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DEPARTMENT OF ECONOMIC SECURITY

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*Your Partner For A Stronger Arizona*

# Arizona Refugee Resettlement Quarterly Meeting

## January 2019



# Arizona Refugee Resettlement Mixer - Tucson



We celebrated the first Arizona Refugee Resettlement Mixer in Tucson on December 10, 2018.



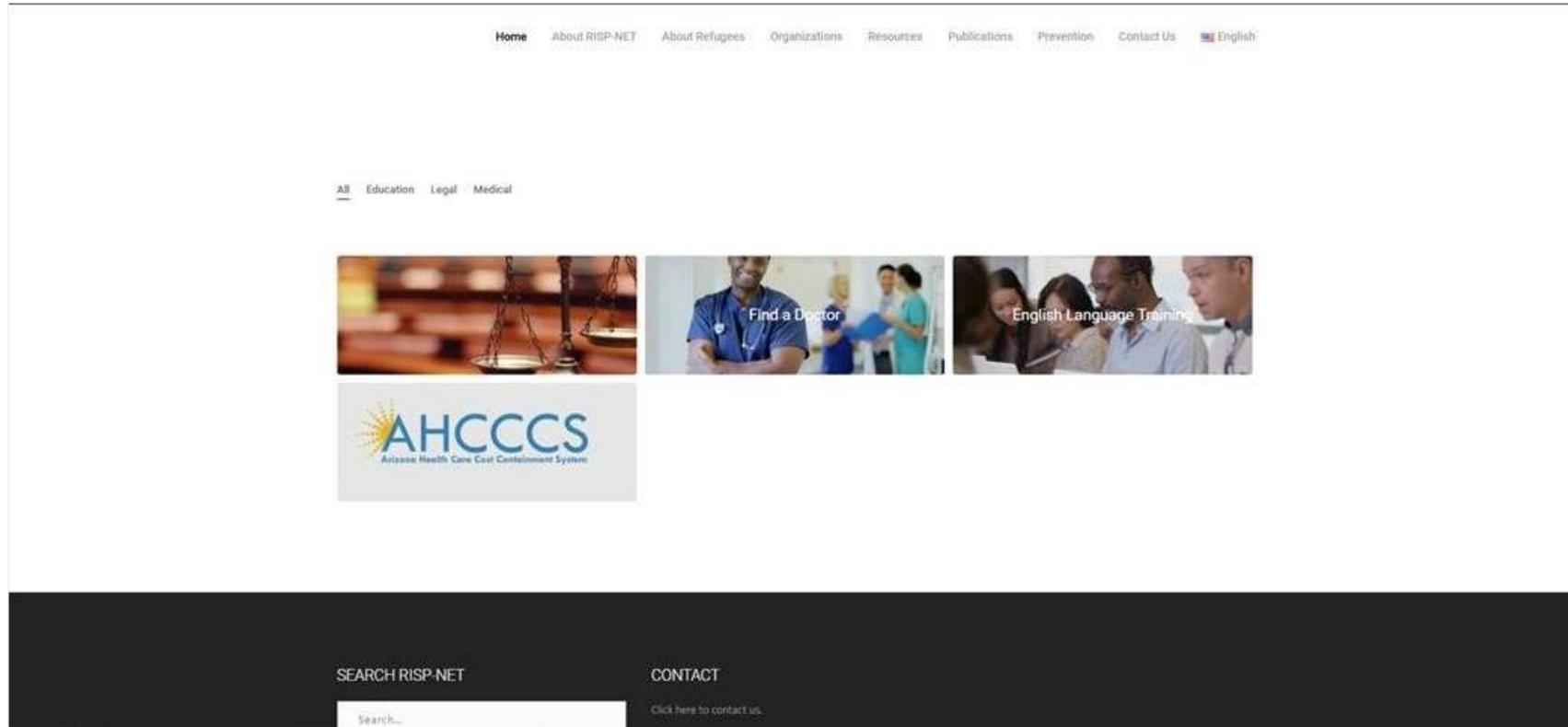
# Arizona Refugee Resettlement Mixer - Phoenix



We celebrated the first Arizona Refugee Resettlement Mixer in Phoenix on December 12, 2018.



