

**Supporting Workplace Success for Refugees Webinar:
How Workforce Agencies Can Collaborate with Refugee Programs**

**June 12, 2014
12:00 pm CT**

Coordinator: Welcome and thank you for standing by. This call is being recorded. If you have any objections you may disconnect at this time. All participants are in a listen mode only for the duration of today's conference. I would now like to turn the call over to your host, Ms. (Amy Shir). You may begin. Thank you.

(Amy Shir): Thank you, (Michelle). Welcome everybody to supporting workplace success for refugees. Woo-hoo. How workforce agencies can collaborate with refugee programs.

Here in Louisville, Kentucky, it's (Amy Shir). I'm at TA provider for the Office of Refugee Resettlement. And I am joined by the fabulous (Becky Jordan) who's the Kentucky state refugee coordinator and (Louisa Jones) is also going to participate on this call. She's another ORR TA provider. (Becky) and (Louisa), do you want to say hi?

(Becky Jordan): Hello everyone. I'm glad that you can all make it this afternoon.

(Louisa Jones): Good afternoon everyone and good morning to those on the West Coast. This is (Louisa Jones).

(Amy Shir): Yes. So (Nathan), let's hop right in, shall we? The first thing we want to do is just show you a couple success stories. There are many, many wonderful success stories. We'll start with (Hab Tone, Mienine shet) ad (Hab Tone) is an Ethiopian refugee.

He got a job as a valet when he came to the United States but he now works at Inova, a large healthcare system in the Washington, DC area. He was able to attain a more promising job by completing Northern Virginia family services training futures program.

This entailed completing a 25 week administrative support course in a simulated office setting that emphasized professional standards and work requirements.

He developed a lot of skills - Microsoft Office, keyboarding, customer service, medical terminology, HIPAA and he also gained work experience as a clerical intern.

Let's share another success story before we proceed. This is (Welty Wallo) with (Enoca) County job training center. (Welty) was a 17 year old junior at (Enoca) High School when she enrolled in the (WIA) Youth Program.

She faced the challenge of not having English as her primary language. However, (Welty) had a personal goal to become a nurse and she was determined to work hard to achieve this goal.

(Welty) continued to attend high school time and receive case management services through the (WIA) program. She was placed in a work experience at a local senior care center as a recreational therapy assistant where she assisted residents during their social therapies.

As she continued her work experience at the senior center, she completed her coursework to become a CNA, a certified nursing assistant, and attended a customized program through the job training center called, "Bridges to healthcare."

As a result of her participation in the summer youth program, she was hired by her employer, first as a recreational therapy assistant and then as a CNA. She completed the Bridges to Healthcare Program with perfect attendance, passed her CNA test and has made a successful transition to a local post-secondary college. (Welty) is now enrolled in their LPN, their Licensed Practical Nursing program. She is on her way.

So let's go to the objectives of our Webinar. So the objectives of this Webinar are to identify who are refugees and what skills they bring to the American workplace, to share information about the refugee resettlement ecosystem and to highlight opportunities for workforce development agencies and refugee service organizations to collaborate to produce strong employment outcomes. Next.

(Louisa Jones): All right. If you want to ask a question during the presentation or right after, where we're doing a question and answer period, you'll see directions on the screen for typing your question. Just go to the top tab that says Q&A, type in your question and then click on the word ask to submit your question. And you can do this throughout the Webinar or at the very end and then we will get to your questions.

(Amy Shir): Thanks (Louisa).

(Becky Jordan): This is (Becky Jordan) and I'm the (rescue) coordinator from Kentucky and I'm just going to discuss for a little bit about who ORR serves and the resettlement process in the country for those of you all who are not familiar with the refugee settlement program.

Even though ORR, the name is Office of Refugee Resettlement, we also serve more than just people that we call refugees. So in 1975, though, the refugee program was established for professional programs mainly from what happened with the Vietnamese refugees in the Vietnam War.

But since 1975, ORR has resettled more than 3 million refugees. And they can be refugees. We also assist and resettle Cuban Haitian entrants. These are Cubans that come to America through a different process other than the refugee program and are assisted as well but in the same way as refugees.

In 2000, (asylees) that were already in the US who were granted (asylee) status were eligible for help in the ORR program. We've also added survivors of torture, adult victims of trafficking, recently, about ten years ago, unaccompanied alien children, special immigrant juveniles, and then recently, we have started to serve immigrants - we call them special immigrant visas, SIV, cases.

