



Providing Coordinated Human Services to Refugees and Immigrants through Specialized Service Units

*Office of Refugee Resettlement
Webinar*

September 19, 2013

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be connected with a Net Conferencing Specialist.***

Overview of Webinar



Makda Belay

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Poll Questions



Please respond to the four poll questions that will appear on your screen.

Thank you!

Asking Questions



The screenshot shows a web browser window titled "Microsoft Office Live Meeting - livemeeting.com - NHMRC July Webinar Practice Session". The browser's address bar shows "Attendees (1) Voice & Video Q&A Meeting". The main content area is a Q&A interface with a large text box containing the text "Type your question here." and a smaller "Ask" button to its right. Below the text box, it says "No questions have been answered yet." Three numbered instructions are overlaid on the screenshot with arrows pointing to the corresponding elements:

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- 3. Click on the word "Ask" to submit your question** (Green box, arrow points to the "Ask" button)

Speaker from Washington



Tom Medina

*Chief, Office of Refugee & Immigrant Assistance,
Washington State Department of Social and Health
Services*



PROVIDING COORDINATED SERVICES TO REFUGEES & IMMIGRANTS THROUGH SPECIALIZED SERVICE UNITS

**Tom Medina, Chief
Office of Refugee & Immigrant Assistance
Washington State Department of Social and
Health Services
September 19, 2013**

ORGANIZATIONAL OVERVIEW

- The Office of Refugee & Immigrant Assistance (ORIA) is part of the Department of Social and Health Services
 - ORIA is responsible for managing the Refugee Assistance Program in partnership with the Federal Office of Refugee Resettlement
- The Department of Social and Health Services (DSHS)
 - Helps families and individuals residing in Washington State meet basic needs of food, shelter, and medical care
 - Provides services to address serious issues like child abuse, domestic violence, substance abuse, and mental illness



ORGANIZATIONAL OVERVIEW

- The Office of Refugee and Immigrant Assistance (ORIA) is located in the Community Services Division (CSD) in DSHS
- CSD programs provide cash food and medical assistance to needy residents, including:
 - Temporary Assistance for Needy Families (TANF)
 - State Family Assistance
 - Supplemental Nutrition Assistance Program (SNAP), known as 'Washington Basic Food'
 - The Food Assistance Program for Legal Immigrants
 - Medicaid
 - Refugee Cash Assistance/Refugee Medical Assistance
 - Aged, Blind, Disabled (ABD) Program
 - Medical Care Services



ORIA SERVICES

- ORIA provides an array of services to help refugees successfully resettle in our state
- ORIA programs and services include:
 - Refugee Health Screening
 - Employment Assistance
 - Refugee Resettlement Assistance
 - Naturalization Services
 - Services to Older Refugees
 - Refugee School Impact Grant
 - Unaccompanied Refugee Minor Program
 - Mental Health Services for Refugees




ORIA SERVICES

- ORIA Services are provided through contracts with:
 - Voluntary Refugee Resettlement Agencies
 - Local Community Colleges
 - Community Based Organizations
 - Other Government Agencies
- ORIA Service providers have close ties to ethnic communities – many hire former refugees
- Services are required to be provided in an individual's primary language and in culturally appropriate ways



ORIA SERVICES

- The LEP Pathway: Specialized Employment Services for Refugees & Immigrants
 - Job search and employment placement assistance
 - Work Experience and Community Service placements
 - English as-a-second language (ESL) training
 - Job Retention Services
 - Target Population is limited English proficient adults:
 - TANF/SFA recipients
 - Refugee Cash Assistance Recipients
 - Refugees who have resided in the US for less than 5 years
 - Caseload averages nearly 4,700 clients per year
- 

ORIA SERVICES

- LEP Pathway Funding Streams in SFY 2014
 - TANF Funds - \$3,600,000
 - ORR RSS and TAG Funds - \$1,909,109
 - State Funds - \$2,366,000
 - Total LEP Pathway Budget - \$7,875,109



