

City of Portland
Health and Human Services Department
Social Services Division

Refugee Services Program
Year End Report
FY 2012

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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 has been providing services to secondary migrant refugees since 2000. The Refugee Services program is designed to improve stability, independence, and overall quality of life for newcomers transitioning to Maine. Refugee Services employs multilingual/multicultural staff that provides case management, employment and cultural skills training to asylees, people pending asylum, visa holders, and unanticipated secondary migrants refugees that arrive and speak little or no English, had no housing arrangements, limited or no financial resources and no support connections.

Refugee Services is a founding member of the New Mainers Partnership, a collaboration of organizations led by Catholic Charities Maine Refugee and Immigration 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 Career Centers.

The Refugee Services Program serves the following clients:

- *Unanticipated primary refugees who choose to leave their original resettlement state and move to Maine (secondary migrants)*
- *Refugees who have been in the U.S. for over a year*
- *Asylees who have been in the U.S. for over a year from the date they were granted asylum*
- *Clients who have applied for asylum but have not been granted asylum (pending asylum)*
- *Secondary migrants who have been in the **Portland** for over 30 days*
- *Clients who are in the country on visitor visas; i.e., B1/B2 Visa holders (B-1 Visa: Individuals who wish to visit the United States temporarily for business purposes, (e.g. conferences) or for medical treatment or to accompany a family member who is requires medical treatment; B2 Visa: Individuals who wish to visit the United States temporarily or to visit family or friends.)*
- *Clients that have an immigration status other then refugee or asylee*

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

- *Primary refugees who have been resettled in **Maine** for five years or less*
- *Clients who have been granted asylum and have been in **Maine** for five years or less*
- *Unanticipated secondary migrants who relocate to **Lewiston***

The Refugee Services Program:

The Social Services Division Refugee Services Program provides New Mainers with vital services geared toward self-sufficiency. We provide support services in four areas: Case Management, trauma based services for torture survivors, Employment Case Management Services and Cultural Skills/Life Skills Training.

Case Management Services

Case management services are provided to help unanticipated secondary migrants quickly establish a secure and independent situation for themselves and their family. During FY 12, Refugee Services Program staff assisted over **1331** unduplicated individuals with case management services. This number reflects **341** new households for a total of **675** individuals. In FY 11 the Refugee Services Program staff assisted 1125 unduplicated individuals with case management services including 322 new households for a total of 653 individuals.

Examples of some 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.

In FY 12 our Employment Case Manager opened up **77** new cases, and provided ongoing employment services to an additional **166** individuals. Our top employment agencies working with the refugee population are LL. Bean, Maine Medical Center, Nichols, Goodwill, Granite Bay, Barber Foods and Aramark. Sixty-nine (**69**) individuals secured permanent employment in FY 12. Out of the **69** that secured employment, **50** of these individuals obtained full time positions, and earn an average hourly wage of **\$9.36**. The remaining **19** secured part time jobs with an average hourly salary of **\$8.49**.

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

Refugee Services, along with Portland Adult Education, the City of Lewiston and Catholic Charities Maine Refugee and Immigration Services (CCM RIS) continued to offer the New Mainers-Refugee Workforce Development Project (NMRWDP). The project started in 2008, continued in 2010 when we received a federal earmark and is now currently been funded by the federal Office of Refugee Resettlement Discretionary Targeted Assistance Grant Program. The NMRWDP offers two (2) separate programs, one for refugees who are beginning to learn English (Level 2 & 3's) and another for those who are more experience with the English language (Level 4 & 5's). The "beginners" course is a seven (7) week, four hour a day, five times a week intensive vocational English class that teaches participants English composition and computer literacy,. The "advanced" class students share personal stories and struggles about securing employment. In

both classes, each learns about career exploration responding to ads, resume writing and online application skills/tools, how to conduct themselves in an interview, employer expectations, workplace culture and how to retain a job.

Job Developers also attend the classes/workshops and are on hand to assist participants with job placement and retention services. Job Developers meet with employers to hear about job opportunities, explain the benefits of hiring refugees and developing position for refugees. They match refugees up with available jobs depending on their skills and interest and after they secure employment provide formal follow-up contact at 30, 60 and 90 days post placement to see how things are progressing. The majority of jobs start out with an entry level position, however refugees are also taught how to transfer their skills and every effort is made to help get promotions and higher paying positions.

A total of 49 individuals participated in the “beginners” Job Class course. Out of the total attendee count for the “beginners” Job Class, 36 secured employment (21 received full-time jobs and 15 received part-time jobs; of these 36 job placements 26 were permanent positions and 10 were temporary positions). Approximately 100 individuals participated in the “advanced” workshops. Out of the total attendee count for the “advanced” workshops 20 secured part-time jobs or temporary employment.

