

City of Portland
Health and Human Services Department
Social Services Division

Refugee Services Program
Year End Report
FY 2010

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Who we are and what we do:

The City of Portland's Health & Human Services Division, Social Services Division, Refugee Services Program provides Case Management, Employment, and Cultural Orientation to refugees, asylees, and secondary migrants who have recently relocated to Portland. Multi-lingual, multi-cultural staff assists these unanticipated, newly arrived refugees, with stability, independence, and an overall quality of life.

Refugee Services is a founding member of the New Mainers Partnership, a collaboration of organizations led by Catholic Charities Maine Immigrant and Refugee Services (CCM RIS), who provide resettlement and relocation services to primary refugees in Portland, and secondary migrant refugees in Lewiston. The New Mainers Partnership creates a seamless continuum of care model that delivers effective, linguistically and culturally appropriate services. All services are voluntary and client-directed with the goal of self-sufficiency. Other New Mainers Partnership members include: the City of Lewiston, the Portland and Lewiston Adult Education Programs and CareerCenters.

The Refugee Services Program serves the following clients:

*Unanticipated primary refugees who choose to leave their original resettlement state and move to Maine
All refugees who have been in the U.S. for over a year
All asylees who have been in the U.S. for over a year from the date they were granted asylum
All clients who have applied for asylum but have not been granted asylum (pending asylum)
All secondary migrants who have been in the **Maine** for over 30 days
Clients that have an immigration status other than refugee or asylee*

Catholic Charities Maine Immigrant and Refugee Services serves the following clients:

*All primary refugees who have been resettled in **Maine** for five years or less
All clients who have been granted asylum and have been in **Maine** for five years or less*

The Refugee Services Program

Case Management Services

*Case management services are provided to help newly arrived secondary migrants quickly establish a secure and independent situation for themselves and their family. During FY 10, Refugee Services Program staff assisted over **1719** unduplicated individuals with case management services. This number reflects **260** new households for a total of **793** individuals.*

Examples of some of the day-to-day case management activities include:

- Assistance locating emergency housing, obtaining emergency food and personal necessities
- Assistance securing and maintaining affordable permanent housing.
- Assistance applying for public assistance programs such as General Assistance (GA), Temporary Aid to Needy Families (TANF), MaineCare and federal Food Stamps.
- Case planning and advocacy.
- Liaison with the state Department of Health and Human Services (DHHS), Social Security Administration, Health Care Services and legal aid.
- Information & Referrals to community resources.

- *Crisis Intervention and support services.*

Employment Case Management

The Employment Case Manager plays a vital role in helping New Mainers establish economic self-sufficiency for themselves and their families. The Employment Case Management provides essential employment support services to the refugee community by offering referrals for employment and follow-up, and educational and training opportunities.

*Through the employment segment of our program, we connected **129** secondary migrant refugees to area businesses, including connections to Aramark, Granite Bay, Cintas, Paradigm Windows, area hospitals and hotels, to name a few. Our Employment Counselors assisted a total of **50** individuals to secure employment. Out of the 50 that secured employment, **45** of these individuals obtained full time positions, and earn an average hourly wage of **\$9.33**. The remaining **5** secured part time jobs with an average salary of **\$7.99**.*

Employment Case Managers provided direct services and referrals in the following areas.

- *Employment Assessment*
- *Information about Vocational/Educational Opportunities*
- *Job Interview Techniques*
- *Job Development / Job Placement*
- *Employment Retention Counseling*
- *Workplace Mediation*
- *Information & Referrals to Community Resources*

New Mainers-Refugee Workforce Development Project- Job Class

In March 2010, the New Mainers Partnership, through the leadership of the City of Lewiston was awarded a federal earmark. The earmark will fund a Job Class program, which will provide low to moderate English level refugee's with workplace literacy orientation, getting acclimated to workplace surroundings and standards, workshops by employers including any potential employment opportunities, interviewing techniques, and follow-up employer/employee mediation. The New Mainers-Refugee Workforce Development Project (NMRWDP), will be offered in both Portland and Lewiston, and includes partners from the City of Lewiston; CCM RIS; Portland Adult Education; Lewiston Adult Education; Portland Career Center; and Lewiston Career Center. NMRWDP will offer four (4), 7 week training sessions over the course of a year, and 3 months employment placement follow-up. Participants will receive a diploma/certificate, outlining the skills they learned by participating in the Job Class program.

Cross Cultural/Life Skills Training

Cultural Skills Training is provided to both primary and secondary migrants, and service providers, statewide. The focus of our workshops is to provide an educational opportunity to help new Mainers increase life skills, cultural awareness, and community integration, and to train Case Managers, service providers and the community about the refugee experience and culture.

