



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Arizona Refugee Resettlement Quarterly Meeting – Phoenix

October 3, 2018





DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Arrival Information



Presidential Determination

FFY 2018: 45,000

FFY 2019: 30,000



U.S. Year-to-Date Arrivals

Refugees: 22,491

SIVs: 10,217

* Numbers as of 10/1/2018

Top Countries

Congo

Burma

Ukraine

Bhutan

Eritrea



Projected FFY 18 AZ Arrival Numbers

Refugees: 2,125

SIVs: 285

* PRM Projections as of 3/30/2018



Year-to-Date Arrivals - Top Five Countries

MARICOPA COUNTY		
Country	Total	Grand Total
DRC	463	1,053
Afghanistan	171	
Burma	73	
Eritrea	62	
Cuba	55	

* Numbers as of 9/21/2018



Year-to-Date Arrivals - Top Five Countries

PIMA COUNTY		
Country	Total	Grand Total
DRC	141	276
Burundi	30	
Pakistan	22	
Eritrea	17	
Rwanda	16	

* Numbers as of 9/21/2018



Arizona Total Year-to-Date Arrivals

Pima	276
Maricopa	<u>1,053</u>
Total Arrivals	1,329

* Numbers as of 9/21/2018





DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

RRP Announcement and Updates



Program Development Pilot

Through a competitive Request for Proposals, this pilot program was awarded to the following contractors, with a start date of October 1, 2018:

Maricopa County – Somali American United Council

Pima County – Lutheran Social Services of the Southwest

Purpose: This program seeks to provide centralized information and services, enhanced partnerships and leveraging of additional resources to assist with longer-term support to help refugees successfully adjust to life in their new communities.

Refugee Health Promotion Program 2018 Project Year Review

- **Maricopa Integrated Health Services (MIHS)**
Refugee Women's Health Clinic and the Glendale Family Clinic
- Project began June 2018
- Health literacy outreach and curriculum development
- Training health professionals and staff
- Assisting clients and case managers with referrals
 - 4 Health Liaisons
 - Expedited PCP appointments upon arrival when medically necessary
 - Assisting clients with making appointments and understanding medications

Refugee Health Promotion Program

- Glendale Family Health Center, 5141 W Lamar Rd, Glendale, AZ 85301
- Refugee Women's Clinic, 2525 East Roosevelt Street, Phoenix, AZ 85008

For More Information, Please Contact the Refugee Health Liaisons below:

Alice Kalondji

**Speaks: French, Lingala,
Kinyarwanda, Kirundi**

Alice.Kalondji@mihs.org

(602) 290-5444

Hadaf Lawi

Speaks: Arabic

Hadaf.Lawi@mihs.org

(602) 402-4677

Sayed Delery

Speaks: Dari, Farsi

Sayed.Mortaza@mihs.org

(602) 344-5091

Zeinab Mohamed

Speaks: Somali

Zeinab.Mohamed@mihs.org

(602) 316-0564



**MARICOPA
INTEGRATED
HEALTH SYSTEM**

Refugee Health Promotion Program

Juliana Davis

Arizona Refugee Health Coordinator
Arizona Refugee Resettlement Program

jdavis@azdes.gov

602-542-6045



ARIZONA IMMIGRANT AND REFUGEE SERVICES



October 2018

Arrival Trends

- FY 2018 Target arrivals as today: **225**
- Year to Date Arrivals (Oct 2017 - Sep 2018): **101**
- This Quarter (July 2018 - Sep 2018): **13**
- Employable: **6**
- July **7**, Aug **0**, Sep **6**
- Arrivals from: Eritrea, Afghanistan, Rwanda, Congo
- Walk in SIV: **3**
- Out-migrants: **2**
- Asylum Seekers: **0**

Matching Grant Statistics

FFY 2018

July 2018 – Sep 2018

Matching Grant Program		Employable Case Load	Employed	Average Hourly Wage	90 Day Retention	180 Day Employment
Total MG Case Load	19	11	9	10.50	100%	100%
Enrolled July-Sep	5	1	1	10.50		

Preferred Community Program FFY 2018 July 2018 – Sep 2018

▶ Total Enrollment (July - Sep)	4
▶ Client with Physical or Medical Conditions	3
▶ Client with Social or Psychological Conditions	1
▶ Total PC Case load for FY 2018	18
▶ Client with physical or medical conditions	6
▶ Client with social or psychological conditions	7
▶ Single Parent	1
▶ Youth and Young Adult	3
▶ Elderly Refugee	1

Preferred Community Program FY 2018 Success Story

Yezidi family (single mother with 4 years old son) arrived in US during FY 2018. PA was freed after two years of captivity by ISIS and suffered from brutal sexual abuse and torture. PA was in shock and showing signs of psychological injury.

PC Case Manager worked with PA and assisted her to receive the following:

- ▶ Psychological consultation services.
- ▶ Secured an entry level job
- ▶ Secured a low income housing for the family.
- ▶ Transportation assistance including buss training
- ▶ Social adjustment through group of volunteers

Currently PA is working a full time job, attending ELT classes at her work place, obtained driver license and purchased a car and became self sufficient.

Employment Statistics

FY 2018

July 2018 – Sep 2018

	Refugee Program (RP)			
	Total	RCA	TANF	NC
Total Employable Caseload	41	9	19	13
Employed	22	4	11	7
Average Hourly Wage	\$10.95			
90-Day Retention	100%			

Employment Breakdown by Sector

▶ **Hospitality**

Housekeeping, houseman

▶ **Food Service**

Stewards, Food Preps

▶ **Manufacturing**

Assemblers, Warehouse workers

▶ **Transportation**

Drivers, Valet Parking, Car wash

▶ **Laundry:**

Packers, Laundry workers

- Freshly Food
- Talking Stick Resort
- Oak Canyon Mfg
- ACE Parking
- FleetLogix
- Mastel Lenin
- Milum Textile



AIRS Immigration Services

The Immigration Legal Services Department provides affordable, quality legal services to refugees and immigrants

Services:

- ▶ (VAWA) Victims of Domestic Violence
- ▶ U Visas / T visas (Humanitarian Visas)
- ▶ Affidavit of Support
- ▶ DACA (Deferred Action for Childhood Arrival)
- ▶ Fiancé (e) Visa
- ▶ Green Card Renewals
- ▶ Family-Based Petitions (I-30)
- ▶ Adjustment of Status
- ▶ Cancellation of Removal on Deportation Proceedings
- ▶ Naturalization/Citizenship
- ▶ Employment Authorization (Work Permit)
- ▶ Travel Documents
- ▶ Waivers (I-601 / I-601A)

Challenges: Responses

- **Language Skills:**

AIRS provides venue for ELT classes provided by Friendly House.

Classes are scheduled on Mon, Wed, Thu and Fri

Morning classes (9:00am - 11:00am) and (11:30am - 1:30pm)

Evening Classes (6:00pm - 8:00pm)

AIRS volunteers provides 1 to 1 English lessons.

- **Transportation:**

Continued Transportation Classes to train refugees to utilize public transportation. AIRS provided bus passes to assist clients attend ELT Classes.

- **Housing:**

Limited properties are available offering affordable housing for large families (6+). AIRS are assisting employed refugees to apply for low income housing.

