

# Tri-Cities World Relief Richland

## Refugee Orientation Guidelines

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| 1. | <b>Refugee Information:</b><br>Name of PA _____ Case # _____<br>Case Size: _____ Date of Arrival : _____ Date of Orientation: _____  |  |
| 2. | <b>Welcome and Introduction:</b><br><input type="checkbox"/> Name of Caseworker <input type="checkbox"/> Describe World Relief   |  |
| 3. | <b>Role of World Relief and Sponsor:</b><br><input type="checkbox"/> Contact with the office: <input type="checkbox"/> 2 Home Visits within 30 days <input type="checkbox"/> 90 Day Contact or Visit if they have moved (could be sooner than 90 days if closing the case before 90 days)<br><input type="checkbox"/> Explain it is the responsibility of World Relief to provide or be sure the U.S. Tie or a volunteer has provided the Core Services: Go over the services provided for the first 30 days, home orientation, personal needs, food, housing.<br><input type="checkbox"/> Does the client need shoes or clothing? If so, make this a priority.<br><input type="checkbox"/> Volunteers are not paid. They will help as much as possible. It means a lot to them when you express thanks.   |  |
| 4. | <b>Notes:</b><br><input type="checkbox"/> I.N. S. Status: <input type="checkbox"/> Importance of I-94 Card – Don't lose it <input type="checkbox"/> 10 days to report Address Change to CIS-this is a legal responsibility!!<br><input type="checkbox"/> Give a copy of AR-11 to help family remember this<br><input type="checkbox"/> Possibilities of Family Reunification - If they have a spouse or minor child left behind, they must talk to a WR Immigration staff person (Karolyn). Although the WR staff person may help, it is the refugee's responsibility to follow up on this, not the World Relief staff person. Applications for spouses or minor children must be filed within two years of arrival and can only be filed by the Principal Applicant of the case.<br><input type="checkbox"/> Residency after one year (immunization appointment must be done before one year to receive the services for free). Contact the office at 11 months if you haven't heard from us on this.<br><input type="checkbox"/> Travel restrictions as a refugee – You should not leave the U.S. without seeing an Immigration attorney or representative. You should not even go to Canada without seeing an Immigration attorney or representative. Generally, it is best not to leave the U.S. until you are U.S. Citizen. There are Refugee Travel Documents available if you must travel. You must get legal help with this.<br><input type="checkbox"/> Citizenship after five years<br><input type="checkbox"/> Most immigration services are not part of the resettlement program and are provided for a nominal fee. We will help you if we can, or we will refer you to an attorney. It is our decision after looking at your situation. There may be a waiting list for immigration help.<br><input type="checkbox"/> If you have any kind of police record, World Relief will probably need to refer you to an attorney. This can be a helpful motivator to follow the law. |  |

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| 5. | <p><b>I. O. M. Travel Loan:</b> _____ Letter to begin payment will be sent within 3 months.</p> <p>_____ Mail check or money order in the envelop provided (No cash)</p> <p>_____ If not able to pay full amount, advise the office and send what they can.</p> <p>_____ It is important to pay this on time to build a good credit history in case you need a car or house loan in the future.</p> <p>_____ Make sure to update World Relief with your address when you move if you are still paying off your travel loan. You can do this on the travel loan receipt that you send in each month.</p>  |  |
| 6. | <p><b>Social Security:</b> _____ Make sure you get a receipt when you apply. Your Social Security number is personal. Do not allow anyone to use your card. If your card is lost, report to the Social Security office immediately. You must use your Social Security card when looking for a job, applying for credit, opening an account in the bank, etc.</p>   |  |
| 7. | <p><b>Community Orientation:</b></p> <p>_____ Review police, fire, emergency services –Special Emphasis on 911</p> <p><b>There is no charge for calling for police help.</b></p> <p>_____ Domestic Abuse will not be tolerated; victims may call 911</p> <p>Staying busy may help avoid some frustration. If you are sitting around the house bored, you may be inviting problems. Here are some ideas: Practice taking the bus to different places. Go to the library to use the computer or study English. Go for a walk. Take turns watching the kids so that you can give your husband/wife a break.</p> <p>_____ Do not leave your children alone or with anyone besides a professional teacher or child care worker.</p> <p>_____ Public Services/Facilities – World Relief can help with bus orientation</p> <p>_____ Information on shopping, churches, mosque, temple etc.</p> <p>Make sure the client knows how to get to or has transportation to get to Win Co or another food store and to a discount department store like Wal-Mart.</p> <p>If you need our help, we will help you find the place of worship of your choice. The Tri-Cities has churches, mosques and temples. World Relief staff and volunteers provide services to everyone equally regardless of their religious views. You should never feel any pressure to visit any religious place or political event. You are free to go wherever you would like.</p> <p>_____ Driver's License: Give instruction as to how to obtain. Testing/Interpreter possibilities are different for different languages– Don't drive illegally!!! Make sure you have insurance. Multiple traffic/registration/license violations could be a problem when you want to become a citizen. You might have the extra expense of needing to see an attorney.</p> <p>_____ Car Seat Laws: rear facing seat to 20 pounds or 1 year, front facing seat to 40 pounds or 4 years, booster seat to 4 feet 9 inches tall or 8 years.</p> <p>_____ You must wear a seat belt anytime you are riding or driving in a car.</p> <p>_____ World Relief is involved in an energy assistance program. People can sign up and we help as many people as possible. This usually starts in January. New refugees that</p> |  |