*A total of **220** individuals attended our Cultural Skills workshops in FY 10, and a total of **138** service providers and professionals attended our Serving a Multicultural Community workshops. Other individual or personal workshops were offered to many of our clients in the areas of Being a Good Neighbor, Domestic Violence Prevention, Child Abuse and Neglect, and Preventing and Treating Bed Bugs.*

Cultural Skills Training include:

- *Refugee Welcome Orientations*
- *Monthly Bus Tours [Delivered in partnership with METRO]*
- *Understanding GA Guidelines*
- *Community Resources Workshops*
- *Winter Workshops (offered October to April)*

Survivors of Torture

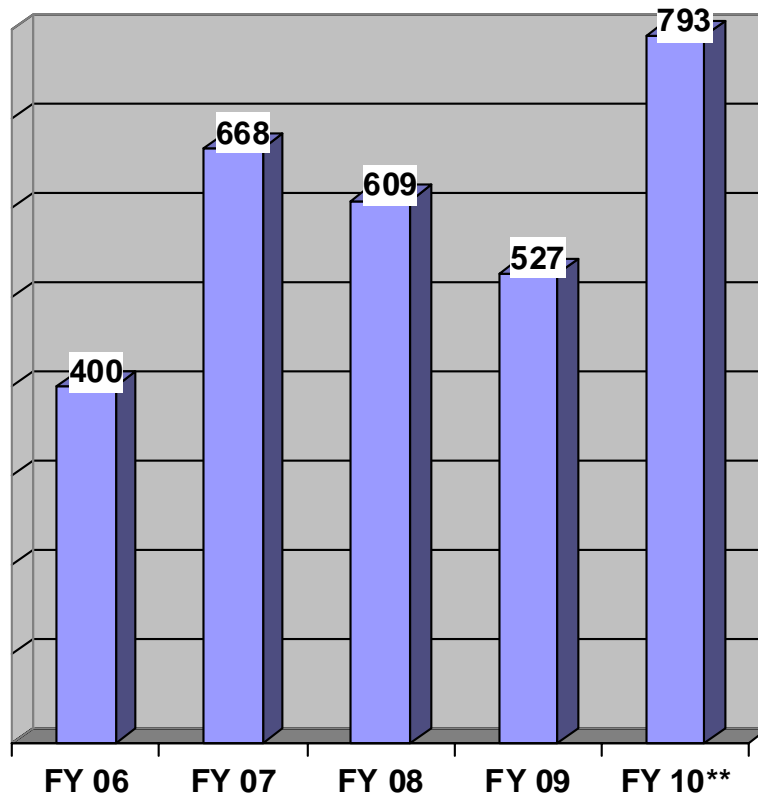
In October 2009, the City of Portland, in collaboration with CCM RIS and Community Counseling Center (CCC) received over a million dollar for a 3 year grant from the federal Office of Refugee Resettlement to offer case management and counseling to torture survivors. According the grant, individuals are only eligible for Survivor of Torture services if they meet the US definition of “the color of law” which states, you had to have been detained and severely punished and/or abused.

The City and CCM RIS will provide case management services to primary and secondary migrants, asylees, and immigrants who have been identified as a torture survivor. Case Managers will work with torture survivors to help them identify goals for stability and connect them to resources in the community such as, English language instruction, employment training, mental health care, and wellness care.

*Community Counseling Center will assess survivors’ mental health status and work with the client to develop a treatment plan. Depending on the client’s needs, plans may include individual therapy, group therapy, or medication for mental health disorders. Every effort will be made to offer treatment that is culturally competent and evidence-based, and that employs customs and traditions that build community connections to support survivors of torture. Since receiving the grant, over **300** individuals have been screened. We completed approximately **212** assessments. One hundred and six individuals (**106**) have received counseling services, and **141** individuals have received case management.*

The Social Services Division Refugee Services Program continues to provide New Mainers with vital services geared toward self-sufficiency. As Maine continues to welcome new arrivals, the Refugee Services Program will continue to support the entire community build a future together

Five Year Comparison of New Cases (Not New Arrivals to Portland)



**Note: New Intakes includes families/individuals already living in Portland (not new arrivals to Portland) and newly arrived secondary migrant*