COLLABORATION

- ORIA collaborates with community partners to ensure effective delivery of service to our clients
 - We meet regularly with stakeholders in the six counties where we resettle refugees in our state
 - We meet with the statewide Refugee Advisory Council every quarter
- One result of these collaboration efforts was implementation of the LEP Pathway Expansion Project



LEP PATHWAY EXPANSION PROJECT

- Stakeholder Group raised concerns about the need for services in three areas:
 - Intensive ESL
 - Stakeholders felt that newly arrived refugees needed time to adjust to their new community and focus on English language learning before participating in work activities
 - Skills Training for low-level English proficient Clients
 - It is difficult for lower-level English proficient clients to access skills training because of their lack of English proficiency



LEP PATHWAY EXPANSION PROJECT

- Stakeholder Group raised concerns about the need for services in three areas (cont.):
 - Subsidized Employment
 - The state's Department of Commerce manages a subsidized employment program that has been successful for TANF clients, but few LEP clients participate because of their lack of English proficiency
 - A focus on LEP clients for subsidized employment placements will help them learn the skills they need to find permanent jobs



LEP PATHWAY EXPANSION PROJECT

- Collaboration with Stakeholder Group
 - ORIA provided the group with data they requested to validate their concerns
 - The group developed concept papers to solicit support for services to address their concerns
 - ORIA participated in conversations with the stakeholder group, DSHS Executive Management, and the Governor's Office
 - As a result, funding was approved for the Project



LEP PATHWAY EXPANSION PROJECT

○ Funding for the Project

● Intensive ESL

- Funding for Intensive ESL totaled \$106,050
- Four Intensive ESL classes were provided to 68 individuals
- Service providers allocated an additional \$29,000 of their funds to help support this project

● Skills Training

- Funding totaled \$160,000 for 3 skills training classes
- Two classes were provided by CBOs and one class was provided by a local community college

● Subsidized Employment

- Funding totaled nearly \$500,000 for subsidized employment
- Five service providers participated in this project



BASIC FOOD EMPLOYMENT & TRAINING

- The idea to leverage E&T funding for Basic Food Recipients was raised at a RAC meeting
 - The US Food and Nutrition Services (FNS) will match funds for services to Basic Food (SNAP) recipients
 - After discussions with stakeholders and LEP Pathway service providers, ORIA used \$430,000 in state funds to implement a BFET program focused on refugees and immigrants
 - FNS matched the state funding with \$430,000
 - Later in the year, FNS allocated an additional \$161,825 in unmatched funds for our BFET program
 - In the next Federal Fiscal Year, FNS will allocate an additional \$250,000 in funds for BFET



BASIC FOOD EMPLOYMENT & TRAINING

- In the first year (FFY) of our BFET program, FNS provided \$591,825
 - Added to our initial investment of \$430,000 funding for BFET totaled \$1,021,825
- For next FFY, we will allocate another \$430,000 for BFET
 - FNS has agreed to also add \$250,000 in unmatched funds for BFET next FFY
 - As a result, funding for BFET services will total \$1,110,000
 - This will allow us to maximize the use of our funding in the LEP Pathway program, including the funds we receive from ORR for employment services to refugees



BASIC FOOD EMPLOYMENT & TRAINING

- First year outcomes for our BFET program are promising:
 - Through June 2013, we served a total of 476 clients
 - 462 were refugees
 - 14 were immigrants (non-refugee)
 - 246 clients found work after participating in BFET
 - Clients found work in about 80 days after participating in BFET
 - The average wage at job entry was \$10.01
 - 166 clients were still employed 90 days after job entry – this number may increase



Question and Answer Session



Question and Answer Session

Asking Questions



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Poll Questions



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Thank you!

Accessing Materials



THANK YOU for attending the Webinar!

A transcript and audio recording will be available approximately 10 days on the Office of Refugee Resettlement Web site and the Welfare Peer TA Network Web site.

Please be sure to register for additional upcoming Webinars through the Welfare Peer TA Network Web site.



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