New Opportunities

- **Expanding Apartment Options:** continued locating new apartment complexes close to potential Employers. Continued search for affordable large units for large families (6+)
- **Hygiene Kits and Supplies:** East Valley Refugee Coalition & Chrio Communities Church
- **Deseret Industries:** Providing refugees with coupon vouchers.
- **Transportation:** AIRS volunteers assisted in public transportation training and provided transportation to refugees to attend ELT classes at AIRS.

**All of these things made possible with the help of our outstanding
Volunteers and Partners**

Community Consultation

- **Partnership with Wells Fargo Bank**
Wells Fargo Bank provided instructors to conduct financial literacy.
- **Partnership with Deseret Industries**
Refugee students continued the OTJ training program, combination of ESL and OTJ work.
- **Glendale and Phoenix Police**
Refugee Safety and Security, Police Class and Orientation.

THANK
YOU

QUESTIONS
?



Catholic Charities Community Services of Phoenix

Resettlement Trends

Resettlement Trends

Refugee Resettlement :

- 123 arrivals arrived YTD for FFY 2018
- Current arrivals include refugees from Burma, Afghanistan (SIV), Eritrea, and the Democratic Republic of the Congo.
- Countries included in the additional security checks are not arriving to date.

Resettlement Trends

- Safe, affordable housing for large families (6+) continues to be a challenge; 3, 4, and 5 bedroom properties are very limited
- Program is continuing to look for additional properties
- Program is able to refer employed refugees to affordable housing properties which has been successful

Asylees, Secondary Migrants

- 3 Secondary migrant cases of 14 persons from CA and PA
- 9 Cuban Entrant walk-in cases (cross border)
- 1 Asylee from Honduras

Asylees, Secondary Migrants

- Program seeing an increase of individuals pending asylum seeking refugee services
- Catholic Charities has an immigration program with practicing immigration attorney able to assist with possible asylum applications and court representation:
602-749-4415

Employment Data : July-August 2018



Assistance Type	MG	Refugee Program (RP)		
		RCA	TANF	NC
Employable Caseload	21 (EADs pending)	50 (EADs Pending)	6	25
Employed	15	13	1	12
Average Hourly Wage	\$11.20	\$11.20		
90-Day Retention		95%		
180-Day Employment	75%	**Self-sufficient cases at day 180		

TAG D Program



- Intensive employment program for refugee & other eligible beneficiaries who are between 6 months and 5 years of DOA and experiencing compelling barriers to self-sufficiency.
- Provides cash incentives, transportation support and on-site interpretation for employers and newly hired refugees
- Program Coordinator partners with VOLAGs and mainstream service providers resources to help clients achieve economic self-sufficiency

CC-TAG D Data July – August 2018



Assistance Type		Refugee Program (RP)		
		RCA	TANF	NC
Employable Caseload		1	3	16
Employed			2	13
Average Hourly Wage		\$11.00		
Number of Cases that Reached 90 Days July - August		5		

Preferred Communities Program



An Intensive Case Management (ICM) program of 6-12 months funded by the Office of Refugee Resettlement. Services include:

- Medical coaching and case management
- Guardianship assistance for attached minors resettled with families

Preferred Communities Program



ICM caseload served this quarter included 20 individuals from Myanmar, the Democratic Republic of the Congo, Afghanistan, Somalia, and Eritrea:

- 12 Democratic Republic of the Congo
- 3 Afghanistan
- 2 Eritrea
- 2 Somalia
- 1 Myanmar

Preferred Communities Program

- **Adult Guardianship** – 3 Clients
- 1 Afghanistan - Client looking for care of daughter with quadriplegia
- 2 Somalia - Mother and daughter; Mother claiming guardianship due to daughter having severe disabilities

Preferred Communities Program



Guardianship of Attached Minor Cases

- 2 cases arriving with attached minors from the Democratic Republic of the Congo
- (1 CC internal referral, 1 LSS Referral)



Social Adjustment Support Groups

*PARTNERSHIP with LSS-SW's PC Program continues with the launch of the Afghan Men's Coffee Group on September 10, 2018. The goal of this group continues from that of the previous group, the Afghan Women's Tea Group, which is **to address coping mechanisms, challenges and problem-solving skills related to resettlement in the United States.** The majority of the group is comprised of young adults who were held at the Nauru Regional Processing Centre. The group will continue for six weeks (until October 15, 2018) led by a licensed counselor using the Pathways to Wellness curriculum. Catholic Charities is providing Dari interpretation for the sessions.

COMING SOON: Additional support groups with different, currently unidentified, groups are being proposed for after the start of the calendar year.

Preferred Communities Program



Referrals are being accepted from other VOLAGs to assist families arriving with Attached Refugee Minors in petitioning for legal guardianship.

Please send referrals to PC Program Supervisor Jesus Gonzalez
at: JGonzalez@cc-az.org

Refugee Health Partnership



The Refugee Health Partnership is a funded partnership between St. Joseph Hospital, Catholic Charities, International Rescue Committee, and ASU School of Social Work.

The goal is to improve health care access and health literacy to newly arrived refugees with urgent and chronic health conditions.

Refugee Health Partnership

Recent Successes:

- Health Literacy brochures in major refugee languages
- We will be finishing a video dubbed in major refugee languages to be used as health orientation tool
- Many thanks to RICE and ASU School of Sustainability for their assistance in this project!

Community Engagement Activities

In July the Program received a \$6,000 donation from Law Firm – Jaburg Wilk to purchase diapers, laundry detergent and varied selection of ethnic hair care products:



Multi Faith Back to School/Home Event: Saturday July 28, 2018



For the 3rd year in a row, The Refugee Resettlement Program has partnered with the Highland West Stake in Gilbert to host a Back to School event for refugee children and families. Due to lower than expected arrival numbers, it was agreed that the 2018 event would support 50 families with not only back to school items and uniform but also provide household wares, cleaning supplies, hygiene items and canned goods.

Leading up to the event, the Program was approached by Welcome to America to host a clothing closet event for refugee families. What timing! And just like that, Welcome to America became the 3rd partner to join in the event planning.

On Saturday July 28, **34 refugee families** with a total of **105 children** attended a fun packed event at Rose Lane Chapel and went home with bundles of goodies! 😊



The A Team:

Catholic Charities –

Dawn Dishman

Highland West Stake –

Gale and Chris Bray

Welcome to America –

Mike Sullivan

Manya Paul

Plus – LDS Cheerleader 😊



Staff members:
Anita, Linda,
Ali and
volunteer Eric
were at the
ready to
Welcome the
families













And there's more...

