


Reception & Placement (R&P)



Catherine McAuley Center

Transforming lives through education and housing

Preparing Your Community

- Cultivating Allied Partnerships
 - Building Relationships
 - Crafting a Message
 - Quarterly Community Consultations
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Utilizing R&P Funds


- \$2,075 per refugee
 - At least \$925 cash is provided to refugee
 - \$950 is reserved for admin
 - \$200 flex funds
 - Can be spent on refugee or set aside for another case

Some sites give clients full \$1,125

Always use a consistent policy!



U.S. Refugee Admissions Program Partners


- U.S. Department of State/Population, Refugees and Migration (PRM)
 - United Nations High Commissioner for Refugees (UNHCR)
 - Resettlement Support Center (RSC)
 - Department of Homeland Security (DHS)
 - Department of Health and Human Services/Office of Refugee Resettlement (ORR)
 - International Organization for Migration (IOM)
 - Resettlement Agencies (RAs)
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PUERTO RICO

No Affiliate Sites

Assuring Cases and Pre-Arrival

- Currently cases are around 60% US Tie and 40% Non-US Tie
 - Assurance of cases is due from 24 hours (rare) to two weeks (non-expedited)
 - Meet with US Tie to assist with case
 - Schedule health screenings
 - Comply with Housing standards
 - Decent
 - Safe
 - Sanitary
 - Good Repair
 - Affordable
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Upon Arrival

- **Airport pickup!**
 - Bring interpreters, large vehicles, seasonal clothing and documentation
 - IOM Escorts may be available
 - Ensure the case has all travel documentation and medical information
- **Home Sweet New Home**
 - Provide basic safety overview
 - Give clients culturally appropriate warm meal
 - Introduce clients with neighbors, if possible
 - Conduct 1st home visit and assess the health of all family members


Within 5 Days

- **Assist with Lease Signing**
 - Lease explained in the clients' language
 - Pay deposit, application fee, first month's rent
- **Intake Interview**
 - Discuss roles and responsibilities of the agency and client
 - Discuss upcoming appointments and grievance policies
 - Begin service planning with client


Within 7 Days

- Medical Follow-ups and Suitability Determination of Minor Cases
 - Social Security card application
 - Must have Refugee Travel Document and I-94
 - Verify names and address
 - Benefit applications
 - SNAP/Food Stamps
 - Medical Insurance
 - Cash Assistance
 - Refugee Cash Assistance (RCA)
 - Temporary Assistance for Needy Families (TANF)
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Within 10 Days

- Complete AR-11 Change of Address Form
 - Must be completed for every R&P move
 - Enroll in employment services
 - All employable adults should be enrolled
 - Medical/disability exemptions
 - Enroll in ESL programs
 - All adults should be enrolled
 - Follow through with enrollment
 - Any other eligible services should be enrolled
 - Daycare, elderly services, SSI/SSD
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Within 30 Days

- **Distribute pocket money**
 - Usually initiated within first day
 - Distributed throughout, not at end of period
 - **Develop a Service Plan**
 - Usually begun during intake meeting
 - Living document
 - **Conduct a 2nd Home Visit**
 - Assess overall well-being
 - Best practice, not exact date
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Within 30 Days

- **Complete Health Screening**
 - General checkup
 - Work with health department
- **Complete School Enrollment**
 - All school-aged children
 - Learn about parental involvement, free and reduced lunch
- **Register for Selective Service**
 - Men aged 18-26 must register

Within 90 Days

- Complete Cultural Orientation Delivery
 - Complete with appropriate language interpretation
 - Usually initiated within 30 days
 - CORE Curriculum
- Complete Cultural Orientation Assessment
 - USCRI uses model assessments
 - Must be administered to all adult case members

Agencies must provide Cultural Orientation and assess refugee orientation and assessment topics be divided into multiple sessions. Documentation of orientation and assessment must be reflected in the case file and included in case notes. This form should be completed for each adult case member.