These are Iraqis or Afghanistan translators and their families. These are translators that have helped the military during the Iraq Afghan conflict and need resettlement and protection in the US.

So the numbers of - types of refugees that we have assisted has increased over the years. So the next slide you see is the refugee resettlement roadmap that I believe that we received from Utah which is, as you can tell, is a very sort of complex resettlement roadmap and I'm not going to go through all the different pictures that you see.

But I think the takeaway from this is that those of the roadblocks - there are always solutions, whether it's employment or healthcare or education, there are solutions to all the roadblocks.

And what's also very important to note in all those solutions is that, to help with the roadblocks, it's not the resettlement agencies, it's the community that assists them, whether it's employers, healthcare providers, volunteers, churches and refugees themselves.

And of course, ultimately - the ultimate goal for resettlement is integration, which hopefully for some refugees, it does mean - oh, I think it says elected office to public office is the endgame and I do know that there's been at least one - there's Vietnamese that had been elected in Louisiana recently in office.

So that can be an end goal for refugees if they want to enter that arena. But that is the roadmap for resettlement in this country. So let's talk about the ecosystem or the system in resettlement.

As I talked about in the earlier slide, it takes more than just the resettlement program staff to resettle and assist refugees and that's part of the ecosystem. So refugees come into the US through assistance through national agencies mostly based in Washington, and there are nine agencies.

And they have about 350 agencies in the US who resettle refugees. So in Kentucky, I have approximately four resettlement agencies - Louisville, Lexington, Bowling Green and Owensboro. And I have about four national voluntary agencies in Kentucky that assist resettlement in my state.

But they also receive assistance from churches, community based organizations, refugee resettlement - refugees who have become organized themselves to assist. But we also need the assistance of other individuals like just local government, mayor's offices, governors.

We also get a lot of assistance from the public school systems. They have been tremendously helpful because they will be helping refugees who are newly arrived and can help us with issues related to family issues or even employment issues that maybe resettlement agencies do not notice right away.

And we have healthcare workers who help with refugees at the beginning, as well as volunteers. There are also, in my office, not only is it myself. I have a state refugee health coordinator. Kentucky's different. We're a non-profit. There are about 13 states that the state refugee coordinator is in a non-profit office, but in other states, just as Utah, from the earlier slide, that is a program that starts in the state government office.

But we all basically work together to do the same thing. But I do have a state refugee health coordinator who coordinates the healthcare in the state so whether this person's with the non-profit or in the state minister program, they do the same thing.

So they work alongside the refugee health coordinators, the resettlement agencies along with all the other providers and volunteers in the system to assist in the resettlement of refugees.

Refugees, upon arrival, whether you're a refugee or the Cuban Haitian entrant or the (asylee), all these categories that were discussed earlier, all are eligible for mainstream benefits, so they're legal upon arrival.

That would mean the TANF programs in your state. In Kentucky, we call this (KTAP). In your state, it will be a different acronym but they will be eligible for TANF. They'll be eligible for Medicaid or (SCHIP), which is for children.

And in those states that have expanded Medicaid with the ACA implementation, they'll be eligible for the standard Medicaid as well. They're eligible for SNAP which would normally be called the food stamp program, as well as school lunches and nutritional assistance.

They're eligible for SSI, whether it's due to age, which is age 65 or over, or for disability. They're eligible for SSI. They're also eligible for childcare assistance or Head Start programs as well as the workforce development services.

So they're eligible for all the mainstream services that most American residents are eligible for. I've been in the resettlement program for over 20 years and I can tell you that refugees are a tremendous asset to the workforce. They bring with them a lot of skills and talents and abilities.

They can come from the skill level of being a farmer to being a doctor, but all of their skill levels have a place and a contribution in the workforce. They have a strong work ethic. They are willing to work at any job at the beginning as well as any job afterwards, but they want to get started as soon as possible.

And refugees coming today can be doctors or they can be nurses. They can be farmers. They could've been tailors. They could've been doctors. So many times, at the beginning, because they don't have a great deal of English, they'll need to take a job that's not quite in their field but they are very much willing to find a way that they can use the skills that they brought with them to contribute to the workforce and try to begin again in their job skills that they had if at all possible.

Once they do start working, because many of them do come with families, they are committed to work, to be able to pay their bills, to support their

families. So there're very high retention rates with the resettlement of refugees and into the workforce in your area.