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|    | <p>don't have jobs usually receive priority status. Otherwise, it is first come, first served.</p>  |  |
| 8. | <p><b>Medical Care:</b></p> <p>___ Physical – Schedule of refugee for the physical exam and vaccination at the Pasco Health Department within 30 days of arrival.</p> <p>___ World Relief doesn't have an ongoing medical case management or transportation service for most new refugees. We will make sure you get to your health screening and help you learn how to get to your first appointments. There may be transportation available through People for People for those who are physically unable to take the bus or for appointments out of town.</p> <p>___ We want to know if you are having problems getting an interpreter at your appointments.</p> <p>___ Be aware that some dental care and medical care may not be covered under your medical coupon. Always ask before the procedure. The medical services card is not covering adult dental except for emergency extractions. Eye exams are covered for everyone, but glasses are not covered for adults. Things that are covered may change without notice from World Relief.</p> <p>___ If you can't understand non-emergency medical paperwork you get in the mail, you can try to ask a friend that speaks English or you can check with World Relief. Please do your best to check with friends first since we don't have a medical case manager for most people. If the paperwork is from Miramar, you can also go back to Miramar and ask about them, and they can use a phone interpreter to help you.</p> <p>___ It is very difficult to find doctors and dentists that will work with refugees. Please be very respectful of the doctors and dentists at all times. Please be very careful to be early to your appointments. If you can't go, please have an English speaking friend call them ahead of the appointment to tell them. If you miss appointments, the doctor or dentist can decide to not see you again. You might make it very difficult to get health care for yourself or refugees arriving in the future if you allow that to happen.</p> <p>___ Warn new arrivals against environmental hazards including lead paint chips and dust, such as from the friction between a window or door and its frame, especially in housing built before 1978. Lead paint can taste like candy to children, so parents need to watch them carefully.</p> <p>___ Alert parents that eating soil, part of some cultures and common at certain ages, increases risks for lead exposure.</p> <p>___ Lead testing is recommended for any child who might be at risk.</p> <p>___ Many refugees have some of the following feelings:</p> <ol style="list-style-type: none"><li>1. <u>Excitement</u> about coming to the U.S. It might feel like a Holiday or other special time.</li><li>2. This can be followed by feeling <u>sad or homesick</u> because you miss things from your previous home like your friends and familiar surroundings and you feel overwhelmed by how different things are in the United States.</li><li>3. The next step could be <u>dissatisfaction</u> with life here in the United States as you realize that life as a new refugee is not always easy and has many challenges that will take hard work to overcome (English, getting out of entry level jobs, transportation,</li></ol> |  |

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|    | <p>housing).</p> <p>4. The final step is often <b>Contentment</b>. We want to encourage you that the feelings of sadness and dissatisfaction will not last forever. As you learn English and work hard to build a better life for you and your family, you will start to feel better about your life and the choices and opportunities available for you and your family.</p> <p>We share these things to give you ideas as to what you might feel. Everyone is different, but we want you to know that your feelings of homesickness and dissatisfaction have been felt by many new refugees.</p> <p>_____ Although it is normal for new refugees to have these feelings of sadness and dissatisfaction, we don't want to confuse the normal resettlement feelings with depression or other problems.</p> <p>If you are struggling with depression or are having problems because of things that happened to you in the past, it might be good for you to see a counselor. It's very likely that this would be covered by your medical coupon. It's important for you to know that it is a good thing to get help for depression or other problems. We will respect you for being willing to get help.</p> <p>_____ You can mention your desire to see a counselor to World Relief or to your medical doctor.</p> <p>_____ If you or someone in your family is feeling suicidal, please seek immediate medical help.</p> <p>_____ Most new refugees feel frustrated with the services World Relief provides at some point during the resettlement process. We know that we make mistakes and we know we can not meet all your needs. We are doing the best we can with what we have. Please remember that even if you are frustrated, you cannot yell at staff in the World Relief office or any other office. If a person yells or in other ways shows anger that appears to be dangerous, the police will be called to escort that person out of the building.</p> |  |
| 9. | <p><b>Employment:</b></p> <p>_____ Anyone between ages of 18 and 65, who is not sick or disabled, is required to work. The requirement to start work as soon as possible is a government rule. It is not something that was made up by this office. Although there may have been in the past, there is currently not a special time to just learn English except while you are waiting for your Social Security card. Although it is difficult, you will need to go to English classes before or after work.</p> <p>_____ Things to remember about employment in the United States:</p> <ol style="list-style-type: none"><li>1. You need to be on time every day</li><li>2. You must call your boss if you are going to be late or if you are sick or there is an emergency</li><li>3. You need to give your boss as much notice as possible when you need time off</li><li>4. Always remember that the way you work will affect your future. When you go to find a better job, the place where you are applying will probably call your former bosses and ask about your performance. It may be tempting to just walk out of a</li></ol>  |  |

