



Hamdard Center

For Health & Human Services

ANNUAL REPORT 2007-2008

CHILD WELFARE PROGRAMS

Hamdard Center for Health and Human Services has worked with the Illinois Department of Children and Family Services (DCFS) involving South Asian, Middle Eastern, Bosnian, and Muslim children since 1994. The agency has first hand knowledge and experience in dealing with the trauma of these families when their children are placed in the custody of the DCFS. The agency and its professionals have also witnessed the psychological trauma, the aftermath, and negative outcome for the children, especially when they are placed in culturally and religiously incompatible homes. Lack of licensed South Asian and Middle Eastern foster homes, however, severely limit the child welfare agency's ability to find culturally compatible homes for these children.

Family Preservation

In 1998, Hamdard established a Child Welfare Agency, duly licensed by the Illinois Department of Children and Family Services. In 2001, Hamdard Center received a major grant from the Illinois Department of Children and Family Services for a demonstration project for family preservation focusing on South Asian, Middle Eastern, and Bosnian families.

The main project activities are:

- Violence prevention
- Stabilization of high-risk families
- Parenting skills training
- Supportive counseling
- Referrals and linkages to community resources
- Mentoring and support to mothers
- Home-based & community based outreach programs for hard-to-reach families
- Awareness and education in the target and mainstream communities
- Community outreach through social events to engage and identify high-risk families
- Expanded collaboration with all available community resources
- Offering an alternative to violence: non-violence conflict and resolution for children.

2007-2008

Number of Clients	3,745
Counseling Units	10,000
Community Education Units	30,000

VICTIMS ASSISTANCE, INTERVENTION, AND PREVENTION

Domestic Violence Services

There are a projected 400,000 South Asian, Middle Eastern, and Bosnian individuals in the Chicago area. As increasing number of South Asian and Middle Eastern immigrants and Bosnian refugees are making their homes in this country and facing difficulties integrating into mainstream communities, the need for culturally tailored intervention becomes a necessity. Many families experience high stressors and emotional instability due to the changes in life styles that make it critical to address issues of domestic violence to maintain health family. The victims representing immigrant minorities have severe cultural barriers in accessing mainstream services.

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Hamdard Center has been providing culturally tailored multilingual services to domestic violence victims and abusers since 1993. Hamdard Center owns and operates its own *licensed shelter facility* and a 24-hour toll free crisis line. The shelter is fully functional and can accommodate up to twelve individuals at any given time. All shelter staff members are trained and certified in domestic violence and serve the victims and their children in the most professional and effective manner possible. The program is designed to prevent and reduce violence and abuse in homes that can destroy families.

The primary mission of the Hamdard Domestic Violence Program is to ensure the safety of victims, provide early intervention, and offer services that foster the preservation and stabilization of families. All services are free, confidential and culturally compatible.

Available Services for Families of Domestic Violence

Women

- Comprehensive and collaborative IDHS protocol compliant program
- Onsite residential shelter and off-site shelter with certified staff on duty 24-hour a day
- Counseling, advocacy, training in survival and parenting skills in restructuring their lives
- Assistance with public benefits, employment skills, training etc.
- Legal advocacy for order of protection, victim impact statement, child custody, and immigration issues
- 24-hour toll-free crisis hotline
- Community education and outreach
- Hospital and school based programs
- Transitional housing facilities based on eligibility

Children

- Activity groups to promote learning/self expression
- Provide safe, caring, nonjudgmental setting for children to visit with their non-custodial parents
- Individual counseling
- Training to promote nonviolent problem solving skills

Men

- Educational groups to change violent behavior
- Skills development to help recognize and manage stress and anger
- Assessment and evaluation to participate in Family Violence Intervention Program

Community

- Community outreach and education, volunteer recruitment, and training
- Collaboration with regional and local networks in advocacy and raising awareness
- Outreaching to schools and universities on issues related to domestic violence and sexual assault

- Providing 40-hour training and certification to staff, volunteers, and partner agencies

2007-2008

Total Clients Served	205
Total Counseling/Advocacy Units	5,795
Total Shelter Nights	4,144

Transitional Housing for Women and Children

Hamdard's Transitional Housing Program offers hope and help to families (mothers and children) who are victims of domestic violence and homelessness. Hamdard's Transitional Housing Program strengthens families by helping them in areas such as employment assistance, parenting skills, job training, budgeting, and life skills.

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The goal of the program is the restoration of self-sufficiency and dignity for women, mostly with children, who have come through experiences that have shattered their lives. These women are often left in an untenable cycle of dependence, poverty, homelessness, unemployment, and the responsibility to care for emotionally scarred young children who cannot be left unmanaged.

The Transitional Housing Program at Hamdard began in September 2001. At that time, there were only four apartments being rented in different suburbs. Today, Hamdard Center now operates four transitional housing units. Of the four units Hamdard owns, 3 are three bedrooms and 1 is two bedrooms, and all are located in the suburbs.

