

**Secondary Migration of Refugees:  
Collaborating to Ensure Community Integration**  
September 23, 2014  
12:00 pm CT

Coordinator: Welcome and thank you for standing by. At this time, all lines are closed for the duration of today's call. Today's conference is being recorded. If you have any objections, you may disconnect at this time. I would now like to turn the meeting over to Ms. Amy Shir. You may begin.

Amy Shir: (unintelligible) Lewis Kimsey, who is the Kansas State Refugee Coordinator. I'm also joined by Susan Downs-Karkos, who's the Director of Strategic Partnerships with Welcoming America, and, importantly, Brenda Zion, who's formerly the Executive Director of OneMorgan County, which is in Northeast Colorado. Next.

The objectives of our webinar will be to define secondary migration and its drivers, to share impacts of secondary migration. We will discuss what a State Refugee Coordinator's role is regarding secondary migration. We'll introduce Welcoming America, and Susan will tell us about this wonderful organization that's working on community integration.

We'll also introduce OneMorgan County's fantastic work in Colorado. And we'll discuss here specifically what is a nonprofit's role regarding secondary

migration. And then we will have some online Q&A, which my colleague, Nathan Ringham, is going to talk about right now.

Nathan Ringham: Hi, everyone. We'll be accepting your questions throughout the duration of the webinar on the online Q&A feature. If you look at the top of your screen right now, you should see a toolbar, and you should see Q&A up at the top.

If you have a question at any time, you can click on Q&A. A message box will open up. If you type in your question, you can then click Ask, and we'll get your question. We'll add it to the queue, and at the end of the webinar we'll go over all the questions and try to answer them.

Amy Shir: Great. Thanks so much, Nathan. So let's talk about what is secondary migration. Refugees move to states other than the state in which they were initially resettled or placed. And refugees, like all folks in this country, have the right to relocate at any time to any state upon arrival.

But (unintelligible) location of housing, (unintelligible), registration at public schools, application for public (unintelligible), through the initial refugee resettlement agency. So let's discuss some drivers of secondary migration. Here are some primary drivers, you know, (unintelligible) establish (unintelligible) job opportunity, cost of living, and affordable housing. And, in some cases, better public service benefits are a driver of secondary migration.

And here are some of the many impacts of secondary migration. We'll be talking about this more and asking for your questions on impact. So next. Difficult jobs are filled. Why am I breaking up? You can't hear me? Can you hear me?

Nathan Ringham: Yes. That's better.

Amy Shir: Okay. So here are some impacts of secondary migration. Difficult jobs are filled. For example, meat packing jobs. And we're going to be talking about these. Another impact is that much of the initial resettlement money does not follow refugees.

Also, there may not be refugee serving agencies in the community that is where secondary migration is taking place. Or refugees that are in secondary migration may bypass the resettlement agencies and talk directly to family or a faith leader and not be aware of the services of the resettlement agencies in that community.

Another impact is the community may not be prepared for the secondary migration, and there may be a lack of affordable housing, schools, government benefits. Now it should be noted that the Office of Refugee Resettlement does have funding to support communities with secondary migration.

Formula funding consideration includes secondary migration numbers. There are discretionary grants that may help serve secondary migrant populations. For example, case management in preferred communities grants.

Also, the Bureau of Population of Refugees PRM and Migration PRM at the State Department is frequently discussed, you know, these conversations happen between LRR and PRM and the State Department. And there are also discretionary grants for employment services, targeted discretionary grant for employment services.

And ORR shares these secondary migration numbers and trends and data with the State Department's Bureau of Population, Refugees, and Migration and with the resettlement agencies for placement purposes. Also, ORR participates

in emergent secondary migration discussions and weighs in as it relates to resources and budget.

So next, what are the top 20 states for secondary migration? Here you will see the states are shaded. You'll notice a big swathe in the middle of the country. Like all Americans, refugees are free to move about the country to be close to family, friends, or a better job.

While this may have very positive consequences for the refugees, it's important to be cognizant that the initial dollars used for their housing, job training, and English as a Second Language typically do not follow them.

They may arrive at American Job Centers without robust English language skills or an understanding of how to prepare a resume, apply for jobs, or what to wear for an interview. So understanding what the drivers may be in your community, what employers are employing refugees, and who the refugee-serving agencies are will help these individuals be successful.