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 339 individuals attended a total of 36 Cultural Skills workshop in FY 12. We also provided Serving a Multicultural Community (SMCC) workshops to organizations (Opportunity Alliance, Maine Medical Center, Portland Adult Education, Preble Street, Florence House, Sexual Assault Response Services of Southern Maine, and Central Maine Human Resource Management, just to name a few). We estimate that over 319 people participated in 26 SMCC workshops. Other individual or personal workshops were offered to many of our clients in the areas of Being a Good Neighbor, Child Abuse and Neglect, and Preventing and Treating Bed Bugs.

Cultural Skills Training include:

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

Survivors of Torture (SOT)

In 2009, the City of Portland in collaboration with Catholic Charities Maine Refugee and Immigration Services (CCM RIS) and Community Counseling Center (CCC) received a 3 year, 1.1 million dollar Survivor of Torture (SOT) grant from the federal Office of Refugee Resettlement. The SOT program serves refugees and asylees who have been tortured and detained under the “color of law”. Clinicians, case managers and interpreters at all three (3) agencies have received specific culturally competent training, trauma-informed treatment and services to support torture survivors’ recovery and ability to live independently.

Community Counseling Center (CCC) conducts an assessment to determine if the person has a mental health diagnosis and meets the SOT criteria. Once decided, the CCC clinician will develop a treatment plan which may include one-on-one or group therapy or medication. Every effort is made to offer treatment that is culturally based and employs customs and traditions that build community connections in support of their

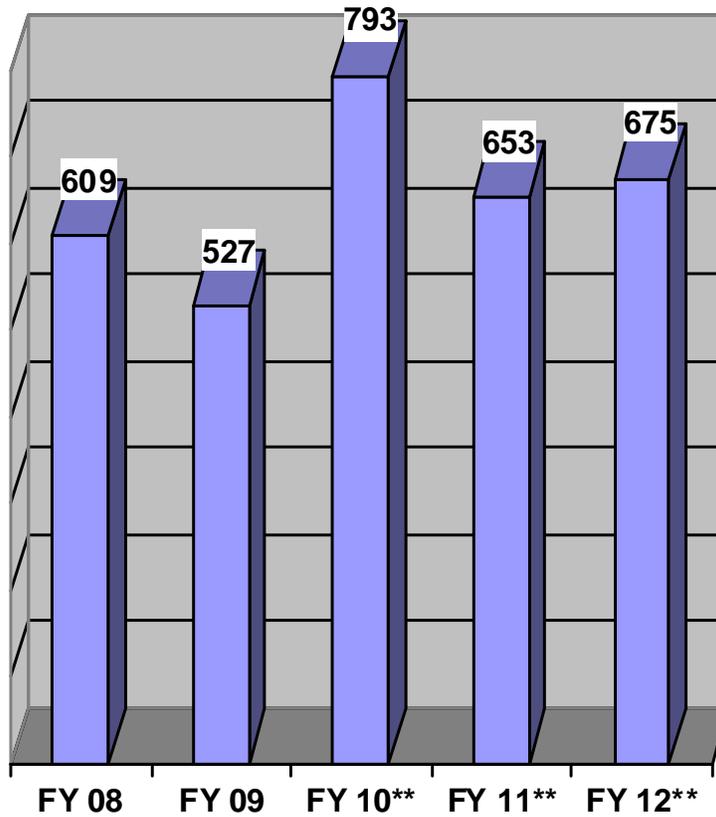
healing and self-recovery. The client is then referred to a case manager either at Refugee Services or CCM RIS, depending on their status. Through a person-centered approach, case managers identify goals for stability and connect them to resources that include, English language instruction, health and wellness care, immigration and referrals to other agencies to provide intensive services victims of torture require.

As a federal grant-funded effort, the SOT Program serves refugees and asylees who meet the U.S. definition of torture, which is “an act committed by a person acting under the color of law specifically intended to inflict severe physical or mental pain or suffering (other than pain or suffering incidental to lawful sanctions) upon another person within his custody or physical control.”