They also have a positive economic and community impact and that is resulted in sometimes the stabilization of an employer. We see that with a great deal of refugees going to work for poultry or meat packing, but as well as the other community impact where they start small businesses.

They're very interested. They're very entrepreneurial. And (inside) communities, they're probably some of the first ones that start ethnic restaurants which are a great interest to any community member in the area.

So they contribute, not only short term, but as well as long term to the community. And they have a positive community impact. They also contribute to tax incentives. Even though, at the beginning, they are accessing mainstream benefits when they're hired, they're paying the taxes, so the payroll taxes, sales taxes, so there's a great deal of tax incentives in hiring refugees.

Woman:

And next, I just want to talk to you a little bit about this case study that was done in Cleveland. The Asian Services in Action Asia, Inc., did this case study and it really shows you a very high return on investment regarding refugee economic impact.

So in 2012, 600 refugees were resettled in Cleveland. From 2000 to 2012, about 4500 refugees were resettled in Cleveland. But in 2012, 600 refugees were resettled in Cleveland and about \$4.8 million was spent on refugee services in 2012.

The total economic impact of those refugees in 2012 was \$48 million, that's a ten times return on investment and 650 jobs created. And I believe the study also showed that over 200 homes were purchased as well.

So very large return on investment that they showed in Cleveland. And that is not uncommon. The next slide, we want to share a little bit, and many of you will be aware of this, but there are some cultural issues that refugee groups may face that, you know, when you partner with the refugee service agencies, if you're on the workforce side, it's just good to know that while refugees as a group have characteristics that make for very strong employment outcomes.

Many refugees will need some special support, not only to adjust to the culture and language of the American workplace but also to address some of the effects of the hardships that they experienced as refugees.

So many refugees, and again, this is not a monolithic group. They're very diverse. Many refugees will need support for English language acquisition, for transportation and childcare.

By and large, highly educated people do not want low level service or factory jobs. And refugees are not any different than other highly educated people. And so you may find that, you know, doctors coming in from Iraq, they may have some English language acquisition and some recertification that needs to happen with their licensure but it would be pretty inappropriate for them to be placed into a meat packing factory, for example.

So we've got to be sensitive with folks around their skill level and their language acquisition and education level and try to make really good fits for them to be engaged and happy and productive.

Also some traditional gender roles may impact work placement. And you'll get to know certain groups, especially as you collaborate with the refugee service providers to understand what might be considered a traditionally female type job, for example, or a male type job.

Also, you know, many refugees were resettling Congolese, folks from Congo now, and many of the refugees have experienced trauma and have experienced violence and there may be mental health issues that need to be addressed.

And, again, through the collaboration and as a large community, as a holistic community, we will help to see these issues and then get them addressed for our refugees.

And many refugees simply need American workforce information, you know, what documents do I need to go to work? And how do I build a resume? And how do I dress? And, you know, how to show up on time for an interview and what the proper communications are to thank the person conducting the interview.

And just those kinds of things that American born people may take for granted. You know, we need to educate the refugees about what the norms are in the American work place. And now we'll go to programs and organizations supporting resettlement. Back to (Becky).

(Becky Jordan): All right. Well, the next discussion around how do you define successful refugee resettlement. And there's not, again, just one path of success. I think refugees, many times, define what they want success to be and our job is to support them in that process.

But the resettlement providers that I spoke about earlier, they assist newly arrived refugees at the beginning by providing aid. They help them find food through the food stamp program. They have funding to help them with their first apartment, to provide them shelter.

And they also use a number of stakeholders in that process to find the housing, to help them with job placement, employment skills. They charge them to find clothing. Many of them do not come with many possessions when they pick them up at the airport.

There's medical attention. Many of them haven't really seen a doctor. They've been in refugee camps. There's medical attention that they need. Education - many resettlement programs, either within their own office have ESL programs or they refer them out to ESL programs in their community.

And they also provide community orientation to understand sort of what expectations are in this country. A lot of them had overseas orientation so this is just, again, to go over that information with them.

But what's very interesting and good about resettlement is that it provides a one-stop shop for refugees in the first eight months of arrival. So they're able to go to see their case worker, their case manager, who found them that apartment or helped them get medical care.

And then they talk about what their next step is. They have a resettlement plan that they go over with their cases. Here's where you're going to start. Here's where we want - hopefully that you'll end in the first eight months, and then discuss with them what their long term goals are.