# RISP NET Website





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# Arrival Information



# Presidential Determination

FFY 2018: 45,000

FFY 2019: 30,000



# U.S. Year-to-Date Arrivals

Refugees: 5,253

SIVs: 1,311

As of December 14, 2018



# Maricopa County Projected Arrivals FFY 2019

| Agency Name  | FFY 2019 PRM Projection |
|--------------|-------------------------|
| AIRS         | 105                     |
| CC-CS        | 127                     |
| IRC          | 580                     |
| LSS-SW       | 260                     |
| <b>Total</b> | <b>1,072</b>            |



# Pima County Projected Arrivals FFY 2019

| <b>Agency Name</b> | <b>FY 2019 PRM Projection</b> |
|--------------------|-------------------------------|
| CCS                | 100                           |
| IRC                | 250                           |
| LSS-SW             | 106                           |
| <b>Total</b>       | <b>456</b>                    |



# Maricopa County Arrivals Year-to-Date

| Agency Name  | Refugees   | Cuban/Haitian Entrants | Asylees   | SIV      | Secondary Migrants | Victims of Trafficking |
|--------------|------------|------------------------|-----------|----------|--------------------|------------------------|
| AIRS         | 34         | 0                      | 0         | 6        | 0                  | 0                      |
| CC-CS        | 12         | 18                     | 1         | 0        | 4                  | 0                      |
| IRC          | 68         | 0                      | 10        | 1        | 16                 | 31                     |
| LSS-SW       | 39         | 0                      | 2         | 0        | 9                  | 0                      |
| <b>Total</b> | <b>153</b> | <b>18</b>              | <b>13</b> | <b>7</b> | <b>29</b>          | <b>31</b>              |

