

## Role of the Local Resettlement Agency Statements

Your resettlement agency will help you access important public services, such as medical assistance and English language classes.

*Note to trainer: Stress that participants should discuss accessing public assistance with their resettlement agency.*

Your resettlement agency is always available to help you, so you do not need to work with the agency.

*Note to trainer: Discuss the importance of establishing a partnership with the resettlement agency.*

You will receive basic services from your resettlement agency, such as scheduling your first medical appointment and registering your children at school.

*Note to trainer: Discuss some of the other services the resettlement agency offers.*

Your resettlement agency will be able to help you for as long as you need the help.

*Note to trainer: Stress that services are for a limited period of time.*

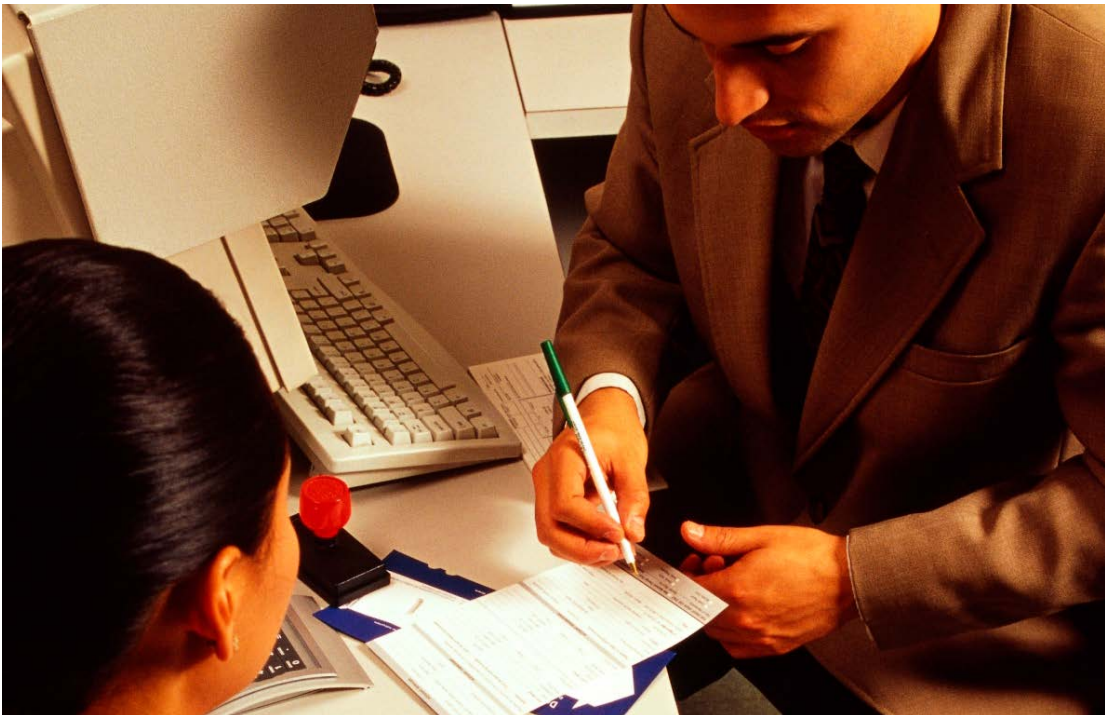
Whenever you need your case worker/manager, s/he is available, so you can call her/him anytime.

*Note to trainer: Define appropriate hours to call case workers/managers. Remind participants that they can leave a message, either in English or a language they are more comfortable in.*

# Initial Assistance and Services Game Board

<p><b>S T A R T</b></p>	<p><b>Preparation of home</b></p>  <p>What did resettlement agency staff do to prepare your home for your arrival?</p>	<p><b>Airport arrival</b></p>  <p>Who met you at the airport? What happened there?</p>	<p><b>Home orientation</b></p>  <p>What did you learn during your initial home orientation?</p>	<p><b>Assistance enrolling children in school</b></p>  <p>How can resettlement agency staff help you with this? What is your responsibility?</p>	<p><b>Connections with local services such as</b></p> <hr/>  <p>What local services are available to you?</p>	<p><b>Using transportation</b></p>  <p>What types of transportation are available to you? Why are they useful?</p>	<p><b>E N D</b></p>	<p><b>Ongoing assistance</b></p>  <p>What kind of assistance can your resettlement agency help you access in the future?</p>	<p><b>Employment assistance</b></p>  <p>How can employment assistance be helpful to you? Why is having a job important?</p>	<p><b>Enrollment in English language classes</b></p>  <p>Why are English language classes important?</p>	<p><b>Attending medical screening appointment</b></p>  <p>Why do you need a medical screening?</p>	<p><b>Attending community orientation classes</b></p>  <p>What can you learn in orientation classes? What would you like to learn more about in these classes?</p>	<p><b>Using shopping facilities</b></p>  <p>What type of shopping do you need to know how to do?</p>
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Orientation Session Pictures