The top five states for secondary migration are Minnesota, Ohio, Iowa, Florida, and Oklahoma. The Twin Cities of St. Paul, Minneapolis, host very high numbers of Somali. Ohio also has many refugees from Africa. Iowa and Oklahoma offer a lower cost of living and employment at meat packing plants, which are attracting large numbers of refugees.

A large number of Cubans and Haitian asylees have formed strong communities in Florida. There are many other states experiencing high rates of secondary migration. There is ample evidence that new immigrants and refugees gravitate to geographic areas where there is an existing concentration of refugees. Makes sense. So let's go into the State Refugee Coordinator's role, the next slide.

So Minnesota leads the nation in secondary migration. The same number of secondary migrations come in each year as are initially resettled. So 2,000 initial resettlements are then matched with additional 2,000 coming in each year. Roughly only a hundred of these refugees go out. So it's all additive.

The challenge is pretty big with such large numbers. Gus Avenido, the Minnesota State Refugee Coordinator, works with school leaders, housing providers, public benefits providers, and law enforcement to discuss the numbers and plan, but a lot is done reactively instead of proactively.

Minnesota uses some ORR funding to create community connectors in these communities experiencing high numbers of secondary migrants. These community connectors serve to help the refugees connect with service providers of transitional housing, translators, schools, and medical providers, the County Board of (unintelligible), benefits providers, and employer and workforce services agencies, amongst others.

So let's talk - let's have a conversation now with Lewis Kimsey, the Kansas State Refugee Coordinator. Next slide. So, Lewis, I'm going to ask you a few questions, and if you could talk with us. Tell us about secondary migration in Kansas, particularly as it is occurring in the Southwest part of the State.

Tell us a bit about some of the challenges that the refugees, employers, and communities face with secondary migration, and then please inform us about your role as State Refugee Coordinator to help ensure that the refugees and the communities are successful.

And you've talked to me about your meetings with employers, community members, how you take some moneys and divert it to these communities, so if you could share with us all, that would be great. Thanks, Lewis.

Lewis Kimsey: Sure. In Southwest Kansas, we've got three communities that are the primary sites for secondary migration in that part of the State, Garden City, Dodge City, and Liberal. They all are meat packing communities, and we've been resettling refugees there since the Southeast Asian, you know, initial arrivals started.

We had a lull in the late '90s, early 2000 of direct resettlement, but the secondary migration has been going on perpetually, if you will. The challenges are multiple. First, for a number of years, the direct resettlement out there was minimal. It had been to the point of 15 to 30 people a year.

So the direct resettlement operation had no capacity to work with the secondary migrants at all. In addition, the changing populations over time and the fact that they just show up, as we all know, the biggest issue is we don't know, frankly, who's there or when they're there or how many of them stay, how many of them move on.

And especially with the Somali and the Burmese that are out there right now, which are our primarily populations, and with the Somali in particular, they move a lot. We've got instances where they've moved five or six times before they've come to us, which is part of the challenge.

You know, those of you that are State Coordinators or work with your State Coordinators probably know that the refugee social service funding that's available to the states is tied to those arrivals within the past two years. Well,

the one piece that kind of lies below the surface, if you will, is ORR only moves the money for secondary migration once.

So whichever state is lucky enough to identify that individual first, as long as they identify them at all within the two-year window, are the ones that would see the social service money move. My challenge in Kansas is the fact that because of the numbers, you know, Gus's is about 50/50.

In Kansas we get 500 primaries a year, and depending on the year and the circumstances, we will get 1,000 to 1,500 that we can identify, secondary migrants at any point in any given year. Many of those don't get accounted for in the refugee social service funding, because they are outside of the two-year window, but they're still within the five-year window in which we're able to serve them.

You know, and all these things come into play. The challenge for me is that I wind up taking about a third of my social service money, even though it's not accounted for in the numbers, and putting it in Western Kansas to meet the need out there.

We've got refugees living six, seven, eight in a one-bedroom apartment, because housing availability in Garden City, in particular, is next to zero. It's at 100% capacity. And I had a conversation with economic development out there a couple years ago that if they could find somebody to build a 500-unit apartment, we could probably pretty well keep it full. Thus far, they've not been able to do that. So that's an issue.

The plants, we have a total of four plants in those three communities operating. Because the refugees tend to just show up and hook up with either other friends in the refugee community or others of their same ethnicity, they

frequently don't even interact with us until such a point in time as, you know, an issue develops.