And they'll meet with a job developer and job specialist on site and they'll talk about what skills that they have and where will they be placed at the very beginning, but where do they want to go, looking at their English level, looking at their skill level and trying to match even the first job with their skills if that's possible.

If not, we always say, "Hang in there with the first job but come back and we'll help you to get those licenses or to get you higher up the career ladder if you improve your English."

So there is a strategy when refugees come in to provide them, not only with short term goals to get them started, but then long term goals for resettlement. So hopefully that will include home ownership eventually.

Many of them will buy their first home within - probably before they become a citizen which is within the first five to seven years of arrival they can become citizens. They can own businesses before they become citizens.

So the whole long term strategy about what successful resettlement is, but again, that's driven by the refugee and the refugee's family and what they define as successful resettlement.

Many times when the adults arrive, the parents are here for their children and the goal of the family is to get the children into education and to get their careers. So, again, I go back to it really is driven by what the refugee wants and if that is to, again, to go and figure out how they can use their skills they brought with them in the workplace, then that is a goal that the agencies will then work with the refugee to achieve later on in their resettlement, as soon as possible within that spectrum of that first five to seven years after arrival.

So what you're seeing on this next slide is where all of the R&P program affiliate sites are and R&P means Reception and Placement and that is the Department of State programs, so that's where all the affiliates are located.

So you can look on the map and you can see with your state, where the resettlement agencies are. And on the slide, it's kind of hard to see, but it's color-coded and it tells you what national voluntary agency is located in your city.

And then there will be a respective resettlement agency there in that city. And they go by different names so you'd have to do a little bit of work to figure out who they are, but they would be in those cities to see where they are.

You can contact the state refugee's coordinator's office in your state to determine any contact name or information for those resettlement sites in your state, in your city.

And as you see, the next says the top ten states receiving refugees. And if you notice, for the most part, with the exception of Illinois, that many of them are the outside border states, so Washington, California, Texas, Florida, Georgia, Virginia, Pennsylvania, New York, Illinois and Michigan.

And a lot of this is driven by traditional resettlement from the Vietnamese in California and Washington and then in Florida, many of the Cubans are in that area. Those are the top ten states that receive refugees in this country.

(Amy Shir): So secondary migration, and (Becky), feel free to jump in. You know, like all Americans, refugees are free to move around 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 ESL don't follow them.

So 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 service 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 -- and I'll give you some examples of why -- the Twin Cities of St. Paul and Minneapolis host very high numbers of Somalis.

So a lot of Somalis that may be resettled in other parts of the country may want to go to Minneapolis, St. Paul to be with this very robust, vibrant community.

Ohio also have many refugees from Arica. Ohio and Oklahoma offer a lower cost of living and there's employment at meat packing plants. We're seeing that in Kansas. We're seeing that here in Kentucky. And meat and poultry packing plants that have these jobs are attracting refugees, large numbers of refugees.

And a large number of Cubans and Haitians have formed very strong communities in Florida. And there as other - many other states experiencing high rates of secondary migration.

And we're going to have a Webinar later this summer, early fall, on secondary migration and we'll talk more about how this really takes a comprehensive community effort to ensure success with job skills and work placement and integration for refugees that do secondarily migrate. Now, (Louisa)'s going to talk about opportunities for collaboration.

(Louisa Jones): Great. Good afternoon everyone again. So after hearing some of this information in terms of what can go on in terms of workforce development agencies and refugee agencies and organizations working together, there're four key strategies we were looking at in terms of things that - ways that you could actually work on this collaboration.

The first, looking at information sharing and communication between refugee and workforce development providers at the state and local levels. The second one is looking at how can you really make employment services refugee-focused specifically on their needs and meeting their needs with all the different providers in the area?

The third strategy is looking at how to really integrate labor and employment services for refugees. And the fourth one is for how to really partner with different refugee community based organizations and who kind of is in your local area or in your state so that you can actually partner and leverage each other's resources.

So that first strategy of looking at information sharing at state and community levels, this is really looking at communication and really trying to determine how you're really kind of sharing information. In-person convening, state and local workforce program staff are happening in a number of states and also local areas.

And then also in terms of just sharing information, either through email, through phone calls and in terms of information about what refugees are in the area, what are kind of their needs, what are their specific strengths that they bring to employers?