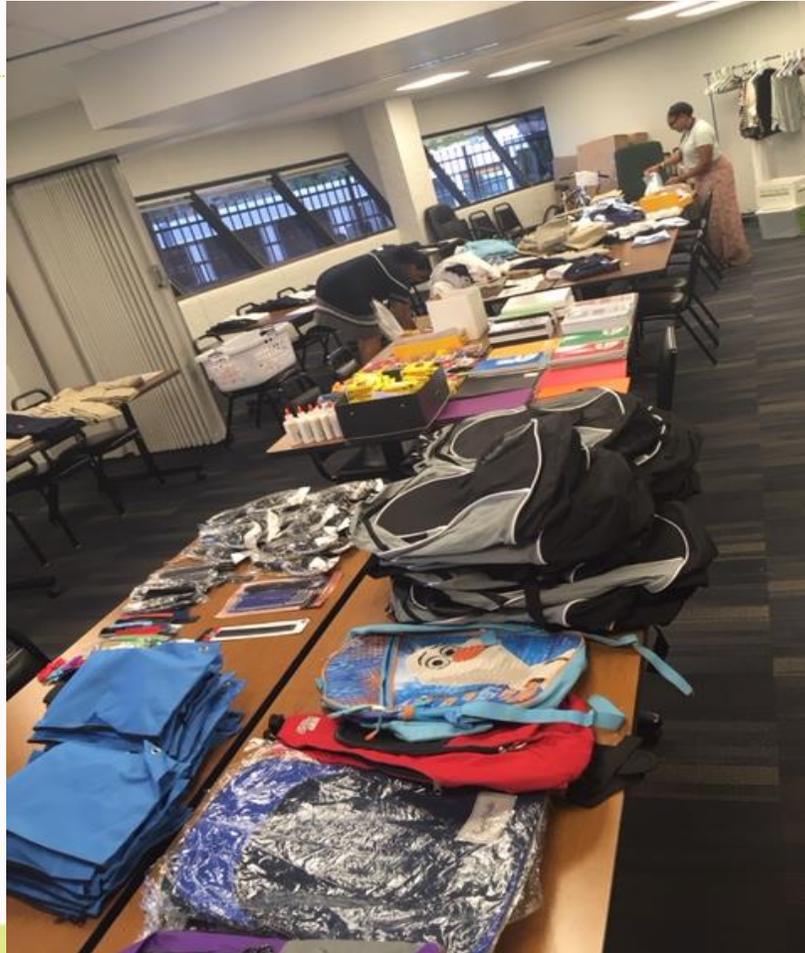
At the end of the event, the Program was given **\$800** in gift cards from our LDS partners - Highland West, to purchase additional backpacks and school supplies. In addition, all the remaining items were brought back to the office to distribute amongst families unable to attend the event.

The remaining items, including uniforms, were made available to families at a small afternoon event which took place at the Refugee Resettlement office on Thursday, August 9.

As a result, **23 Families and 72 children**, were able to receive much needed resources.

Making a combined total number of families served by these partnerships: **57 Families** and **177 Children!** (to date...)







Additional donations...

The Koukatonon Community Association provided 20 backpacks.

The Hermosa Vista Activity Day Girls completed a hygiene and baby hygiene drive and presented the Program with 40 hygiene baskets.

The Catholic Daughters of the Americas at St. Thomas Aquinas provided proceeds of their bi monthly hygiene drive.

Refugee 101

- ▶ On August 22, the City Wide Training VISTA held the first Refugee 101 at Catholic Charities.
- ▶ 19 people were in attendance and learned of the Resettlement process, differences between a refugee, asylee and SIV, participated in a “loss” activity, heard from a community panel of four individuals: a faith based community member, refugee ministry member, Catholic Charities staff member and a former refugee, and had the opportunity to network and sign up for volunteer opportunities.







Future Dates for your Diary...

Tuesday, September 18, 2018

5:30 to 7:30 pm [RSVP](#)

Thursday, October 25, 2018

6 to 8 pm [RSVP](#)

Tuesday, November 13, 2018

5:30 to 7:30 pm [RSVP](#)

Location:
Catholic Charities
5151 N 19th Ave
Phoenix, AZ 85015





INTERNATIONAL
RESCUE
COMMITTEE

State of Arizona
Quarterly Meeting
IRC PHOENIX

Reporting Period: July 2018 – September 2018

Arrivals FY - 2018 (July – September)

Reception & Placement

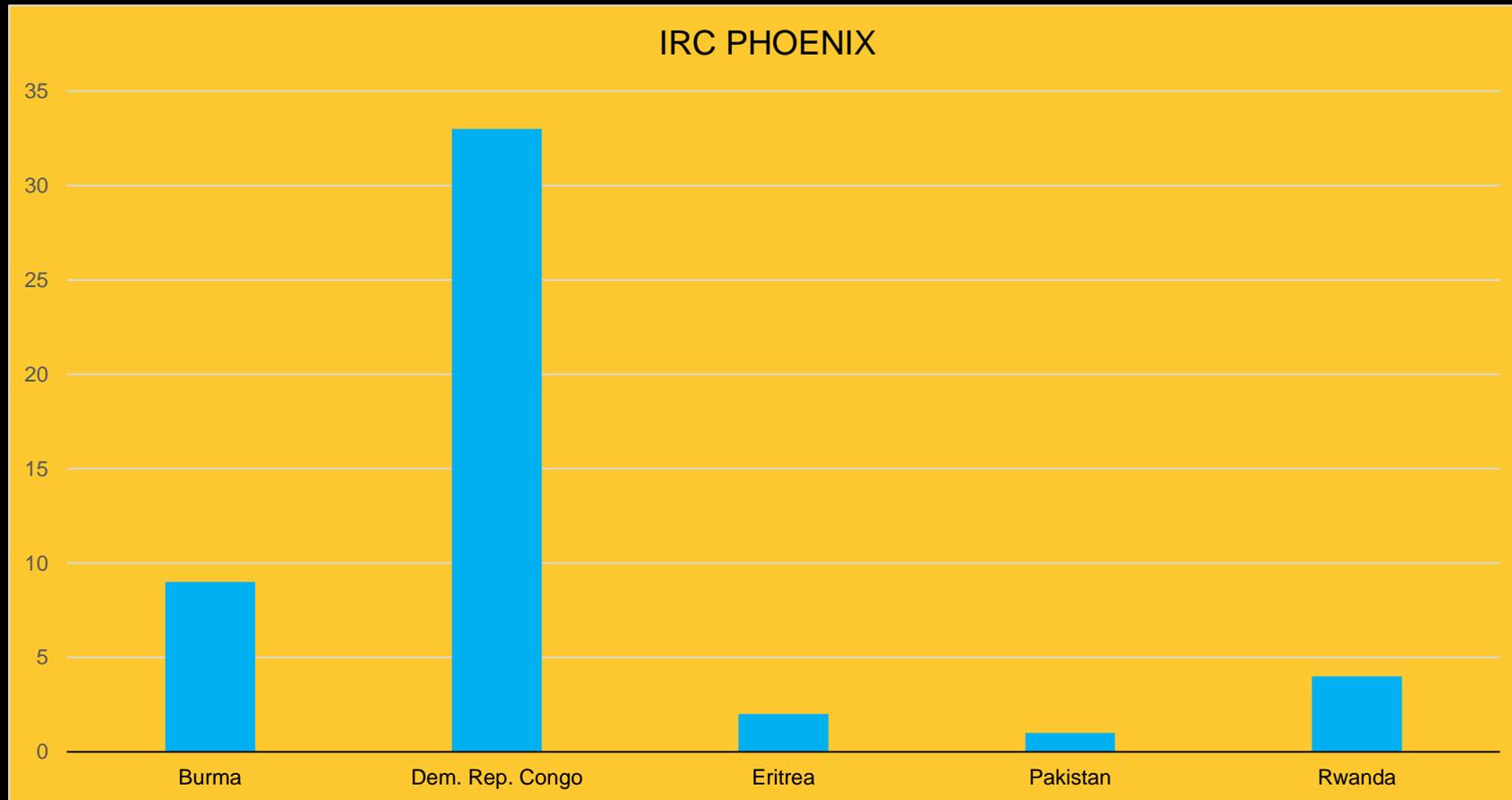
FISCAL YEAR - 2018			
JULY 2018 ARRIVALS	AUGUST 2018 ARRIVALS	SEPTEMBER 2018 ARRIVALS	TOTAL ARRIVALS
6 Cases (12 Individuals)	7 Cases (22 Individuals)	8 Cases (15 Individuals)	21 Cases (49 Individuals)
SIV Case (Individuals)	SIV Case (Individuals)	SIV Case (Individuals)	SIV Cases (Individuals)

