

# Final Report

Completed by [jess@ciasiabinc.org](mailto:jess@ciasiabinc.org) on 5/21/2026 5:02 PM

**Case Id:** 31094

**Name:** Cia Siab, Inc; Kho Tsev: Hmoob Family Housing

**Report Id:** 352: 4/1/2025-3/31/2026

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## Final Report

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Please provide the following information.

**1. Briefly describe the public service activity and its purpose. Mention who the activity was intended to help and the community need it addressed.**

Our Kho Tsev (pronounced ko-CHAY) Home Repair Program was designed with the needs of the Hmoob (Hmong) community in the City of La Crosse in mind. This program partially supports a bilingual, bicultural Housing Advocate who helps connect Hmoob families to available mainstream community services and support, including City of La Crosse and nonprofit agencies' repair and rehabilitation programs, energy assistance, and emergency furnace replacement. The Housing Advocate also coordinates and facilitates quarterly Hmoob language seasonal home repair and maintenance workshops, which provide renters and homeowners in the City of La Crosse with tools and instructions to engage in critical maintenance and repair DIY projects.

**2. Summarize key accomplishments, such as the number of people served, types of services provided, and any specific outcomes achieved.**

During the reporting period, we served low-income households in the City of La Crosse containing a total of 162 unduplicated people through our Home Repair program. Members of these households attended one or more of our seasonal home repair workshops, which focused on drywall repair, understanding how sinks work and how to prevent and get rid of clogs and slow drains, pressure washing and exterior cleaning, and winter safety. This year, our Housing Advocate also arranged for 15 home visits to provide individual instruction and consultation to renters and homeowners, offering hands-on assistance with learning about furnace filters, dryer lint filters, window film, weather stripping, and other home-related questions. In this program year, we also assisted one family through the City of La Crosse housing rehabilitation program and two of our previous home repair attendees became first-time homeowners through Habitat for Humanity of the Greater La Crosse Region.

**3. Explain how the activity has positively affected the community. Describe the changes in quality of life, access to resources, or any specific benefits for the target population.**

Most existing home rehabilitation and repair programs are inaccessible to Hmoob renters and homeowners due to real and perceived language and cultural barriers; traditional repair contractors pose financial concerns. Our Kho Tsev home repair program serves as a necessary bridge between existing programs and the Hmoob community, helping connect families in need to people with resources. We also offer direct assistance and instruction in home repair and maintenance, offering guidance and tools to help people make necessary positive changes in their City of La Crosse homes. Through this program, community members are also introduced to our Housing Advocates, who can help connect them with other resources they might not already know about, as well as assisting them with the language and cultural barriers that they often experience when trying to access services on their own.

**4. Briefly mention any challenges faced during the project and how they were addressed. This demonstrates adaptability and problem-solving.**

Our team has shown a lot of flexibility and adaptability in meeting the goals of the Kho Tsev project, using client feedback and community observations to determine which of the evolving needs of the Hmoob community we should prioritize with our home repair workshops and instruction. Through conversations with previous workshop attendees,

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we decided to implement home visits as part of our project in 2025, visiting the homes of Hmoob renters and homeowners in the City of La Crosse to provide support and instruction about furnace filters, lint/dryer filters, weatherstripping, and window film while also learning more about the ongoing home repair and maintenance challenges families are experiencing. This feedback will continue to guide our seasonal home repair workshops in 2026.

**5. Include any success stories or testimonials.**

Yer Cha is a community member who has attended almost all of our Home Repair workshops – she is a low-income La Crosse homeowner and a widow who has been eager to learn skills to help her repair and maintain her home. She has expressed appreciation for the tools she has acquired through our program as well as the instruction and guidance on how to use them safely. She is also open with feedback and ideas for future home repair workshops, which we appreciate and use to inform our future plans. Yer Cha told our Housing Advocates she’s happy when she can make a low cost repair to her home and garden, without having to arrange for a translator to assist her in hiring a pricey contractor. Her enthusiastic participation in our program is part of what inspires our staff to keep planning interactive seasonal home repair workshops.

## Narrative

Completed by washtockl@cityoflacrosse.org on 10/8/2025 11:46 AM

Case Id: 31094

Name: Cia Siab, Inc; Kho Tsev: Hmoob Family Housing

Report Id: 331: 4/1/2025-6/30/2025

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## Narrative

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Please provide the following information.

**Please provide a narrative regarding any accomplishments or barriers during this quarter. You may also upload any supporting documentation below.**

During the reporting period, we conducted one Spring Home Repair workshop in conjunction with a weekly Hmoob Women Elders' Support Group. This workshop had been requested by the regular participants of the group, who had seen and heard about previous home repair workshops and advocated for us to hold a special Hmoob language session for them. In total, 13 individuals representing households containing 43 people attended this workshop, which focused on tool introduction and safety, as well as information about conducting basic drywall repair and a primer on how kitchen sinks work and how to unclog them and avoid future problems. Our Maintenance Coordinator and Housing Advocate cofacilitated this session. The women who attended this session expressed that they were both grateful for the instruction and excited to go home and try using their tool sets on problems in their homes. Six of the thirteen attendees (46%) were renters; the remaining 54% owned their homes. In addition to this workshop, we provided 3 of our agency's Transitional Housing clients with individual tutorials on home repairs during the reporting period. These individuals represented 15 total people in their households and all were moving into new apartments that required some level of attention and maintenance for safety and efficiency. These clients put their tools to work immediately tightening cabinet and closet doors, hanging curtains and blinds, and handling other maintenance issues that were not addressed by landlords prior to their move in dates. During the reporting period, we helped one family of 9 complete the paperwork required for the City of La Crosse Housing Rehabilitation Program as well as the Couleecap, Inc. home weatherization program. Their project is nearly complete, including new energy efficient windows, doors, and a replacement roof. We also assisted one family of 5 with the transition to homeownership by providing translation and advocacy for them as they completed the final steps of becoming Habitat for Humanity homeowners; this family also participated in Couleecap, Inc.'s first time homebuyer class with language support from our staff.

