: ACC spent \$170,776.65 on this contract.

ACC-DHHS Annual Report (10/01/2014-9/30/2015)

Oakland County

What is the purpose of ACC-DHHS program?

The purpose, goals and the mission of ACC-DHHS is to provide our community in large with the highest level of services including financial, medical and nutrition. In addition, ACC-DHS staffs are giving a 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.

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 service which will meet the need or solve the problem". Therefore, each client we served have his/her physical personal file which include client date of service, DHHS case number if available, name of his/her office where he /she served, full name, address, phone number, spouse and children full name, 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 is (2) forms been used to reflect 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 in which is utilized by staff on a daily bases or as needed. In addition you will find varieties of 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 client and staff has the commitment and the obligation not to release any information to anyone without client's written or oral permission unless these information's are providing is a life-threatening nature.

Services provided:

Per the DHHS and ACC contract we are provided the following services;

- Attend and facilitate the customer's initial interview with DHS 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
- Provide interpreting and translating services in the Arabic or Chaldean languages for those who have limited English proficiency
- Attend and follow up interviews with the customer's as well as annual reviews at the DHS offices
- Assist customers in filling out forms such as shelter, bank statements, etc.
- Escort DHS workers on home visit to a customer's residence
- Orient and familiarize customers with the Electronic FS process
- Explain to customers the rules and regulations of DHS and eligibility guidelines before submitting application DHS 1171
- Provide general and one-on-one session to inform customers of WF/JET programs requirements
- Provide customers with employment leads as well referrals to Vocational Training or ESL Classes
- Assist customers in completion of application for Supplement Security Income (SSI), State Disability Assistant (SDA)
- Follow up with the State Medical Review Team (MRT) and to respond for any certain request in order to satisfied the (MRT) guidelines' of disability
- Explain rules and regulation of immigration that related directly to the DHS eligibility guidelines, i.e., asylums, refugees and visitors to DHS workers and customers

- Interpreter and/or translate for customers during (Pre-Hearing Conference with DHS Workers, her immediate supervisor, and customers as well regular Administrating Hearing with the State Administrative Judge
- Assist DHS Workers and administrators in communication with customers regarding Child Support, Chore Services as well domestic violence.
- Maintain customers files with confidential on cases where Contractor has provide information, referral and /or advocacy service accordingly
- Other services as deemed to be necessary to both ACC and DHS.
- Assist clients to apply to their benefits online by using the computers and the Internet.
- Scanning client's documents as appear necessary to the client's eligibility requirements.
- Facilitate the (Electronic Documents Managements (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 manage flew 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.

Tasks-ACC-DHHS staff is helping with:

- General Application (DHS 1171)
- Application for Health Coverage & Help Paying Cost (DCH-1426)
- Family Independent Program (Cash Benefit Program)
- Food Assistant Program (FAP Program)
- Medical Assistant Program (Medicaid)
- Day Care referral
- Child Support issues
- Social Supplement Income issues (SSI)
- Family Emergency Assistant
- State Disability Assistant Program (SDA)
- Refugees Assistant
- Referrals to ACC program or outside agencies such as Job Training (PATH Program) and Social Security Office.

ACC-DHHS Staffs Qualifications and Experience;

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

Oakland County Contract Statistical Report

(10/01, 2014 - 9/30, 2015)

In Oakland County, ACC-DHHS staff have been serviced a total of **(3644)** clients and produce **(4593)** units of Information/Referrals and Advocacy. Contracted units are **(3000)** units. Which represent a percentage increase of **(53%)** with a **(2)** staff at **(2)** DHHS Offices. The offices are; Madison Heights District Office and Southfield District Office previously Walid Lake District Office. Most clients in Oakland County are from Iraq, Palestine and Jordan.

Client Base;

ACC-DHHS program primary source of clients are coming from Arabic and Chaldean communities in large. We received clients from other cities such as Flint and Ann Arbor. Also, ACC-DHHS staff instructed to provide service to all clients or refugees including the main stream free of charges. ACC-DHHS staff helping clients from the Middle East and North Africa countries such as Iraq, Syria, Egypt, Yemen, Jordan, Libya, Morocco, Algeria and other nationalities such as Bangladesh and Somalia. ACC policy is to service any client who is walking to our offices or through any other means of communications such phone calls and e-mails. ACC is fully complying with the Equal Opportunity and discrimination complaint policies are posted in each ACC and DHHS office. And any Complaints of discrimination will be handled as outlined by current program policy.

Wraparound Services;

Wraparound is a philosophy and planning process to create a plan of care to children and youth with emotional or behavioral disabilities. Because ACC-DHHS staff is not certified to do such a "Wraparound" activities therefore, they just referral such a cases either to ACC Mental Health Department, Schools and Doctor Offices in the community.

Expenditures: ACC spent \$129,006.08 on this contract.