



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Arizona Refugee Resettlement Quarterly Meeting

September 14, 2016



FFY 2016

Refugee Arrival Summary

Approved Refugee Placements FY 2016

Pima	1,130
Maricopa	<u>3,001</u>
Total Arrivals	4,131



Year-to-Date Arrivals • Top Five Countries

PIMA COUNTY		
Country	Total	Grand Total
DRC	323	787
Syria	187	
Somalia	145	
Iraq	73	
Burundi	59	



Year-to-Date Arrivals - Top Five Countries

MARICOPA COUNTY		
Country	Total	Grand Total
DRC	699	2,665
Cuba	655	
Syria	530	
Somalia	428	
Iraq	353	



Arizona Total Year-to-Date Arrivals

Pima	961
Maricopa	<u>3,488</u>
Total Arrivals	4,449



Standing Updates: Refugee Health

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Refugee Health Coordinator

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Standing Updates: Refugee Health

Maricopa County Refugee Health Statistics June 1, 2016 – July 31, 2016 *

- Scheduled for Domestic Medical Screening: 698
- Completed Domestic Medical Screening: 647 (93%)
- Completed within 30 Days: 647 (93%)
- Referred to Behavioral Health Services: 22

* August data is not yet available

Standing Updates: Refugee Health

Pima County Refugee Health Statistics June 1, 2016 – July 31, 2016 *

- Scheduled for Domestic Medical Screening: 183
- Completed Domestic Medical Screening: 182 (99%)
- Completed within 30 Days: 90 (49%)
- Referred to Behavioral Health Services: 15

* August data is not yet available

Behavioral Health Highlights

Behavioral Health First Aid Training

- July 29th, 2016
- 25 participants (24 case managers, 1 community representative)
- Training covered a broad range of behavioral health topics

Behavioral Health Highlights

Refugee Behavioral Health Work Session August 4th, 2016

- 120 participants (providers, case managers, ECBOs, RRP, resettlement agencies, screening clinics, etc.)
- Topics included: intro to refugee behavioral health, female genital cutting, adverse childhood experiences, trauma, survivors of torture and survivors of war, refugees with chronic illness, and access to care among Somali refugees.
- Presentations will soon be available on the Refugee Health Program website, www.azhealth.gov





Contractor Highlights – ORR Health Promotion Grant Funding

Adjustment and Social Support Groups

- Five eight-week long adjustment support groups completed
- Focus: sexual and gender-based violence, survivors of war/torture (SOW/SOT), mixed groups, and school-aged children

Training

- 11 curriculums developed (currently under evaluation for standardization within the state)

Contractor Highlights

ORR Health Promotion Grant Funding

Next steps

- Year Two groups
- Training formalization after finalization
- Expansion of training

Thank you!



Arizona Immigrant and Refugee Services

Resettlement and Employment Outcomes and Trends

Quarterly Meeting
September 14, 2016

Arrival Trends

- Target for FY 2016: $270 + 10\% = 297$
- FFY 2015 arrivals: 183
- FFY 2016 Year-to-date arrivals: 296
- 44 cases, 134 people
- Seven secondary migrants/transfers, no out-migrants and three asylum seekers



Arrival Trends

- Compared to the last report out:
 - Arrivals from Burma increased
 - No arrivals from Iran or Bhutan

Syria	27%	Central African Republic	7%
DR Congo	27%	Afghanistan	4%
Iraq	14%	Eritrea	4%
Burma	13%	Pakistan	4%



Employment Statistics

FY 2016

Assistance Type	MGP	Refugee Program (RP)		
		RCA	TANF	NC
Employable Caseload	82	19	54	6
Employed	59	3	5	1
Average Hourly Wage	\$10.47	\$9.42		
90-Day Retention		93%		
180-Day Employment	100%			

Challenges: Responses

- Employment: on-going employer identification
- Staff efficiency in a growing team: created a Coordinator position
- Capacity of new team members: staff training (ECDC national and on-line training), HIPAA and other specialized training



New Opportunities

- Expanding apartment options
- Increased donations: most apartment set-ups, 34 bikes
- Economic opportunities: exploring
- Advocacy and community mobilization
- AIRS Board expansion



