



Delivering Care to Newcomers
Prioritization and Comprehensive Care

Report Information

Camino Community
Development Corporation

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SUMMARY

On May 3, 2023, Camino responded to the increased number of migrants arriving in our community. Understanding the specific needs of the Latino migrant population in our community, Camino launched an initiative to provide comprehensive support. Our mission is to equip people to live healthy, hopeful, and productive lives.

In order to carry out our mission, Camino set up an emergency welcoming center that implemented a triage system to attend to the immediate needs of newcomers. We provided essential support such as food, clothing, housing assistance, transportation aid, orientation services, and access to medical and behavioral care. Furthermore, we offered social navigation services and assistance with workforce development, recognizing the significance of facilitating a successful integration process within the community. It is important to note that all these services provided to newcomers were offered free of charge.

During this time, Camino implemented its existing service delivery model and took on the responsibility of addressing housing and transportation needs. In order to fulfill these additional requirements, Camino reached out to various community members and partners for support in securing funding sources. However, the funding received was limited in addressing these specific needs.

Our comprehensive approach revolves around integrated care, ensuring that newcomers receive temporary care while we work towards transitioning them into long-term care solutions. This continuity of care is essential for their well-being and successful integration.

BY THE NUMBER(S): HIGHLIGHTS

Individuals Served: *A total of 271 individuals, comprising nearly 70 families, have received assistance from Camino.*

Permanent Housing: *Our efforts have resulted in 30 families successfully securing permanent housing, providing them with stability and a secure place to call home.*

Temporary Housing: *We have assisted 27 families in finding temporary housing, ensuring they have a safe and comfortable place to stay during their transition.*

Families in Transit: *We continued to support 7 families who were still in transit, providing them with necessary assistance as they journey through Charlotte, North Carolina.*

Comprehensive Health Services: *Every family has undergone a health screening to address their basic healthcare needs. Additionally, two families have received dental services to improve their oral health.*

Education: *As part of our commitment to education, 20 children have been registered in the CMS (Charlotte-Mecklenburg Schools) system. This ensures that they have access to educational opportunities, including summer school and a smooth transition into primary school in the fall.*

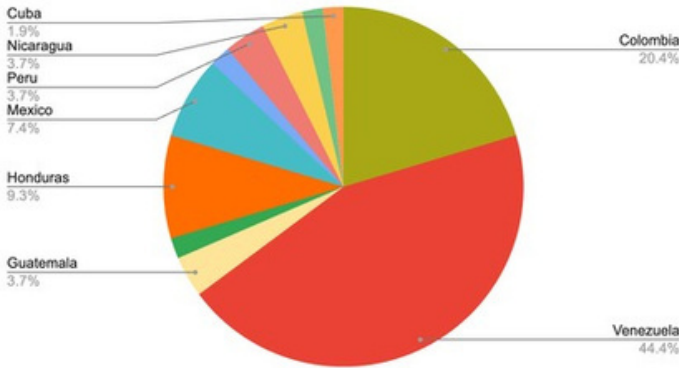
Food and Nutrition: *By utilizing our Camino Food Farmacy, we have supplied pantry boxed food to every family, ensuring they have access to essential provisions. Furthermore, we have been able to offer three nutritious meals per day on-site to each family, guaranteeing they receive proper nutrition. In total, this equates to providing over 1000 hot meals to individuals in need.*

Transportation Support: *We have facilitated transportation for families, offering guidance on bus and light rail systems and providing passes to make their commuting more convenient.*

Household Essentials: *Recognizing the importance of a stable living environment, Camino Warehouse has provided access to furniture and beds to each family, helping them create a welcoming and functional home as they integrate into the community.*

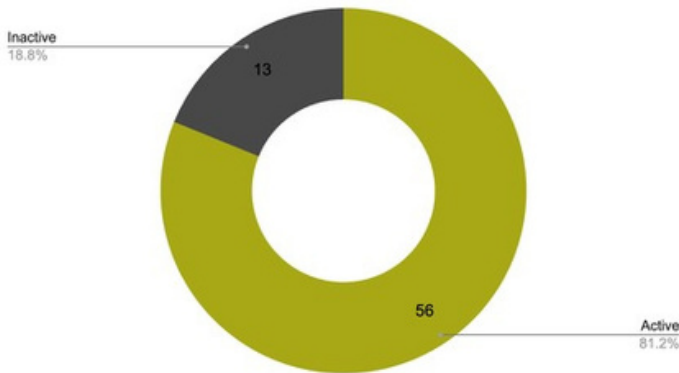
These achievements reflect Camino's dedication to supporting individuals and families in their journey towards health, hope, and opportunity.

Country of Origin



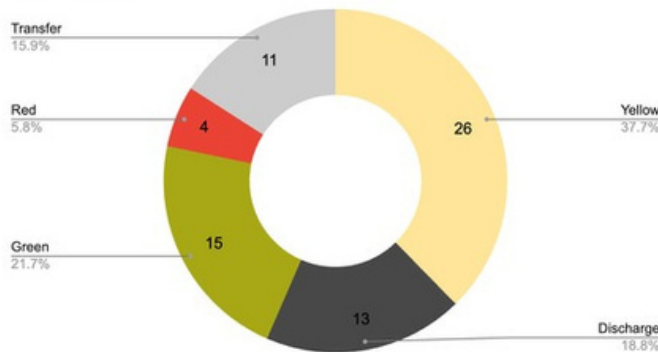
At **Camino**, we gather information about each individual as they access our services. One important aspect of this data collection is documenting their country of origin. This information allows our staff to have a better understanding of the individual's cultural background, enabling us to provide culturally sensitive and tailored support.

