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Best Practices in Program of Initial Resettlement Implementation

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Today's Speaker

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Learning Objectives

By the end of this session, you will be able to...

Describe

how key pre-arrival activities help create a smooth resettlement journey for clients

01

Explain

how to engage clients in required services that support their resettlement while managing their expectations

02

Apply

two best practices for developing the client–caseworker relationship and delivering cultural orientation

03

Have you supported a client under the PIR program?

Describe

how key pre-arrival activities help create a smooth resettlement journey for clients

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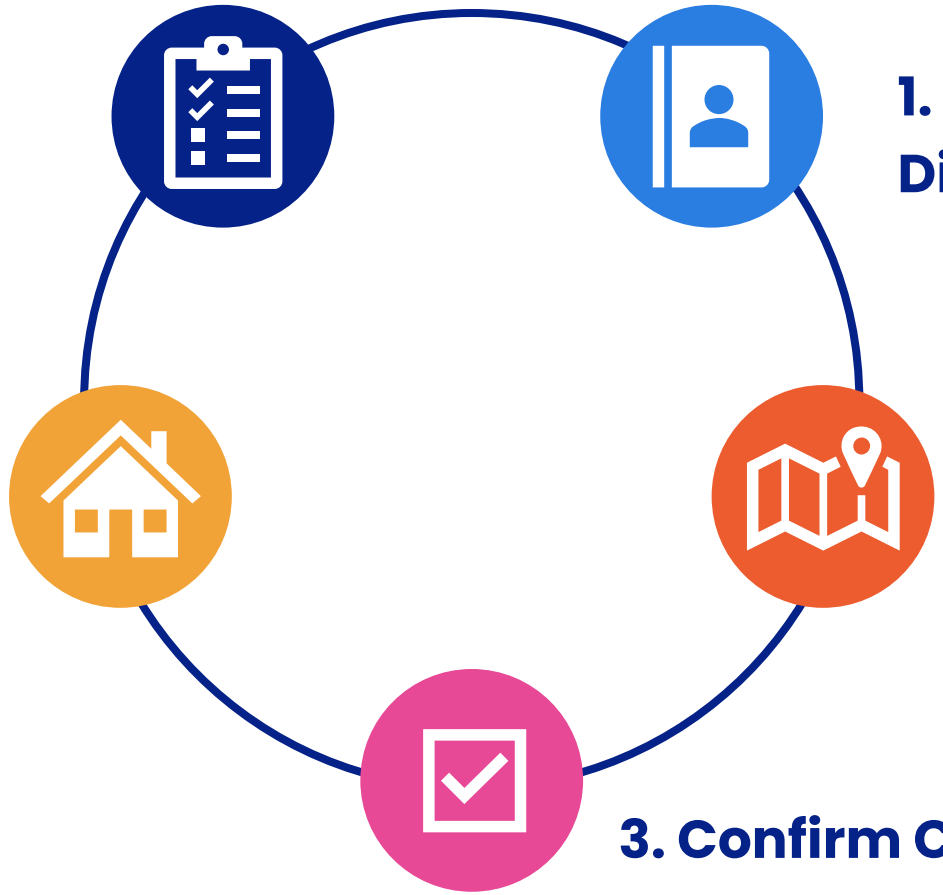
PIR Terms to Know

- **Initial Resettlement Providers:** national agencies; formerly “resettlement agencies”
- **Local Resettlement Providers:** local agencies