*Adjusting your refugee status*



*Budgeting and personal finance*





*Children and youth*



*Community services and public assistance*



*Cultural adjustment*



*Employment*





*Family and parenting*



*Health and hygiene*



*Home safety*



*Housing*





*K-12 education*



*Learning English*

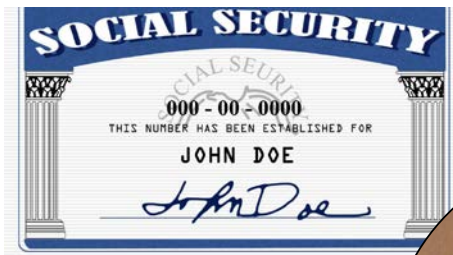




*Older refugees*



*Rights and responsibilities*



*Role of the resettlement agency*



*Safety*





*Transportation*



*U.S. laws*

Orientation Cards



*Adjusting your refugee status*



*Budgeting and personal finance*



*Children and youth*



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*Cultural adjustment*



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Resettlement Agency Partnership Puzzle

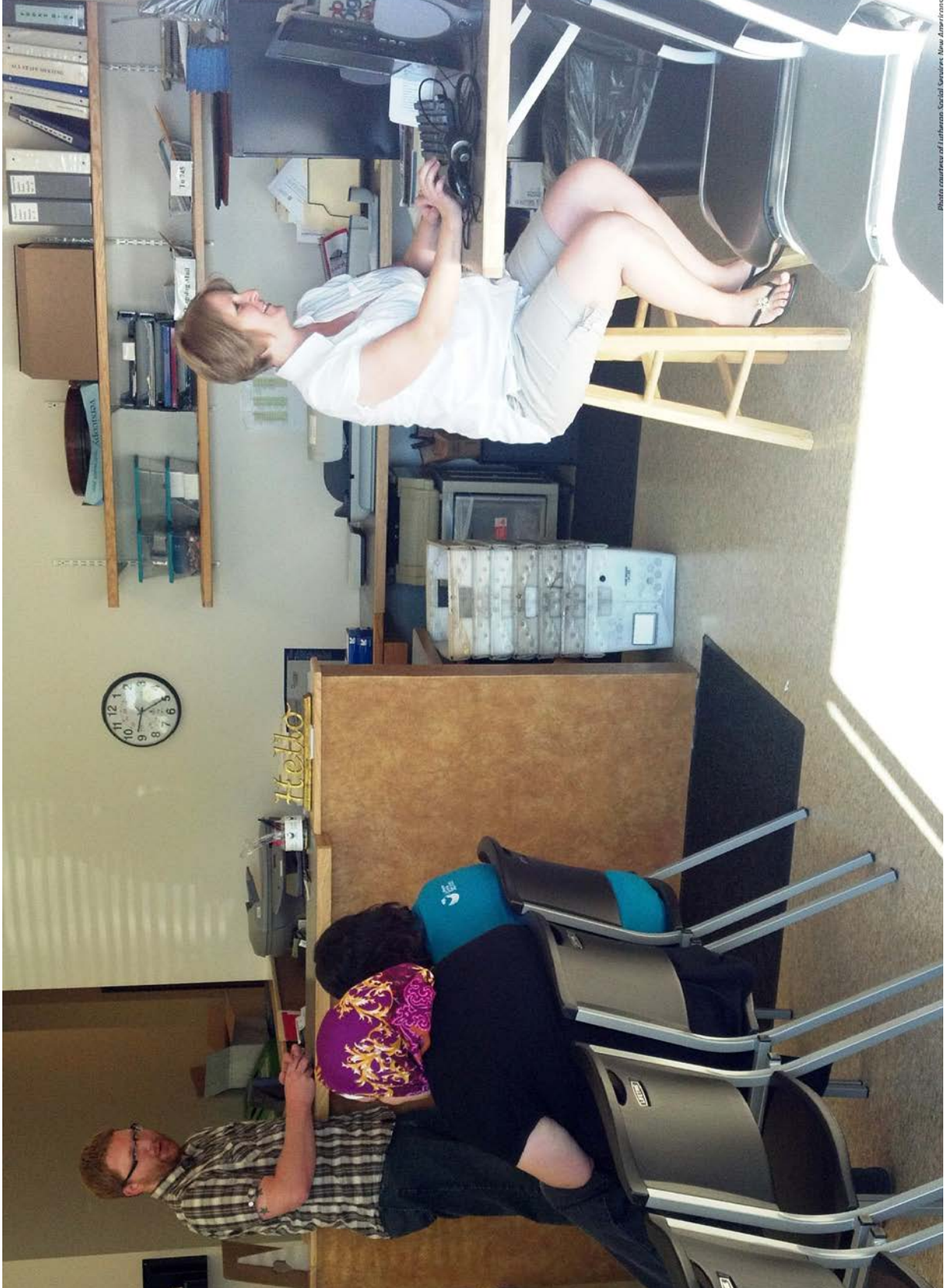


Photo courtesy of Lakshmi Social Services, New Americans

## New Partnership Critical Incidents

### New Partnership Critical Incident 1

Maryam and Bandeh's case worker/manager, Joan, told them to meet her at the resettlement agency at 10:00 the next morning. When they didn't show up, Joan called them at home, and was surprised when they answered the phone. Maryam and Bandeh had thought Joan would pick them up and were surprised to hear they had been expected at the resettlement agency.

