

Second Quarterly Report

Organization: Interchurch Ministries of Nebraska

Project Title: Case Management Project

Period Covered by Report: August 1, 2006 to October 31, 2006

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SUMMARY

1. Summary of Project Objectives

1. Provide faith-based case management support to at least 50% of the Katrina evacuees in Nebraska.
2. Train 8 Congregational Team Leaders to integrate spiritual care into current case management of evacuees.
3. Recruit for to six volunteers to join Case Management Teams from 24 to 48 congregations.
4. Recruit 8 Disaster Chaplains to mentor Case Management Teams.
5. Provide ten trainings for Case Management Teams for effective and appropriate provision of Spiritual Care.
6. Match Case Management Teams with individuals/families affected by Hurricane Katrina.
7. Network with community-based agencies providing case management to integrate case management efforts and on-going support.
8. Hold a conference for case management teams and disaster chaplains to further understanding of spiritual care.
9. Maintain database of evacuees and their on-going needs.
10. Develop program protocols which can be shared with other states and regions.
11. Network Case Management teams with FEMA Crisis Counseling Team for trainings and coordination of case management.

2. Primary activities implemented this quarter

- Survey to determine an accurate number of evacuees in the state. The results of the survey indicated that the total number of evacuees remaining in the state was significantly lower than it was anticipated to be at the time of writing the grant.
- Developed a budget realignment proposal to include funds for meeting long-term unmet needs which was submitted to KAT and to UMCOR.
- Developed a protocol for distributing funds to meet unmet needs and recruited individuals to participate on a committee to review requests and make recommendations for distribution of funds to meet needs.
- Participated in a briefing about American Red Cross funding available for *Access2Care* and *Means to Recovery* programs. Have begun to work with case managers in relaying this information to clients and in helping clients sign up for the *Access2Care* program and beginning the process of developing long term recovery plans.
- Continued regular meetings of the case management teams in Omaha and Lincoln. One Omaha case manager became ill and has subsequently died. Other team members have assumed responsibility for her case load.

- The Lincoln Crisis Counseling Program (Reaching Out Nebraska – RON) team planned a pot-luck dinner in coordination with 4 or 5 congregations in Lincoln. Our case managers encouraged their clients to participate in the dinner and evacuees and case managers participated in the evening's activities. October 13
- Evacuee gathering in Omaha on August 5 to connect with persons who were not able to come to July gathering.
- Participated in the CCP/RON peer-to-peer training with National Guard
- RON organized a remembrance of Hurricane Katrina by organizing a meal at a "soul food" restaurant in Omaha. IMN encouraged the inclusion of Tanya Harris from the 9th Ward in New Orleans and a member of the staff of ACORN to speak with the evacuees. This gathering was well attended by those who had been served by RON and IMN and provided an opportunity to connect with some individuals who had not formally connected with a case manager.
- The University of Nebraska at Lincoln sponsored a Hurricane Katrina Retrospective as a means of remembering the events of hurricanes Katrina and Rita. One of the events was a panel entitled Voices from Hurricane Katrina which included evacuees who are now living in Nebraska, including two recipients of case management through IMN.
- Newspaper article and opportunity through public schools.

RESULTS

3. Details of accomplishments this quarter

The primary effort for the early part of this quarter was to determine the actual number of evacuees who remain in Nebraska. This involved traveling to four additional sites in Eastern Nebraska with the CCP/RON staff, including Columbus, Norfolk, South Sioux City and ???. None of those who were interviewed in these locations were unaware of evacuees who remained in the communities or surrounding areas. We also contacted the Director for Community Action of Nebraska (a statewide program addressing the needs of persons living in poverty) who reported to us that across the state only about 58 individuals were served in the three months following the arrival of evacuees (September, October and November, 2006) – and that no evacuee families are currently seeking services. Conversations with the CCP/RON staff indicated that they had provided outreach services to approximately 200 individuals/families and that as of September 1, 2006 they were only serving approximately 100 individuals/families. This information led us to seek approval for realigning our Case Management Program budget, creating a line item for long term unmet needs. This budget realignment was approved.