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|     | <p><b>difficult job, but it will be bad for your future employment goals.</b></p> <p>5. It is normal to want to get a better job. Americans also usually start with the difficult jobs and work their way up to better jobs. Even so, you need to give your boss as much notice as possible when you find a new job. Two weeks notice is best.</p> <p>6. In the United States' culture, you should try to stay busy on your job. It's usually not a good idea to spend a lot of time talking to your coworkers unless it is part of your work or you are on a break or you have been told that it is okay to talk while you are working.</p> <p>7. Bosses usually like people who will work hard, try to learn new things and who will ask for more work when they are finished with what they are doing.</p> <p>8. Almost all refugees start with entry level jobs like construction, dishwashing, meat cutting, cleaning or stocking shelves. This is even the case for doctors and other highly skilled and educated people if they don't speak English. Your ticket to a better future is to study English.</p> <p>_____ Hygiene is very important for success. Everyone is expected to shower and put on deodorant every day. We tell this to all new families. We would rather tell you this now instead of having your boss call us or your co-workers avoid you.</p> <p>_____ Fill out employment plan for each employable person. Explain that Refugee cases are usually referred to World Relief for ESL and Job Search Assistance by DSHS. They will have separate appointments with these departments of our office to test their English and get them started with ESL classes and looking for work after they get Social Security cards. They will probably be required by DSHS to come to our ESL classes, but we would be happy for them to also attend classes at CBC, the Agape Center, the Sudanese Community Center or West Side Church when it doesn't conflict with our class times. While they are waiting for Social Security Cards and their first job, it is a good idea to go to as many classes as possible. It helps them to not only learn more English, but also to stay busy and to avoid problems that can develop if they are sitting around bored at home too much.</p> <p>_____ Newspapers, friends and relatives are all good ways to find jobs</p> |  |
| 10. | <p><b>Education:</b></p> <p>_____ The importance of learning English (this was explained previously)</p> <p>_____ All children between the ages of 5 – 17 must register for school</p> <p>_____ Documents for school registration</p> <ul style="list-style-type: none"> <li>_____ Vaccination Card</li> <li>_____ Medical Examination</li> <li>_____ I-94</li> </ul>  |  |
| 11. | <p><b>Budgeting &amp; Finances</b></p> <p><b>Explanation Regarding State Refugee Assistance:</b></p> <p>_____ Explain Cash Assistance (TANF, RCA) Food Stamps, Medical</p> <p>TANF is Temporary Assistance for Needy Families. It is for families that have children under 18 years old. This doesn't end as long as you follow DSHS' participation requirements (this usually means going to English classes, looking for work and being willing to take a job when it is offered).</p> <p>RCA is Refugee Cash Assistance. This is for adults that don't have children. This cash</p>   |  |