Overview of Activities to Complete Pre-Arrival



1. Receive Weekly Case Distribution

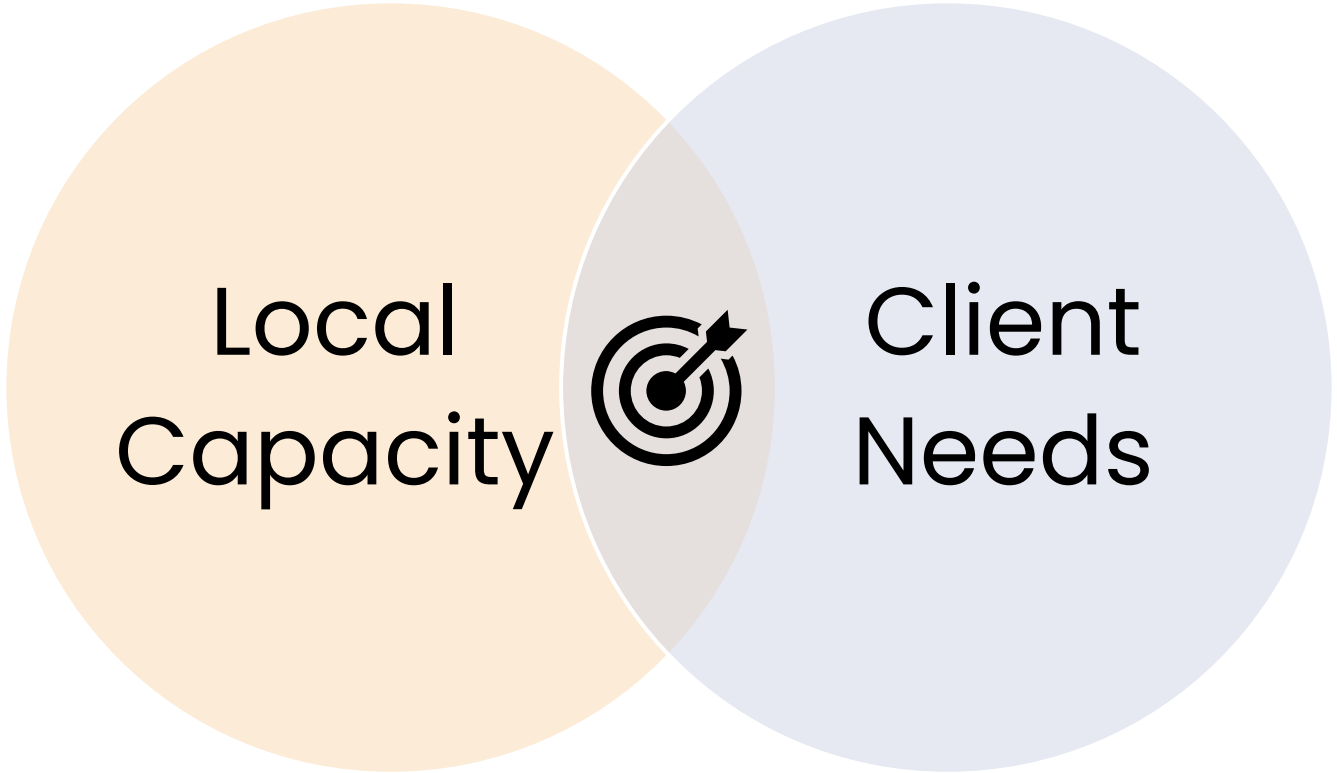
2. Determine Case Placement

3. Confirm Case Placement

4. Select Housing

5. Prepare for Arrival

Determining Case Placement



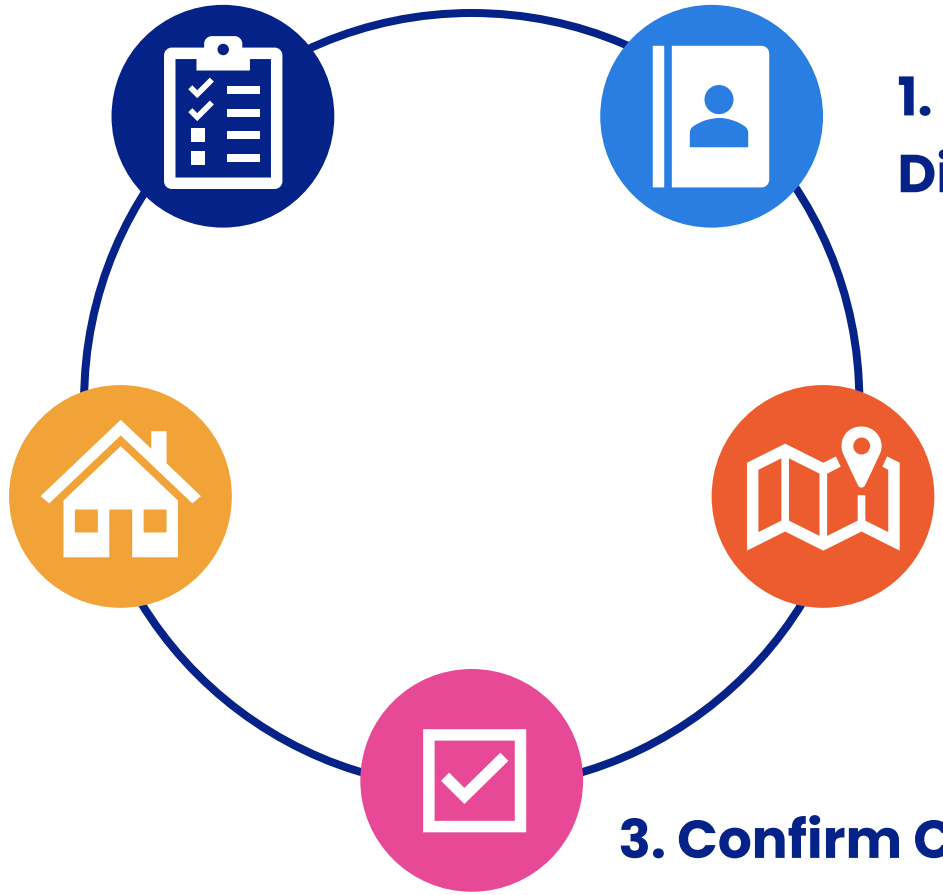
Determining Case Placement: Local Capacity

