

PIR Provider Overview

01 Jun - 30 Sep 2026

Poll results

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- Have you supported a client under the PIR program?
- How might preparations for Willem's medical needs help Annie ensure a smooth resettlement journey for him?
- In your experience, what's one strategy to effectively engage clients in a required service, while still managing their expectations?
- How might Annie help Willem understand housing options within his community while still managing his expectations?
- What are some natural points in the PIR workflow where Annie can share cultural orientation information with Willem?

Have you supported a client under the PIR program?

073

Yes



38 %

No



49 %

Not sure



12 %

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

0 2 6

(1/2)

- Referral to RHP or ICM
- Arranging for a PCP to be established within first week of arrival
- Send the the medicals to the doctor
- Coordinate the appropriate treatment for him
- Prepare medical insurance application ready to go upon arrival- perhaps urgency care upon arrival esblosch immediate care
- A sign of Family Dr for him
- Ask your health contact to determine next steps
- Consent forms
- Have all records with them. For proper communication
- Arrange his health screening
- Notify local health department
- Ensure they know to bring over 3 month supply of medications
- Come with the medical escort
- We will need to have resettlement team working with health team, quickly scheduling for health department appointments

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

026

(2/2)

- Apply for Medicaid before the arrival date
- Reach out to local medical providers
- Medical record in English
- learn about the disease that is a public health issue
- Consult with local public health
- Reach out to a medical professional for instruction and/or guidance.
- Communicate with Refugee Health Provider/clinic for advice
- Having accurate prescription and dosage information in medical records provided to SRHC
- CM arrange and reach out to local Health Departments
- Reaching out to local FQHC to have appointment quickly upon arrival
- Avoid medical emergencies
- Research
- reach out to SRHC for guidance
- No lapse in prescription meds

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

(1/3)

0 2 4

- Eligibility requirements as part of program
 - Teaching them to be patient
 - Building a rapport by getting to know them and what are the expectations
 - Service Plan according the client needs
 - Right and responsibilities
 - Resettlement program services vs expectation of 'relocation services'
 - Explaining rights and responsibilities, scope of the program.
- Emphasis on self sufficiency as soon as possible
 - Clear, concise expectation setting from first contact and providing a summary or reference document (when applicable/able) about what is provided, expected, etc. for service delivery timeframe
 - Clear intake
 - Set clear expectations while listening to the client's needs and concerns.
 - Ask client what their own priorities are and then

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

(2/3)

0 2 4

work to meet those and the required needs

- Explaining how different states in the US are almost like different countries- very different services, timelines, programs!
- Incentives for attendance
- Cultural orientation
- Tell them about previous clients' experiences (without using names/personal info)
- Setting clear boundaries and responsibility at intake
- Clear expectations, requirements,

potential outcomes, goal-setting.

- Set up regular check in and follow ups
- Explain that this is a first step to a larger goal
- Effective communication with interpreter
- Service plan discussion
- Describing the benefits (short or long term) of such service
- Be very clear about what you can do and cannot do from the very beginning
- Look services in thier language

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

(3/3)

0 2 4

- Explaining the importance of cooperation upon 24 hr visit establishing expectations
- Expectation setting during intake
- Stipends

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

(1/4)

- Let him meet the landlord
- help him introduce himself to his neighbors so he can trust them
- Don't remove smoke detectors batteries please
- Home safety orientation
- Make sure he knows how to lock everything, normal safety measures
- Do AR-11 every time you move
- Talk to client and assure him that the community is safe and explain to him the hardship of budget management vs size of the case .
- Housing orientation followed by connection to resources on safety, budgeting and looking at what his goal is for a community to live in to work towards by the end of services.
- Don't send your resettlements money overseas
- Make him understand what he can afford right now and let him know this is just a starter house , and he can get something better once he starts working
- Why is Willem afraid

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

(2/4)

- of his neighbors?
- Begin to put new arrivals in hotels and have them be part of housing selection process to avoid issues like this
- Provide useful resources and psychoeducation about housing system
- Budgeting and for security join Community watch
- Keep in mind that trauma may have led to his worries
- Look for a more secure gated community
- Discuss local crime rates versus crime rates the client may be accustomed to
- Explain and provide safety orientation
- Give him 911 and explain to him who to contact in case something happens
- Make a plan for money budget
- Reviewing his budget and explaining the changes from his country to where he's relocated.
- Look at budget, review housing and help him

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

(3/4)

- know what he wants to feel safe
- Explain the housing system
- Explain and provide a safety orientation police in the us work much different then in his country
- Acknowledging and validating his safety concerns
- Have a. Secure plan of action
- Remind him of the lease agreement he signed
- Share resources
- Move and relocate him from that area.
- Provide housing orientation
- Provide options of living fb on a second floor
- Provide resources, understand exactly what his needs are.
- intensive culture orientation about community first since he is new
- Asking if there are any issues he's had since living there to report to landlord or authorities
- Doing a budget
- Make it clear there won't be bars on the windows anywhere and he cannot add them

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

(4/4)

0 2 9

- give him resources and sharing options

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

(1/3)

- CO assessment
- The most important is how to adopt and learn American child care systems
- Teaching them about school bus system
- Health Screening with DOH
- School enrollment for their kids
- during periodic follow-ups, infuse information related to current situation/question at hand
- Intakes, dedicated cultural orientations sessions, In any events such as job readiness and workshop.
- ESL
- Ask why I am signing this paper
- Make sure EAD and Social Security
- Incorporating orientation information into referrals and transition out of PIR services
- Get a job as soon as possible
- Referrals
- RHA Appointments
- Employment orientation
- Tour of the neighborhood

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

(2/3)

- Financial services: For example, in arrival and needs assessment, providing a few high-level orientations that align with the information being discussed with their case worker.
- Every time there is communication
- When they move into their home, when I take paperwork is completed. Maybe introduce them to the cultural orientation teacher
- Work eligibility
- Initial intake- home visits- cultural orientation class covering topics
- Introducing one or two orientations when relevant in
 - Education history
 - from day one pick them up from Airport CO start
 - Avoid social media 😊
 - Anytime you meet with the clients
 - Arrival and First home visit
 - Bus Orientation
 - Provide resources, information flyers, etc. during Intake

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

(3/3)

0 2 2

- Employment orientation
- Home visits
- intake and enrollment