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| <p>is only for the first seven months after the arrival month. The same rules regarding participate apply.</p> <p>___ You must inform the welfare office of any employment. Your cash grant will be lowered by fifty cents for every dollar you are earning. If you are expected to earn more than double your cash grant, your cash grant will be stopped. If you get extra money after you started working, you will be expected to pay it back.</p> <p>___ When you get a job, the government expects you to use the money from your paycheck to help pay your rent, electricity and other expenses. Your paycheck is not extra money. Since you will no longer be getting government money or will get less government money, you should wait to make sure you have enough money to pay all your rent and utilities before you spend it on extra things or send it back to your family.</p> <p>___ Explanation of SSI (If Applicable)</p> <p><b>Understanding Your Budget:</b></p> <p><b>Food:</b></p> <p>What is the monthly amount of food stamps? ___ Divide this monthly amount of food stamps by 4.5. ___</p> <p>This means you have approximately ___ dollars per week that you can spend on food.</p> <p><b>List Your Income:</b></p> <p>DSHS:</p> <p>Other:</p> <p><b>Total Income:</b></p> <p><b>List Your Expenses:</b></p> <p>Rent:</p> <p>Electric:</p> <p>Bus Pass if not on TANF:</p> <p>Pocket Money:</p> <p>Other:</p> <p><b>Total Expenses:</b></p> <p>___ It is very difficult to live on this budget, but you must be very careful with your money and spend it wisely. You cannot send money to other people until you have a job and have paid your basic bills and have money left over. This is often the hardest time financially. You will make more money working than on Welfare. This is why you should take the first job possible.</p> <p>___ World Relief will not spend money on extra things like a TV or computer, and you should not either until you are working. If we get these items donated, we will</p> |
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|     | <b>pass them on to the new families.</b>   |  |
| 12. | <p><b>Housing: Discuss Housing Needs</b></p> <p>____ Short term arrangements with U.S. Tie</p> <p>____ Even month to month leases require 20 days notice In Writing before the end of the month</p> <p>____ You will be billed if you leave and still owe money or the apartment is dirty or damaged. You are responsible to ask the landlord to walk through the apartment with you to give you the chance to clean or fix anything that is a problem. If you just give them the keys, you are leaving it up to them to decide and you have no way to argue against an unfair charge. This is because they will have had things re-cleaned or fixed by the time you get the final bill in the mail.</p> <p>____ Long term plans for permanent housing/explain security deposit</p> <p>____ People are often stuck paying rent for two places when they get Brentwood or Public Housing. This is because these income based apartments require a decision almost immediately when your name comes up on the waiting list. This means that you must start paying rent for the new apartment and still give the required notice to the apartment where you are living. Income based housing is usually very helpful in the long run, but refugees need to make sure they have some money available for the transition.</p> <p>____ Make sure to supervise your children in swimming pools.</p> <p>____ Care of apartment &amp; respect for neighbors. Keep it clean. Be quiet before 9 and after 9.</p> <p>____ Are there any problems with the apartment right now?</p> <p>____ Explain that State ID is often needed for phone. Sometimes we have to wait for enough documents to get a state ID. We have had some success with EAD's and can try that as well for the id verification.</p> <p>____ Lifeline discounted phone service often takes a couple of months to start. This means there will be a connection fee and higher monthly bill until the Lifeline starts. This is the refugee's responsibility. The first bill can be around 100 because it includes the existing month and the next month plus the connections fees. Subsequent bills are usually between 35-40 dollars until Lifeline starts. If Lifeline is approved, there is a credit of the connection fee and some of the monthly fees, but it still must be paid until the Lifeline is approved.</p> <p>____ Show the housing informational brochures</p> <p>____ Make sure to give a demonstration of the smoke alarm if they haven't already been shown this.</p> <p>____ Explain that any brochures we give them about housing or any subject are helpful, but they are general information. Readers should realize that their situation may be different than what is explained in the brochure.</p> |  |
| 13. | <p>Selective Service Registration:</p> <p>____ Register all males between the ages of 18 and 26</p> <p>____ Explain the consequences of not registering (difficulty getting some college funding and applying for citizenship) Paper is in folder as a reminder as children get older.</p>   |  |

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| 14. | <p><b>Resettlement Plan:</b></p> <p><input type="checkbox"/> Explain IRG money is only given if there is extra left after supplying the OG items. The current amount is 900 per person. We are required to first make sure the basic needs of the family are met before giving out the rest of the money.</p> <p><input type="checkbox"/> Make sure we have copied the I-94. Explain the EAD card comes in about 30 days from arrival.</p> <p>Additional comments in case – file notes? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> |  |
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**Special Notations** \_\_\_\_\_

**Signature of Caseworker** \_\_\_\_\_

**Updated 2/9/11**

**This Page should be filled out with the same information as the information listed in the orientation and given to the refugee to keep.**

**Understanding Your Budget:**

**Food:**

What is the monthly amount of food stamps? \_\_\_\_ Divide this monthly amount of food stamps by 4.5. \_\_\_\_

This means you have approximately \_\_\_\_ dollars per week that you can spend on food.

**List Your Income:**

**DSHS:**

**Other:**

**Total Income:**

**List Your Expenses:**

**Rent:**

**Electric:**

**Bus Pass if not on TANF:**

**Pocket Money:**

**Other:**

**Total Expenses:**