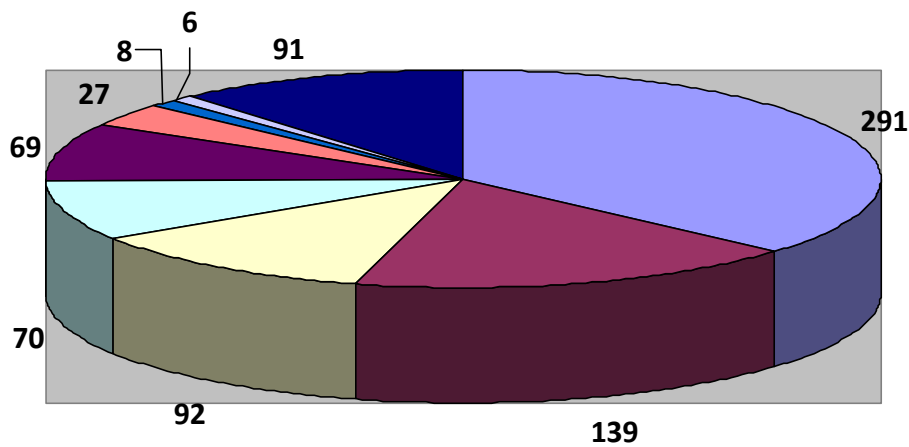
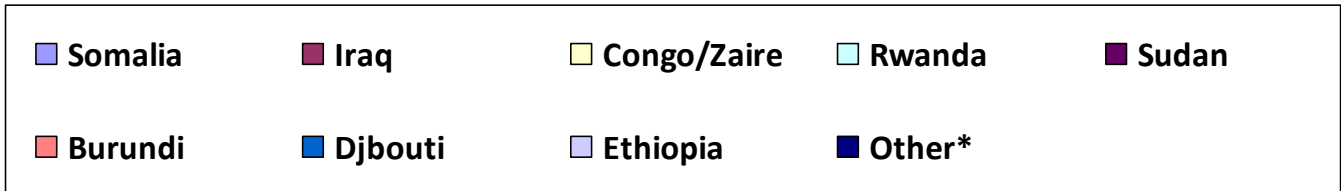
*** Includes Survivors of Torture (SOT) program clients, which opened in October 2009.*

REFUGEE SERVICES PROGRAM

Country of Origin:

Intakes (New Clients to program – FY 2010)

TOTAL OF NEW CLIENTS: 793 (Unduplicated Individuals)



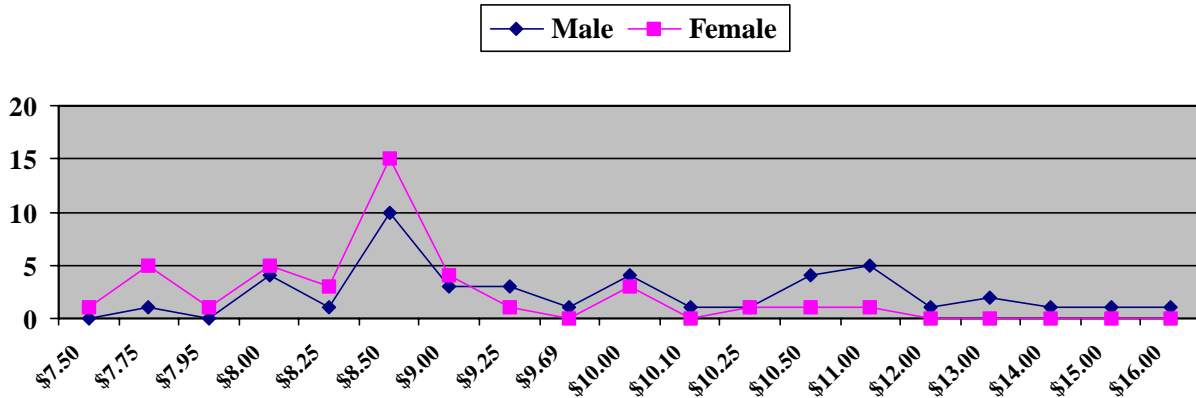
Country of Origin: New Mainers (Individuals)

<i>Somalia</i>	<i>291</i>	<i>Burundi</i>	<i>27</i>
<i>Iraq</i>	<i>139</i>	<i>Djibouti</i>	<i>8</i>
<i>Sudan</i>	<i>69</i>	<i>Ethiopia</i>	<i>6</i>
<i>Congo/Zaire</i>	<i>92</i>	<i>* Other</i>	<i>91</i>
<i>Rwanda</i>	<i>70</i>		