Case Status



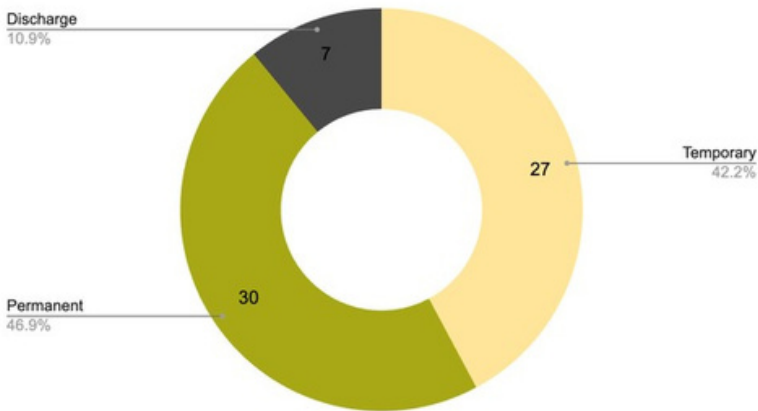
At **Camino**, we have implemented an integrated case management care model to provide comprehensive support to individuals within our service areas. An “inactive” case refers to individuals who no longer require additional assistance from our social navigation team.

Case Priority

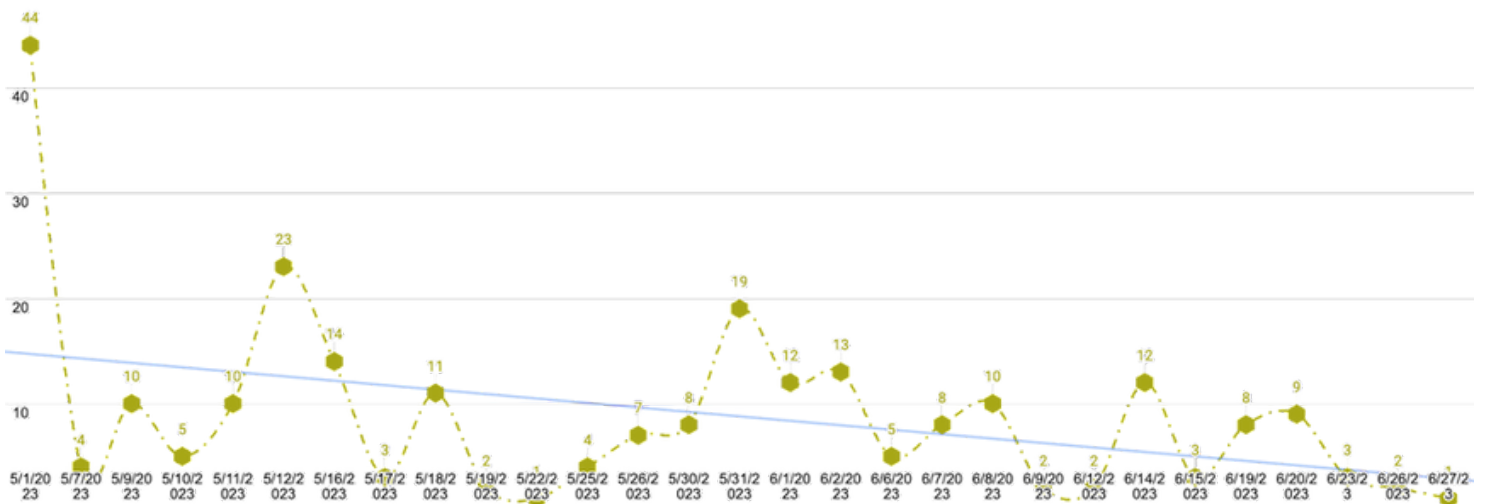


Within our case management system, each individual is prioritized based on their specific needs. The prioritization is indicated by color coding, where red represents high-priority cases with an ongoing crisis, green signifies low risk of crisis but ongoing needs, and transfer indicates cases that have been stabilized and transferred to Camino's long-term integrated care services. This system allows us to effectively allocate resources and provide appropriate support based on the individual's situation.

Housing Status



Every family underwent an assessment to determine their housing needs. The graph illustrates the current status of each individual's housing situation, categorized as permanent housing or temporary housing, indicating that they are renting a place for a period of 3-6 months until they secure their own accommodation. The category "discharge" represents individuals who were in transition and have now moved on from North Carolina.



After conducting a thorough assessment of the emergency welcoming center established to address the needs of the migrant influx, Camino has reviewed the service model. The graph indicates a consistent flow of migrants into the community. In order to optimize our services for the community, Camino has decided to integrate the welcoming of newcomers into our regular service delivery. This transition will not impact our commitment to providing an integrated care approach. However, Camino will no longer directly provide immediate housing and transportation support. Instead, we will collaborate with partner agencies to connect newcomer families with the necessary housing and transportation resources they require.