The anniversary of Hurricanes Katrina and Rita were honored with several events. Staff at the University of Nebraska – Lincoln developed programming for a Hurricane Katrina Retrospective with a Candle Light Vigil on August 28, and a series of educational/memorial events. Those planning the events were unaware of the evacuees who had been relocated to Lincoln and Omaha. We negotiated for the involvement of these evacuees in some of the events; especially a panel presentation entitled "Voices of Hurricane Katrina" which included two evacuees who are currently receiving case management. This added significant depth and meaning to the week's activities. We negotiated with one speaker who was invited by the University, Tanya Harris, who lives in the lower 9th Ward in New Orleans and works as a community organizer for ACORN, to speak with the evacuees at a gathering in Omaha. The gathering was organized by CCP/RON with involvement by the IMN Case Management Program. The event included a meal at a "soul food" restaurant in Omaha, with transportation provided for evacuees who are

living in Omaha. There were about 100 to 125 persons who participated in the event – some of whom were eligible for case management but had not been previously contacted. The IMN Case Managers and Program Manager were in attendance and felt that the event was well received by all the evacuees.

Significant energy has been spent on attempts to find funds to meet unmet needs for which not other funds seem to be available. Initially we contacted Nebraska Health and Human Services to determine if there was any possibility of receiving any 'Social Services Block Grant' funds which were made available to some states for expenses related to the relocation of evacuees. The HHSS staff members were supportive, but after researching the issue, explained that all the block grant funds that might have been used for unmet needs were expended as the evacuees came into the shelter in Omaha following being airlifted into Nebraska. The case managers were struggling to meet long term unmet needs – so the fact that these funds were not available was very disappointing. By this time we were revising the caseworker numbers and it was clear that we would not be able to provide case management services for the original number of evacuees. This led us to consider realigning our original budget to allow for a line item that would provide funds for long term unmet needs. This was ultimately approved and we have developed a protocol for the distribution of these funds. At nearly the same time we were notified that our budget realignment had been approved, we learned about the funds that the American Red Cross has available for mental health services and for long term plan development. Our case managers are feeling much better about their capacity to work with the evacuees and meet long term unmet needs.

As part of the CCP/RON FEMA grant, there was to be outreach to Nebraska National Guard members who went to New Orleans as part of the response effort. IMN has been working with the Nebraska National Guard to discover ways of helping individuals and communities welcome our soldiers home in the most effective manner. Because these relationships had been established, we approached the National Guard to offer to provide case management services for any military personnel who might be in need of such care. It was apparent relatively quickly that there were no case management needs – but that there was a need to provide tools and resources to military personnel so that they could support one another in the process of reintegration following their tour of duty in Iraq or Afghanistan. IMN Case Management Program Staff we invited to participate in the initial and secondary trainings for this purpose. This involved spending approximately 16 hours over each of two weekends with National Guard personnel in training about stress and its impact on the body, mind and spirit. Although we will not be involved in working with the Guard in the Case Management Program, the training was a good refresher about post traumatic stress and helped us to be reminded that the impact of Hurricanes Katrina and Rita have had this effect on many of the evacuees.

In an effort to explore all possible opportunities to connect with the evacuees, we have also turned to the public schools in Lincoln. We saw an article in the local newspaper describing a student who was "backpacking" needed food home for the weekend through a program of the Lincoln Public Schools. It was apparent to us that the family receiving the food had evacuated from New Orleans to Lincoln. We contacted the social work office for the school system and indicated our willingness and ability to provide case management services. She was willing to send information to all of the school social workers in the system. We have received a couple of referrals from this connection, though one family was a family that we had already established a relationship with.

4. Progress per Indicator Tracking Table

1. Quarterly Indicator Tracking Table

Indicator	Quarterly		Comments
	# Agreed	# Disagreed	
# of clients (from closed cases) agreeing that primary needs have been met <i>CAN Reports</i>			
# of cases living at permanent address <i>CAN Reports</i>			
# of referrals provided <i>CAN Reports</i>			
# of referrals utilized <i>CAN Reports</i>			
# of recovery plans developed <i>CAN Reports</i>			
# of cases managed by volunteers <i>CAN Reports</i>			
	Total #	Type	Value
Services provided by agency #, type, value <i>CAN Reports</i>			
Services provided via referral #, type, value <i>CAN Reports</i>			
LTRC/UNT status in service delivery area KAT Partner reported	State	Community Served	Total Membership (#)
# of cases presented to LTRC/UNT <i>CAN Reports</i>			
Value of services provided by LTRC/UNT: <i>CAN Reports</i>	Total Value		
Household size <i>CAN Reports</i> (total number)	1	2	3
			4
			5
			6
			7 or more
	Recovery Plan Achieved	Primary Needs Met	Unable to Resolve/Lack of Resources
			Client Withdrew Request for Services
			Case Transferred Outside of the NCMC
			Relocating
Reason for Case Closure (total # for each): <i>CAN Reports</i>			