Community Consultation

- Faith groups
- Agency staff: DES, Department of Health
- Glendale and Phoenix Police
- Schools
- Community organizations
- Business partners
- Financial institutions





Catholic Charities Community Services of Phoenix

Resettlement Trends

Resettlement Trends

Refugee Resettlement :

- FFY 2016 finishes September 30, 2016
- 660 refugees expected to be resettled
- “Surge” of refugees August and September:
Medical cases, attached minors included

Resettlement Trends



- FFY 2017: October 1, 2016 through September 30, 2017
- Expecting heavy arrivals to continue through October
- Continue to see arrivals from Congo, Iraq, Somalia, Afghanistan, and Syria

Resettlement Trends



Cuban Haitian Entrant Program (CHEP):

- 200 Clients anticipated for FY 2016
(January 1st 2016 –December 31st 2016)
- 189 clients received YTD
- Experiencing surge in SW Border Crossers due to large number of Cuban clients detained in South America who were recently granted passage north.

Asylees, Secondary Migrants



Walk-Ins for July 2016– Sept. 2016:

- Asylees: 0
- Secondary Migrants: 16 cases and 29 individuals from Texas, Florida, Arkansas, Nevada, California and New York
- Non-CHEP Cuban cases: 74 cases with 90 individuals

Employment Data



Assistance Type	MG	Refugee Program (RP)		
		RCA	TANF	NC
Employable Caseload	33*	125	62	22
Employed	29	85	41	16
Average Hourly Wage	\$9.80	\$10.14		
90-Day Retention		90%		
180-Day Employment	88%	*Cases that completed 180 days in Match Grant from June to August 2016		

Community Engagement: Building Relationships in Arizona

Community Support



Community Engagement: Building Relationships in Arizona



New **Refugee Ministry Volunteer Group** began working with their first family:

St. Thomas More Catholic Church

Started working **one-on-one** with a newly arrived refugee family!

The (4) month partnership will center on **job readiness, maintaining employment, and ongoing orientations about living an independent life in America!**

Community Engagement: Building Relationships in Arizona



St. Gregory Catholic Church

Donation used to purchase **bicycles, helmets, & locks**,
to help clients gain and maintain employment!



Community Engagement: Building Relationships in Arizona



Ongoing Refugee Ministry Volunteer Group:

Notre Dame High School “Women of the Word and Works of Mercy”

Continues to sponsor a new family every month

- Furniture for families of 4 or 5
- New beds for the family
- Household items



Community Engagement: Building Relationships in Arizona



Church of Jesus Christ of Later Day Saints (L.D.S)

- August 27, 2016
- Large Donation of Hygiene & Household Items For New Arrivals!



Community Engagement: Building Relationships in Arizona



Investing in Human Capital & a Culture of Philanthropy

Proud to be working with graduate students from the following universities:

- Arizona State University
- Northern Arizona University
- University of Phoenix
- The University of New England
- Our Lady of the Lake University-Texas





INTERNATIONAL
RESCUE
COMMITTEE

Quarterly Meeting

IRC PHOENIX

Reporting Period: June - August 2016

Arrivals FY 2016

Reception & Placement (1,241 individuals)

FY2016 1st TRIMESTER	FY2016 2nd TRIMESTER	FY2016 JUNE – AUG. ARRIVALS	FY2016 SEPT. ARRIVALS
98 Cases (244 individuals)	132 Cases (402 Individuals)	153 Cases (528 Individuals)	38 Cases (67 Individuals)
3 SIV Cases (8 Individuals)	3 SIV Cases (13 Individuals)	0 SIV Cases (0 Individuals)	0 SIV Cases (0 Individuals)

Arrival Trends

FY 2016 Walk-in Cases

JUNE – AUGUST 2016

Secondary Migrants	9 Cases (16 Individuals)
Asylees	4 Cases (6 Individuals)
Parolees	0 Cases (0 Individuals)

Top Five Arrival Groups

- Syrian
- Somali
- Congolese
- Iraqi
- Burmese

Trends

- Arrivals remain high
- Large families
- Congolese remained steady
- Arrivals with high medical needs