And, usually, you know, as Amy alluded to and Gus has said, that makes us very much reactionary as opposed to proactive. We have had regular meetings with the school districts, because, you know, they seem to be the ones that come into contact the quickest with the refugees.

Law enforcement, of course, the medical communities, you know, all the things that you do for your mainstream arrivals, you wind up doing for your secondaries. But, unfortunately, it's kind of a ghost population, because you don't really know how many people you're talking about at any point in time.

Everybody has been, you know, very positive out there about the whole situation. They could have gotten pretty down about it. We've had some of the, you know, as the ethnicities have changed, we've had some of the bad perceptions, if you will, the more negative perceptions, especially with the current population.

But, in general, Garden City's been very, very proactive about being receptive and welcoming to newcomers, regardless of their ethnicity. They took the lead early on a number of years ago about putting bilingual paras in their classrooms.

They even went so far as, with the Southeast Asian community, building a brand new school across the street from where most of the Southeast Asians lived, and focused on meeting those population needs. And thus far with the newer populations, it's working as well. So.

Amy Shir: Thank you, Lewis. And we'll open up for questions to Lewis in a bit. So, Susan, tell us a bit about your work at Welcoming America.

Susan Downs-Karkos: Thanks, Amy. So this is Susan Downs-Karkos. And thank you, everyone, for having me on the webinar today. It's really a pleasure to join you and to have this discussion about secondary refugee migration.

For those of you who are unfamiliar with Welcoming America, we are a national organization, also a technical assistance provider for the Office of Refugee Resettlement. And our focus with our technical assistance project is fostering greater community support for refugees.

But Welcoming America as a whole has a mission around promoting immigrant inclusion and the engagement of the long-term receiving community in immigrant integration efforts around the country.

We were really founded because of this recognition that our communities have faced a lot of demographic changes over the years, and sometimes those changes can bring about concerns and even fears on the part of receiving community members. So our work is really to work with organizations and communities that are really trying to do more to bring people together and to foster greater community receptivity for newcomers.

And certainly in communities that have been impacted by secondary refugee migration, there's a real need not to pretend that concerns don't exist, but to really be proactive and to listen to those concerns and to address them, to give people a chance to get to know their new neighbors, if you will.

I like the quote that Mayor of Nashville, Mayor Dean, often says, which is, "You know, when a newcomer chooses your city to come live in, there's no

greater honor." So that's the kind of spirit that we hope all cities will embrace as they think about the demographic changes that are happening and how immigrants and refugees can really be resources, economic resources and cultural resources that make our communities vital places.

On this slide you see a little bit about our Welcoming Cities and Counties initiative. What we've been really delighted to see in the last couple of years is that a number of local governments are really stepping forward and recognizing how important it is to welcome the diverse global talent that is coming to their communities.

And, in fact, we're now working with a set of over 40 city and county governments that are working to promote local policies and practices that support immigrant inclusion and engagement of the receiving community. Lewis will be happy to hear that Dodge City, Kansas, is one of our Welcoming Cities.

And for those of you who are interested to check out the list, you can go to [welcomingcities.org](http://welcomingcities.org), and see the numbers of cities that are growing almost week by week; really recognizing how important it is to share promising practices with each other, not to pretend that these demographic changes aren't happening, but rather, you know, to be proactive and think about how is that we're able to create the kind of environments in which all people can contribute to their greatest potential.

But, you know, getting really down to the foundational level, how is that we promote more welcoming environments? You know, how does a town that perhaps has been impacted by secondary migration in recent years go about creating that kind of community receptivity?

And, certainly, it is a long-term effort. It isn't something that, you know, happens in a week or a month or even a year. It really takes the concerted effort, hopefully on the part of local government, but also on the part of nonprofit organizations like you'll hear about from Brenda in a little bit, and also just everyday members of their communities.

So what we've found at Welcoming America really works, and this has been backed up time and again by research, as well as lessons learned from the field, is there are really three key strategies that are important to be using when you're trying to build greater community receptivity for refugees.

First, meaningful contact. You know, the fact is that in so many places language and cultural barriers or fears get in the way of people getting to know their new neighbor. There may be misunderstandings. You know, people may not look at each other in the eye when they're walking down the street. They may not smile.

These are the kinds of things that may deeply concern receiving community members, especially in smaller towns like the ones we've heard of from Lewis in Kansas. And yet, you know, when people have the chance to get to know each other on a more human level, we find that these concerns kind of melt away and people understand some of the cultural differences that are part of this.