Arrival Trends

FY - 2018 (July - September) Walk-in Cases

JULY 2018 – SEPTEMBER 2018	
Secondary Migrants	6 Cases (18 Individuals)
Asylees	16 Cases (23 Individuals)
Parolee	Cases (Individuals)

Arrivals Trends



Arrival Groups

- Dem. Rep. Congo
- Burma
- Rwanda
- Eritrea
- Pakistan

Successes

- IRC Phoenix assisted over 150 clients to get State ID through Valley of the Sun United Way events and partnership with MVD mobile unit.
- IRC partnered with AirBNB to provide temporary housing for clients with urgent need for housing and IRC hosted 62 clients during this trimester.
- IRC Phoenix covered 4 months' services from R&P fund for all new arrivals including (rent, Utilities, Phone service for all adults, and Bus tickets).

Resettlement Challenges

- Limited availability of affordable housing for new arrivals.
- Increase in cases with medical barriers.
- Large families.
- Asylee cases released from detention.

FFY18 / FFY19 Projections

- FFY18 U.S. Refugee Resettlement, tentative at 45,000
- FFY18 Phoenix IRC reached 99% of allocation
- FFY19 Presidential Determination U.S. Refugee Resettlement is tentatively set at 30,000

Employment Outcomes

June 2018 –September 2018

Assistance Type	MG	Refugee Program (RP)		
		RCA	TANF	NC
Employable Caseload	59	50	42	62
Employed	51	22	20	54
Average Hourly Wage	\$11.14	\$11.10		
90-Day Retention		94%		
180-Day Employment	92%			

Preferred Communities (ICM)

- Serves individuals who exhibit significant barriers to well-being and self-sufficiency.
- Medical, mental health, single parent, unaccompanied minor, elderly, gender-based violence.
- Provide case management and services for up to 1 year with possible extension.
- Enrollment & trends:
 - Successfully serving clients with languages of lesser diffusion (Urdu, Afar)
 - Increase in clients needing legal services (family law)
 - Increase in housing needs

Month	Enrollments
July	3
August	7
September	5

Wellness Programs & Survivor Services

- Survivors of torture program has been tentatively awarded for the next four years with an expansion of services to greater numbers of asylum seekers, both detained and non-detained.
- Wellness workshops and feel better movement groups have been successfully been piloted for refugee and asylum seekers. These services are now available to all clients from all resettlement agencies.
- Victims of Trafficking program has served 45 total victims of labor and sex trafficking to date. Task force with law enforcement has successfully created collaborative efforts in identifying foreign national victims of human trafficking and bringing traffickers to justice.

Micro-enterprise Program

Helps refugee and asylee entrepreneurs in Phoenix start and expand their small businesses through the provision of technical assistance, referrals, and access to microenterprise loans.

- Helped over 160 small businesses

IDA Program

Savings Program – clients save, then when they are ready to purchase they receive match funds to go towards the purchase.

- \$40 Million of Car, Education, Home, and Business asset purchases since 2001



Camelback Corridor Economic Development

The World Bazaar Phoenix Community Market

- 50+ vendors, 15 first time vendors at our bi-annual event located at 19th Ave & Camelback on April 28th
- 4 local businesses from corridor participated

GoDaddy Website Development Workshop

- 15 businesses attended, 3 IRC microenterprise clients
- GoDaddy partnerships formed and 3 additional workshops created

New Businesses

- 6 new businesses assisted with location and loan referrals
- 5 businesses given additional technical assistance

Consumer Finance Loans and Financial Coaching

April through June 8, 2018

Credit Building Loans



26 Credit Building Loans completed
2 pending applications
11 individuals with improved FICO scores

* Best improved “no score” to 719

* Average improved score 610

Auto Loans



1 Auto Loan completed
1 pending application



Helping People Reach Their Goals through *Financial Coaching*

26 Unique Individuals
36 1:1 Sessions for credit building, loan assistance, budget & savings, public assistance, and more

Community Engagement

- The IRC hosted a **Stand with Refugees Action Party** in partnership with Amnesty International. In addition, IRC staff and volunteers have met with Members of Congress and their staff.
- The IRC participated in the **Arizona Refugee Resettlement Summit**, with multiple IRC staff attending and presenting at conference sessions.
- The IRC held a **Resource Fair** with refugee community leaders to share IRC programs and discuss ways to improve communication and collaboration with the IRC.



- IRC gave a presentation to 60 **AAA** employees nationally about the work IRC does and how they can get **involved**.
- The IRC continued to engage **corporate partners** in volunteer opportunities that assisted Refugees with learning about new places to work.
- IRC went to multiple volunteer outreach events including **Desert Financial** and **Phoenix Public Library**.



**Lutheran Social Services of the Southwest
Refugee and Immigration Services - Phoenix
Resettlement and Employment Trends
October 3, 2018**



FY Year to Date Arrival and Projection (July 2018 – September 2018)

- Refugee Arrivals: 83
- Cuban Parolees: 0
- Asylees: 7
- SIV: 5
- Secondary Migrants: 12

FY 2018 refugee arrivals to date : 101 cases/254 individuals

FY 2018 PRM approved projection: 562



Demographics for Refugee Populations

- **Arrived:** Congolese, Eritrean, Burmese, Rohingya and **SIV** (Afghanistan and Iraqi).
- **Assured:** Congolese, Eritrean, Burmese, Rohingya, Iraq **SIV** (Afghanistan and Iraqi).



**LSS SW Refugee and Immigration Services
Phoenix Employment Statistics July 2018 – September 2018**

Assistance Type	MG	Refugee Program (RP)		
		RCA	TANF	NC
Employable Caseload	44	11	6	15
Employed	40	8	5	7
Average Hourly Wage	\$10.99	\$11.36		
90-Day Retention		94.4%		
180-Day Employment	81%			

LSS SW Refugee and Immigration Services Employment Trends

Job Placements :

- Hospitality and Customer Services
- Manufacturing, shipping and produce warehouses
- Food & Beverage, Bakery, private catering firms
- Uniform Linen supply, professional cleaning service
- Airport and other Security Services



Employer Recognition – Panda Express

Program Highlights

Volunteers

- 600 Hours – 33 active volunteers

Placements

Positions filled: WEP Intern, Life Skills Instructor, Computer Instructor, Sewing Instructor, Child Care Provider, Mentor

Co-sponsorship

- 91 hours/6 teams
- 26 apartment set-ups
- 14 Co-sponsorships of newly arrived families
- 4 new Co-sponsorship groups onboarded

Ability to Serve Caseload

- Intensive Case Management Team – Support for medically vulnerable clients
- LDS Grant for 2018 – Extra food, household supplies, diapers for clients
- Volunteer Support – Teach classes (**Abounding Service**), mentor new arrivals, packing LDS food bags
- Ameri Corps VISTA – Focused on Housing
- External Partnerships – Other RA's, Youth Organizations



Language Enhancement

Adult Language Skill Building Class



Abounding Service - Rosetta Stone Classes



LDS Humanitarian Support Grant

Items from the Bishop's Warehouse



Shopping at Deseret Industries



Strategies to Support Refugee Integration

- Partnerships with Faith Based Sponsors
- Adult Skill Building Classes
- Mentors/First American Friend
- Enhanced Cultural Orientation based on Nationality
- External Partnerships
- Refugee Career Youth Pathways
- Women's Empowerment Activities

Friendships/Co-Sponsor Support





Supporting Integration
Mentor/New American
Friend – Baby Shower

ICM Enhanced Cultural Orientation
Supporting Integration
Men's Afghan Coffee Partnership with Catholic Charities



Refugee Career Youth Pathways





Volunteer Support

World Refugee Day!