Employment Outcomes

June – August 2016

- 112 job placements
- 64 State-funded (RSS/TAG-F/TAG-D) gained employment
- Average Hourly Wage – \$9.39
- 95% of companies that hired offer medical benefits

Resettlement Challenges

- High resettlement numbers for remaining FY
- Increase & fluctuating rental rates
- Electric not included (extra cost & training)
- Rental insurance required by some complexes
- Families with children - immunizations for school enrollment
- School enrollments (80 in August)

Successes

- Improved availability of 3-4 bedroom units
- New apartment complexes reaching out to us
- City of Phoenix Section 8 applications (50)
- Medical provider partnerships

Intensive Case Management (ICM)

- Serves individuals that exhibit significant barriers to wellbeing and self-sufficiency: medical, mental health, single parent, elderly, gender-based violence.
- Provide case management and services for up to 1 year.

Month	Enrollments
June	14
July	16
August	24

Intensive Case Management (ICM)

Enrollment & Trends:

- 54/165 enrolled during this quarter
- Presenting issues overwhelmingly medical
- 80% exhibit medical needs; 19% single parents; 15% elderly
- Rely heavily on community partners across sectors to address clients' specific needs

Health Programs

- Bridges to Safety – Domestic Violence Screening
- Training to over 200 community medical and mental health providers.
- Pathways to Wellness – Five groups conducted at schools and at the IRC office. Focused on adjustment support for teens, victims of human trafficking, and survivors of torture.

Health Programs

- Syrian Health Initiative – RHS15 screening for Syrian arrivals
- Partnering with community for Gender Based Violence and Female Genital Cutting initiatives

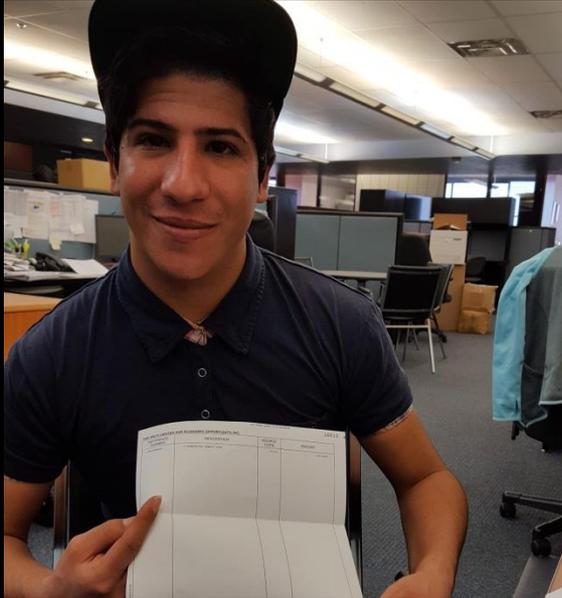
Credit Building Loans

Goal: Build Personal Credit History

Steps:

- Complete Financial Education Training
- Receive loan (\$100-\$300)
- Pay loan

(Six loans in this period)



Micro-enterprise Program

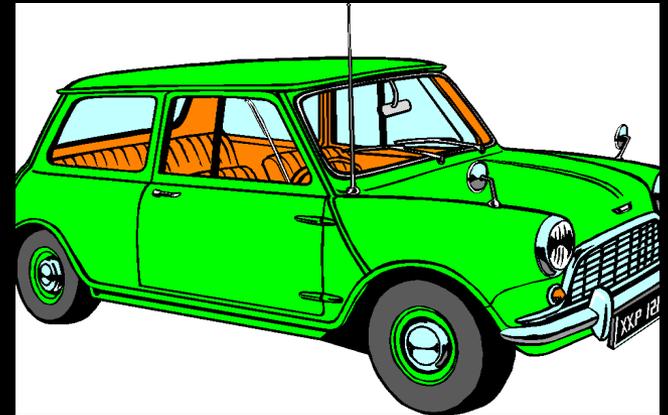
Provides start-up loans to new entrepreneurs. Creates jobs and a path to self-sufficiency.