So that actually helps share information for when workforce development professionals are really kind of thinking of, well, this employer needs this type of skill or they need this type of employee. That really helps the job development leads to really make sure that refugees are being placed at the best possible work placement for them.

Also, in terms of informing job fairs and also just in terms of sharing best practices and events and trends that are happening around the local area or throughout the state.

Two examples of this is, in St. Louis, the International Institute of St. Louis actually has a community connections group which meets regularly to really kind of discuss what's going on across the area, what's going on across different service providers.

And, also, Utah's Department of Workforce Services combines their Department of Labor, their Workforce Investment Act services, along with their refugee services but they also continually meet and they're sharing information all the way from the state level all the way down to the local level and that's just, again very important in terms of sharing information and not assuming that you know what services are being provided or what the needs are of each agency.

So moving on to strategy two, really looking at how to make employment services really refugee focused. And you heard (Amy) talk at the very beginning in terms of -- and (Becky) -- about the strengths of refugees.

There're a lot of assets that they bring to the table for employers and for their communities. And that really kind of requires you to take a look at not only how do you currently work and assess your current job seekers who may not be refugees but looking at how can you really kind of assess what are the needs of the refugees and what are their strengths, what are their challenges to get into employment.

Is there education? Is it that they need some training? Is it they need to be a little bit aware of how the American workplace works? Do they need English language learning or English as a second language classes?

And so some of these strategies are just really looking at matching employers and refugees really strategically and not just merely trying to place the refugees into a job, really looking at what are the key skillsets employers need as well as the refugees need and that they bring to the table.

Also offering - figuring out all the different services that you are providing across adult literacy and English classes so that you can really make sure that refugees really understand how the American workplace works or the local labor market information.

What's kind of the local situation and contacts that they should be aware of in terms of what are kind of social norms in terms of working in the American workplace?

Also looking at providing interpretation services and really just facilitating communication and keeping us all open. And a lot of states and local agencies, refugee and workforce service providers, are trying to do this.

The example of Utah, again, really - they look at coordinating all their services in one location for refugees all the way from eligibility and assessment into employment and service provision so that they're making referrals to all the right - or the best providers in the area so that they're really leveraging all their funding streams and resources instead of siloing them.

In terms of looking at strategy three, really integration labor and employment services for refugees, you know, the Workforce Investment Act funding really flows all the way from the federal level, all the way down to service providers in the area.

And this is pretty familiar for those who work with refugees, who work in the workforce arena and even those who work on Temporary Assistance for Needy Families, in terms of what kind of all these services are and maybe some of the collaboration opportunities you already are taking advantage of or would like to take advantage of.

Going down in terms of understanding that the flow of workforce investment funding really goes from US Department of Labor down to state agencies or the state workforce investment boards.

They also go down to the local workforce investment boards who are in charge in general of their local areas and setting the priorities around education and training and job placement.

The next one is the local American job centers. This is kind of a common term that's used in most states but some states may not call them American job centers. They may call them one-stop centers. They may call them something else.

So the point here is that they're a comprehensive service center that really provides services to a number of job seekers and employers. And then going down to the service providers, too, a lot of the service providers are providing services to refugees, to workforce development, to temporary assistance for needy families and other strategic work support that refugees really need.

They're all kind of using some of the same service providers that they may not be aware of the most strategic ones who may be very good at translation or have access to translation services or they may have access to different education and training programs.

Another example that you can really think of about integration labor and employment services for refugees is that you can look at the (WIA) youth programs. You can really partner with high schools to assist refugee youths and trying to help them graduate and trying to help them really kind of look at how they can be tutors, help with dropout prevention and also look at how to really support them on the path towards employment and self-sufficiency. How do they really know kind of what's available to them?

And then again using - a lot of states are using English as a second language as kind of the key piece to really making sure that they're placing and retaining refugees in the job opportunities that they're placing them in.

So, again, just really kind of looking at how do you kind of really integrate all of the flow of the funding stream of workforce investment act funding all the way down to the local level, as well, in addition to the state level.

If we can go to the next slide, this really looks at the American job centers and again, those could be labeled something else in your state. It just kind of depends on what they are.

But, again, the point of the Workforce Investment Act funding is really to look at who are kind of key partners for workforce development. And there're a number of different key partners and there're a number of ways that you can benefit from using a one-stop system like this.

And one example is in Washington State. One-stops provided subsidized employment opportunities with the workforce, the Temporary Assistance for Needy Families program.