- Housing availability and affordability
- Employment
- Specialized services
- Services for children and youth
- Community capacity

Determining Case Placement: Client Needs

- U.S. ties
- Housing availability and affordability
- Medical needs and other vulnerabilities
- Schools
- Employment and related services
- Transportation

Overview of Activities to Complete Pre-Arrival



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Preparing for Arrival: Cases with Medical Needs

State Refugee Health Coordinator

- Receives pre-arrival medical information
- Coordinates on issues of public health

County or local health agencies

Coordinate on issues of public health

Local health care provider

Receives pre-arrival medical information

Preparing for Arrival: Cases with Medical Needs

Designate Champions

- Determine a point of contact for each medical provider and health agency

Develop a Chain of Command

- Who to contact
- Timeframe for contact
- How to escalate urgent medical needs

Case Study: Willem Van Wyk

Annie has been assigned as the caseworker for Willem, a 44-year-old refugee who will arrive to the U.S. in two weeks. Upon reviewing the biodata, Annie learns that Willem has diabetes and has another disease that is a public health concern. Willem's diabetes is controlled by medicine. Annie is unfamiliar with the disease of public health concern listed in Willem's biodata.

How might preparations for Willem's medical needs help Annie ensure a smooth resettlement journey for him?

Explain

how to engage clients in required services that support their resettlement while managing their expectations

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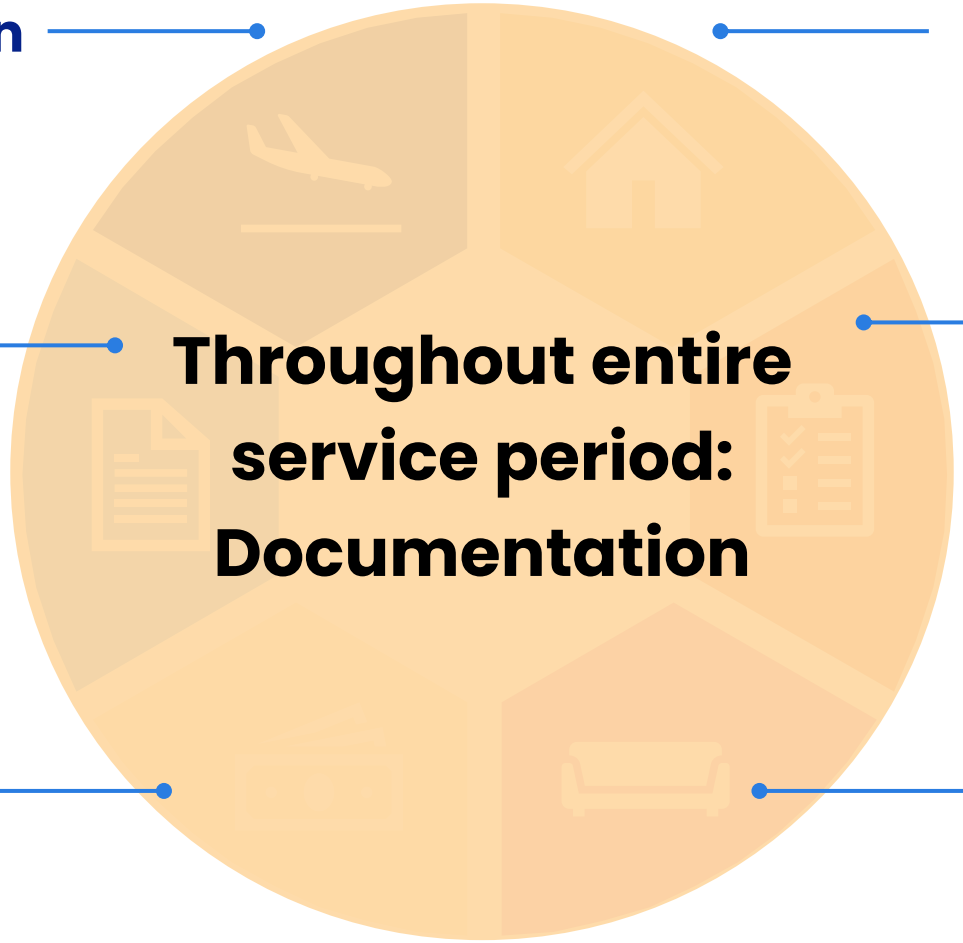
In your experience, what's one strategy to effectively engage clients in a required service, while still managing their expectations?