- During this reporting period, five new businesses started totaling \$41,500
- Year-to-date the program funded 18 start-ups totaling \$126,000



Car Loans to Newly Employed Refugees

- Up to \$8,000 if qualified
- Interest rate 9% with auto withdraw
- Max term 48 months
- Success Story:
29.9% to 9% interest rate



Individual Development Accounts (IDA)

Savings Program

- Car Loans
- Home Loans

Interpreter Services

- Providing 45+ languages of lesser diffusion to the community
- Forefront of language services for trained interpreters for difficult to find languages, such as Rohingya
- Averaging over 1000 hours of interpreter use per month
- Partnerships for services in Maricopa County and State of Arizona

Immigration and Citizenship

- Organizing over 16 citizenship classes and providing instruction to over 200 eligible students
- Completed over 500 naturalization applications
- Outreach to civic leaders and foreign ambassadors for group immigration processing and Affidavit of Relations for Central American Minor Program

IRC Hosted Community Events

- In June IRC partnered with **LUSH Cosmetics** and customers wrote thousands of welcome postcards which were placed in the homes of new arrivals.
- On June 17, IRC hosted a community appreciation event at **DeSoto Market** to celebrate WRD.
- On June 20, IRC hosted **11 Portuguese professionals** working with immigrants and refugees through the State Department and discussed refugee resettlement in AZ – best practices & challenges.



IRC Hosted Community Events

- On June 24, IRC staff met with the **Guatemalan consulate** to discuss immigration and human trafficking. IRC has increased outreach to Hispanic media about CAM and immigration services.
- On July 15, IRC hosted a group of 50 young African leaders through the **Mandela Fellowship Program** and ASU for an all day series of workshops on refugee resettlement.



Refugee Focus - Phoenix

Resettlement and Employment Trends

September 14, 2016



Arrival Trends

Refugee Arrivals

June 1, 2016 - August 31, 2016:	418
PRM approved refugee arrivals:	920
October 1, 2015 - August 31, 2016:	843 (91.63%)
▪ Cuban Parolees:	2
▪ Secondary Migrants:	5
▪ Asylees:	2



Arrival Trends

Demographics:

Arrived

Iraqi, Syrian, Congolese, Somali, Eritrean, Burmese, Bhutanese, Cuban , and SIV (Iraq, Afghanistan).

Assured

Congolese, Somali, Cuban, Iraqi, Eritrean, Burmese, Syrian, SIV (Afghanistan)and Iranians.





RF Phoenix Employment Statistics

March 1, 2016 – June 30, 2016

Assistance Type	MGP	Refugee Program (RP)		
		RCA	TANF	NC
Employable Caseload	186	29	32	11
Employed	105	13	7	5
Average Hourly Wage	\$9.05	\$8.69		
90-Day Retention		93%		
180-Day Employment	81%			



Employment Trends

130 Job Placements

MGP:	105
RCA:	13
TANF:	7
NO CASH:	5

Hospitality

Manufacturing (includes construction, large scale food prep)

Retail

Security and Customer service

Others (includes janitorial, medical assistant)



Program Highlights



Volunteers: 48 active during June 2016

Interns: 3 (2 full time and 1 part time)

Placements:

- ELT tutor
- Computer tutor
- Child Services Assistant
- Immigration support
- Women's Empowerment Program Assistant
- Volunteer Class Instructors*
- One-on-one public transit volunteers
- Field trip coordinators
- Interpreters
- Mentors
- The Mission Continues Post 9/11 Veteran Fellowship

*Cultural orientations, tenant trainings, public transit training, health and safety classes, child safety training

Congregational Support

- Approximately 15 families were sponsored by 14 churches during this quarter.



Women's Empowerment Program (WEP)

- New Class: Leadership Development
- Training: Child Care Providers, Direct Care Worker, Kith & Kin
- Monthly health and nutrition classes
- Ongoing sewing and computer classes
- Number of women in WEP continues to increase



Children's Services

- 76 school enrollments from June – August
- 139+ summer school enrollments
- Through the Refugee School Impact Grant and Lord of Life Grant RF was able to provide 159 students with backpacks containing uniforms, supplies and shoes



Children's Summer Program

Small Groups and Sports



English Language Training (ELT) Program

Maricopa County

June - August, 2016



ELT for Employable Refugees

Refugee Focus provides ELT to refugees and other eligible beneficiaries to improve their ability to obtain and retain gainful employment by demonstrating general English language ability, listening comprehension, oral communication, reading, and writing.