Hamdard's program provides women with the necessary assistance to rebuild their lives. Initially, women and their dependents receive a safe residence. Relieved from the pressures of monthly rent and utility bills, the domestic violence survivors then receive counseling and support in reestablishing their emotional and social identities. A case manager is then assigned to assist them step-by-step through to career training, job placement, child care, placement in local schools, and eventual employment.

Since its establishment, 41 adults and 27 children have benefited from this program. All have successfully completed their stay at the program and have moved onto independent living. They have jobs, cars, and savings for the future. Their children have also improved their self-confidence and made significant academic progress.

2007 – 2008

▪ Total number of clients served	14
▪ Total transitional nights	2,875
▪ Completed educational & employment goals	70%
▪ Completed permanent subsidized/housing goals	80%
▪ Progressed with resolution to immigration issues	50%

FAMILY INTERVENTION PROGRAM (PROGRAMS FOR MEN WHO BATTER)

Partner Abuse Intervention Program (PAIP)

Hamdard Center began the Family Violence Intervention Program, now the Partner Abuse Intervention Program in July of 2000. This is a specialized service catering to minority males, especially the immigrant male population from the South Asian, Middle Eastern, and Bosnian communities who have committed acts of domestic violence against their spouses or partners. Professionals trained in the area of domestic violence staff the program. These professionals are culturally sensitive to the needs of the target community.

The goal of this program is to help these individuals to recognize, understand, and ultimately change their abusive behavior. Working toward that goal, the men participate in a psycho-educational program, which consists of a two-hour session per week over a twenty-four week period. Topics dealing with non-violent interactions are discussed, and homework assignments are given. The program is based on the internationally recognized Duluth Domestic Intervention Project Model. This program is Illinois Department of Human Services Program Compliant.

Program Referrals

Clients are either referred through the court system or are self-referrals. In either case, a trained Hamdard staff determines if they are appropriate candidates for the Family Violence Intervention Program must evaluate participants.

Education Curriculum

All prospective candidates undergo an initial assessment for suitability into the program. Those selected will be required to sign a contract agreeing to attend prescribed number of sessions, and abide by the rules and spirit of the program. A release form is also signed allowing Hamdard to share information with the courts and their spouses/partners. Participants pay for the services rendered and some on a sliding fee schedule according to their financial capabilities. Some of the topics discussed in weekly sessions include:

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- Non-violence, non-threatening behavior
- Respect, support and trust
- Honesty and accountability
- Sexual respect, partnership
- Negotiation and fairness

As part of the program, services are also provided including:

- Assessment
- Counseling
- Anger Management and Abuse prevention
- Community Education

Outcome

It is our hope that men who participate in this program will take full responsibility for their behavior and embrace a more egalitarian approach in partnership, respect for the rights of women and develop skills for handling conflict in a non-violent manner. *Hamdard Center is dedicated to assisting men in putting their lives back in order.*

2007-2008

Total Number of Men Served	24
Total Number of Service Hours	2,184

HEALTH SERVICES

Behavioral and Mental Health Services

Hamdard's program philosophy is deeply rooted in our family and community values and our cultural and religious traditions and practices. One of the highly prioritized goals of our programs and services is the preservation, stabilization, and rehabilitation of our dysfunctional families. Hamdard program and services are designed to strengthen and support families and to give people in distress a sense of hope. Hamdard uses a holistic, integrated service delivery model with a heavy emphasis on prevention and early intervention.

Trained and credentialed mental health counselors, social workers, clinical psychologist, and psychiatric consultants staff Hamdard's mental health services. Mental health is the most widely used program by men, women, children, and elders seeking professional help for depression, anxiety, adjustment at work and at home, acculturation difficulties, family conflicts, intergenerational conflicts, marital problems, just to name a few. Hamdard helps elderly clients who feel abandoned and lost. Hamdard also provides assessments and evaluations for disability benefits and Social Security Income (SSI). The Agency's professionals frequently run into teenage girls who have attempted to hurt themselves due to the overwhelming family pressure and multiple stressors, but most notably violence at home.

Hamdard receives referrals from area hospitals, schools, courts, Department of Children and Family Services (DCFS), religious centers, and other social service agencies. Hamdard sees parents who have been mandated by the courts to seek help at Hamdard for assessment and counseling, especially when there are children in DCFS custody. Over the last several years, Hamdard has seen a growing number of men and women initiating self-referrals to seek help for themselves and their families.

Hamdard's professionals have seen positive outcomes when clients seek help at an early stage, especially in cases of marital discord and family violence. The Agency staff has also noted that most community members who seek help at Hamdard suffer from chronic, multiple problems and have severe barriers accessing mainstream services. All services are free and strict confidentiality is maintained.