Numbers from October 2018 to December 2018



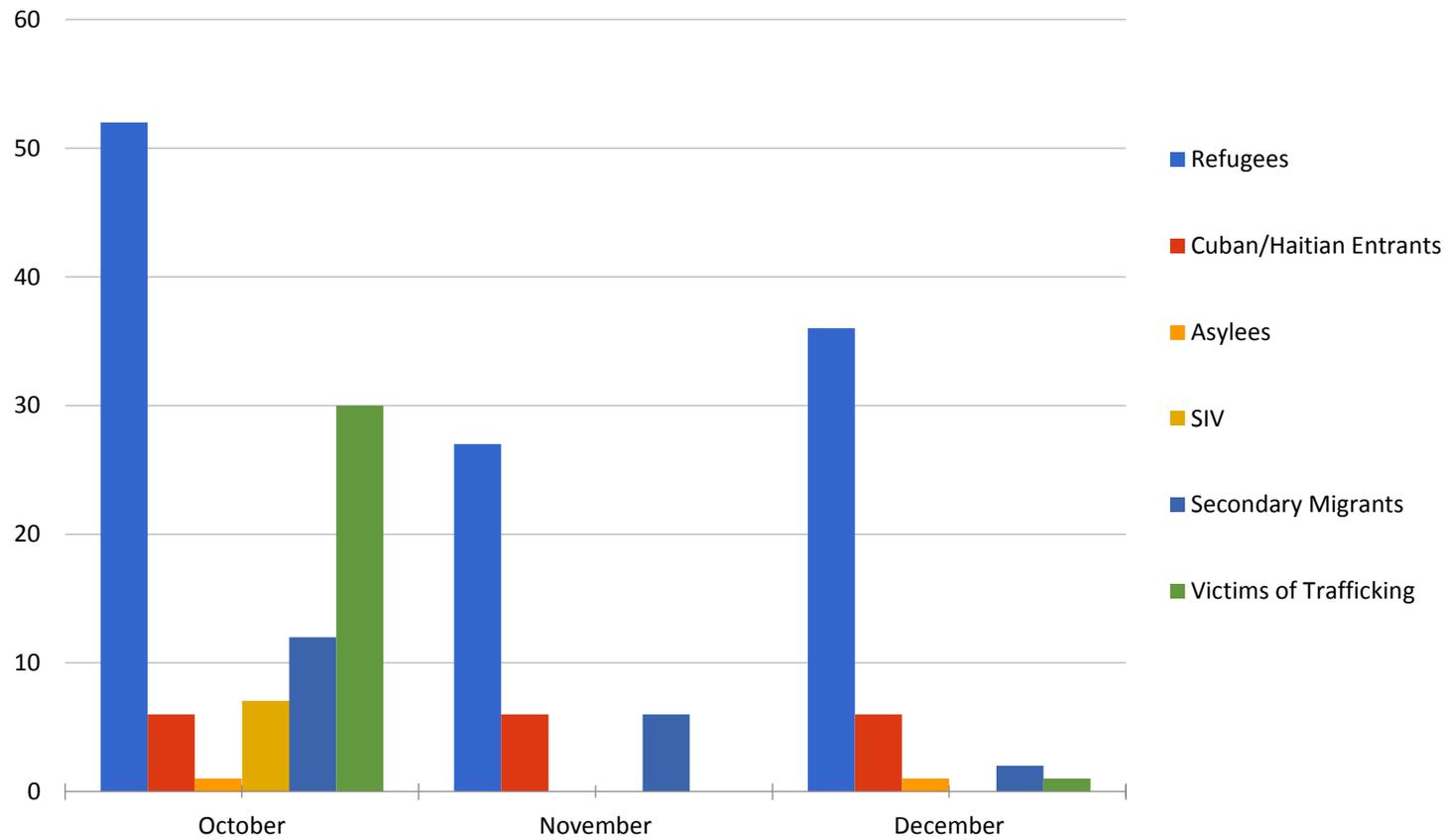
# Pima County Arrivals Year-to-Date

| Agency Name  | Refugees  | Cuban/Haitian Entrants | Asylees   | SIVs     | Secondary Migrants | Victims of Trafficking |
|--------------|-----------|------------------------|-----------|----------|--------------------|------------------------|
| CCS          | 10        | 0                      | 6         | 0        | 2                  | 0                      |
| IRC          | 28        | 0                      | 8         | 0        | 8                  | 0                      |
| LSS-SW       | 12        | 0                      | 6         | 0        | 0                  | 0                      |
| <b>Total</b> | <b>50</b> | <b>0</b>               | <b>20</b> | <b>0</b> | <b>10</b>          | <b>0</b>               |

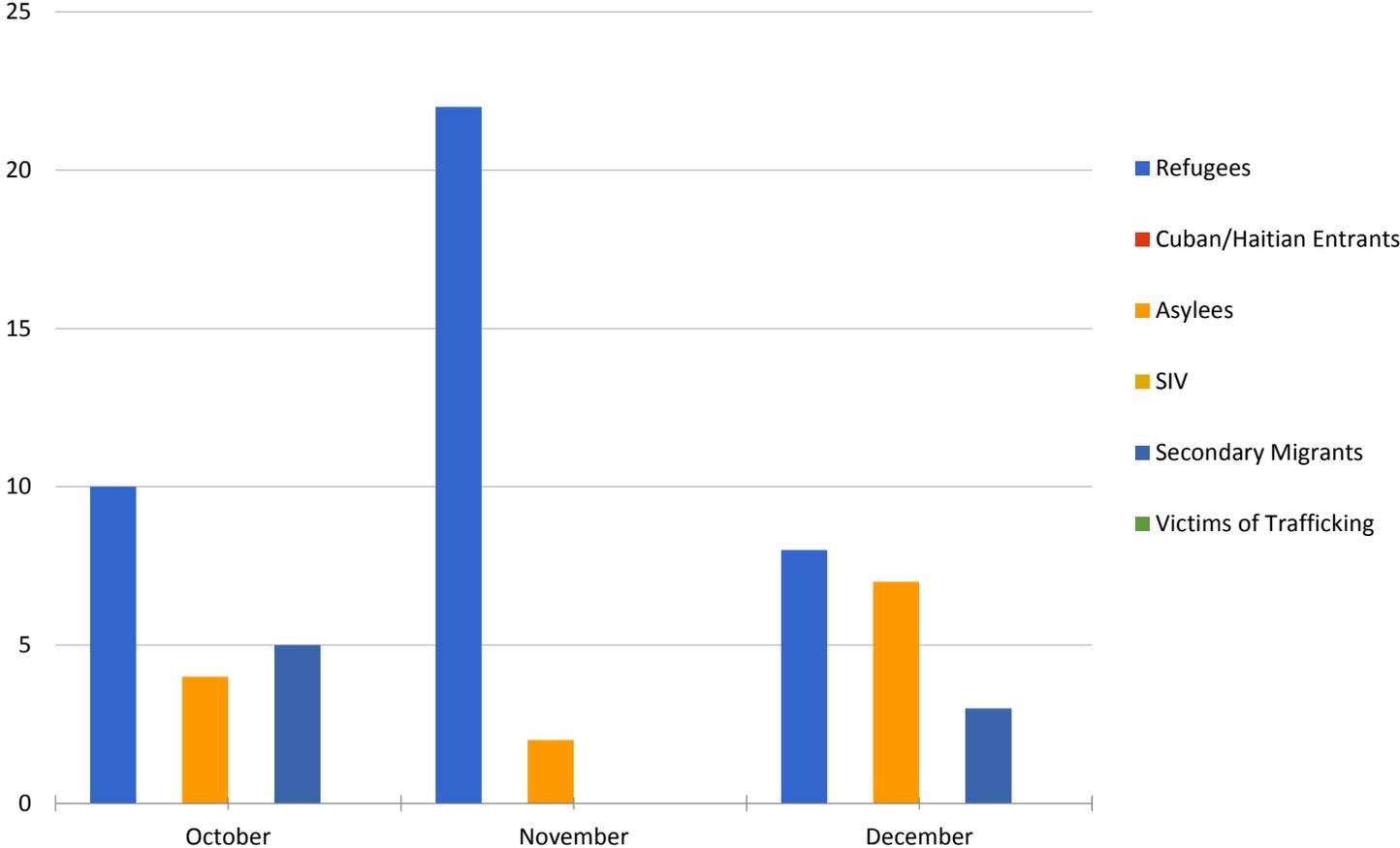
Numbers from October 2018 to December 2018