And they have a limited English proficient pathway within workforce which really provides a special appropriate service to refugees and to other workforce parents who have that limited English proficiency and really need that to take that to the next level in their education and training.

And the goal of this limited English proficient pathway is to really increase the parent's employability as well as their self-sufficiency and the key components of this pathway are bilingual and cultural appropriate services, ESL instruction, specialized employment services such as job readiness training, skills training and job placement assistance, and then also community service and work experience.

If we go to the next slide, looking at collaboration around client referrals, really just ensuring that you're looking at how to integrate employment and refugee services by making sure that you're working with refugee agencies and organizations as workforce agencies to really make sure that refugees are aware of the services, that there's coordination around job fair or job development leads again, sharing knowledge across all the different partners, and also asking for cultural sensitivity training for workforce staff or just training in general on who refugees are that are generally coming to the state.

Either they're being settled there or that they're doing secondary migration, and also co-locating employment services. One example we've seen is in Erie County which is in Buffalo, New York, is that four of the big service providers there - Catholic Charities, Jewish Services, the International Institute and (Journey's End), really kind of provide those extra - they get referrals from the workforce agency as well as TANF to really help with the English as a second language training, GED preparation and also work participation activities and availability for the refugees.

And this really kind of hones in on how to integrate all of the four partners who meet regularly to really discuss how to make sure that they're all receiving services comprehensively but also meeting the individual needs of the refugees who are coming from a variety of different countries as (Amy) and (Becky) discussed and from different employment backgrounds and education training backgrounds.

And one thing in particular to highlight there is that they use the language line and one of the agencies, the International Institute, to provide that extra language support which is really essential to really making sure that the refugees are really understanding what information is being shared and really preparing them.

And, (Becky), I don't know if there's something you want to add in here about Kentucky about what you're doing in terms of making sure that client referrals are kind of really strengthened.

(Becky Jordan): I think that what - I have two locations in my state in Bowling Green and Owensboro and - because it's a small community. Everybody knows everybody and I've seen where the referrals to other agencies out to other non-profits to other employers have actually strengthened the opportunities for refugees who are served in Owensboro because they're now getting support from all over the cities through employers who have heard of other employers about the good work that refugees do.

So they've been able to do that. They've had forums that they have through the community so it happens through those kinds of referrals that have been very helpful for refugees in finding other job opportunities there in the city.

(Louisa Jones): That's wonderful. If we go to the next slide on strategy four, again, this kind of reiterates some of what we've already been discussing, really partnering with community based organizations who are service providers across all workforce investment, TANF and refugee agencies to really make sure that you're using each service provider and each potential partner.

And really using their best abilities and their best services to really make sure that everyone's complementing everyone to really, again, just focus in on how to best meet the needs of refugees in your area.

And again, that last one, the Partners Monthly, since this reiterates strategy one, that whole communication piece. If you're really trying to include other community based organizations and other state or local public agencies to

your whole service spectrum, you really need to focus on how do you communicate, how you're going to regularly communicate by phone, email.

Who's going to communicate? And also how you're going to meet in person or share important updates, especially as you're kind of aware of the new needs of refugees or a new country or new refugees who are coming from certain new countries that you haven't actually addressed those needs before.

So some questions that workforce agencies should kind of think about is really understanding that piece that (Amy) and (Becky) were talking about at the beginning. Do you know - do we know the refugee service ecosystem in our local area or our state?

And one of the things you can do is go to ORR's Web site. I'm going to have that at the very end. And actually you can click on a map to find different refugee service providers or your state refugee coordinator and others in your area.

We'll have that in about three slides but we just wanted to put that on your radar about really thinking about who is in your local area if you don't know already.

And then another one is, are we collaborating with organizations that serve refugees to ensure that all employable refugees get a path to meaningful employment and growth?

And, again, this is really looking at how can you really make sure that there's consistent communication about what employers are looking for, what potential jobs and career pathways are open, what other types of funding streams are open?

Are there large education and training programs that you could be working with to really place refugees into some of those training programs for very high skilled, high in-demand jobs? And then also just in terms of collaborating on what other services are available in the community.

This next slide is kind of a quick overview to really think about where you are in your collaboration, whether or not you're a workforce agency, whether or not you're a TANF agency, whether or not you're a refugee service provider or a community-based organization.

