



The
CENTER for
VICTIMS of
TORTURE

**Operation Nica Welcome
Mental Health and Psychosocial Support (MHPSS)**

Destination Case Management

- *Individual case manager to each case*
- **Goal:** Bridge connections to community organizations and resources; establish core services in destination; meet basic needs; provide a trusted contact while new services are established
- **Mechanisms:** Referrals, warm handoffs, psychosocial accompaniment and problem-solving
- **Philosophy:** Relational, trauma/torture-informed, culturally aware, building safety/stability, and immigration-status-aware

Journey through care

- Weeks 1-2: Initial outreach calls
- Weeks 2-4: Intake needs assessment
- Emergency/crisis response simultaneous to outreach and intake
- February 13-August 1: Destination case management and handoff to local provider teams

What makes this model work well?

- Team specialized in the needs and experiences of survivors of torture and political violence
- Highly individualized accompaniment model
- High level of coordination and collaboration with local agencies
- Sharing of resources and contacts (building referral databases and referral relationships)

Anticipated needs

Immigration status restricts access to social safety net programs and eligibility

We anticipate needing...

- Programs/services that do not require US IDs, SSNs, Medical Insurance, payment and that can assist with Spanish language/interpretation and transportation
- Long-term housing solutions
- Food banks
- Workforce development
- ESL
- Transportation
- **CASH ASSISTANCE FUND**