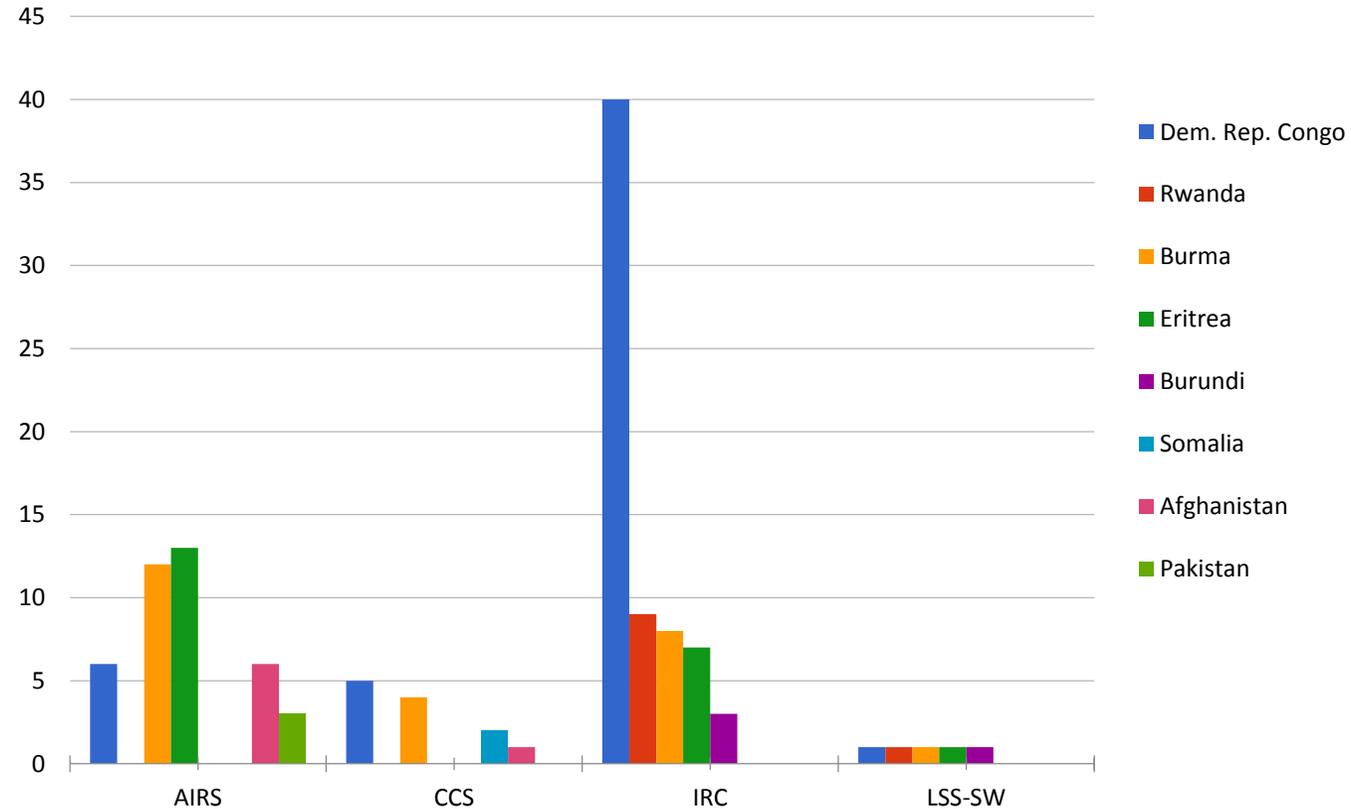
# Arrivals By Month - Maricopa



# Arrivals By Month - Pima

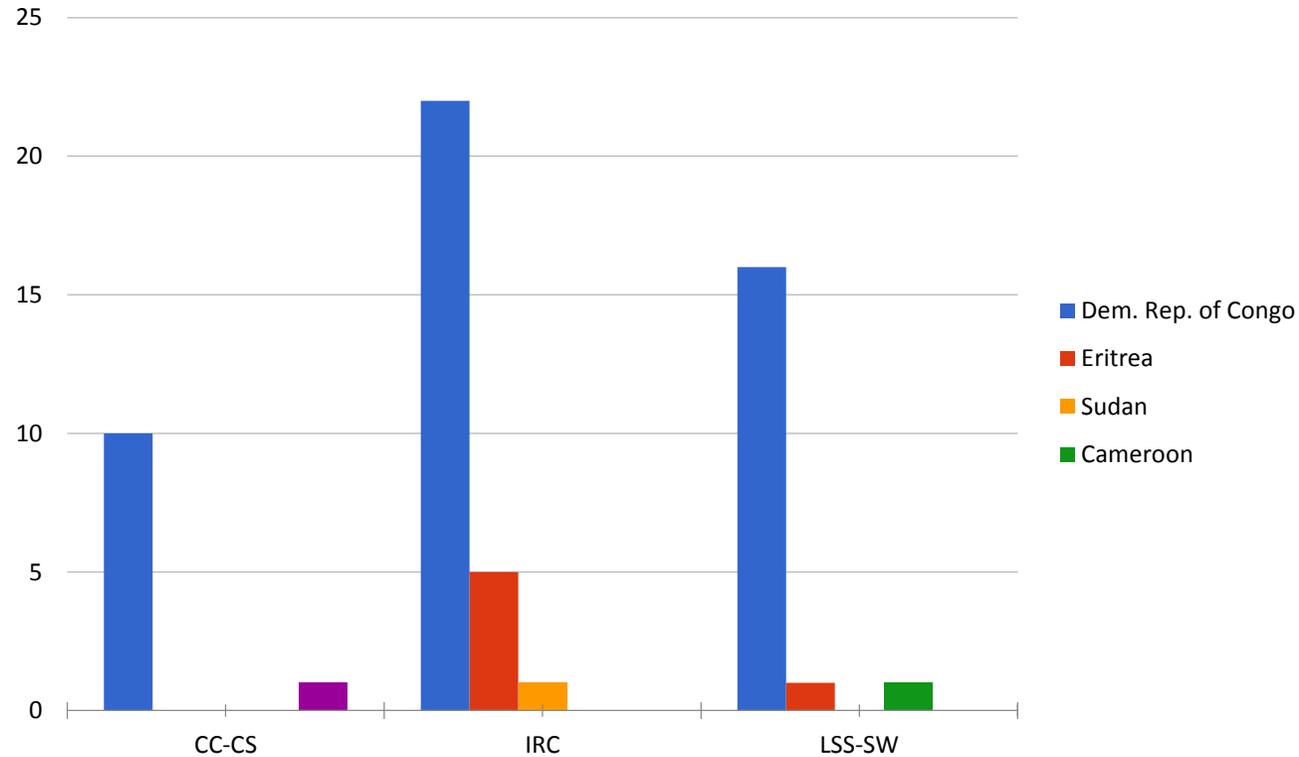


# Top Countries of Arrival Year-To-Date Maricopa



# Top Countries of Arrival Year-To-Date

## Pima



# Intensive Case Management (ICM) Maricopa

| Agency Name  | Clients Enrolled in ICM   | Type of Service   |
|--------------|---|---|
| AIRS         | 1 Enrolled, 1 Pending<br><b>Total:</b> 18 enrolled  | Case management support involving a wide variety of medical support, behavioral health, and long-term support.      |
| CC-CS        | 7 enrolled in current calendar quarter, 2 pending enrollments, <b>18</b> currently enrolled and being served                    | Adult and minor guardianship petition assistance, case management focused on medical and behavioral health coaching |
| IRC          | <b>13</b> enrolled in current calendar quarter, 7 pending enrollments, <b>39</b> currently enrolled and being served            | Long-term client centered case management support   |
| LSS-SW       | <b>3</b> enrolled in current calendar quarter, <b>24</b> currently enrolled and <b>91</b> total opened and closed in current FY | 12 months of trauma informed case management  |
| <b>Total</b> | <b>99</b>   |   |



# Intensive Case Management (ICM) Pima

| Agency Name  | Clients Enrolled in ICM  | Type of Service                                |
|--------------|--|--|
| CCS          | N/A  | N/A  |
| IRC          | 50 active clients.<br>- 1 New Enrollment<br>- 49 continuing clients                          | Individualized strengths based case management |
| LSS-SW       | 10 previous ICM recipients still active in this reporting period. 2 enrolled this trimester. | 12 months of trauma-informed case management   |
| <b>Total</b> | <b>62</b>  |  |



# Program Definitions

- **Refugee Cash Assistance Program (RCA):** A federally funded (state administered) cash assistance program for employable single adults and childless couples, otherwise not eligible for TANF. Refugees and eligible beneficiaries may be eligible for RCA benefits for up to eight months from their date of arrival or grant of qualifying status.
- **Temporary Assistance for Needy Families (TANF):** A federally funded (state administered) cash assistance program for families with employable single heads of household (TANF) and two parent households (TPEP). Eligible beneficiaries are required to participate in the State Jobs Program upon receipt of benefits.