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## Documentation

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**Quarterly Report Supporting Documents**

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## Narrative

Case Id: 31094

Name: Cia Siab, Inc; Kho Tsev: Hmoob Family Housing

Report Id: 332: 7/1/2025-9/30/2025

Completed by jess@ciasiabinc.org on 10/13/2025 2:23 PM

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### Narrative

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Please provide the following information.

**Please provide a narrative regarding any accomplishments or barriers during this quarter. You may also upload any supporting documentation below.**

During the reporting period, we conducted one late summer Home Repair workshop at our office complex on the northside of La Crosse. This workshop provided a hands-on demonstration and tutorial of pressure washing. In total, 14 individuals representing households containing 84 people attended this workshop. Three of these households had previously had a member attend a workshop with us; so these households are not counted in our unduplicated total for the quarter.) We scheduled attendees in small groups of 2-3 people each, to attend workshops back to back throughout the day on Friday, September 26th. Each workshop began with a bilingual guided unboxing and assembly of 2100 PSI home pressure washers led by our Housing Advocates and our Maintenance Coordinator. This helped us ensure that pressure washers would not go home with families and sit in the box due to the language inaccessibility of the assembly instructions. We then led each small group to an outdoor practice area where they could hook and unhook the hoses and practice using the different pressures and nozzles. (As an unexpected bonus: the front of our building has never been cleaner!) Families then took their pressure washers home with plenty of time to get their end of season cleaning done before the cold weather sets in. This was a very successful workshop set up for us – the small groups are something that we will likely repeat in the future. Additionally, our Housing Advocates provided individual home repair instruction regarding basic tool kits and home maintenance to two new Transitional Housing clients (7 total in household).

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### Documentation

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Quarterly Report Supporting Documents

*\*\*No files uploaded*

## Narrative

Case Id: 31094

Name: Cia Siab, Inc; Kho Tsev: Hmoob Family Housing

Report Id: 333: 10/1/2025-12/31/2025

Completed by jess@ciasiabinc.org on 1/5/2026 12:14 PM

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## Narrative

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Please provide the following information.

**Please provide a narrative regarding any accomplishments or barriers during this quarter. You may also upload any supporting documentation below.**

During the reporting period, we conducted a late fall/early winter workshop at our office complex northside of La Crosse. The focus of this workshop was winter weatherization. A total of 9 individuals representing households containing 37 people attended this workshop. Five of these households had previously had a member attend a workshop with us; these households are not counted in our unduplicated total for the quarter. The workshop itself was fairly basic, as the focus for our Housing Advocates was to provide individual in-home follow ups with attendees, to make sure that concepts discussed and products distributed through the workshop were able to be used and implemented by families. Our advocates scheduled and carried out nine in-home consultations with clients during the reporting period, helping them install window film to draft windows and showing them how to replace furnace filters. Referrals to Couleecap's winterization program and the Green Homeowners United home energy audit were also made. Many of these clients were also eligible for energy assistance through the Wisconsin Home Energy Assistance Program, so staff also assisted with applications for that program for eligible clients. Our staff intend to follow up on these referrals and applications in the new year.

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## Documentation

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Quarterly Report Supporting Documents

*\*\*No files uploaded*

## Narrative

Completed by jess@ciasiabinc.org on 4/2/2026 2:45 PM

**Case Id:** 31094

**Name:** Cia Siab, Inc; Kho Tsev: Hmoob Family Housing

**Report Id:** 334: 1/1/2026-3/31/2026

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## Narrative

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Please provide the following information.

**Please provide a narrative regarding any accomplishments or barriers during this quarter. You may also upload any supporting documentation below.**

During the final quarter of the program year, our Housing Advocates conducted individual winterization and seasonal maintenance home visits to 8 low income households (representing 30 low income individuals in the City of La Crosse) . These were all clients who had attended previous Home Repair workshops and who expressed interest in further instruction and support. At these home visits, our Housing Advocates taught clients how to locate and change their furnace filters and how and where to empty indoor and outdoor dryer lint filters. They also worked with clients to install window insulation film, and provided assistance and referrals for other household repairs and problems. These home visits also informed our plans for future Home Repair workshops, which will include significant instruction and supplies on mold mitigation and prevention. We also hosted an Energy Application and winter weather prep clinic at our offices on the northside of La Crosse during this reporting period. This clinic was attended by several previous Home Repair workshop attendees as well as 6 heads of household representing 9 low-income individuals in the City of La Crosse (reported here as our new clients). Each attendee met with a representative from La Crosse County Human Services and a member of our staff who provided language assistance for them to complete their 2025-2026 Wisconsin Low Income Energy Assistance Program Applications. They also received information and instruction on snow removal, salt and sand availability, and the opportunity to sign up for text updates from the City of La Crosse (see attachment). Our Housing Advocates distributed snow shovels for adults and children and shakers of pet/garden safe ice melt to attendees.

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## Documentation

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**Quarterly Report Supporting Documents**

Winter in La Crosse handout.pdf