** includes families from Afghanistan, Bangladesh, Iran, Cameroon, Angola, Kuwait*

REFUGEE SERVICES PROGRAM

Job Placement - Average Salary Range



Total Number of Individuals Placed in Employment = 50

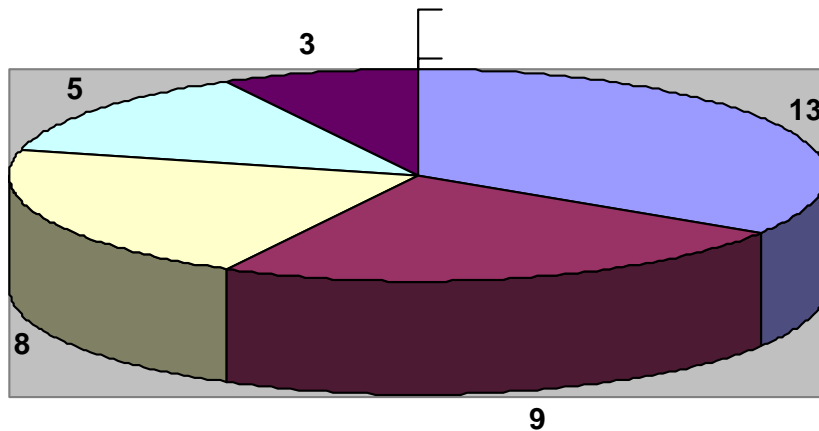
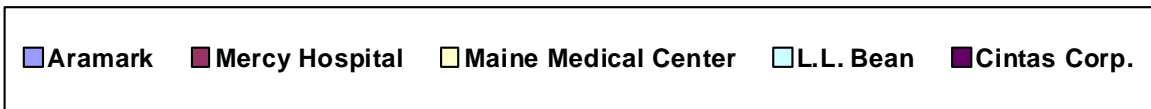
Males: Full Time Employment = 27
 Males: Part-Time Employment = 3