*In FY 2012, we completed approximately **70** assessments, and found that **45** individuals were eligible and received counseling services.*

*Over the course of the grant we completed approximately **301** assessments, and found that **233** individuals were eligible and received counseling services. Out of the **233** individuals, **143** people have received case management from either the City or CCM RIS.*

**5 Year Comparison of New Clients (by
total number of individuals)
(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*

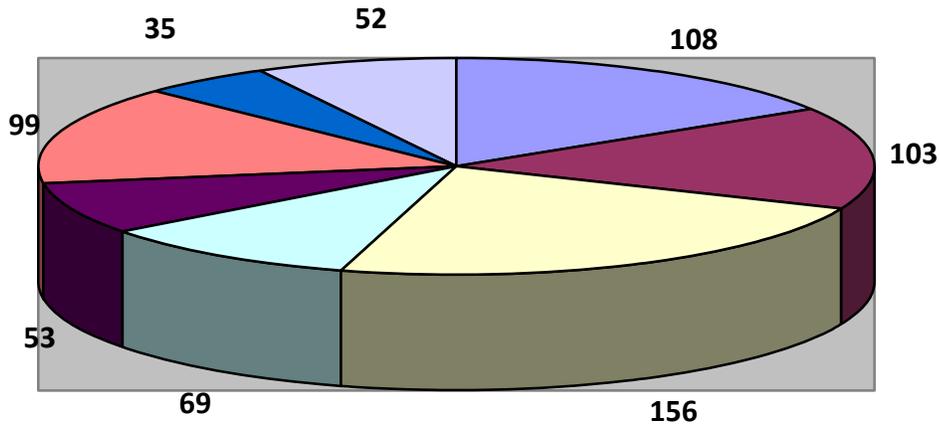
*** Includes Survivors of Torture (SOT) program clients, which opened in October 2009, funded through the federal Office of Refugee Resettlement (ORR).*

REFUGEE SERVICES PROGRAM

Country of Origin:

Intakes (New Clients to program – FY 2012)

TOTAL OF NEW CLIENTS: 675 (Unduplicated Individuals)



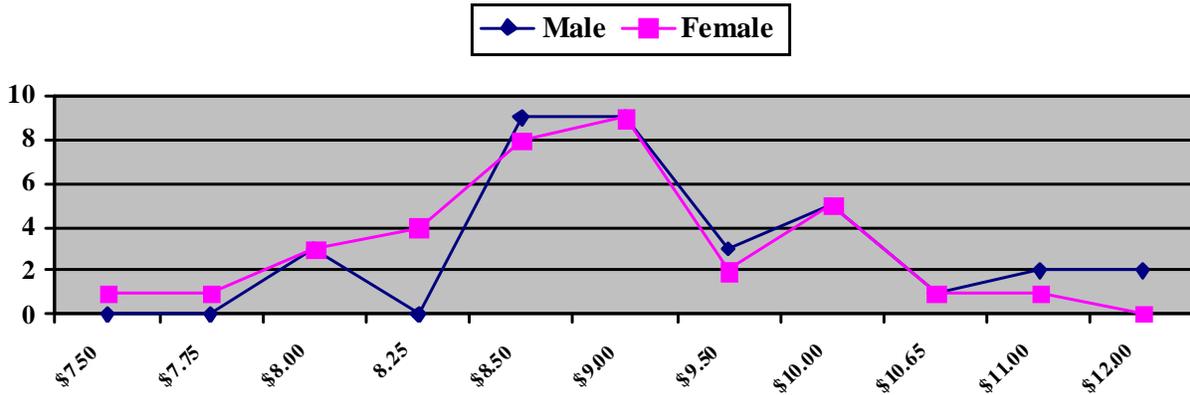
Country of Origin: New Mainers (Individuals)

<i>Congo/Zaire</i>	<i>156</i>	<i>Somalia</i>	<i>108</i>
<i>Iraq</i>	<i>103</i>	<i>Burundi</i>	<i>99</i>
<i>Rwanda</i>	<i>69</i>	<i>Sudan</i>	<i>53</i>
<i>Djibouti</i>	<i>35</i>	<i>* Other/Unknown</i>	<i>52</i>

** Other includes families from: Afghanistan, Angola, Belgium, Bosnia, Cameroon, Dominican Republic, Eritrea, Gabon, Guatemala, Iran, Romania, Russia, and Uganda.*

