

Getting Started with the Program of Initial Resettlement (PIR): Post-arrival

A Resource Sheet for Resettlement Providers

The [Program of Initial Resettlement](#) (PIR) involves many post-arrival activities to support newcomers' early integration in the U.S. Use this tip sheet to identify resources to begin in your work.

1. Client and Caseworker Relationship

To develop an effective [relationship](#) between client and caseworker, look to build rapport, set [clear expectations](#), and communicate consistently. See [Case Management Foundations](#) to learn more.

2. Material Resettlement Support

Each newcomer needs support to integrate into their new community. This includes practical items like food, beds, household goods to prepare meals, and personal hygiene items.

- Consider [local, state, and federal food resources](#) to meet clients' nutrition needs.
- Support clients' exploration of low-cost shopping by suggesting [thrift stores](#).
- Clients can also save money by understanding where to [shop for food](#).

3. Home Visit

Each family will receive one home visit during the PIR period. Use this time to assess their living situation and well-being. Keep in mind that home visits create unique safety risks, but these can be [mitigated through thoughtful planning](#).

4. Needs Assessment and Service Planning

Identify the needs, barriers to employment, and resettlement goals of the case to help develop the service plan with the client. Remember to add specific steps to take and a timeline to identify what should happen during the PIR service period.

- A [self-sufficiency matrix](#) helps identify clients' needs across various domains.
- Use a [strengths-based approach](#) to the self-sufficiency plan (SSP), using it as a tool to empower your client and foster collaboration.

5. Direct Assistance

Help clients use their direct assistance wisely by providing guidance on the money's purposes.

- Share [resources about financial empowerment](#) with clients.
- A [budget](#) can help clients understand where to prioritize funds.

6. Resettlement Services

Resettlement services under PIR help newcomers integrate into their new community. Below are resources for a few of the key resettlement services. You can find more on [Switchboard's website](#).

- [Connect refugees to the right resources](#) by making effective referrals. Use a [referral letter template](#) to help you more easily connect clients with the services they need.
- Leverage the workforce system and consider [referrals to American Job Centers](#).
- Support clients in understanding [the importance of the AR-11](#) Change of Address form.
- Enroll newly arrived students in school, including [students in temporary housing](#).
- Remember that men aged 18–25 must [enroll in the Selective Service](#).
- Help refugees know [how to navigate the housing search and be a good tenant](#). Support clients in securing permanent housing by sharing [what types of housing, assistance, and responsibilities to expect](#).

7. Cultural Orientation

Empower clients to understand their community and provide information on topics to fuel their integration. Use [Settle In's website](#), app, [Facebook page](#), live events, and two-way messaging to provide client-facing, newcomer-specific information.

8. Interpretation

PIR requires that newcomers receive information in a language they understand throughout the service period. Interpretation fosters understanding and informed consent.

- [Working with interpreters](#) requires you to understand the interpreter's role and best practices for relaying information.
- [Technology can help with interpretation](#) when the information to be relayed is low stakes.
- [Overcome challenges in interpretation](#) by planning the conversation and using supportive strategies to facilitate smooth interactions.

9. Virtual and Information Services

If your organization is implementing Virtual PIR, support clients virtually using phone calls, texts, emails, and video calls.

- [Safety in virtual services](#) requires skills in assessing environments, nonverbal cues, and determining what to do if safety concerns arise during a virtual interaction.
- When delivering virtual services, you also need to [consider if clients have the skills](#), technology, and Internet connection to access services.

10. Documentation

Every PIR service needs to be properly documented.

- [Creating high-quality case management documentation](#) helps you tell the story of what a client needs and the progress they are making toward their goals.
- [Make the paperwork work for you](#) by streamlining processes so documentation supports the compassionate care you have delivered.

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