So, you know, fostering meaningful contact can mean everything from hosting dialogues where people are able to really listen to each other and share their own feelings in a safe environment, to finding ways to help people work together side-by-side on an area of common interest.

That may be, you know, community gardening. It may be working together on a project in a child's school. It may be learning a language. There are so many possibilities for fostering meaningful contact, but the important thing is that we need to be proactive about it and find ways to involve new people, because most people in their everyday world, we've found, just don't have those contact opportunities.

The second way is around leadership engagement. How to get mainstream leaders, whether they're mayors, business folks, faith leaders, to step up and be involved and be positive voices for the demographic change that's happening.

These folks send important signals to the rest of the receiving community about what these demographic changes mean, and so to the extent at which they're positive, other people will listen and may follow. And vice versa, to the extent which that is negative, people will tend to be more concerned.

And then, finally, communications. How is it that we're talking about the changes that are happening? Are we doing that in a way that really promotes unity across our community, really talks about the contributions of all members of our society?

It's important that we're able to, you know, recognize that certainly there are challenges that happen to communities with secondary migration, but also that there's new opportunity. There are new people who are keeping those meat packing plants vibrant and operational.

There are, you know, new kids coming into schools that are helping to bring new ideas into the school building. So really thinking about positive communications is important as well. And I just wanted to call out the

importance of schools, in particular, because I think we've seen time and again that schools play this really critical role in all of our communities in terms of being a place in which a lot of bridge building can happen.

And this picture here comes from Intercambio Uniting Communities in Bolder, where they've done a lot of intentional work to build bridges between newcomers and the receiving community using some of those same strategies, you know, building meaningful contact, whether that's building contact between the students who are of different backgrounds. You can't assume that that's always going to happen naturally.

We have to be really intentional sometimes to make sure that the kids in the classroom are really having a chance to interact with each other and create new friendships, but also with the families and the parents. There are lots of opportunities to bring parents together in the schools.

And I think Morgan County, actually, and Brenda has been really successful in getting refugee parents into the schools and doing some of this work. And, of course, getting school leadership involved and proactive in being a positive voice is important, as well as communicating out to the community that this is a welcoming school. This is a school in which we're stronger for our diversity.

And, finally, I want to just wrap up with a few additional resources that are available on these issues from Welcoming America. I can really just scratch the surface today on this webinar, but I did want to encourage everyone to visit our website at [welcomingrefugees.org](http://welcomingrefugees.org).

There you will find quite a number of recorded webinars. We've recorded webinars on contacts, on communications, on leadership development, and on

many other related topics, even on welcoming schools. So I would encourage you to check out our webinar series.

We also have a number of toolkits available, and our most recent toolkit is a toolkit about positive communications. It's really a how-to and helps you think about, you know, how you craft press releases or, you know, invitations to events using this positive messaging around refugee contributions and refugee resiliency.

And then, finally, on our website if you can see in very small letters at the top, we have this word Connect. If you click on Connect on our toolbar, you'll be able to sign up for updates and find out about all of our tools as they're available, get notifications of our upcoming webinars, and other events that may be happening at Welcoming America.

So, Amy, with that, I'm going to turn it back over to you, and I'd be happy to answer any questions when we get to that portion of the webinar.

Amy Shir: Thank you so much for your beautiful work.

Susan Downs-Karkos: Thank you.

Amy Shir: (Unintelligible).

Susan Downs-Karkos: Amy, you're breaking up again.

Amy Shir: Can you hear me now?

Susan Downs-Karkos: That's much better.

Amy Shir: Okay. So thank you so much, Susan. And Brenda, why don't you tell us about your fabulous work that you did at OneMorgan County? And talk to us about what nonprofits can do to create a welcoming community. Next slide.

Brenda Zion: Well, good morning, everyone. And if you're east of Colorado, good afternoon. I'm Brenda Zion, and I worked as the Executive Director of OneMorgan County for six years, from '08 until earlier this year. And I'm thrilled to be here with everyone.

So I think the first thing that is important is to think about what a nonprofit's role is and to remember that nonprofits are incorporated in order to address a social need that otherwise would go unmet. Therefore, it will depend on a nonprofit's mission how that organization might interact with refugee resettlement.

