



## CASA ALBA MELANIE

314 S. Madison Street | Green Bay, WI 54301

Phone: (920) 445-0104 | Web: [casaalba.org](http://casaalba.org)

**Hispanic Resource Center of Greater Green Bay**

Monday through Friday: 10 AM to 4 PM

*Casa ALBA Melanie has served the needs of Hispanic families in the greater Green Bay area since 2011.*

## WHAT'S GOING AND GROWING AT CASA ALBA MELANIE

### PROGRAMS & ACTIVITIES

Casa ALBA offers many Programs and Activities that further our mission: to nurture the well-being and wholesome development of all members of the Hispanic community living in the greater Green Bay area. These activities include the following:

**Educational Services:** Spanish GED, Tutoring, Early Childhood Education, Spanish for Professionals, Diabetes Education, Drivers education, Promote higher education for all

**Professional Services:** Immigration Attorney, District Attorney, Green Bay City Attorney, DACA Support, Residency Renewal, Citizenship Application, Document Assistance, Spanish Health Navigator, Insurance Counselling, Women's Support Group, Referral to appropriate community services

**Community Liaison and Advocate:** Safe site for crime victims, Police Liaison, Mobile Mexican Consulate, Advocacy for the Hispanic community, Educate community on cultural diversity

**Socialization and Family Needs:** A friendly, non-threatening environment to share ideas and talents, Senior Citizens Group, Youth Sports Training, Strong Women's Group, Sewing classes, Support families with special needs

**General Services:** Document Translation, Notary Public, Pastoral Services, Agency Referrals, Medical Dental Referrals, Financial Consulting, Employment Referrals, Housing Advocacy, Energy Assistance and Phone Consultations.

### SPANISH HEALTH NAVIGATOR INTRODUCED

Casa ALBA Melanie has begun its Spanish Health Navigator Program. The purpose of this new Program is "Empowering Hispanic community members to navigate the healthcare system and take control of their healthcare needs." This Program will help with the following issues:

1. Help finding a doctor or specialist,
2. Provide information about how to pay for healthcare and medications,
3. Help finding a pharmacy,
4. Answer questions about your healthcare,
5. Help in communicating with healthcare provider(s),
6. Help or have questions about your healthcare insurance, Medical Assistance or SSI or need help applying for them,
7. Learn to be healthier and prevent disease, or
8. Any other health related questions.

*LOVE LIVES HERE!*  
*¡El amor vive aquí!*

### MEET OUR NEW STAFF

**Luceth Rincon** is our Spanish Health Navigator. She is an experienced health care professional and will work 32 hours per week.



**Colleen Messner**, an RN, will serve as Program Coordinator and will work 15 hours per week.

### VACCINATION CLINICS

Casa ALBA hosted 11 vaccination clinics since May 1. The clinics provided more than 849 shots in arms and 644 individuals served. **Elizabeth Kostichka** is our vaccine educator and access facilitator. Thank you to our partners at Prevea, NEW Community Clinic, Brown County Health Department and Calumet County Health Department. We are now targeting mobile vaccination clinics in small census tracts with low vaccination rates.



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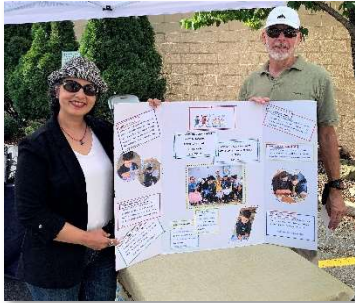
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### ESCUELITA LEADERSHIP



Thank you to **Kevin McCann** who led last year's Program; and welcome to **Norma Zapien** who will lead this year's Program. This year's classes will be in person and UWGB student teachers will assist with the program.

Norma has been hired part-time using the funds from Give BIG Green Bay. She has prepared the sessions, the teaching team, and 14 children have already enrolled in the program. The basis for La Escuelita is to help parents develop a love for learning in their littlest children so that they enter school equally competent to progress academically.

*Casa ALBA services are provided through the work of our volunteers and are funded through the generosity of supporters like you. Charitable contributions are tax deductible and stay in the Green Bay area. We do not receive any state, federal, or local tax support. We do not duplicate services available elsewhere in the community. We partner with other organizations to leverage all programs to best meet our community's needs. Contributions may be made at: [casaalba.org](http://casaalba.org).*

### SERVICE CHANGES

The pandemic has changed the way many organizations do business. The same is true at Casa ALBA. We are open for appointments, but limit visitors to those receiving service, and not their guests.

We have found more people want to receive their services on-line or over the phone. *Call volumes increased by 27.6% from 2019 to 2020; and rose another 41.4% from 2020 to 2021.* We found that more people were open to on-line services.

### IMPROVED FACILITIES

Casa ALBA has made several changes over the past year to improve service to our clients, enhance staff safety and maintain our physical plant:

- Heartland Business Development donated a new phone system with more lines that improves our phone system quality.
- We increased our Wi-Fi speed from 18x2 Mbps to 600x35 Mbps, to better serve our customers.
- We made badly needed repairs to our parking lot to better direct water to the storm sewer.
- We water-proofed a basement wall that had leaked rainwater into the basement.
- We installed an exterior security system and a security door in our office to enhance staff safety.



### MOBILE CONSULATE

Casa ALBA continues to work with the Mexican Consulate to provide critical documents to our clients. So far in 2021, with 4 of 6 events complete, we have served 403 families.

For comparison purposes, in the past we served:

- 180 clients in 2 events in 2020,
- 707 clients in 6 events in 2019,
- 367 clients in 3 events in 2018, &
- 382 clients in 3 events in 2017.

Our future planned Mobile Consulate dates are as follows:

- October 23-24, 2021,
- April 23-24, 2022,
- June 18-19, 2022,
- August 27-28, 2022, and
- October 22-23, 2022.

### THANKS VOLUNTEERS

Through August 2021, 53 Casa Alba volunteers donated 3,826.9 hours at a value of \$152,603. We have already surpassed our annual value goal and are very near our annual hour goal. Thank you to all our volunteers for your support of the Hispanic community!

### ANNIVERSARY PLANS

Next year, 2022, will mark the 10-year anniversary of the grand opening of Casa ALBA Melanie.

We moved into our offices in January 2012; and hosted our first open house in September 2012. So we are making plans to celebrate this happy occasion.

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