Females: Full Time Employment = 18
 Females: Part-Time Employment = 2

Average Male FT Wage = \$9.53
 Average Male PT Wage = \$7.33

Average Female FT Wage = \$9.14
 Average Female FT Wage = \$8.00

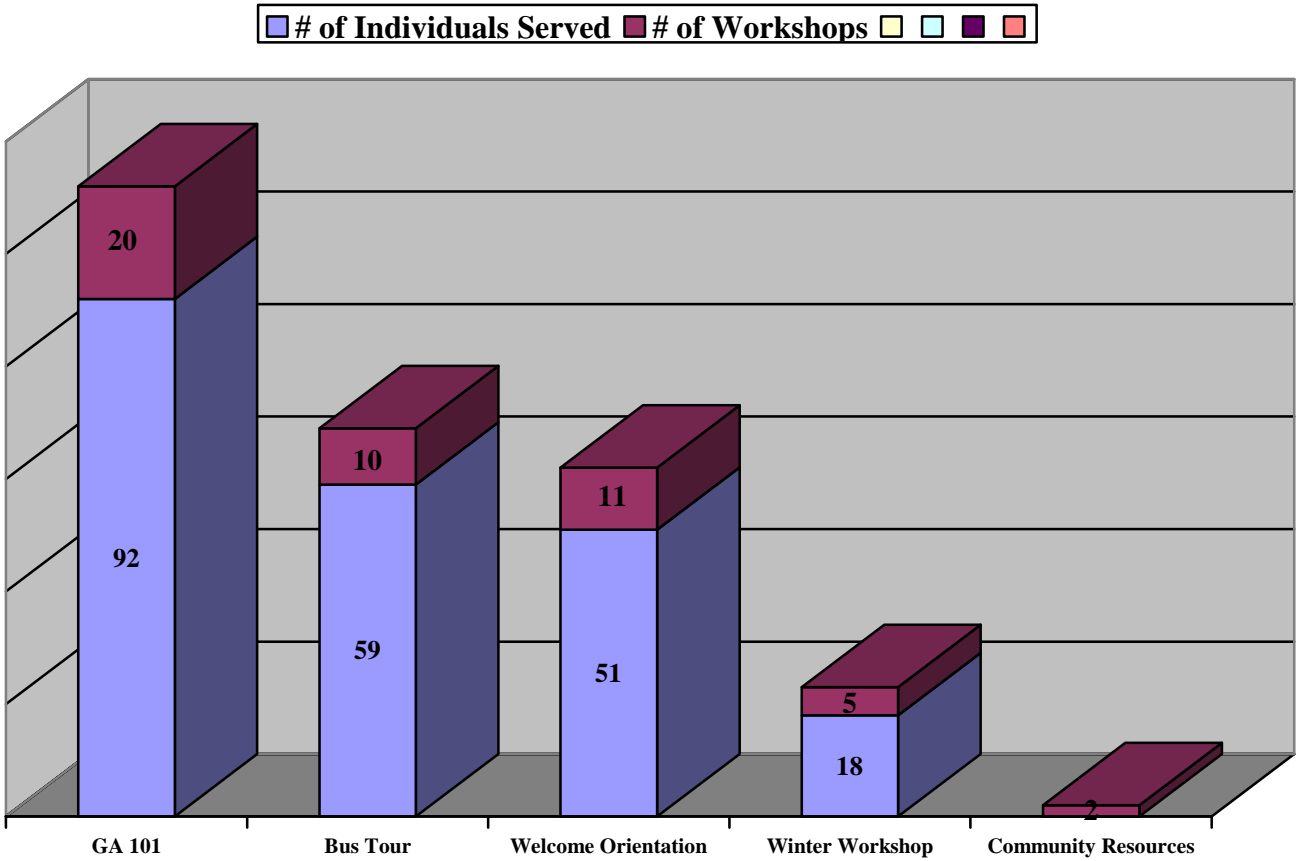
Top Employers



REFUGEE SERVICES PROGRAM

Cultural Skills Training

Portland Cultural Skills Training

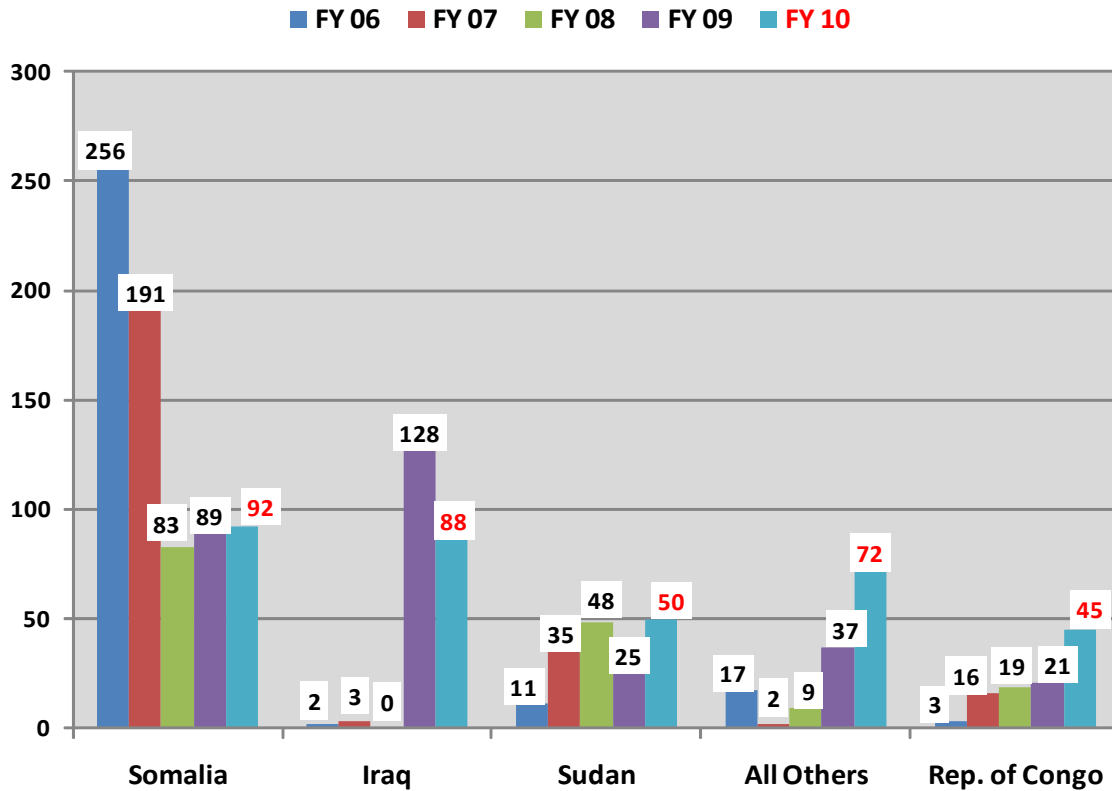


This fiscal year, Refugee Services offered a total of 46 workshops and served 220 individuals at these workshops.

**FAMILY SHELTER
SECONDARY MIGRANT REFUGEES/B1 B2 Visa**

85 Families for a total of 347 individuals, or 39% of all individuals residing in the *Family Shelter*

New Arrivals to Portland



FY 2010 Secondary Migrant Refugees "New Arrivals"