REFUGEE SERVICES PROGRAM

Job Placement - Average Salary Range - FY 12



Total Number of Individuals Placed in Employment = 69

Males: Full Time Employment = 27

Males: Part-Time Employment = 7

Females: Full Time Employment = 23

Females: Part-Time Employment = 12

Average Male FT Wage = \$9.58

Average Male PT Wage = \$8.43

Average Female FT Wage = \$9.12

Average Female PT Wage = \$8.52

Top Employers

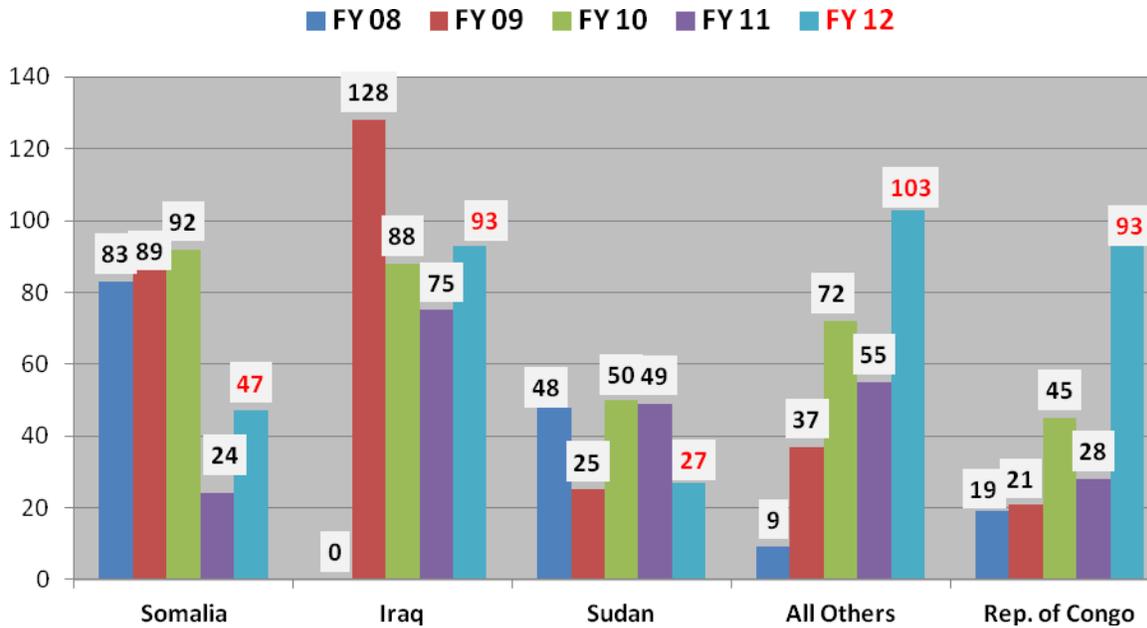
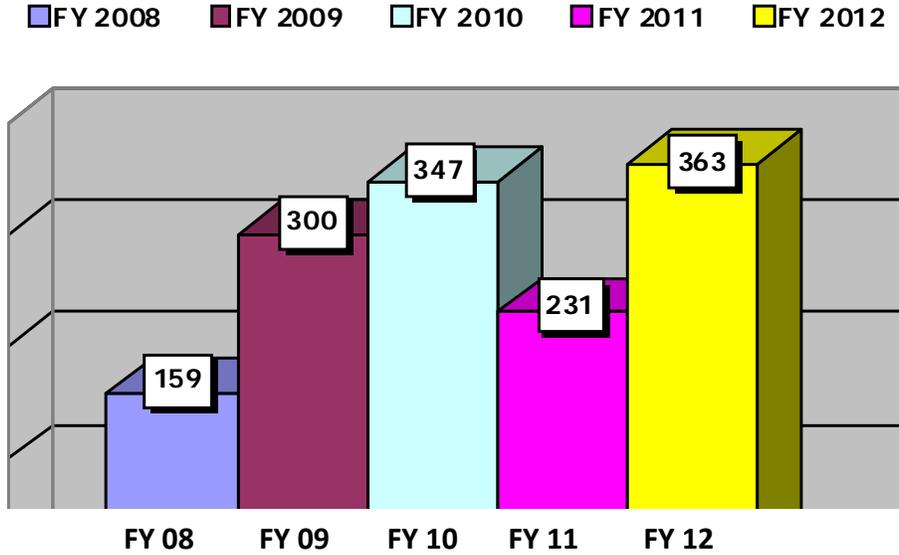
LL Bean	23
Home Health Care Solutions	4
Barber Foods	7
Double Tree Hotel	3
Goodwill	3
Hampton Inn	3
Mercy Hospital	3
Maine Medical Center	2
Nichols	2
Regency Hotel	2

REFUGEES/IMMIGRANTS*

Family Shelter

A total of 363 individuals, or 43% of all individuals residing in the Shelter

Total Number of New Mainers



Somalia – 13% Sudan – 27% Rep. of Congo – 26% Iraq – 26% All Others – 28%

All others include: Djibouti, Rwanda, Burundi, Angola, and Eritrea

*Refugees/Immigrants include: secondary migrant refugees, asylees, asylum seekers, people pending asylum, and undocumented non-citizens