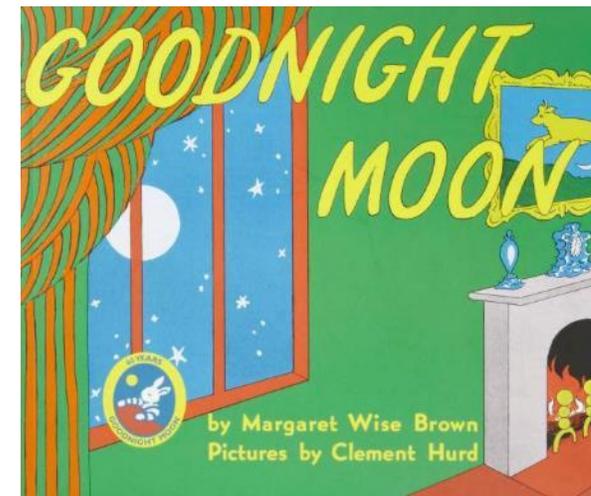
World Refugee Day!



Children's Services

- 17 - School Enrollments
- 2 - Clients enrolled in the Refugee Career Youth Pathways (age 16- 24)
- 17 - LSS SW clients participated in the Refugee Summer Program (Partnership with the IRC)
- Activities included theater, dance, science, Girl Scouts, boys life skills

Family Literacy



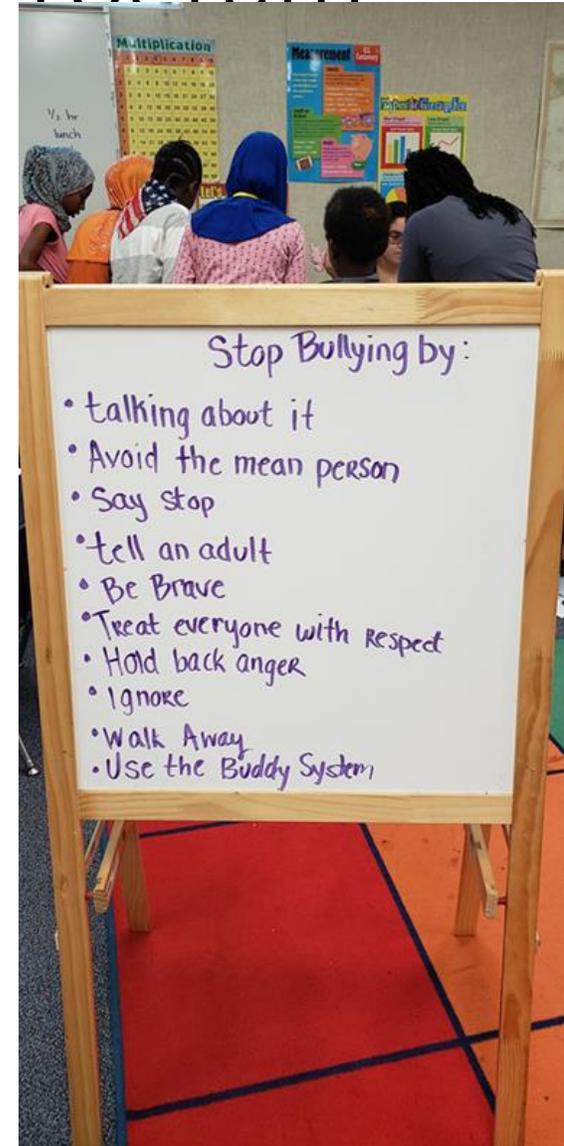
Planning Meeting Refugee Summer Program



Refugee Summer Camp Program



Refugee Summer Camp Program



Field Trip to the Arizona Science Center



Family Reunification





Family Reunification



Donations and Volunteers



FWD.us

Major Partners





Thank you Los Avengers de IRC!



Women's Empowerment Programs

Courses Offered

- Computer classes
- Sewing classes
- Kith and Kin
- Women's Health
- Nutrition



2018 Arizona Refugee Resettlement Summit - WEP



Challenges

- Reluctance to attend English classes beyond the RA office
- Hesitancy to ask questions related to health issues for self and/or family member
- Managing Expectations
- Isolation within cultural community
- Lack of reproductive health information and the impact of not having this knowledge



Refugee Participation in Civic Life

- Elder refugees attending citizenships classes at the Area Agency on Aging
- Youth volunteering at non-profits (ex. PC's for Refugees)
- Parents attending Alhambra District Community Expo

Thank you – We're moving the week of October 22, 2018!
2502 E. University Drive, Phoenix, AZ 85034



We're Moving! 2502 E. University Drive,
Phoenix, AZ 85034





Area Agency on Aging,
Region One
Elder Refugee Program

Jolie Mbonyingabo- Director
Wendie Manning- Program Specialist

Our Program



- Serve refugees over 60 years old
- Case management services
- Mosaic Senior Center
- Pre-Literacy and Citizenship classes

June- August 2018

- Active clients:
 - June- 496
 - July- 502
 - August- 509
- 8 new clients enrolled
- 14 clients obtained citizenship



Success Story

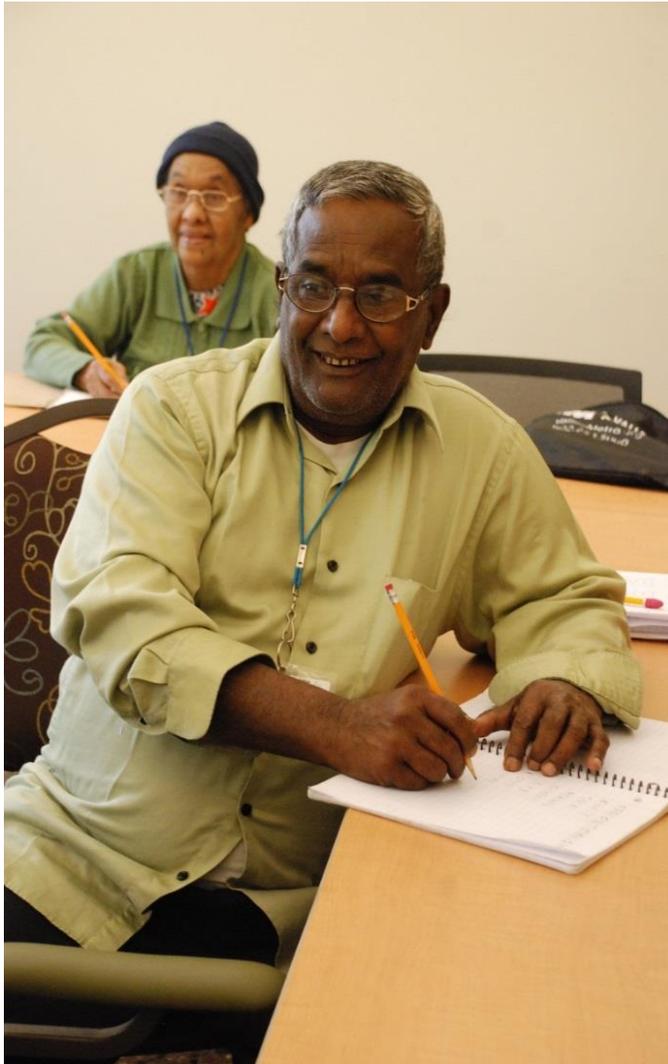
Three of our newest Citizens clients from Somalia, Iraq and Togo were able to learn English, the US History and Civics information to pass their Citizenship tests.