# Program Definitions

- **No Cash (NC):** Refers to refugees and eligible beneficiaries who are receiving case management or employment services through a resettlement agency, but are not recipients of a public cash assistance benefit.
- **Matching Grant Program (MGP):** A federally funded (resettlement agency administered), early employment and case management program. The MGP is an incentivized program based on voluntary participation, and it is designed to be an alternative to public cash assistance programs. The goal of the program is for eligible beneficiaries to obtain self-sufficiency within 120-180 days from their date of enrollment.



# RA Employment Service Caseload Maricopa

| Agency Name  | RCA       | TANF      | NC        | MG         |
|--------------|-----------|-----------|-----------|------------|
| AIRS         | 2         | 2         | 16        | 11         |
| CC-CS        | 18        | 0         | 27        | 29         |
| IRC          | 13        | 8         | 30        | 37         |
| LSS-SW       | 3         | 7         | 24        | 38         |
| <b>Total</b> | <b>36</b> | <b>17</b> | <b>97</b> | <b>115</b> |



# RA Employment Service Caseload Pima

| <b>Agency Name</b> | <b>RCA</b> | <b>TANF</b> | <b>NC</b> | <b>MG</b> |
|--------------------|------------|-------------|-----------|-----------|
| CC-CS              | 0          | 5           | 7         | 15        |
| IRC                | 3          | 8           | 3         | 38        |
| LSS-SW             | 0          | 0           | 6         | 6         |
| <b>Total</b>       | <b>3</b>   | <b>13</b>   | <b>16</b> | <b>59</b> |



# Refugee Program Employment Services Maricopa

| Cash Type | Outcomes               | Resettlement Agency |         |         |         | Total      |
|-----------|------------------------|---------------------|---------|---------|---------|------------|
|           |                        | AIRS                | CCCS    | IRC     | LSS-SW  |            |
| RCA       | RA Employable Caseload | 2                   | 18      | 13      | 3       | <b>36</b>  |
|           | RA Clients Employed    | 2                   | 9       | 5       | 3       | <b>19</b>  |
|           | Average Hourly Wage    | \$12.00             | \$11.50 | \$11.83 | \$11.63 | <b>N/A</b> |
|           | 90- Day Retention      | 100%                | 95%     | 90%     | 90%     | <b>N/A</b> |
| TANF      | Employable Caseload    | 2                   | 0       | 8       | 7       | <b>17</b>  |
|           | Employed               | 2                   | 0       | 5       | 6       | <b>13</b>  |
|           | Average Hourly Wage    | \$12.00             | 0       | \$10.75 | \$10.87 | <b>N/A</b> |
|           | 90- Day Retention      | 100%                | N/A     | 100%    | 95%     | <b>N/A</b> |
| No Cash   | Employable Caseload    | 16                  | 27      | 30      | 24      | <b>97</b>  |
|           | Employed               | 15 (1-OM)           | 18      | 21      | 22      | <b>76</b>  |
|           | Average Hourly Wage    | \$12.00             | \$11.50 | \$11.09 | \$11.36 | <b>N/A</b> |
|           | 90- Day Retention      | 94%                 | 95%     | 100%    | N/A     | <b>N/A</b> |



# Refugee Program Employment Services Pima

| Cash Type | Outcomes            | Resettlement Agency |         |        | Total      |
|-----------|---------------------|---------------------|---------|--------|------------|
|           |                     | CCCS                | IRC     | LSS-SW |            |
| RCA       | Employable Caseload | NA                  | 3       | NA     | <b>3</b>   |
|           | Employed            | NA                  | 1       | NA     | <b>1</b>   |
|           | Average Hourly Wage | NA                  | \$10.50 | NA     | <b>N/A</b> |
|           | 90- Day Retention   | NA                  | 100%    | NA     | <b>N/A</b> |
| TANF      | Employable Caseload | 5                   | 8       | NA     | <b>13</b>  |
|           | Employed            | 4                   | 4       | NA     | <b>8</b>   |
|           | Average Hourly Wage | \$ 11.37            | \$10.88 | NA     | <b>N/A</b> |
|           | 90- Day Retention   | 50%                 | 100%    | NA     | <b>N/A</b> |
| No Cash   | Employable Caseload | 7                   | 3       | 6      | <b>16</b>  |
|           | Employed            | 7                   | 3       | 6      | <b>16</b>  |
|           | Average Hourly Wage | \$10.75             | \$10.50 | 10.50  | <b>N/A</b> |
|           | 90- Day Retention   | 100%                | 100%    | 100%   | <b>N/A</b> |