ELT Program Data

- A total of 632 students attended classes between June - August, 2016.
- Classes that match the diverse educational needs of the learners include:
 - Pre-literate/Basic
 - Beginning
 - Intermediate

ELT is designed to help refugees with English language acquisition through:

Ten Classes:

- Five classes at Refugee Focus
- Three classes at International Rescue Committee
- Two classes at Harold Smith School
- Class locations are easily accessible or are provided along bus routes.
- Classes focus on both “survival English” and also vocational English.

ELT Initiatives

- To provide additional academic support in the form of individual and small group tutoring for learners entering the program with limited or no literacy (approximately 30 percent of program currently)
- To enhance ELT program offerings through stand-alone vocational modules and family literacy programming
- To provide comprehensive welcome to ELT program



INTERNATIONAL
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Refugee School Impact Grant
Phoenix Quarterly Meeting
September 14, 2016



June 2016 – August 2016

395 children were enrolled in Metro Phoenix public schools

5 summer **volunteers and interns** at IRC provided over 576.50 hours of service valued at over \$13K

25 schools being impacted by refugee student enrollment including new school districts – Paradise Valley Unified School District and Mesa Public Schools

331 people participated in school orientation at IRC

79 parents participated in parent workshops and meetings

181 teachers and community partners received professional development training including over 165 school professionals across 21 schools

New Students and Schools

395 students
enrolled in Metro
Phoenix Schools

Schools with most enrollments:

- Westwood Primary
- Simpson Middle
- Central High
- Paradise Valley High
- Palomino Primary
- Palomino Intermediate
- Montebello
- Alta Vista
- Desert Spirit
- Landmark
- Desert Garden
- Sonoran Science Academy

Volunteer and Intern Support - Girl Scouts

- 15 girls from Rwanda, Democratic Republic of Congo, Syria, and Burma
- Activities included: bracelet making, no-oven cooking, and tie-dying shirts. Girls also created vision books about their goals in life. At the end of that project, they discussed how they could make their dreams a reality.



Arizona Science Center Field Trip with the Somali American United Council

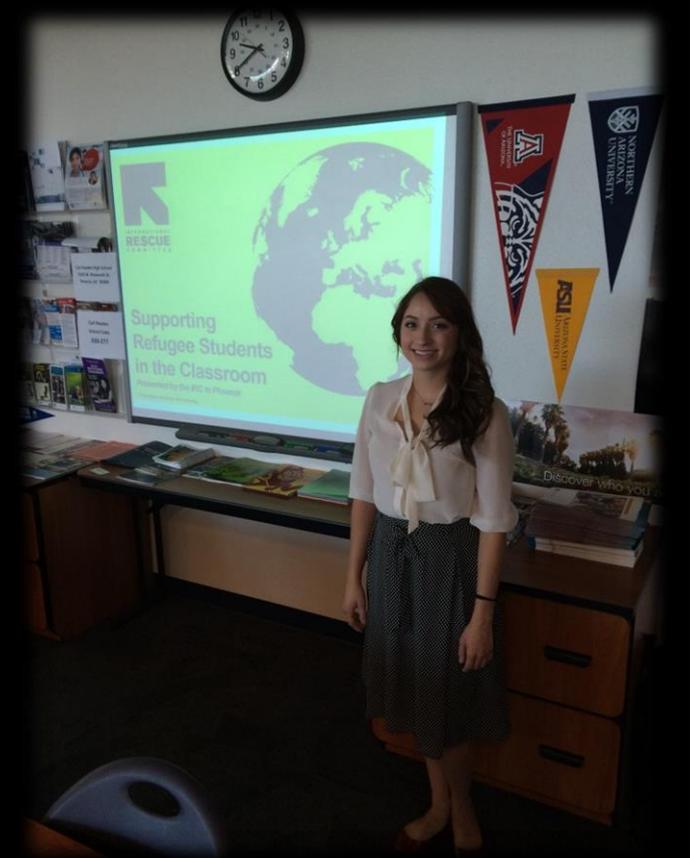


Professional Development

Training for working with refugee students:

- Girl Scouts: 16 staff members
- GUHSD: 18 teachers and staff
- IESD: 68 new teachers
- PESD: 59 teachers and staff
- Sonoran Science Academy: 20 teachers and staff

Training provided to 181 people across 21 schools and one organization



Refugee Focus Summer Programs

Glendale Elementary School District (1st – 8th Grade) : 120 students

Harold Smith

Desert Garden

Desert Spirit

Isaac Elementary School District (1st – 8th Grade): 30 students

Joseph Zito

Alhambra Elementary School District (3rd – 4th Grade): 15 students

Westwood

Simpson



Swim Program – Boys & Girls Clubs and Pitchfork Aquatics





Area Agency on Aging, Region One
Elder Refugee Program

Andria Cubero- Program Specialist

Major Concerns for Elderly Refugees

- 1) Inability to learn English to pass citizenship test to preserve SSI benefits
- 2) Health problems (PTSD, depression, age-related)
- 3) Inability to navigate health care system
- 4) Isolation, inability to adapt to changes- rapid assimilation of younger family members
- 5) Lack of transportation and family support



Our Program

Case Management

- About 500 clients, speaking a total of 18 languages
- 3.75 full-time case managers speaking ten languages, combined
- Assistance applying for SNAP, long-term care, disability, senior HUD housing, SSI
- Help with immigration issues
- Referrals to mainstream aging services

Our Program

Mosaic Center

- Congregate meals, educational activities, health literacy
- Pre-literacy and Citizenship Program



Pre-Literacy and Citizenship Program

- 84% of caseload is at preliterate level
 - 159 clients currently enrolled
 - 238 on waitlist
 - Eight classes held at five different locations around Phoenix
- (six preliterate level, one “High Beginners”, one citizenship)



Results



FY 2013 – FY 2014: 21 clients became citizens

FY 2014 – FY 2015: 44 clients became citizens

FY 2015 – FY 2016: 52 clients became citizens



Unaccompanied Refugee Minor Program (URMP)

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.

Numbers

- ▶ 2015-2016 Arrivals: 23 URM Clients (4 with SIJS or Trafficking Visas)
- ▶ Currently serving 49 URM Clients (Seven to 20 years old)
- ▶ Country of Origin: 14 countries from three continents
 - ▶▶ Afghanistan, Bhutan, Burma, Burundi, D.R. Congo, EL Salvador, Eritrea, Guatemala, Honduras, Liberia, Mexico, Rwanda, Somalia, and South Sudan.

Placements

- ▶ 21 live in traditional foster homes
- ▶ 24 live in agency-assisted Independent Living apartments
- ▶ Four alternative placements: one group home, one residential treatment center, three therapeutic foster homes

Education and Employment

Education

- ▶ Three in ASU, NAU, & GCU
- ▶ Two in Community Colleges as of 5/30
- ▶ 31 in high schools
- ▶ Two in middle schools
- ▶ Three in elementary schools

Employment

- ▶ 18 URMS are employed on a part / full time basis
- ▶ Employers: Amazon, goodwill, fast food restaurants, airport, care givers, and child care centers.

Education and Employment

Education

- ▶ Three in ASU, NAU, & GCU
- ▶ Two in Community Colleges as of 5/30
- ▶ 31 in high schools
- ▶ Two in middle schools
- ▶ Three in elementary schools

Employment

- ▶ 18 URMS are employed on a part/full-time basis.
- ▶ Employers: Amazon, Goodwill, fast food restaurants, airport, care givers, and child care centers.

High School Graduations!

- ▶ Four current clients & one emancipated client
- ▶ Three graduated from Central High School
- ▶ One graduated from Centennial High School
- ▶ One graduated from AZCYR's High School (AZ Call-A-Teen Youth Resources Inc.)

College Graduations!