So if you think about maybe it's a nonprofit that focuses on youth intervention, then that's one consideration. Or if it's a nonprofit that focuses on access to healthcare, that's another kind of consideration.

OneMorgan County, which you will hear me refer to as OMC throughout my talk, is a nonprofit that focuses on immigrant integration in general, and, therefore, has engaged in both the broadly based and the specific ways in which immigrant integration can be advanced in the community. So, specifically, according to its mission, OneMorgan County fosters relationships among diverse people and organizations to strengthen the inclusive nature of our community.

And this has been brought to life over the years of the organization in a variety of ways, primarily by fostering relationship building and dialogue opportunities where they otherwise might not exist, by providing orientation

workshops teaching local systems and expectations to newcomers, by hosting an annual celebration of music and food from around the world, by linking volunteer tutors and mentors to ESL learners, and delivering citizenship services.

At OMC I think what's really important is the attitude or the approach that OMC has taken as it interacts with the community. OMC has really worked to recognize a strong infrastructure of existing local services and has worked to bolster but not duplicate those services.

And the approach or the attitude of OMC, I think, is well-stated in a welcoming statement you see on the slide that's taken from OMC's homepage. And it talks about the community realizing its full potential.

So to understand a little bit about the situation in Morgan County, the county seat, which is the city of Fort Morgan, is 80 miles northeast of Denver. So this is a rural, isolated area of the state. Morgan County has a population of about 30,000 people across about 1,300 square miles.

And so - but it has a story about demographic change. And you can see that if you look at the Hispanic or Latino population, which is approximately 30% in the county and then 40% in the city of Fort Morgan in the county seat, and then 60% in the school district that serves the city of Fort Morgan.

And that is a really good demonstrator of how the demographics are changing and the population is changing. So you add to this mix that in the past several years, starting in approximately mid to the second half of the 2000s, the city of Fort Morgan experienced a rapid emergence of East African refugees, mostly Somali Muslims, though representing several nationalities.

And then in the summer of 2011, Lutheran Family Services Rocky Mountains estimated the refugee numbers to be 1,200 to 1,500. That estimation has since been revised and reduced in March of 2012 to about 600 to 900, and it stands at that there today.

And while this number may seem small to some of you, but in this isolated rural community of about 12,000 in the city of Fort Morgan, 16,000 if you count neighboring areas, this is a remarkable percentage.

This is a phenomenon which is employment driven, as people come to work agriculture jobs primarily at Cargill Beef Packing Plant. And Cargill offers relatively good wages plus benefits and training on sight, and English is not required. And so that's the primary driver.

So when we talk about the challenges associated with refugee resettlement - of course, we all know that that's often the subject. We also know that there are opportunities inherent in refugee resettlement. And so the approach that OMC has taken, which follows with my opinion, is that I feel it's less likely that immigration causes new challenges and more likely that immigration reveals existing challenges.

And so I think the great opportunity there is that as a community works to overcome the challenges that are revealed as newcomers come into a community, everyone benefits from that. All populations within a community stand to benefit from that.

So one of the things that we've learned to do along the way is no matter what program we're doing, we visit the potentially controversial issue, the issue of immigration, the issue of secondary migration, and people as newcomers in

large numbers coming into a community, is no matter in what way you're able to do that work.

Maybe, you know, local government creates a position, or maybe you're an employee of the local library, or maybe you're an employee at the school district, or however that work is advanced in your community, I found that it's very important like, you know, many initiatives that you be very visible, you be very available, transparent, accessible.

And so one of the things we did to be able to advance immigrant integration and the integration of refugees in the community is to work to make sure that organizations doing that, you know, demonstrated nonprofit excellence at every opportunity.

And so what you're looking at now is a strategic plan that was developed. But it did more than, you know, be very straightforward about what the organization's next steps are, but also to really demonstrate a vision of the community that doesn't abandon our past, but instead is a renewal of who we've been as a community and excitement about who we've been as a community and the future that we have ahead with an increasingly diverse population.

And I think I was asked to share with you a little bit about how some of the work that we've done has been presented to the community. I think that most important thing that OMC could do is what essentially boils down to bridging social capital, referring to the cooperative connections with people from different walks of life.

I think you need, no matter what program you're doing, it helps to strive to be savvy regarding the nuances of integration into your community. So, for

example, we originally had a plan. Language access became a major issue as the secondary migration population began to show up in the Fort Morgan, as now there was instead of just English and Spanish, we had a multitude of languages.