The goal of the Mental Health program is early detection, and intervention to reduce further damage to emotional health. Chicago area is growing in numbers with the refugee population. Most of the refugees coming to Hamdard to

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seek mental health services have severe trauma and Post Traumatic Stress Disorder (PTSD) symptoms. Hamdard staff understands the unique need of refugees to help them adjust to living in a new culture.

Mental Health Services for Men, Women, Children/Teens and Elderly

All services are offered to everyone, and those without insurance pay according to a federally-approved sliding fee scale. Bilingual and bi-cultural counselors and psychiatrists provide services. Currently, Hamdard can offer services in Arabic, Bosnian, Hindi, Urdu, Punjabi and Gujarati, including:

- Crisis intervention
- Psychiatric evaluation
- Medication monitoring
- Mental Health Assessment
- Education and Outreach
- Individual, Couples and Family Therapy
- Group Therapy
- Case Management
- Collaboration with schools, hospitals and social service agencies

Depression Project

In 2001, based on Surgeon General's report, a major *collaborative depression project* was undertaken in the DuPage County known as Behavior Health Partnership. Hamdard became a member of that partnership and began to focus on depression education, screening and treatment for target clients. In summer 2002,

depression project was introduced in Chicago through a generous foundation grant. In 2002, Hamdard conducted a major anxiety treatment and anxiety educational program (a collaborative effort) both in the DuPage County and in the City of Chicago.

2007- 2008

Total Number Served	4,200
Total Number of Service Units	210,000
Community Outreach and Education Contacts	43,380

Internship and Training Program

As a courtesy to the surrounding area universities, Hamdard offers intensive internship and practicum programs to the graduate and undergraduate level of students. This program is supervised by licensed psychiatrists, clinical psychologists and licensed counselors. Due to the diverse nature of the agency, many students have chosen Hamdard to finish their professional training. Hamdard fulfills all the requirements of professional training for such students.

Primary Health Care Clinic

Hamdard began its primary health care clinic in 2004 as a response to the increasing need for health services in the medically underserved area of Rogers Park and Edgewater. Four part-time physicians, including a newly hired South Asian female physician provide general medical examinations, blood testing, and Echo cardiograms. The medical clinic serves 300 clients annually.

HEALTH EDUCATION

Breast Cancer Program

At the beginning of 2004 Hamdard Center received a substantial grant from a Chicago area foundation for an outreach program for the detection and follow-up care of breast cancer in the low- income Middle Eastern and South Asian women residing in DuPage County. As a result of this need, Hamdard developed the Screen Us Now Outreach Program (SUNOP). SUNOP collaborates with DuPage County Health Department (DCHD) to improve service delivery such as mammograms. Project focus includes outreach, education about women's breast health, reaching the DuPage county population with low or no income appointments for the mammogram via DCHD, follow up care, supportive counseling, and distribution of announcements and flyers in client's dominant language.

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As a result of the SUNOP activities, Hamdard was able to collect data on over 4,000 Muslim women over the course of 2004-2006. This encouraged Hamdard to enhance its educational program further more by launching the Save Our Sisters Initiative (SOS).

The SOS program is a new breast health education program that outreaches to isolated Muslim women and educates them about breast cancer and the resources available for mammography and treatment. Launched in April 2007, the primary target population is South Asian, Arab and African American Muslim women over the age of 40. SOS enabled Hamdard to reach out to underserved populations in the Cook and DuPage counties. These women receive health education about breast cancer as well as how to self-examine regularly. In addition, women learn about other risk factors associated with the breast health and cancer in these populations. As a result of the SOS outreach sessions, hundreds of women received education on breast cancer and were provided with additional resources for breast health. Outreach materials for the program were also printed in several languages common to the target populations including Arabic and Urdu.

2007-2008

Total Number Served	240
Number of Flyers Distributed	2,000

Support Groups

It has been observed through Hamdard's experience working with the elderly, women, men, teens and young adults as well as children, that is imperative that preventive services and health/mental health issues are initiated at an early age to prevent development of unhealthy behaviors such as substance abuse or obesity. In order to prevent these issues, Hamdard's Health Educator provides health education, advocacy and promotes the health and well-being of our target populations.

The focus of the educational classes is to provide preventive health information designed for self-management and independence of health and mental health issues. Resources, referrals and linkages that are provided open up opportunities for the target community in accessing other healthcare options that may not have been previously identified. In addition, participants receive translated health/mental health resources and follow-up visits from the staff and volunteers in order to prevent unhealthy behaviors and negative consequences from repeating and recurring.

24-HOUR TOLL-FREE CRISIS LINE 1-866-305-3933

Hamdard's Crisis Line is open to all 24 hours a day, seven days a week, and is staffed by live people that are trained and certified professionals. Through this line, Hamdard provides assessment and brief and intermediate crisis intervention, assurance, support, information, and referral. The Center receives thousands of crisis calls every year from men, women, and teenagers personal and family crisis, emotional distress, isolation, depression, and abuse and neglect.