When we talk about collaboration, sometimes it gets all jumbled together. Everyone says that they collaborate but there really are different levels of collaboration that you really kind of need to be aware of.

And going from level one to level four, level four isn't really necessarily the end goal unless that's really kind of what your agencies and organizations want. It's just kind of about being aware about what does this mean when I really say that we're collaborating?

And you can see here, on level one, really talking more about are you sharing information? Are you communicating? Are you kind of meeting and sharing newsletter information, making sure that job fairs are announced by different listeners, that you might not be streaming information out on, that type of thing.

Also, in terms of referrals. And then level two, really looking at how are you really working together on projects to really help improve the service provisions to refugees? And kind of just really looking at, you know, are you really kind of working together to address outreach to refugees?

Are you really working strongly on kind of a mini pilot or a mini project in terms of really looking at how can we really address this particular need of refugees who may be very skilled in engineering that need to go through some new licensure in your state or local area?

How can you really work on that together? And then on level three, really looking at have you really changed some type of policy, your case management approach across different agencies? Should they be co-located, your services?

And then also in terms of service delivery, are you making more referrals to certain community organizations? And then level four is the - you change the system of services. Have you implemented some string funding opportunities? Have you implemented sting services (unintelligible) staff and you have co-policies and you could really say that you particularly have a whole system in place.

And that collaboration does not come easy in terms of really making sure that you've got the full collaboration and that kind of everyone's a willing partner. Even though people want to collaborate, it's not necessarily always easy to get people involved.

And I'm sure, (Becky), you might be able to say some stuff from Kentucky about even though you may have willing partners, sometimes it is hard to get to these different levels of collaboration.

(Becky Jordan): Well, it is. I mean, everybody has good intentions. They all come from a very good place. But sometimes there're different goals with what they want to do

and some people in an agency may be on board more than others or they have different goals.

So it's kind of everybody's trying to help refugees but sometimes people have different perspectives about what that end goal may look like, who's going to be involved, who's going to do what. But ultimately, despite the bumps in the road, you hang in with the process that ultimately is good for the refugee and the community and that process.

(Louisa Jones): Great. Thank you. And then just two more questions that maybe workforce agencies can kind of think about. Are you fully informed or educated about what refugees are coming to your city or your state?

Do you really understand what kind of assets, skills, background they have, what kind of challenges they may have gone through before arriving in your city or state?

And then also including all the potential populations, particularly the most vulnerable or underserved and underrepresented refugees, really trying to make sure that you're kind of aware of who's out there, who may not be receiving services, who may be somewhat shy or limited or just kind of not used to actually navigating this whole stream of services.

And how do you actually get out to them and do outreach to them so that they can provide those services to them? So the next slide really shows this - the link for resources for more information. On here, you can access a whole bunch of different regional contacts, your state contacts also community organizations.

There's also a special employment resources page. And then also (Hire), who is a technical assistance provider of ORR as well, it's a program (built) through immigration and refugee services focused on refugee employment.

I'm sure many of you are already aware of them but, again, here's a Web link to them, especially looking at the online learning institute. This is kind of a whole suite of online courses for all the different audiences that may be listening to this Webinar.

And, for example, it kind of covers how refugees can look for jobs, job readiness and career advancement training. And then the next slide - so ORRO and (COL) have really been working over the last few years on collaborating.

And this is the Employment and Training Administration at the US Department of Labor. And their collaboration really focuses on identifying vocational training programs and also trying to highlight employment programs and relevant resources that might be available to assist refugee agencies and workforce development agencies.

And they've also developed a number of different tools that are available through this link, a refugee mapping tool, that provides population data for the (past) fiscal years and just kind of really shows where the refugee populations are looking by zip code.

There's also a Refugee 101 Webcast which really provides some information for your workforce agencies, again, just kind of in general about Refugee 101. And then there's also - in the next few months we're going to have models of collaboration guide which will actually highlight three different programs in St. Louis, Sacramento and then the state of Utah about how workforce

investment agencies and resettlement stakeholders have collaborated to link refugees to mainstream employment services.

And I'm going to - and then our - we've got three upcoming Webinars and throughout July and August, so take a look for those through the different list serves that you may have accessed this Webinar through.

The next one will be in early July on understanding labor market information for agencies serving refugees. The next one will be preparing refugees for employment, the ABCs of understanding the American workplace.

We're going to highlight several resources and tool. And then also looking a models of collaboration between workforce investment and refugee resettlement stakeholders.