Some people needed help with a language, and there were only a few people in the community that spoke that language. So how do you justify bringing in interpretation and translation of forms for just, you know, a few people, et cetera, et cetera. I'm sure you're all familiar with those challenges.

So the plan was to create an interpreter translator bank. And early on, I realized that our community was far from ready to support a successful, sustainable interpreter translator bank, and that the first thing we needed to do was to discuss and explore language access, Title VI, the implications, et cetera, et cetera.

So we put together an informative packet, went out to community leaders across the area. It talks about the rules of language access, when it's applicable. It's just providing information with the basics, but it is a little bit more than that. It's the way that it's introduced.

Realizing that this would be a first step, instead of, you know, seeking the huge paradigm shift that we wanted, was just how to present it and give people permission to be awkward and uninformed and eager to learn.

As soon as their eager learn, we talk in their - you know, as I introduce it to people, I talk to them about what I had observed. I had people who strongly advocate for an English-only approach when we're working with newcomers. I had other people express excitement over interacting with, you know, a new, diverse group.

We had people very angry that they associate national pride with the acquisition of English, and so like, you know, it's almost - you know, it's almost sinful not to promote English. That kind of thing. But, you know, what I call liberating the elephant in the room, bringing up those tough conversations, that that's where the change begins is allowing people to move through their emotions around some of these issues.

Another thing that we did recently was to publish an immigration history booklet on the area where we highlight some of the major immigration waves over the years to the Morgan County area. And, you know what, we felt like it was really important to put this new wave in historical context.

We provide the information in a way that promotes critical thinking about ways in which immigration is the same as it has always been, but also different than decades ago. We discuss some motivators for people to migrate from around the world to the area, and how these motivators are both timeless and at the same time unique to this moment.

We created dialogue for talking about human nature. Like we highlight some of the discrimination that's happened with different groups. We talk about how community members have given to local, you know, food banks, Christmas drives over the last several years with the express restriction that their gift not go to a Somali family.

And just helping, again like I say, liberate the elephant in the room. How can we start having conversations about the kinds of things that happen in a community when there is rapid change? And creating that safe place for some of these conversations to be held.

So that's just an introduction to some of the many things that we've done. Like I said, when we do it well, we do it from a broad-based perspective, as well as being very specific. So, for example, if we hear that there are issues around Somali driving skills in the area and that there's a lot of turmoil in the community around that safety issue, we would work to bring the stakeholders together, to bring the resources we need to create some driving lessons and promote driving skills, being very specific in dealing with that issue.

But at the same time, do a broader, you know, perspective. Bring the police to the conversation. Have them give fact-based information on what really are the traffic incidences. Bringing people together to talk about the rhetoric that's being spread, that kind of thing. So with that, I thank you and look forward to any questions that you might have for me when we move on here.

Amy Shir: Thank you so much, Brenda. Such beautiful work. Let's go to the next slide. One of the things that ICF has been doing in its TA is encouraging collaboration so that mainstream service providers are working closely with refugee service providers, you know, to do what has been discussed, to create welcoming communities, receiving communities, conversations, leadership engagement, et cetera.

And we've talked in previous webinars about these four strategies. Nathan, go to the next slide. And I'll give you some examples, just to be looking at your own communities and, you know, where are you in your collaboration? Or are you even in collaboration? And if you're not in collaboration yet, obviously there's a lot of opportunity now for you to connect.

On the mainstream service provider side, you know, one of the first things that you can do is find out who your State Refugee Coordinator is. It's there.

Google it. All the states have one. Most of you have State Refugee Health Coordinators as well, about health collaboration.

But, you know, first of all, the first level of collaboration we've been talking about is just sharing information about programs. And that's a good start. Level two is staff from your agencies are working on projects together to improve each other's services and each other's (outcomes).

And in level three we've changed some rules in the community for serving refugees. For example, targeting families as first in line for some services, or staff from service providers are co-located, or hours and locations of services have changed to be more convenient for the whole community.

And then level four is where we're really creating change systems, systems that - where the services affect or support refugees. Significant funding has been redirected. Staff from separate agencies are cross-trained. Governing bodies of organizations have adopted policy changes and have inclusive membership of all community members.

So - and we can look at this - you know, again, I have the refugee agency here, but we've got schools. We've got law enforcement. We've got medical, et cetera. Public benefits. And just look where you are and where maybe the next right step could be to increase your level of collaboration.