Required Services Post-Arrival

Day 1: Airport Reception

By Day 3: Home Visit

Days 1–90: Resettlement Services



By Day 7: Needs Assessment & Service Planning

Days 1–90: Direct Assistance

Days 1–30: Material Support

Needs Assessment & Service Planning

Identify:

- **Needs**
- **Barriers to self-sufficiency**
- **Resettlement goals**

Material Support: Housing

Considerations

- Manage client expectations
- Explain rental agreement
- Describe client responsibilities for rent and utilities

Client resources

- Settle In: Housing in the U.S.
- Refugee Housing Solutions: Tenant Toolkit

Direct Assistance

Considerations

- Funds may be used on behalf of clients to meet needs (e.g., rent) or paid directly to the client

Best Practices

- Develop a budget early in case
- Pocket money for all adults

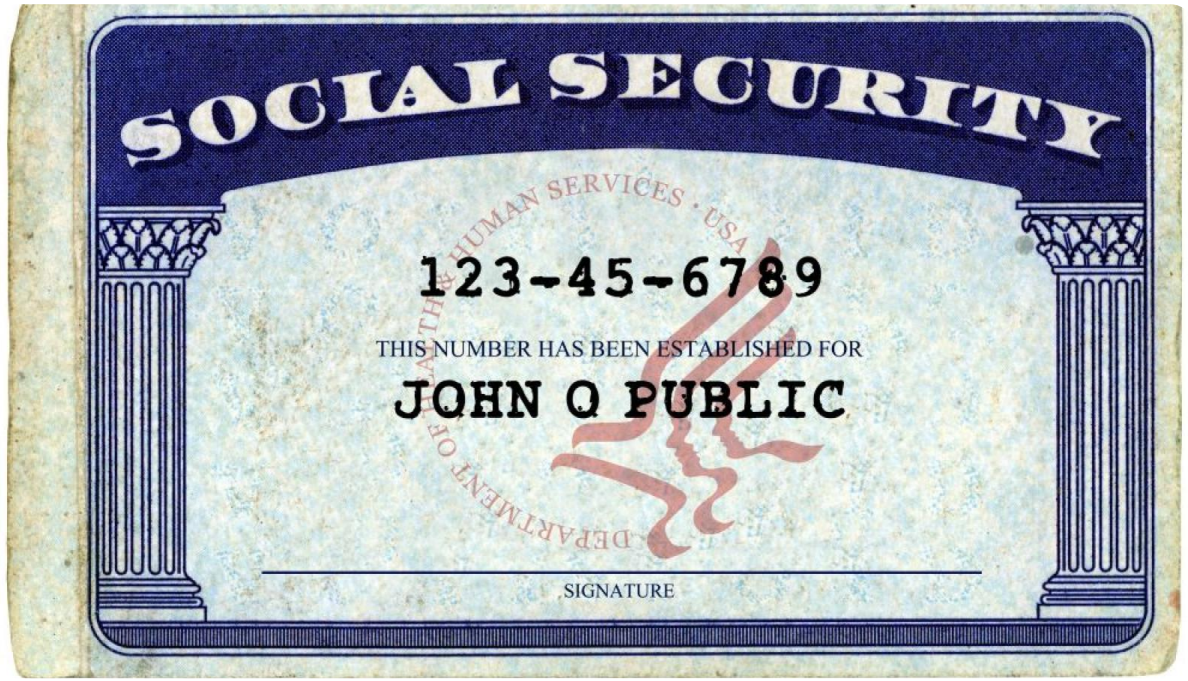
Resettlement Services: Documentation

Explain documentation

- Timelines
- Possible action steps for delays

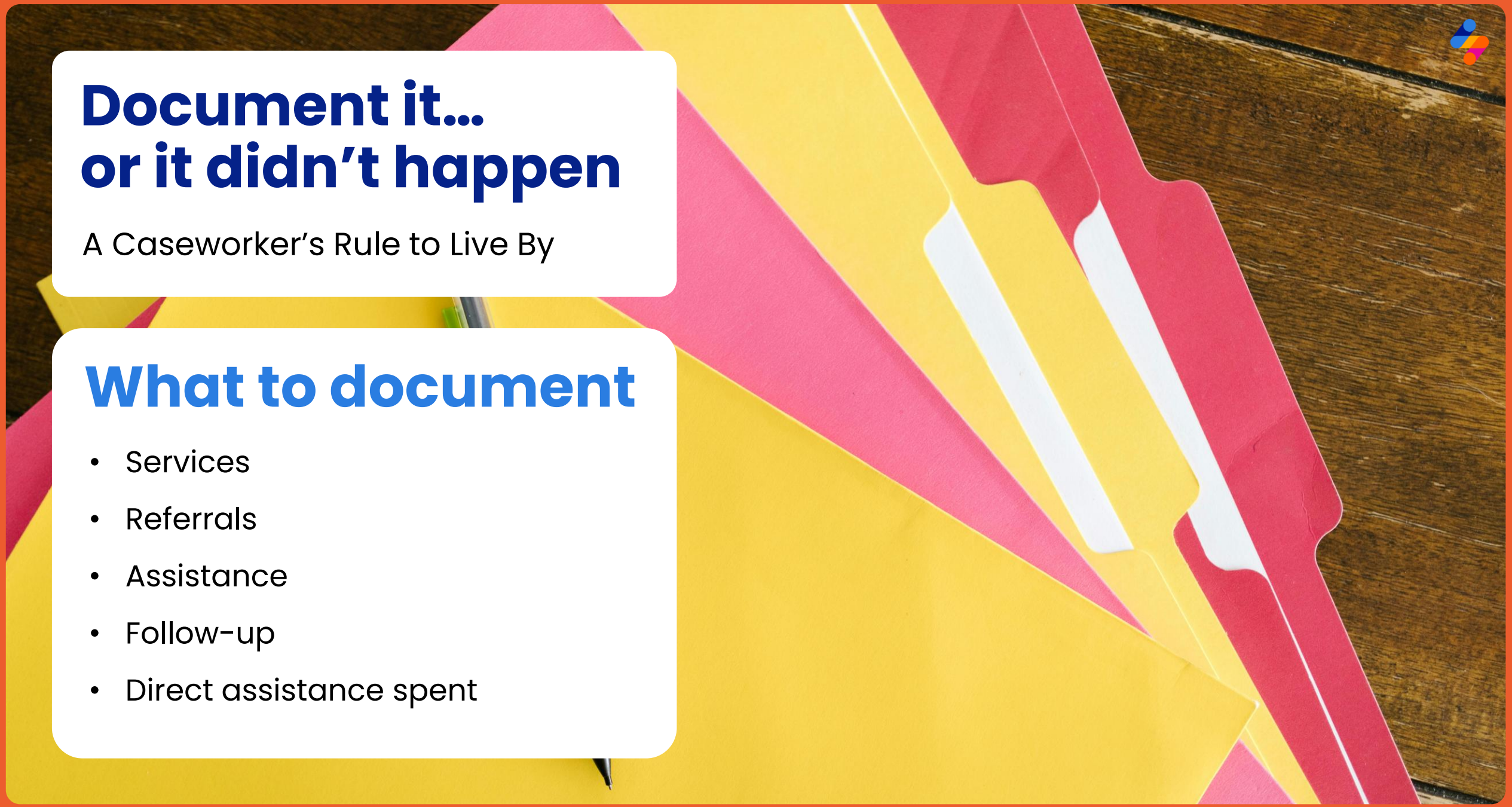
What is possible without documentation

- Employment
- School enrollment
- Renting a home



Resettlement Services: Medical Needs

- **Explain key elements of the U.S. health care system**
  - Coaching Clients Through the U.S. Health Care System
  - Primary care
  - Mental health care
  - Specialty care
  - Urgent care
  - Emergency room
- **Maximize care while Refugee Medical Assistance is available**



Document it… or it didn’t happen

A Caseworker’s Rule to Live By

What to document

- Services
- Referrals
- Assistance
- Follow-up
- Direct assistance spent

Case Study: Willem Van Wyk

Willem arrived two weeks ago and is living on the ground floor of an apartment building his resettlement agency secured before his arrival. He has contacted Annie several times to express his desire to move from his apartment because he is concerned about crime. Willem told Annie his home in South Africa had bars on the windows to stop people from breaking in, and he doesn't trust his neighbors.

How might Annie help Willem understand housing options within his community while still managing his expectations?