# Matching Grant Program -Maricopa

| Cash Type | Outcomes                               | Resettlement Agency |         |         |         | Total      |
|-----------|--|---------------------|---------|---------|---------|------------|
|           |  | AIRS                | CCCS    | IRC     | LSS-SW  |            |
| MGP       | Employable caseload                    | 11                  | 29      | 37      | 33      | <b>110</b> |
|           | Employed                               | 11                  | 23      | 33      | 25      | <b>92</b>  |
|           | Average Hourly Wage                    | \$10.74             | \$11.88 | \$10.92 | \$10.85 | <b>N/A</b> |
|           | Self-Sufficient in 120 Days Percentage | 100%                | 70%     | 100%    | 70.5%   | <b>N/A</b> |
|           | Self-Sufficient in 180 Days Percentage | 100%                | 80%     | 91%     | 92.8%   | <b>N/A</b> |



# Matching Grant Program - Pima

| Cash Type | Outcomes                               | Resettlement Agency |       |        | Total      |
|-----------|--|---------------------|-------|--------|------------|
|           |  | CCCS                | IRC   | LSS-SW |            |
| MGP       | Employable caseload                    | 15                  | 38    | 5      | <b>58</b>  |
|           | Employed                               | 10                  | 13    | 5      | <b>28</b>  |
|           | Average Hourly Wage                    | \$11.00             | 12.06 | 14.16  | <b>N/A</b> |
|           | Self-Sufficient in 120 Days Percentage | 80%                 | 87.5% | 100%   | <b>N/A</b> |
|           | Self-Sufficient in 180 Days Percentage | 100%                | 96.55 | 75%    | <b>N/A</b> |



# Challenges - Maricopa

| Challenge Type | Details   |
|----------------|---|
| Housing        | <ul style="list-style-type: none"><li>▪ New Property Management: Rental requirements enforced with select properties, large families 6+ are statistically affected</li></ul>  |
| Employment     | <ul style="list-style-type: none"><li>▪ Long commutes on public transportation</li><li>▪ Lack of childcare is preventing mothers, especially single mothers from working</li></ul>  |
| Childcare      | <ul style="list-style-type: none"><li>▪ After school options are expensive and hard to find</li></ul>   |
| Health         | <ul style="list-style-type: none"><li>▪ Lack of quality language interpretation</li><li>▪ Attached minors and disabled adults unable to get a health screening due to guardianship requirement; many will receive guardianship after the 60 day eligibility period.</li></ul> |



# Challenges - Pima

| Challenge Type | Details   |
|----------------|---|
| Housing        | <ul style="list-style-type: none"><li>▪ Small market for affordable, safe and transportation accessible housing</li><li>▪ Lack of 3+ bedroom homes</li><li>▪ Public housing enrollments are frozen</li></ul>  |
| Employment     | <ul style="list-style-type: none"><li>▪ Language barriers</li><li>▪ Lack of western industry work experience</li><li>▪ Lack of post-placement on-the-job interpretation</li></ul>   |
| Childcare      | <ul style="list-style-type: none"><li>▪ Refugees struggle to utilize the new DES in-home childcare online application process</li><li>▪ Delays in DES approval for childcare requests</li><li>▪ Minimal childcare options for nights and weekends</li></ul> |
| Health         | <ul style="list-style-type: none"><li>▪ Delays in AHCCS card</li><li>▪ Medical transportation taxi is unreliable</li><li>▪ Lack of quality interpretation at medical appointments</li></ul>   |



# Successes - Maricopa

| <b>Success Type</b>  | <b>Details</b>   |
|----------------------|--|
| Community Engagement | <ul style="list-style-type: none"><li>▪ World Bazaar PHX hosted over 50 different refugee and immigrant run businesses</li><li>▪ Each agency hosted holiday drives and donated gifts to refugees</li><li>▪ Partnerships with Accentura, Indo-American Cultural and Religious Foundation of Arizona, LDS Church, Phoenix College, Arizona Smiles and more</li><li>▪ Establishment of the East Valley Advisory Committee which is made up of community partners to strategize preparing the Tempe community to receive refugees</li><li>▪ Refugee 101 trainings had a total of 52 participants from 15 different organizations</li><li>▪ Agencies collaborated to provide a training to Mercy Care Maricopa LGBTQI advisory board on LGBTQI refugees</li><li>▪ RRP continues to meet with community partners and has developed trainings on refugees with disabilities and domestic violence</li></ul> |