And with that, Nathan, I would love to open it up to questions. Can you let us know how we might get some?

Nathan Ringham: Sure. We actually have quite a few questions in the queue that I'll repeat here shortly, but as a reminder for everyone participating, if you have a question

now you can click on the Q&A icon on the toolbar on the top of your Live Meeting screen.

A window will open up where you can type in your question, click on the word Ask, and we will get it and add it to our queue. And hopefully we'll have enough time to get to all of the questions we receive.

To start, several folks have asked if the slides will be sent out to participants, and I wanted to share with everyone that, yes, we'll be sending out copies of the slides to all the participants. We'll also be making available a recording of the webinar and a transcript as well. All these will be posted online.

One of the questions we got is how does ORR are track secondary migrants? I know they have a data system that has this information in it. Lewis, maybe this is a good question for you. How do you report this data to ORR?

Lewis Kimsey: Well, once a year the states are allowed a window of opportunity to submit information about secondary migrants, asylees, trafficking victims, and so forth all in the aggregate, for individuals looking back depending on which process is being used, either two or three years from the start of the prior fiscal year.

That submission usually occurs in December, occasionally early January, I think. I don't remember the dates coming up, but that's the way it gets submitted. And you submit a minimal number of data elements, but everything has to match with the data that ORR has of arrivals into the country, so that they - because what they do is they know where everybody initially went, so they'll take that person away from Minnesota and add it to Kansas's count.

But if everything doesn't match, they won't move it. And like I alluded to earlier, because of the time constraints and, you know, the limited amount of dollars, they're only going to move the money once.

Nathan Ringham: Great. Someone in California noted that they're experiencing a wave of Afghan SIV immigrants, and because there's a large Afghan community in California. And they wondered if other places across the country were seeing something similar? I guess that's a question any of you could answer, Lewis, Susan, or Brenda. Have you seen Afghan SIV immigrants moving around the country?

Lewis Kimsey: We haven't seen significant movement within the Afghan community here in Kansas. Most of our movement is in the Somali and the Burmese, with emphasis on the Somali.

Brenda Zion: And we're almost exactly the same. And I think - just want to say, not knowing much about backgrounds there, but this is something that I talk about a lot whereas you have to factor in the types of jobs that are here.

And so we often talk about this in our community, if we had locally a manufacturer of, say, advanced technology systems or something like that where engineers were immigrated to the area from other countries, that immigration trend would look completely different.

But as it is, we're an agricultural-based community. We have Cargill which is our largest, by far and away, our largest employer in our county. And so that lends itself to certain types of population group moving to the area.

Susan Downs-Karkos: Yes. And I guess the only thing I would add is, since you mentioned that there's a large Afghan community there in California, it's probably pretty

predictable that you're going to have, you know, as more Afghans are coming into the country, more will be making their way to where they have family and friends, and that support.

And I think, you know, considering a hospitality center makes a lot of sense. And I think just being cognizant of, you know, some of the - sometimes it can be a little bit tricky if there's something that's set up that's very specific for one group and makes other groups feel left out.

So I think you just have to consider how you do that in a way that doesn't feel like it's excluding people who might also want access to some kind of hospitality center.

Nathan Ringham: Susan, there are a couple questions for you. Somebody asked, does Welcoming America extend outreach to communities and officials or do you expect communities to reach out to you?

Susan Downs-Karkos: That's a really good question, and I think it's definitely both. I mean, we would love to have the time and capacity to be proactive and really be reaching out to communities all over the country.

We try our best, you know, through our webinars and, you know, our conference presentations and our tools. But, certainly, we haven't really had the time to make a concerted effort to sort of one-on-one reach out to key folks and try and get them engaged in our work.

And partly that's because we haven't had to, because through word of mouth we've had so many different organizations approach us, particularly the city and county governments and say, "I hear that, you know, Atlanta's a

Welcoming City. And, you know, if Atlanta's a Welcoming City, then I want to be a Welcoming City, too."

You know, other cities within the Southeast, for example, you know, feeling that sense of friendly competition. So we often have people seek us out through word of mouth. However, I'm always happy to help strategize with folks who would like to see their local governments get more involved.

We have nonprofits in a number of different cities that have met with their local governments and really explained why it's important for them to position themselves as an immigrant-friendly community. And it's made a great difference, and those local governments have come on board.