Apply

two best practices for developing the client–caseworker relationship and delivering cultural orientation

01 02 03

Best Practices Overview

Client–Caseworker Relationship

Cultural Orientation

Client–Caseworker Relationship

Build Rapport

- Greet clients with a handshake
- Actively listen
- Reflect client concerns
- Ask open-ended questions

Set Expectations

- Explain timelines for service delivery
- Describe availability during business hours
- Identify which tasks require caseworker involvement

Communicate Consistently

- Maintain ongoing, proactive communication
- Handle negative feedback effectively
- End each conversation by sharing when and how the client will hear from you next

Cultural Orientation

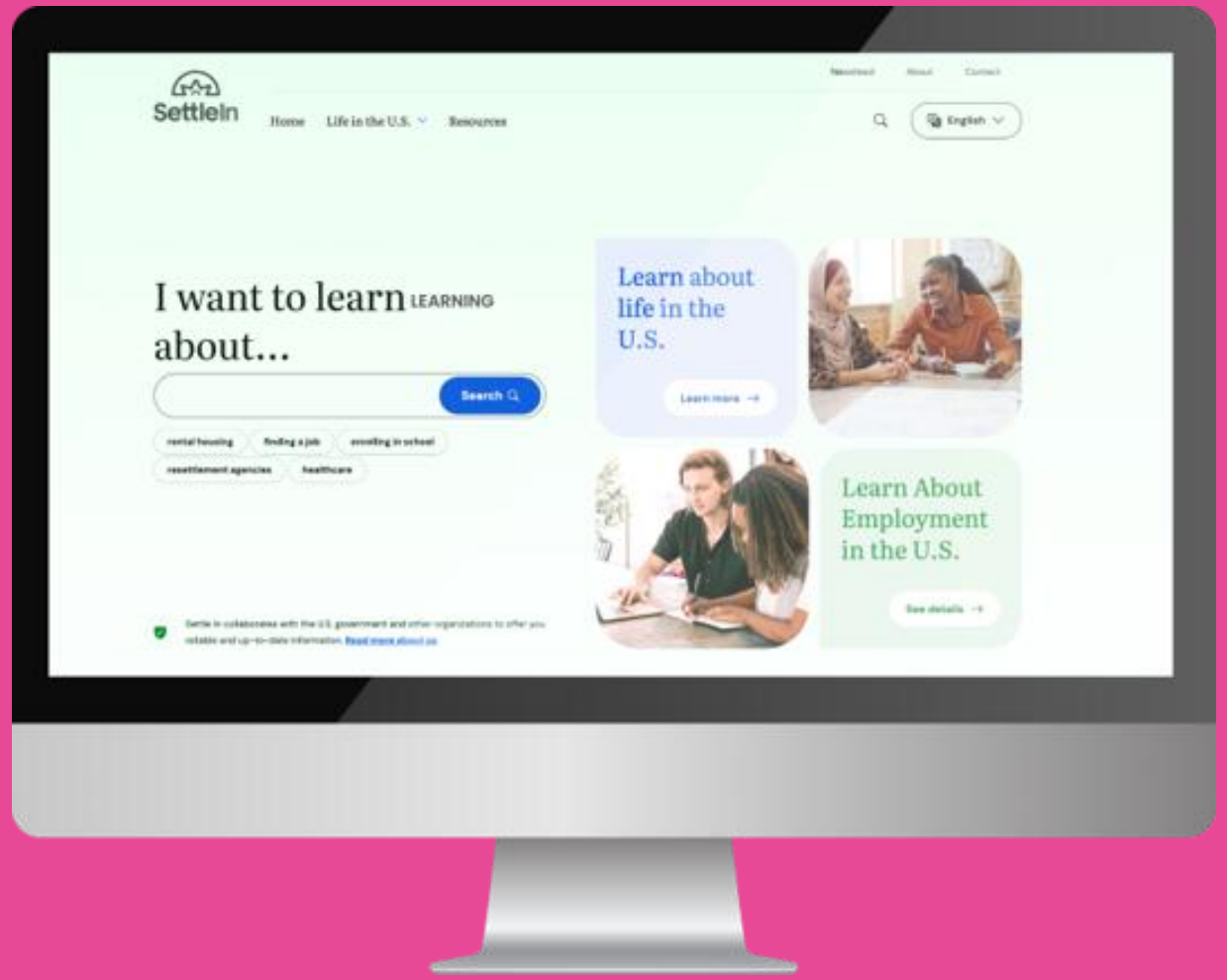
Empower clients to understand their community, and provide information on topics to fuel their integration.

