

**UTAH DEPARTMENT OF
WORKFORCE SERVICES:**

Integrating TANF and Refugee Services

REFUGEE RESETTLEMENT IN UTAH

- **CATHOLIC COMMUNITY SERVICES (CCS) – CREATED IN 1945 AS AN AID TO THE POOR AND NEEDY OF SALT LAKE CITY.**
 - **BEGAN RESETTLING REFUGEES IN 1974**
 - **1975 BEGAN REFUGEE FOSTER CARE PROGRAM**
- **INTERNATONAL RESCUE COMMITTEE (IRC) – WORLDWIDE ORGANIZATION WITH SEVERAL BRANCHES IN THE U.S.**
 - **BEGAN OPERATING IN SALT LAKE CITY, UTAH IN 1994.**
 - **HAS RESETTLED OVER 9,000 REFUGEES FROM 15 DIFFERENT COUNTRIES**
- **REFUGEE AND IMMIGRANT CENTER AT THE ASIAN ASSOCIATION OF UTAH**
 - **BEGAN IN 1977 SERVING ASIAN IMMIGRANTS AND REFUGEES**
 - **CURRENTLY SERVES OVER 2,000 REFUGEES**

TANF/ORR PARTNERSHIP

- UTAH DEPARTMENT OF WORKFORCE SERVICES WAS CREATED IN 1996
 - ONE STOP SERVICE DELIVERY SYSTEM FOR EMPLOYMENT AND TRAINING
- BETWEEN 2004 AND 2007 – OVER 2500 REFUGEES RESETTLED IN UTAH
 - MOST REFUGEES RESETTLED IN SALT LAKE CITY METROPOLITAN AREA
 - DWS RECOGNIZED NEED FOR SPECIALIZED SERVICES
- REFUGEE SUPPORT TEAM CREATED IN 2005
 - EMPLOYMENT COUNSELORS OUTSTATIONED IN RESETTLEMENT AGENCIES
 - BY 2006, TWO TEAMS – EMPLOYMENT COUNSELING AND ELIGIBILITY CENTRALLY LOCATED IN ONE OFFICE TO SERVE ALL NEW REFUGEES FOR UP TO THE FIRST THREE YEARS IN U.S.

TANF/ORR PARTNERSHIP

– THE REFUGEE'S ROAD TO INTEGRATION

- Case Management
- English as Second Language (ESL) / Training
- Training/Employment and Summer Youth Employment
- Subsidized Employment
- Housing Assistance
- Emergency Assistance
- Community Supports and Capacity Building
- Women's Services – Victim Advocate Support
- Mental Health Services

BENEFITS TO DWS/TANF OFFICE

- **Refugee Services Office (RSO) housed within DWS – created in 2008**
 - Flexible partnership with TANF program
- **Easily Identify Refugee Families Considered to be TANF-Needy**
 - Specialized Refugee Support Team
 - Tracking outcomes
- **TANF Funded Programs And Services**
 - Allows Options For Work Participation Activities For Refugees
 - Contributes To TANF Work Participation Rates

BENEFITS TO REFUGEES

- **Specialized Eligibility/Employment Specialists Teams**
 - One Stop Shop
- **Seamless Process for Refugee Resettlement and Placement**
 - 24 Month Intensive Case Management
- **Community Resource Specialists Team**
 - Capacity Building
- **Regular Communication with Resettlement Agencies and other Providers**
 - Increased Collaboration for Services

CHALLENGES

- **Being Client-Focused**
- **Data Collection and Reporting**
- **Employment Services**
- **Case Coordination**

LESSONS LEARNED

- **Comprehensive Case Management Around ESL/Employment Focused Services is Essential**
- **Consistent and Regular Communication Between Providers is Crucial**
- **ESL/On the Job Training Approach Increases Chances of Successful Transition to Sustainable Employment**
- **Most New Refugee Families are TANF Needy Families and are Eligible for TANF Services**
- **Investing in ESL and Training Early On Pays Off**