**2. Aggregate Indicator Tracking Table
(Cumulative data collected to date)**

Indicator	To Date		Comments				
	# Agreed	# Disagreed					
# of clients (from closed cases) agreeing that primary needs have been met <i>CAN Reports</i>							
# of cases living at permanent address <i>CAN Reports</i>							
# of referrals provided <i>CAN Reports</i>							
# of referrals utilized <i>CAN Reports</i>							
# of recovery plans developed <i>CAN Reports</i>							
# of cases managed by volunteers <i>CAN Reports</i>							
	Total #	Type	Value				
Services provided by agency #, type, value <i>CAN Reports</i>							
Services provided via referral #, type, value <i>CAN Reports</i>							
LTRC/UNT status in service delivery area KAT Partner reported	State	Community Served	Total Membership (#)				
# of cases presented to LTRC/UNT <i>CAN Reports</i>							
	Total Value						
Value of services provided by LTRC/UNT: <i>CAN Reports</i>							
Household size <i>CAN Reports</i> (total number)	1	2	3	4	5	6	7 or more
	Recovery Plan Achieved	Primary Needs Met	Unable to Resolve/Lack of Resources	Client Withdrew Request for Services	Case Transferred Outside of the NCMC	Relocating	
Reason for Case Closure (total # for each): <i>CAN Reports</i>							

3. QUARTERLY DEMOGRAPHIC INDICATORS

	Total Proposed Per Agreement	# under or over total (x) or +x	Total for this Reporting Period	AGE					GENDER		ETHNICITY							
				<18	18-34	35-49	50-65	>65	Male	Female	African American or Black	American Indian or Alaska Native	Asian	Hispanic / Latino	Native Hawaiian or Pacific Islander	Tribal Affiliation	Other	White
# of paid case Managers KAT Partner Reported																		
# of Volunteer Case Managers KAT Partner Reported																		
Total Paid and Volunteer Case Managers KAT Partner Reported																		
# of cases CAN Reports																		
# of cases opened (new) CAN Reports																		
# of cases closed CAN Reports																		
# of cases transferred to NCMC members CAN Reports																		
# of transfers received from NCMC member CAN Reports																		
# of clients seeking employment who obtained employment CAN Reports																		
# of clients who made a decision about permanent housing CAN Reports																		

4. AGGREGATE DEMOGRAPHIC INDICATORS																		
	Total Proposed Per Agreement	# under or over total (x) or +x	Total to date	AGE					GENDER		ETHNICITY							
				<18	18-34	35-49	50-65	>65	Male	Female	African American or Black	American Indian or Alaska Native	Asian	Hispanic / Latino	Native Hawaiian or Pacific Islander	Tribal Affiliation	Other	White
# of paid case Managers KAT Partner Reported																		
# of Volunteer Case Managers KAT Partner Reported																		
Total Paid and Volunteer Case Managers KAT Partner Reported																		
# of cases CAN Reports																		
# of cases opened (new) CAN Reports																		
# of cases closed CAN Reports																		
# of cases transferred to NCMC members CAN Reports																		
# of transfers received from NCMC member CAN Reports																		
# of clients seeking employment who obtained employment CAN Reports																		
# of clients who made a decision about permanent housing CAN Reports																		

5. QUARTERLY INDICATORS BY STATE

State	✓ Locations of Operation per grant agreement -Does Not Change-	# CMs KAT Partner Reported	# vCMs KAT Partner Reported	# Open Cases CAN Reports	# Closed Cases CAN Reports	# Cases Transferred to NCMC members CAN Reports	# Transfers Received from NCMC members CAN Reports	# Cases presented to LTRC/UNT CAN Reports	# of Cases indicating state as permanent address CAN Reports
TX									
LA									
MS									
AL									
AR									
CA									
CO									
CT									
FL									
GA									
IL									
KY									
MA									
MN									
MO									
NC									
NJ									
NY									
OK									
TN									
MI									
OH									
NV									
IN									
PA									
SC									
AZ									
DC									
IA									
NE									
WA									
State outside of consortium-served network									