Although Hamdard has operated a 24-hour crisis line since 1993, it became a toll-free crisis line in 2002. Most of our crisis line workers/volunteers are culturally-sensitive & bilingual. In addition, Hamdard has access to a large pool of interpreters representing a wide variety of languages.

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Total Crisis Calls	1,601
Total Crisis Intervention & Follow-up Services	3,531

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SENIOR SERVICES

In response to the growing needs of seniors in Hamdard's target populations, the Center launched its senior initiative. The purpose of Hamdard's senior services is to empower seniors in our communities by providing them with hope,

help, and healing. The first phase of the initiative COPE (Community Outreach Program for Elders) was started on October 1, 2002. The second phase of the program – Adult Day Service – was also formally started in October 2002. Hamdard's Adult Day Services also provide a respite for the caretaker/family members. During 2003, a comprehensive needs assessment was completed with both seniors and caregivers with the help of Millennia Consulting.

In 2004 Hamdard's Adult Day Service Program was licensed by the Illinois Department on Aging. The Adult Day Program provides structured programs and activities for 4-5 hours daily to individuals who are sixty years of age or older. Some of the salient features of the Adult Day Service include: (1) health monitoring (triage by a Registered Nurse), (2) socialization, (3) recreational activities including outdoor activities, (4) exercise, (5) health education, (6) English conversation and reading, (7) computer learning, and (8) in-language newspapers and television. Toward the end of 2003, the program moved to a much larger permanent site at 1542 West Devon Avenue.

All clients attending the Adult Day Service Program are served a hot nutritious, culturally compatible meal daily. Each client has an individualized service plan based on their unique services. The primary focus of Adult Day Services is to help clients maintain their emotional, cognitive, and physical functioning and to support independent living.

2007-2008

Total Clients Served	315
Total Meals Served	5,638
Outreach & Advocacy	243
Case Management Hours	6,822
Health Monitoring, Instruction & Exercise Units Provided by Nurse	14,700

YOUTH SERVICES

Hamdard launched its Youth Enrichment Program in the summer of 2007 in order to address these growing needs of its target populations in the Edgewater, Rogers Park, and Albany Park communities. The program serves children in grades 1– 8, the majority of whom are bi-lingual. The program includes a workshop series in the summer and an after-school program in the fall and spring. Homework help, skill-building workshops, and ISAT preparation are the focus for the after-school program. The results anticipated by the end of the academic school year are: improved grades, developed positive study habits, and increased confidence and independence in completing schoolwork.

Hamdard enrolled 40 participants enrolled in its 2008 summer program, "An Eco-Friendly Summer," which promoted environmental awareness through skill-building and leadership development activities. Youth were engaged through various workshops and field trips that focused on conservation (protection of wildlife and natural resources), promoting recycling and waste reduction as well as understanding global warming.

Participants in the summer program were able to participate in a project entitled "Tents of Hope." The mission of the Tents of Hope project is to support a one-year process in which people respond as communities to the crisis in Darfur, Sudan by creating tents that are both unique works of art and ongoing focal points within communities for learning about, assisting, and establishing relationships with the people of Sudan. The youth were even featured in a documentary a local filmmaker was making on the process.

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Hamdard's Youth Program continues to grow, from 8 participants in the summer of 2007 to the 44 participants enrolled in the after-school program currently. Thanks to the hard work of its staff, interns, and volunteers and generous support of its funders, partners, and parents, the Youth Program hopes to continue in the community for many years to come.

2007-2008

Total Children Registered	175
Total Number of Program Days	125
Total Number of Volunteers	13
Number of Flyers Distributed	2,000

CONTINUOUS QUALITY IMPROVEMENT (CQI) COMMITTEE

The Continuous Quality Improvement (CQI) committee was formed in February 2006 to help improve documentation of service delivery, operations and administration, and fiscal and risk management as suggested by the Council of Accreditation (COA). The CQI committee is composed of program managers and the management at Hamdard Center. The goal of the Hamdard Center's quality improvement program is to empower staff to initiate self-determined change in incremental steps, which will benefit clients through improved service quality and delivery.

The CQI committee meets monthly to assure that a process of regular and systemic review of specific document program information, service techniques, and agency task performance relative to the delivery of health and human services. The plan is intended to review, evaluate, and improve the effectiveness and efficiency of services consistently and incrementally. All departments have put in considerable efforts to increase accuracy of the documentation as well as improve overall service delivery including client satisfaction.

In 2008, the focus of the CQI Committee has been:

- Assessing and improving organizational performance
- Monitoring the effectiveness of the services
- Examining client outcomes
- Replicating model performance
- Promoting a task-oriented team approach
- Revising the policy and procedure manuals