Settle In

- Website, app, live events
- Two-way communication

Key Topics

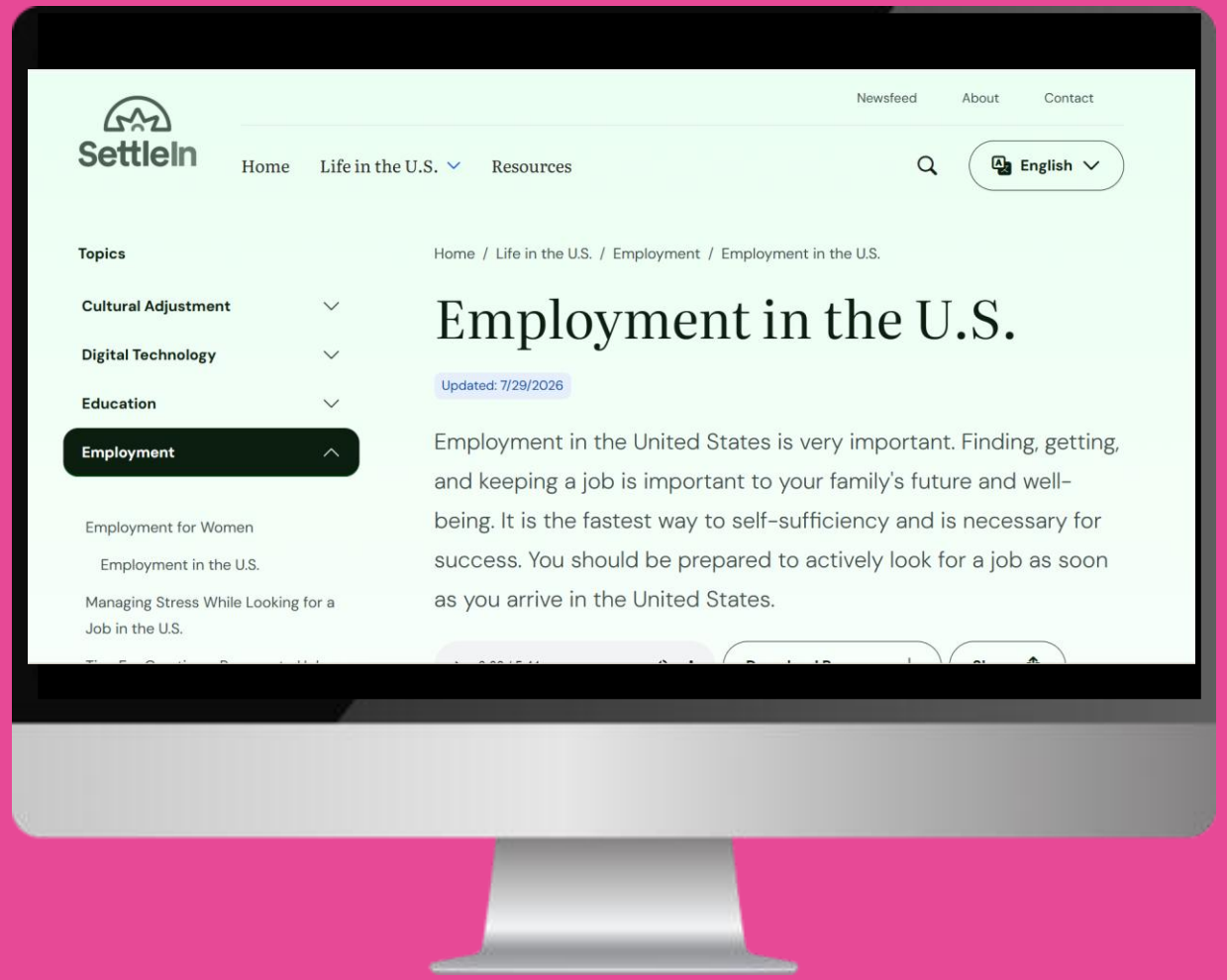
- U.S. labor laws and employment scenarios
- Law enforcement



Cultural Orientation: Employment

Touchpoints in workflow

- Service plan
- Employment referral
- Starting work
- End of service period



What are some natural points in the PIR workflow where Annie can share cultural orientation information with Willem?

Questions?