And as (Amy) said, we're also looking at doing one on secondary migration in the next few months. So with that, we're going to open it up to questions and I want to remind everyone, again, how to submit questions if you have not already.

If you go to the top tab that says Q&A, and then you actually write your question in and then you just hit submit. And one of the first big questions was on the Power Point slides from today's Webinar. Those will be available in the next week or two.

We're going to be sending those out to everyone who participated in the Webinar and also through the bridges email list serve and the (unintelligible) network. We're going to have those ready to post possibly in the next week or two along with the transcript and audio recording.

And the second one, in terms of - (Nathan), could you go back to the slide with the Web links. People wanted to take another look at those. Let's keep on this one for - the Office of Refugee Resettlement and (Hire) and then let's go to the next one.

And I'm going to ask one of the first questions. It sounds like the support available to refugees vary by state. If I wanted to learn more about the refugee program in my state, where is the best place to start? How would you answer that, (Amy)?

(Amy Shir): Let's have (Becky) answer that because I would just say go to your state refugee (group) there.

(Becky Jordan): Yes, I would say there's - like I said earlier, there's contact information on ORR's Web site. So I would contact the refugee coordinator and depending upon your question, she or he can direct you in the right direction in your state for what you're looking for.

(Louisa Jones): And then if we don't have the resources to hire translators and anticipate the language barrier being a challenge when we help more refugees with employment services, what have other workforce agencies done when they don't have the resources to hire translators or address the language barriers? How would you address that, (Becky)?

(Becky Jordan): Well, if you don't have the resources, I mean, and this is, you know, it's - limited resources are a problem for everybody who works with folks with limited English language proficiency. But they can - I mean, there are in areas - there could be local refugee communities who are actually organized as a non-profit.

Or they could be not as formally organized, but that would be a resource so they'd be willing to assist on a volunteer basis. And sometimes on a limited means, the resettlement case managers, case workers or job developers can help in the short term for that. But those are areas where you can get resources where you may not have the means within your own budgets to be able to do that.

(Amy Shir): And I just -- this is (Amy) -- I just want to reinforce that refugee ecosystem slide and sort of understanding who the players are that you might be able to reach out for, for those ancillary services.

They're really not ancillary. They could be very primary and very essential services but that's the whole reason we really went through stages one through four of the collaboration because there very well may be providers of those essential services that can really help the refugees communicate with you and then find secure employment that leads to self-sufficiency.

So understanding who the refugee players are and who's providing ESL and who has the translators and collaborating with them and partnering with them, even if you don't have resources to pay or help that, you know, within your own house. There may be other ways to get those services provided.

(Louisa Jones): And I think one final question, are there any call-in services that can help with language barriers? I know about Language Line. Are you aware of anything else, (Amy) and (Becky)?

(Amy Shir): So Language Line comes to mind for me. Is there something...

(Becky Jordan): There are others. Not off the top of my head, but there are others that I can - yes, Language Line is the major one. Everybody uses that?

(Amy Shir): What do you do here for language in the four cities?

(Becky Jordan): Well, I mean, of course the resettlement agencies do have people on staff. Sometimes there are, within the communities, interpreter businesses, so to speak, that can provide either face-to-face interpretation or over the phone interpretation that are local. So they're able to use, sometimes, former refugees who came in several years ago, who now have the ability to be interpreters in that manner.

Woman: That can be really useful in the medical field.

(Becky Jordan): In the medical field, yes, in the medical field as well as the legal field in that area. So - and then many of the healthcare providers already have some of that figured out so they can use Language Line. They have other resources, so for those of you all who maybe have peers or have other people in the healthcare field in your community, they may be helpful in giving you some instruction about how they do it in the community with the refugees that are being served there in your city.

(Louisa Jones): Okay. And I think we'll wrap it up there, (Amy). I don't know if you want to say a few words of...

(Amy Shir): So thank you for participating in the Webinar and as (Louisa) just said, these will go out to the list serves and the Power Point will be available in a PDF version within the next couple of weeks.

So please take this to heart and connect with each other in your communities and don't hesitate to reach back out to ORR, your state refugee coordinators,

the folks in your ecosystem to serve refugees and ensure their integration and self-sufficiency and employment. So have a fabulous day. Take care. Bye-bye.

Coordinator: This concludes today's conference. Thank you for your participation.

Woman: Thank you.

END