Success Story



These clients have come from a preliteracy state up to conversational English. Clients felt the need to give back to the Mosaic program and regularly volunteer to help and encourage their former peers.



Jolie Mbonyingabo
jolie.mbonyingabo@aaaphx.org
602-241-6170

Wendie Manning
wendie.manning@aaaphx.org
602-241-4739



English Language Training (ELT)

October 3, 2018

South Mountain Community College

Population

Approximately 87 clients were served from June 28, 2018 to September 10, 2018.

- ▶ 46 Adult Emergent Readers
- ▶ 21 Beginners
- ▶ 19 Intermediate students
- ▶ 1 Advanced students
- ▶ 5 co-enrolled students with the Department of Education, English Language Acquisition for Adults (ELAA) program



Majority Nationalities Being Served

- ▶ Democratic Republic of the Congo (DRC)
- ▶ Afghanistan
- ▶ Cuba
- ▶ Burma
- ▶ Rwanda
- ▶ Eritrea
- ▶ Iraq
- ▶ Syria

Class Locations

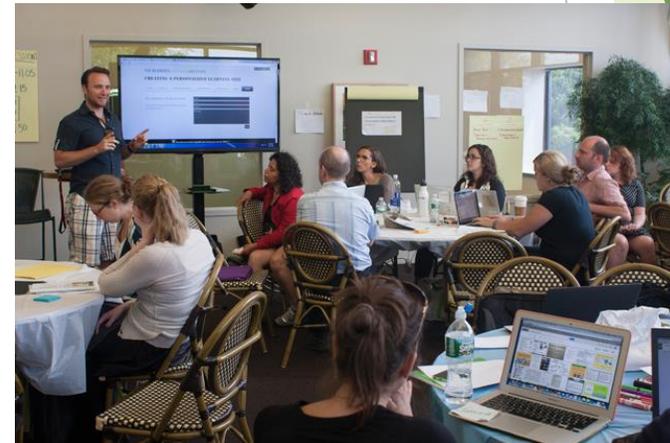
Seven ELT classes in four different locations

- ▶ RICE: 3581 West Northern Ave. Suite 8, Phoenix, AZ
- ▶ AIRS: 10240 N 31st Ave #112, Phoenix, AZ 85051
- ▶ IRC: 4425 W Olive Ave #400, Glendale, AZ 85302
- ▶ Ironwood Village: 6738 N. 45th Ave, Glendale, AZ 85301

AND

Eight ELAA classes in three different locations

- ▶ Friendly House: 113 W Sherman St, Phoenix, AZ 85004
- ▶ Hope VI: 1150 S. 7th Ave, Phoenix, AZ 85004
- ▶ Phoenix College: 1202 W Thomas Rd, Phoenix, AZ 85013



Class Locations

▶ Morning ELT Classes

	9:00-11:00 A.M.	11:30 A.M.-1:30 P.M.
RICE	Pre-lit	Pre-lit
AIRS	Pre-lit	Beginner
IRC	10:00 A.M.-12:00 P.M.	Pre-lit
Ironwood Village	9:00-11:00 A.M.	Pre-lit

▶ Evening ELT Classes

AIRS	6:30-8:30 P.M.	Intermediate
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Student Success

Reporting Period Client Data	Placement Level			
	Basic	Beginning	Intermediate	Advanced
Newly registered clients	46	21	19	1
Clients withdrawn	1	3	0	0
Clients receiving one-to one tutoring	0	0	0	0
ELT placement level advancement percentage	80%	No student has reached 50 hours of instruction yet.	100%	No student has reached 50 hours of instruction yet.
Number of clients transferred to Phoenix College	0	0	1	2
Number of clients Transferred to GED Program	0	0	0	1

Student Updates

- ▶ Transferred to GED → One student

Battery	Test Date	Test Name	Score	Test Form	Version Code	Justification
TABE 11/12	7/17/2018	TABE 11 Language	469		M	Traditional
TABE 11/12	7/17/2018	TABE 11 Reading	539		A	Traditional
TABE 11/12	7/18/2018	TABE 11 Mathematics	538		D	Traditional

* He has 38.5 hours of instruction.

- ▶ Students transferred to Phoenix College → 3 students



Program Updates



► Burlington English

- Online curriculum for English Language Acquisition which combines academic and workforce readiness skills that actively engages and prepares students for postsecondary education and job training, and ultimately, to succeed in their careers.
- Offers activities to improve students' listening, speaking, reading, and writing competency. It also effectively improves students' pronunciation and comprehensibility, and gives them the confidence to communicate successfully in any situation.

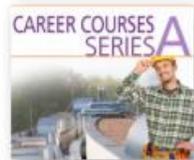


BurlingtonEnglish Meets WIOA Demands

Ensure WIOA Success

BurlingtonEnglish Courses

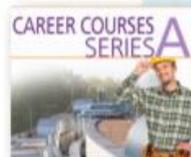
1 Preparation for Finding the Right Career



2 Job Placement: Applications, Resumes, Interviews



3 Job Retention and Soft Skills



4 Transitions to Postsecondary Education & Training



5 Integration of English Literacy and Civics



6 Digital Literacy



Your Answer to WIOA

The BurlingtonEnglish suite of interactive online courses responds directly to the demands of WIOA by providing your programs with the essential tools necessary to ensure WIOA success. The unique BurlingtonEnglish curriculum combines academic and workforce readiness skills which actively engage and prepare students for postsecondary education and job training, and ultimately, to succeed in their careers.



Program Updates



LEARNING

► Integrated Education & Training (IET) Program for ABE (ELAA and GED) Students

IET is defined as an adult education and workforce development program model that provides simultaneous instruction in basic skills as well as occupational or industry-specific training.

We are very pleased to announce LinkedIn Learning as Friendly House's new e-learning resource available to students starting September, 2018. Launching with LinkedIn Learning is a strong commitment to provide e-learning opportunities for students as part of our IET Program.

LinkedIn Learning is accessible 24/7 from students' desktop or mobile device. Students may watch an entire course, or individual videos.

Program Updates



LEARNING

► IET Programs:

Students have the opportunity to refine or develop their professional skills, or learn a new learning path such as:

- ❑ Become an IET Security Specialist
- ❑ Become an Accounts Payable Officer
- ❑ Master Word 2016

Program Updates

► Qualifications to enter the IET Program

- ❑ Co-enrolled with ELAA
- ❑ Have a minimum of Level 3 language proficiency on CLAS E test
- ❑ Commit to work 2 hours per week in LinkedIn Learning portal
- ❑ Complete at least one learning path or certification per trimester

Location Updates

▶ Ironwood Village class

Ironwood Village

9:00-11:00 A.M.