And so in many, many cases, it's nonprofits reaching out to local governments and saying, "You know, this is important. This is a great opportunity for us, and our government should be part of it."

And I think I would just wrap up by saying that, you know, in the best of all possible worlds, it's local government and nonprofits working together hand-in-hand to make a welcoming community. Local governments can do it by themselves.

Nonprofits have a difficult challenge if they're trying to do it without the support of their local governments, they're probably only going to go so far. So I think, you know, really finding ways to collaborate, as Amy was talking about earlier, is what's going to ultimately make our communities more welcoming.

But I'd be happy to - people can feel free to email me at [susan@welcomingamerica.org](mailto:susan@welcomingamerica.org) if they are working in a community where

they'd like to see greater involvement, and I'd be happy to help share how other groups have gotten their cities more involved.

Nathan Ringham: Great. Brenda, you mentioned interpretation services, and somebody asked could you please explain how the interpreter translator bank works and how it can be implemented at the county level?

Brenda Zion: Well, I think there's a lot of different ways that - I kind of lost you, Nathan, so I hope I got it exactly right. But anyway, I think you're asking me to talk about the infrastructure around an interpreter translator bank?

Nathan Ringham: Yes.

Brenda Zion: Okay. Well, in a rural - I mean, there are many challenges to this. And even as we helped to launch that, that was done with a certain degree of ambiguity in our how will we accomplish that? Some things we're going to find out as we go. That kind of thing.

Our hope had been that we were going to at least, just the minimal, come up with a list of individuals fluent in a variety of languages that would be available as a resource. Not - I mean, that would be compensated for their skills and trained as a professional interpreter.

But in an area like ours, it's almost impossible to fully employ someone for interpretation or translation services full time for some of those more - you know, for some of the lesser used languages. So getting beyond Spanish and Somali, it would be really hard to be able to employ someone full time to do interpretation and translation of that language, even though there is a need out there for other languages as well.

So anyways, our hope had been that we could come up with some sort of community resource, a list of people who, you know, work primarily at another job that are interested in, you know, some secondary income to do that kind of work.

But I could talk at length and take up many, many, many, many hours of your time talking about the challenges of pulling something like that together in a rural setting. Lutheran Family Services has done a good job of it at some of their locations. There are other places that have done a good job of it.

There's a lot of different types of services that might be better, you know, better served different areas, whether it be video, you know, like a video conferencing some sort of interpretation or via the telephone, that kind of thing.

And so, I mean, the answer is we didn't get that far, because what I found, and I would suspect this would happen in many small towns across our country, is that as we started looking at how would we make something like that sustainable, there was a great degree of resistance for people to put forward local resources to make something like that happen.

And there had already been, you know, like a subculture set up for that to occur for the Spanish language. And it was really hard to start breaking that down and moving away from just a system that had been created over the years that doesn't actually support professional-level interpretation and that level of skill and that level of professionally trained interpretation and translation.

And so, I guess what I'm trying to say is it's a big challenge. And what I found early on is that before I could even move towards making something like that

happen, we were going to have to just start talking about language access and what are the rules and start shifting some of the attitudes that are out there about whether or not people are responsible for providing language access, when in fact they are.

And so that was the beginning step, and I think that you need to, if you're ever interested in creating an interpreter translator bank, do your research. Start looking around at good models. Look for models if you're in a rural area that might work in a rural area. And you're probably going to have to be creative. And it is going to take community resources to make something like that be sustainable.

Nathan Ringham: Great. Thanks so much for that answer. And with that, I think we're running short on time. Amy, do you have any concluding words?

Amy Shir: Well, I just want to thank all of our presenters and all of you for attending the webinar. ORR, the Office of Refugee Resettlement, offers an array of technical assistance, resources, with more resources being added regularly.

And we will be sending these slides out, but you will also be able to access the transcript and the recording and whatnot at the ORR website. Please visit [welcomingamerica.org](http://welcomingamerica.org) and utilize the fantastic resources that Susan and her team have developed and continue to develop.

And please feel free to reach out to OneMorgan County. Brenda Zion is no longer with the organization, but hopefully they are still - I'm sure they're still carrying out this amazing work to make Morgan County all-inclusive for all of their residents. So thanks so much to each of you for participating, and we'll talk soon. Bye-bye.

Coordinator: Thank you. This concludes today's conference call. All parties may disconnect at this time.

END