6. AGGREGATE INDICATORS BY STATE

State	✓ Locations of Operations per grant agreement -Does Not Change-	# CMs KAT Partner Reported	# vCMs KAT Partner Reported	# Open Cases CAN Reports	# Closed Cases CAN Reports	# Cases Transferred to NCMC members CAN Reports	# Transfers Received from NCMC members CAN Reports	# Cases presented to LTRC/UNT CAN Reports	# of Cases indicating state as permanent address CAN Reports
TX									
LA									
MS									
AL									
AR									
CA									
CO									
CT									
FL									
GA									
IL									
KY									
MA									
MN									
MO									
NC									
NJ									
NY									
OK									
TN									
MI									
OH									
NV									
IN									
PA									
SC									
AZ									
DC									
IA									
NE									
WA									
State outside of consortium-served network									

RESULTS

5. Success Stories/Case Studies this Quarter

* One of our evacuee families lives in Auburn which is approximately 45 miles southeast of Lincoln. They are black, now living in a community where there are no other black families. Their son, 15, was charged by an off-duty police officer with three violations: disturbing the peace, indecent exposure, and a general curfew violation. The evidence in the case was the word of the off duty police officer, an account of the situation from two other witnesses, and the word of other teenage boys who admitted to the disturbing the peace violation.

Our case manager has been working with this family since May. He reported the situation at a team meeting. It was suggested that he visit with the NAACP in Lincoln about the situation. One of the team members of another case manager is married to the president of the Lincoln NAACP so she called him and the situation was explained. Copies of the police reports were taken to the NAACP president and he planned with our case manager what to do. There was a court date scheduled for Thursday of that week. On Tuesday morning, the IMN case manager called the Court appointed Public Defender and asked him if he had interviewed any witnesses other than the off duty officer or if he planned to call the boys who admitted to disturbing the peace as witnesses. The Public Defender said that he hadn't gotten to that yet.

The IMN case manager told the public defender that he represented both Interchurch Ministries of Nebraska and the NAACP (the President of the NAACP told him that he could represent himself that way) and that both IMN and the NAACP would be keeping their eye on the legal process in this case. On Wednesday morning the IMN case manager received a call that all of the charges against the son of our client had been dropped.

This speaks well of the advocacy that our case managers provide for our clients as well as the respect that Interchurch Ministries of Nebraska has in the state.

* One evacuee who was airlifted to Omaha had been a chef, at least on a semi-regular basis when living on New Orleans. He initially involved himself in what he believed was a partnership to cook pizza and "soul food" but he lost trust in the partnership, felt that he was being taken advantage of and backed away from this opportunity.. He provided food at the pot-luck supper that we had at the beginning of this quarter, and after that we asked him to cater the meal that was held during the Hurricane Katrina Retrospective. He did very well with both of these meals.

His case manager began working with him about a plan to begin his own business. This was seen as a long term plan recovery plan, and the case manager was providing support and direction for our evacuees to realistically get back to work. The evacuee was very excited, and appeared to be cooperating in putting the plan into action.

He and his cousin decided that they would take a short "vacation" and return to New Orleans to check on friends and family. While there, the cousin found a job and a day or two later, the chef had also found a job working in the kitchen of a restaurant. They had secured housing which they reported would allow them to stay at no cost as part of the cousin's job.

The success of this story does not include a "long term recovery plan" and we have attempted to connect them with case management in New Orleans, but this has been difficult because of the overwhelming need in that area. However, it does seem that their participation in the IMN case management program, and the support of the case manager, gave these two individuals a

perspective which allowed them to see possibilities and to recognize their own ability to take advantage of the opportunities present to them. These two individuals have a long way to go before they have everything back to “normal” again, but they are investing themselves in their future and there is significant hope for them.