Pre-lit



▶ Advanced ELAA class at Phoenix College

Phoenix College

6:00-8:00 P.M.

Level 4 & 5



Location Updates

- ▶ Opening a class at Alhambra School District



- ▶ Class cancellation

AIRS

4:00 - 6:00 P.M.

Beginner

Challenges

► Childcare

► Attendance



► Clients that move out of the state

► Clients' information on the Salesforce



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Other Services



Utility Assistance

- ▶ Utility payment and deposit assistance (electricity, water, gas)
- ▶ Rental assistance

Food, Hygiene Boxes, & More

- ▶ Food boxes (Monday through Thursday, 8:30-11:00 A.M.)
- ▶ Hygiene boxes for men
- ▶ Hygiene boxes for women
- ▶ Hygiene boxes for women with children
- ▶ Clothes, purses, and accessories

d'akujem Tak Dankie kiitos
Спасибо תודה धन्यवाद terima kasih
Asante Gracias شكرا mulțumesc hvala
salamat 謝謝 Thank you Danke Hvala
ありがとう Obrigado Merci Grazie 谢谢
dank u ευχαριστώ Благодаря Děkuji
a'ciū Tack хвала Sağol تشکر از شما
Дзякуй 감사합니다 dziękuję Спасибі
paldies teşekkür ederim তোমাকে ধন্যবাদ



INTERNATIONAL
RESCUE
COMMITTEE

**Refugee School
Impact Grant
State Quarterly
Meeting**

October 3, 2018

Presented by the IRC in Phoenix



Summer Program

The IRC partnered with Lutheran Social Services and the Alhambra Elementary School District to provide a three-week summer program for middle school age refugees who have been in the United States for two years or fewer.

- 1st week - theater, school readiness social skills, and body awareness.
- 2nd week - added hip hop dance classes 😊
- 3rd week – AZ Sci Tech STEM related hands on projects.
- Total of 51 students from 5th grade to 7th grade attended
- 17 staff and volunteer participated in program.



Summer School continued..

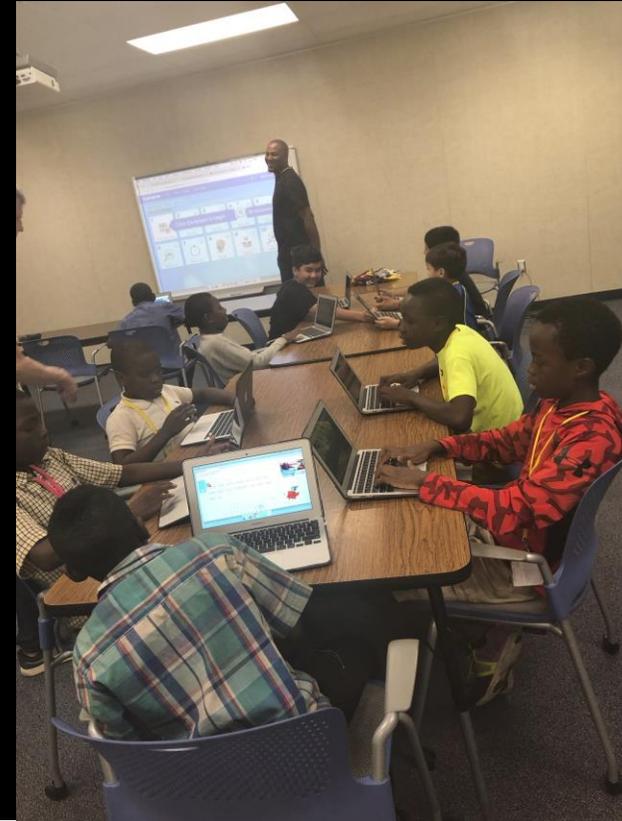
Partner Highlight!! GIRL SCOUTS!! Alhambra Resource Center!!

Within each of the 3 weeks of the summer academy AZ Cactus Pine Council worked with girl students on crafts, games, and singing activities. Girls learned to work together as a team and fight bullying. Alhambra Resource Center supported us with space and hygiene kits, sneakers, and backpacks! THANK YOU!!!



Summer School continued...

Team Jackson/Pathways worked with boys on life skills, personal hygiene, health, and computer literacy.



July Field Trips

12 students, ages five to 17, attended a field trip to the Arizona Science Center separate from the summer program's trip on July 13. 8 students, ages five to 15, attended a field trip to the Musical Instrument Museum on July 20.



Youth Career Exploration Workshops

- 18 teenagers (between ages 15-19) attended 3 workshops at Marc Atkinson Recreation Center
- Guest speakers from the STEM field
- Topics included: importance of High School completion, career interests, college planning, career readiness





Professional Development

IRC provided 3 professional development sessions during this period. A total of 85 educators took part of these trainings.

More PD sessions will be scheduled in the next few months.

New RSIG VISTA :)

Refugee Health Screening

Tresa Floyd, Client Services Coordinator



**Maricopa County
Department of Public Health**

WeArePublicHealth.org twitter.com/Maricopahealth facebook.com/MCDPH

MCDPH Refugee Health Screening Statistics

June 1, 2018 - August 31, 2018

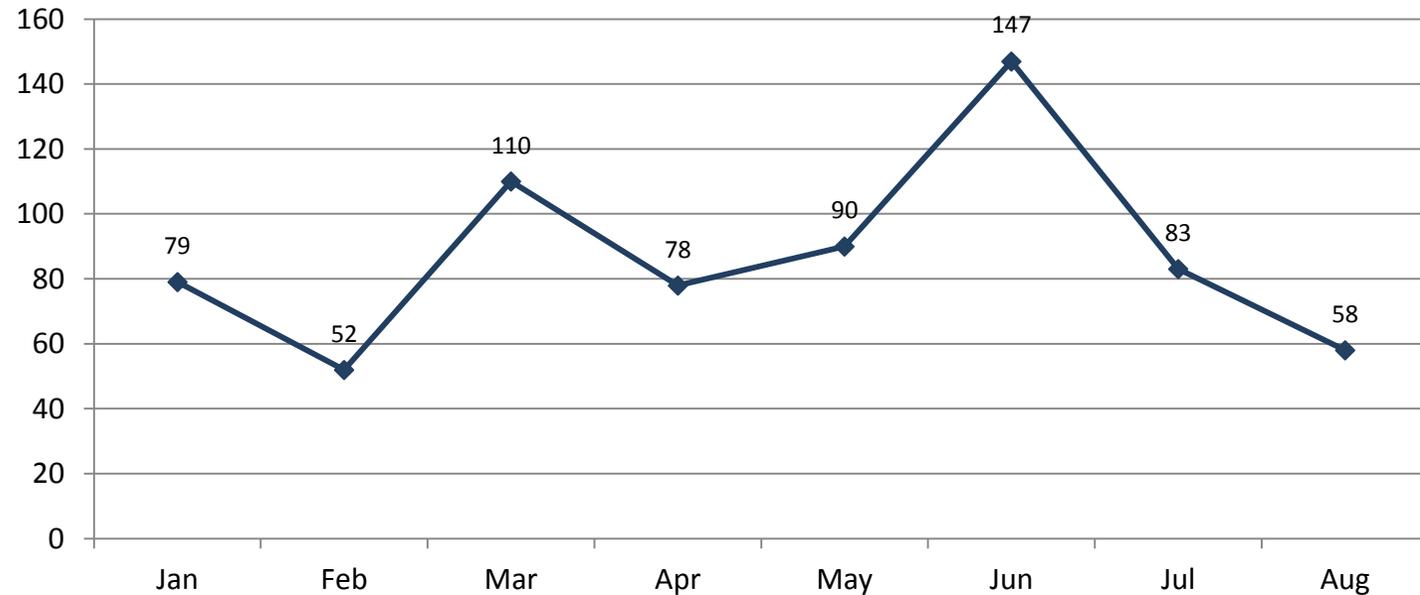


- Scheduled for Domestic Medical Examination: 292
- Completed Domestic Medical Examination: 288
- Completed within 30 Days: 88 (30%)
- Completed within 31-60 days: 152 (53%)
- Completed within 61-90 days: 34 (12%)
- Completed after 90 days: 14 (5%)