Type your question in the Q&A

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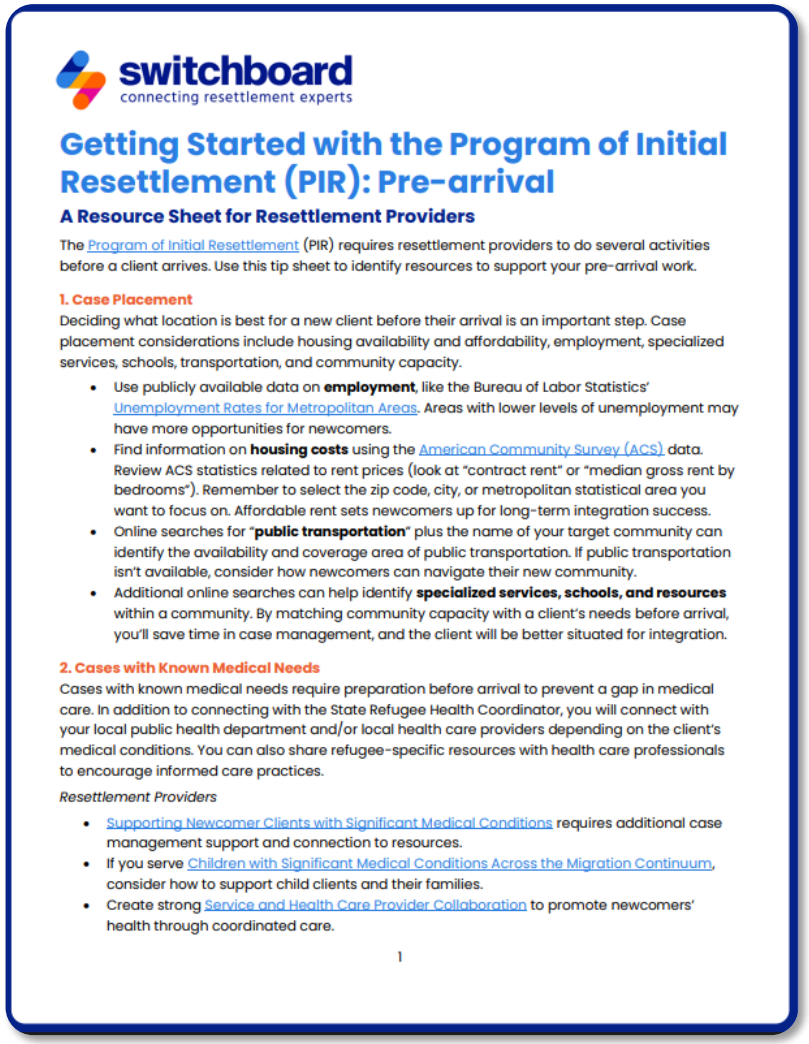
Recommended Resources

Tip Sheets

- Getting Started with the Program of Initial Resettlement – Pre-arrival
- Getting Started with the Program of Initial Resettlement – Post-arrival

Cultural Orientation

- Settle In



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

A Resource Sheet for Resettlement Providers

The Program of Initial Resettlement (PIR) requires resettlement providers to do several activities before a client arrives. Use this tip sheet to identify resources to support your pre-arrival work.

1. Case Placement

Deciding what location is best for a new client before their arrival is an important step. Case placement considerations include housing availability and affordability, employment, specialized services, schools, transportation, and community capacity.

- Use publicly available data on **employment**, like the Bureau of Labor Statistics' Unemployment Rates for Metropolitan Areas. Areas with lower levels of unemployment may have more opportunities for newcomers.
- Find information on **housing costs** using the American Community Survey (ACS) data. Review ACS statistics related to rent prices (look at "contract rent" or "median gross rent by bedrooms"). Remember to select the zip code, city, or metropolitan statistical area you want to focus on. Affordable rent sets newcomers up for long-term integration success.
- Online searches for "**public transportation**" plus the name of your target community can identify the availability and coverage area of public transportation. If public transportation isn't available, consider how newcomers can navigate their new community.
- Additional online searches can help identify **specialized services, schools, and resources** within a community. By matching community capacity with a client's needs before arrival, you'll save time in case management, and the client will be better situated for integration.

2. Cases with Known Medical Needs

Cases with known medical needs require preparation before arrival to prevent a gap in medical care. In addition to connecting with the State Refugee Health Coordinator, you will connect with your local public health department and/or local health care providers depending on the client's medical conditions. You can also share refugee-specific resources with health care professionals to encourage informed care practices.

Resettlement Providers

- Supporting Newcomer Clients with Significant Medical Conditions requires additional case management support and connection to resources.
- If you serve Children with Significant Medical Conditions Across the Migration Continuum, consider how to support child clients and their families.
- Create strong Service and Health Care Provider Collaboration to promote newcomers' health through coordinated care.

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Help Us Help You!

Scan the QR code or click the link in the chat to access our feedback survey!

- Four questions
- 60 seconds
- Help us improve future training and technical assistance

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