Role of Resettlement Agency Date: <input type="text"/> <p>Explain that the agency is not a government entity. Refugee assistance is limited and benefits vary across agencies, locations, and cases. The agency will assist refugees with basic needs, services, and advocacy. Refugees must understand they are responsible for their own successful resettlement with assistance from the resettlement agency. Be sure refugees know how to contact the agency.</p>	Health Date: <input type="text"/> <p>Review the importance of health screenings, immunizations, and preventative healthcare. Explain that only critical health needs will be met during the initial weeks of resettlement. Mention that the U.S. does not have universal healthcare, and Refugee Medical Assistance can differ by state. Explain that U.S. healthcare norms may differ from other cultures or countries, give some examples. Talk about the Mental Health resources available within the community.</p>	Cultural Adjustment Date: <input type="text"/> <p>Review major U.S. norms, values, and expectations. Discuss the value of self-sufficiency and self-advocacy. Explain that cultural adjustment can be stressful but coping mechanisms are available. Discuss that resettlement can impact family roles, and U.S. parenting practices may differ from other cultures or countries. Explain resources in the community that can offer support throughout the resettlement transition.</p>
The Importance of English Date: <input type="text"/> <p>Talk about the fact that English is critical for both adults and children. Discuss the fact that learning English will take time and requires patience. Explain that it is possible to learn English in many ways and English fluency will increase job prospects.</p>	Safety Date: <input type="text"/> <p>Explain the importance of personal safety. Describe the role of police and emergency services such as 911. Talk about the importance of basic safety precautions and emergency preparation. Make sure each adult knows or has access to their address/phone number.</p>	Public Assistance Date: <input type="text"/> <p>Review applicable government assistance. Discuss how resettlement agencies will help refugees apply for assistance. Explain that public assistance is limited in amount and scope and some types of assistance carry associated responsibilities.</p>
Transportation Date: <input type="text"/> <p>Explain local transportation options. Discuss the benefits & responsibilities of owning or accessing a personal vehicle.</p>	Hygiene Date: <input type="text"/> <p>Talk about personal hygiene, and oral hygiene norms in the U.S. Give examples of personal hygiene products. Discuss hygiene within the home and the importance of keeping a clean house.</p>	Education Date: <input type="text"/> <p>Explain that school aged children must be enrolled in school, and review Grade School. Discuss continuing education and vocational training options. Talk about the many options to work and study at the same time.</p>
Housing Date: <input type="text"/> <p>Summarize local housing options and considerations. Discuss tenant and landlord responsibilities. Emphasize the importance of housekeeping and home maintenance. Review different aspects of home safety including the use of home appliances.</p>	U.S. Laws Date: <input type="text"/> <p>Explain that the U.S. is governed by laws and that there may be immigration consequences to breaking these laws. Explain the many laws that govern public behavior such as drinking and driving. Discuss laws related to family life such as abuse and neglect. Review Selective Service Registration and the Change of Address (AR-11) form.</p>	Your New Community Date: <input type="text"/> <p>Explain how the resettlement agency will help refugees learn about their new community. Discuss different local community services available to support residents. Talk about how members of the refugee's ethnic or religious group in the local area may be of support. If possible, make introductions within the community.</p>
Budgeting and Personal Finance Date: <input type="text"/> <p>Explain each person's responsibility for managing personal finances. Discuss setting budgets, estimating expenses, having savings, and paying bills. Talk about the role of banks in the U.S. Explain that paying taxes is a legal obligation. Discuss the obligation and benefit of IOM loan repayment</p>	Refugee Status Date: <input type="text"/> <p>Go through refugee status rights & responsibilities. Emphasize the importance of obeying U.S. laws and the consequences of breaking laws. Ensure understanding of family reunification options. Give an overview of permanent residency and the naturalization process.</p>	Employment Date: <input type="text"/> <p>Discuss early employment and job retention as being essential to survival in the U.S., and that the primary focus of all employable adults must be employment. Describe refugees as being central to finding and keeping a job, and a first job may not be in chosen field. Explain U.S. work culture, ethics, and employee rights & responsibilities.</p>

Within 90 Days

- Complete and Explain Household Budget
 - Explain expenses after R&P period
 - Discuss want/needs
- Provide Transportation Assistance
 - Discuss public transportation options
- Assist with Family Reunification Applications
 - Varies between agency
- Close case!
 - Can be completed within 30-90 days when all required services are completed

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Questions?