- ▶ One emancipated client graduated from Grand Canyon University with a Bachelors in Science and is now a Registered Nurse.
- ▶ One emancipated client graduated from Arizona State University with a Bachelors degree
- ▶ One client received her AA from Glendale Community College

Training

▶ Youth Trainings

- ▶▶ Internet Safety
- ▶▶ Substance Abuse
- ▶▶ Healthy Relationships
- ▶▶ Life Skills
- ▶▶ Preventing Sexual Harassment

▶ Parent Training

- ▶▶ Title 21: Prudent & Reasonable Parenting Standards
- ▶▶ Preventing Sexual Harassment

Training (Cont'd)

▶ Independent Living (IL) Training

- ▶▶ Nine clients completed IL classes this summer.

▶ JAG – Jobs for Arizona Graduates:

- ▶▶ Partnership with the City of Phoenix – Nine clients completed the ten-week course and are set to graduate on Oct 7, 2016.

Community Service Events & Activities



- ▶ Community Services

 - ▶▶ Every Quarter

- ▶ Activities

 - ▶▶ Movie Nights & Art Nights for Clients

NEW AMERICAN COMMUNITY INC



A Cooperative Corporation (Consortium) to
provide resources in the New American
Community by fulfilling community needs.

Membership



- ☞ Membership is open to both organizations and individuals.
- ☞ Membership is open to all who agree to NAC's purpose and laws, regardless of race and gender, and all members shall have equal rights, unless otherwise stated in the articles and bylaws.
- ☞ Colored brochures will be distributed shortly, displaying membership information and upcoming NAC activities for the community and potential new members.
- ☞ Membership fees will be: \$250 per organization & \$120 per individual per year.

New American Community, Inc.

BOARD OF DIRECTORS:



☞ President: Dr. Mohamed Ali Abukar

☞ Vice President: Abdi Aden Abdi

☞ Secretary: Fatema Alharbi

☞ Treasurer: Sadiki Ikyebwe

☞ Board Member: Tika Sapkota

☞ Board Member: Basam Salman



Community Development Initiative



- ❧ The NAC will be bringing together the New American Communities through targeted, empowerment, entrepreneurship and community development initiatives.

- ❧ This increases:
 - ❧ Healthy and stable families and communities
 - ❧ Engaged and active community participation
 - ❧ Social and economic well-being
 - ❧ Microenterprise and small business growth
 - ❧ Decreased or no welfare recipient
 - ❧ Increased safety in low-income areas

...and creates a more vibrant Arizona!

NAC, Inc's Current Initiatives



- ❧ At the present NAC is temporarily headquartered at the SAUC's center.
- ❧ Empowering and strengthening refugee ethnic based organizations (MAAs) both in Pima & Maricopa Counties.
- ❧ Creating an organizational website, promoting NAC cooperative and program activities; including information regarding empowerment and vocational training for New Americans.

NAC, Inc's Current Initiatives



- ❧ Identifying volunteer caseworkers from the ECBOs/MAAs (Members), to begin programming related to empowerment and vocational training for New Americans in both Phoenix and Tucson to obtain necessary skills to be successful.
- ❧ Developing NAC business plan, working with RRP, ASU/SSW and WTAP.
- ❧ Building community partnerships in the mainstream & considering potential business locations (warehouse type) with large training space and second store.

Sustainability



After the initial influx of required start-up funds NAC will achieve self-sustainability through:

- ❧ Membership dues
- ❧ Individual leasing fees
- ❧ Sales of goods and promotional materials
- ❧ Grants and donations

Empowerment & Resource Center



- ❧ Our Immediate plan is to establish an Empowerment & Resource Center to enable refugees to gain more confidence and take the path toward achieving stability and self-sufficiency.
- ❧ The Empowerment & Resource Center, will be a place where New Americans, and other members of the community, can obtain vocational/educational training and professional skills.

Empowerment & Resource Center



❧ The NAC's Empowerment & Resource Center will also assist refugees to gain knowledge and skills in: life skills, viable work skills, work habits, leadership, teamwork, time management, problem solving and conflict resolution, attendance and tardy policies, American laws and culture, and entrepreneurship for self-sufficiency.

OUTCOMES



- ❧ We are certainly moving toward success and in the meantime we recognize that there is much more to do and many challenges to face.
- ❧ The empowered New Americans will be ready to take fundamental responsibility to engage in the development of Social Entrepreneurship by promoting sustainable values, identifying proper business models and creating a cultural and linguistic support network that can immensely benefit the New Americans.