#### *Questions to consider:*

- ▶ What was the confusion in this incident?
- ▶ To avoid a similar situation, what could you do?
- ▶ What are some things Maryam and Bandeh should remember about good communication?

### New Partnership Critical Incident 2

Sandhya needs to make a follow-up appointment with her doctor. She has forgotten what the phone number is. Sandhya goes to the resettlement agency, but her case worker/manager is not at the office.

#### *Questions to consider:*

- ▶ What is the issue in this incident?
- ▶ What should Sandhya do?
- ▶ What could Sandhya have done to avoid this situation?
- ▶ What are some things Sandhya should remember about good communication?

### New Partnership Critical Incident 3

Cirguje feels his case worker/manager is not helping him enough to look for a job. He calls his case worker/manager and leaves a message demanding more assistance.

#### *Questions to consider:*

- ▶ What is the issue in this incident?
- ▶ What could Cirguje have done differently?
- ▶ What are some things Cirguje should remember about good communication?



### **New Partnership Critical Incident 4**

The employment specialist has offered to help Hau Lian Khup apply for a part-time job stocking shelves at a grocery store. Hau Lian Khup's neighbor, who is from his home country and has been very helpful to Hau Lian Khup, tells him not to trust the employment specialist and to wait for a full-time position that pays more.

#### *Questions to consider:*

- ▶ What is the issue in this incident?
- ▶ If Hau Lian Khup does not take the part-time job, what could happen?
- ▶ Why does Hau Lian Khup's neighbor tell him not to trust the employment specialist?
- ▶ What do you think Hau Lian Khup should do?
- ▶ What are some things Hau Lian Khup should remember about good communication?

### **New Partnership Critical Incident 5**

There is a leaky sink in Camilo's apartment. He calls his case worker/manager Danna for advice. Danna tells Camilo that she will report the problem to Camilo's landlord. Three days later, Danna stops at Camilo's apartment to drop off some paperwork. Camilo asks Danna about the leaky sink, and Danna says she forgot but will call the landlord soon.

#### *Questions to consider:*

- ▶ What is the issue in this incident?
- ▶ What should Camilo do?
- ▶ What are some things Camilo should remember about good communication?

## Challenge Cards



*The couches in your new home are very old, and you do not like the color.*



*The resettlement agency's employment specialist tells your 55-year-old mother that she has to get a job.*





*The sink in your apartment is not working, so you go to the resettlement agency for help. Your case worker/manager is not available to talk with you.*



*There is no space in the ESL class that your case worker/manager helped you find. You will have to wait for a month before you can start taking classes.*



*You want to go to college, but your case worker/manager tells you that you will need to start working first.*



*Your case worker/manager has found a part-time job for you. Your neighbor tells you to wait for a full-time job that pays more.*





*Your case worker/manager is a young female non-native English speaker who resettled in the United States as a refugee 5 years ago.*



*Your case worker/manager tells you that you need to actively look for employment.*



*Your case worker/manager tells you to call the receptionist at the resettlement agency to schedule an appointment.*



*Your cousin's family resettled in another state and their family was placed in a house. Your family has been placed in a small two-bedroom apartment.*





*Your daughter has been at school for 2 weeks, and her teacher asks you to come to the school to discuss her behavior.*



*Your neighbor's family was given a television by a resettlement agency volunteer, but your family was not given a television.*





*Your son wakes you up in the middle of the night because he is sick.  
You try to call your case worker/manager for advice,  
but she does not answer the phone.*

## Role of the Local Resettlement Agency Unit Vocabulary Worksheet 1

Directions: Look at each picture and find the word in the word bank that matches it. Write the word on the line under its picture. One is done for you.

Word Bank		
1. appointment	2. clock	3. entrance
4. exit	5. front desk	6. home
7. older refugee	8. shopping	9. Social Security number

 <hr/> <input type="text"/>	 <hr/> <input type="text"/>	 <hr/> <input type="text"/>
 <hr/> <input type="text"/>	 <hr/> <input type="text"/>	 <p style="text-align: center;"><b>appointment</b></p> <hr/> <div style="text-align: center; border: 1px solid black; width: 40px; margin: 0 auto; padding: 5px;">1</div>
 <hr/> <input type="text"/>	 <hr/> <input type="text"/>	 <hr/> <input type="text"/>

Now you can check your work! In the word bank, each word has a number next to it. Write that number in the box under the picture of the word. Add up the rows, columns, and diagonals and make sure each line equals 15.



## Role of the Local Resettlement Agency Unit Vocabulary Worksheet 2

Directions: Use the clues to fill in the words in the puzzle below. The words are included in a word bank. The first one is done for you.

Word Bank		
case worker	exact time	orientation
older refugee	resettlement agency	waiting room

**Across ↔**

(words that go from left to right):

5. The process of preparing oneself or others for a new situation

**Down ↓**

(words that go from top to bottom):

1. An organization that helps refugees resettle in a new country
2. The precise time to the minute
3. A room where people stay until someone can meet with them
4. A person from the resettlement agency who works with individuals and families
5. A refugee who is older than 65