Refugee Health Screening Program Updates/Challenges



- No staffing changes
- Decrease in number of refugees screened





Unaccompanied Minor Program (UMP)

The only program in Arizona that is entrusted by the Office of Refugee and Resettlement (ORR) to provide services to Unaccompanied Refugee Minors coming from areas of conflict or who are facing persecution and were forced to flee their homeland.



Who do we serve?

- Refugee minors from: 11 countries including; Afghanistan, Burma, Burundi, Eritrea, Democratic Republic of Congo, Guatemala, Guinea, Honduras, Mexico, Ethiopia, and Somalia.
- End of September 21, 2018: 51 URM Clients (Age Range: 1 to 20 years old)
- Pending: 2 arrivals – (1) from Afghanistan (1) from Guatemala
- Emancipated as of September 21, 2018: 6 (3 voluntary)



Placements

- 29 live in Traditional Foster Homes
- ▶ 16 live in agency-assisted Independent Living apartments
- 6 Alternative Placements:
- Group Home Partner: House of Joy (5)
 - Therapeutic Foster Homes: Pathways, Inc (MOU is with MMIC), (1)



Education and Employment

Education

4 in Community Colleges

44 in High Schools/GED

2 in Elementary

1 Preschool/Daycare

Employment

11 URMS are employed on a part / full time basis

Employers: car wash, fast food restaurants, grocery stores



Training

Youth:

Mindfulness/Control of Emotion

AZ Laws/Civics

Cultural Orientation

Foster Parents:

Incident Reports

Medication Administration



Community Engagement/Recruitment

Community Service at St Vincent De Paul –October 6
Soccer Event on November 5 at Little Canyon Park

Foster Parents Recruitment Events

Parishes

Islamic Community at the Mosque in Chandler



**Our Address: 5151N 19th Avenue,
Phoenix, AZ 85015
Telephone: 602-944-1819**



RRP AmeriCorps VISTA Project

OCTOBER 2018

New VISTA Members



MyEisha Johnson
Refugee School Impact VISTA
IRC
July 2018-July 2019



Emmy Titcombe
Affordable Housing Coordinator
Lutheran Social Services of the Southwest
July 2018-July 2019



Nina Fader
Health Outreach VISTA
Catholic Charities
August 2018-August 2019



Joelle Grande
Head Start Coordinator
Catholic Charities
September 2018-September 2019



Brenda Johnson
Community Coordinator
Area Agency on Aging
September 2018-September 2019

Day of Service

Arizona Refugee Resettlement Summit

- Breakout session note takers

Beyond Flight

ARIZONA



MY HOME

Along the path of freedom lie the seeds of hope

Day of Service

9/11 Remembrance Day

- Volunteer Leaders for meal packing at St. Mary's Foodbank
- Partnered with 9/11day.org, The Outreach Program, HandsOn Greater Phoenix, and AmeriCorps Programs across the state
- One of six signature supported projects



Recruiting

- VISTA Leader
November 13, 2018-November 12, 2019
- Health Education VISTA at Refugee Women's Health Clinic
November 13, 2018-November 12, 2019



Contact Info

- Taylor Nance– RRP VISTA Leader
Tnance@azdes.gov
(602) 542-6658
- Georgia Eddy – RRP VISTA Administrator
geddy@azdes.gov
(520) 872-9008

Questions and Announcements



Faith Community Substance Abuse Roundtable

The Governor's Office of Youth, Faith and Family is hosting a faith community roundtable on substance abuse designed to engage faith traditions across Arizona. Participants will learn the latest drug trends, learn how to connect with community resources, and participate in a facilitated discussion on substance abuse.

Thursday, October 25, 2018

9:00 AM to 3:30 PM

First Christian Church
6750 North 7th Avenue
Phoenix, AZ 85013

Who Should Attend?

Pastors, Clergy, Ministry & Congregational Leaders Interested
in Combating Substance Abuse in their Communities

Seating Is Limited!

All faith traditions welcome

To register for this free event, visit
SubstanceAbuse.AZ.gov



Governor's Office
of Youth, Faith and
Family

Workshops

Refugee Youth Career Pathways

Refugee Youth Career Pathways (RYCP) - LSS SW Refugee and Immigration Services

Program Goals

- Provide skilled or professional vocational training that leads skilled employment
- Improve long-term integration and career opportunities for the refugee youth group



Program Requirements

- Age: 16-24 year-old
- Length: 1 year
- Refugee status
- DOA: <5 years
- ELT (English Language Training when necessary)
- Mentorship
- Case management

Requirements



Case Management

- Assist with identifying career pathway
- Coordinate career-related training
- Connect participants to career mentors
- Provide job readiness classes(i.e.: resume prep, mock interview)
- Provide job placement
- Follow up with mentors, training programs and clients



Client Expectations

- Attend and participate job training program
- Check in with RYCP case manager monthly
- Inform RYCP case manager any problems or changes
- Meet with your mentor, if assigned
- Participate in job readiness classes

RYCP Enrollment Process

- Attend orientation
- Initial screening with LSS-SW staff
- Commitment form (If needed)
- Career assessment
- Individual career development plan
- ELT, GED or vocational training placement



Enrollment

Available Programs



Literacy Volunteers
OF MARICOPA COUNTY, INC.

- Placement to be determined post the initial screening



Orientation with Clients and Partners

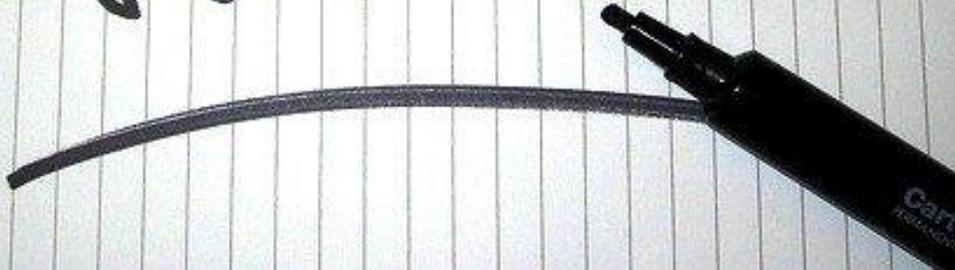
Enrollment Process



AZ Facts of Life



Questions?

A thick, curved black line underlines the word "Questions?". A black marker tip is visible at the bottom right of the image, pointing towards the underline.