KNOWLEDGE MANAGEMENT

6. Challenges and Actions Steps Taken to Resolve

The greatest challenge has been finding resources for meeting long term unmet needs. This has been significantly addressed through both the UMCOR-KAT Budget Realignment for smaller immediate needs and the American Red Cross Means to Recovery and Access2Care funds will address some of the larger, long term needs. Both of these sources of funds have given our case managers a sense that they are actually able to address needs in a meaningful way.

Our case managers continue to work very hard to establish relationships with the evacuees, especially in the Omaha area. The CCP/RON Outreach Workers initiated relationships initially with the evacuees and these initial relationships were forged in the wake of the overwhelming trauma that many of the evacuees had been through. These relationships were extremely meaningful to the evacuees in the face of many promises of help from a multitude of people who did not necessarily follow through. The case managers did not begin their work until eight months following Hurricane Katrina and because there were no funds for the case managers to meet the long-term unmet needs, they were seen by some as another group of well-meaning persons who were not able to actually follow through. In spite of this, the case managers had been faithful, and have over time built good working relationships which are helping evacuees discover ways to meet their needs.

Another challenge for our work with the evacuees is tackling the reality of long term planning. For many of these individuals, they have never had to deal with thinking about plans for their future. Their futures have simply unfolded without too much planning. Our case managers have struggled to help evacuees think in terms of long term plans, let alone actually put those plans into action. The Red Cross Means to Recovery Funding is an excellent resource for us in this area – because it provides significant incentive to both the case managers and the evacuees. The case managers are focusing greater energy on the long term plans, and this is helping the evacuees to think in greater detail about their long term plans.

It became incredibly evident during this quarter that the people in Lincoln and Omaha – where most of the evacuees have re-located – and essentially unaware that there are any ongoing needs on the part of the evacuees. This does not mean that the people are unwilling to attempt to meet the needs – just that they are unaware of the ongoing needs. The community pot-luck dinner that was co-sponsored by CCP/RON and the IMN Case Management Program in cooperation with some of the local congregations in Lincoln was a important opportunity for developing relationships between the evacuees and members of the community. It will be important to do more of these gatherings over the next several months because it will help to integrate the evacuees into the community – and it will keep the community involved in the lives of the evacuees.

7. Remaining Challenges

As we indicated in the last quarterly report, the challenge of infusing spiritual care into the case management continues to be a challenge. I believe that we are beginning to address this through the long term planning – which ultimately indicates to people that their lives are more

than the disaster that they have survived and gives them the opportunity to look to the future with hope. I believe that the two gentlemen who returned to New Orleans to go to work were able to take the risk of finding work and housing arrangement because spiritual care had been provided in a meaningful way for them. Our challenge is to find other avenues of providing spiritual care for others. The CCP/RON team in Omaha initiated some work with an individual who has done a lot of work with people from Guatemala who have PTSD, helping them heal from their trauma. We had hoped that this individual might be able to continue working with the IMN Case Management Program into the next two quarters. However, it became apparent relatively quickly that she was not trusted by the evacuees (middle-aged, white woman with a relatively middle class background) and the work that she attempted failed quickly. We saw addressing the PTSD as another possible means of infusing spiritual care into the case management process – and it remains a realistic possibility – but we need to find another resource for providing this intervention so that it is culturally appropriate.

Another challenge that we continue to face is fearfulness about having information submitted to CAN. A number of people see this as “risky” because they are fearful of what might happen to them as a result of their information being incorporated into this data base. We continue to explain – and explain – that not government entities have access to the information in the database, and gradually we are overcoming some of these fears. The Means to Recovery program is an incentive to overcome these suspicions and we are hopeful that this will make case management services available for others.

8. Summary of Planned Activities for Next Quarter

- Intentional work with case managers on development of long term recovery plans for the Means to Recovery program
- Working immediately to refer evacuees to *Access2Care* so that their long term mental health needs can be addressed
- Gatherings in Lincoln and Omaha in churches with the help of CCP/RON to establish relationships which integrate the evacuees into the community and help the community have a better understanding of the ongoing needs
- Work with established committee to distribute fund for long term unmet needs as they are presented to us
- Continue strengthening relationships between the evacuees and the case managers, especially as the CCP/RON team prepares to close its program by the end of December
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9. Suggestions for Improving the CAN system