# Successes – Maricopa Continued

| Success Type | Details  |
|--------------|--|
| Employment   | <ul style="list-style-type: none"><li>▪ Over 15 new partnerships with local employers</li><li>▪ The Workforce Collaboration meeting was held and provided information on entry level positions within hospitals</li><li>▪ Renewed grants with the Arconic Manufacturing program and the Financial Opportunity Center</li></ul> |
| Housing      | <ul style="list-style-type: none"><li>▪ Identified and established new relationships with apartment complexes in Phoenix, Mesa and Tempe</li></ul>   |



# Successes - Pima

| Success Type         | Details   |
|----------------------|---|
| Community Engagement | <ul style="list-style-type: none"><li data-bbox="596 376 1360 415">▪ 28 refugee led groups have been identified</li><li data-bbox="596 476 2130 515">▪ The monthly collaborative City-wide volunteer orientation has been scheduled for 2019</li><li data-bbox="596 576 2384 668">▪ Renewed contract with the Murphy Public Library to facilitate another six-month Lecture Series in the fall of 2019 and working to expand this series to other libraries</li><li data-bbox="596 729 2384 821">▪ Migration and Refugee Services and students at Salpointe Catholic High School collaborated for a day to share food, music, art and stories</li><li data-bbox="596 882 2359 973">▪ Emmanuel Uwayezu received a Certificate of Special Congressional Recognition Award for Building Bridges Award</li><li data-bbox="596 1035 2410 1073">▪ RRP continues to meet with community partners and will be hosting a DV training in Tucson this spring</li></ul> |



# Successes – Pima Continued

| Success Type | Details   |
|--------------|---|
| Employment   | <ul style="list-style-type: none"><li data-bbox="677 501 2257 551">▪ Three new employers (Diablo Burger, CYRACOM and Sushi Cortaro)</li></ul> |
| Housing      | <ul style="list-style-type: none"><li data-bbox="677 672 1411 722">▪ Two new apartment complexes</li></ul>                                    |



# Health Screening

| <b>County</b> | <b>Screening Rates (September – November)</b>  |
|---------------|--|
| Maricopa      | <ul style="list-style-type: none"><li>▪ Total screened: 230</li><li>▪ Percent screened within 30 days: 43%</li></ul> |
| Pima          | <ul style="list-style-type: none"><li>▪ Total screened: 95</li><li>▪ Percent screened within 30 days: 37%</li></ul>  |





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# Panel Discussion



# Resettlement Agencies Panel

- AIRS
- Catholic Charities (Maricopa)
- Catholic Charities (Pima)
- International Rescue Committee (Maricopa)
- International Rescue Committee (Pima)
- Lutheran Social Services of the Southwest (Maricopa)
- Lutheran Social Services of the Southwest (Pima)
- Unaccompanied Refugee Minors Program



# Resettlement Agencies Panel

How is your agency working to serve the needs of your actual and projected caseload?

What community strategy(ies) is your agency implementing to support refugee integration?



# Support Services Panel

|                                      |   |
|--------------------------------------|---|
| English Language Training (Maricopa) | School Impact (Maricopa)                      |
| English Language Training (Pima)     | School Impact (Pima)                          |
| Health Screening (Maricopa)          | Services for Older Refugee Program (Maricopa) |
| Health Screening (Pima)              | Services for Older Refugee Program (Pima)     |
| Program Development (Maricopa)       | VISTA   |
| Program Development (Pima)           |   |



# Support Services Panel

What challenges are you currently facing and how are you working to overcome them?

What community strategy(ies) is your agency/organization implementing to support refugee integration?

**For Health Screening Providers:** What are some of the successes that you have seen with the health screenings? Or how is your program evolving as a result of the health screenings?



# Community Partner Panel Questions

- Iraqi Refugee Facebook Page
- Phoenix Refugee Connections
- Phoenix Police Department
- Welcome to America Project



# Community Partner Panel Questions

What does your organization/group do and how is this making a difference in refugees' lives?





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# Question and Answer





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# Open Mic





## Neighborhood Voices Community Discussion Immigration & Citizenship

The IRC will be hosting another Neighborhood Voices community discussion focusing on **Immigration and Citizenship**, as requested by a group of community leaders who attended our last event in September. We are encouraging all community leaders to attend this presentation so that important information may be shared with the communities as a whole.

### **Date & Time**

January 7, 2019

5:00-7:00 PM

### **Location**

**International Rescue Committee**

4425 W Olive Ave

4<sup>th</sup> Floor

Glendale, AZ 85302

### **Specific topics to be discussed:**

- Importance of Citizenship and the Naturalization Process
- Know Your Rights

*Please email Nicky Walker at [Nicky.Walker@Rescue.org](mailto:Nicky.Walker@Rescue.org) to RSVP.*



