

*City of Portland*  
*Health and Human Services Department*  
*Social Services Division*

*Refugee Services Program*  
*Year End Report*  
*FY 2013*

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Social Services Division**

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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) and that includes the City of Lewiston and the Portland and Lewiston Adult Education Programs. The New Mainers Partnership creates a seamless continuum of care model that delivers effective, linguistically and culturally appropriate services to primary refugees and unanticipated secondary migrants in Portland and Lewiston. All services are voluntary and client-directed with the goal of self-sufficiency.*

**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)*
- *Clients that have an immigration status other than 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***
- *Secondary migrant refugees who have moved to Maine within **30 days** of their arrival in the US*

**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**

*The Multilingual/Multicultural staff provides case management services to help unanticipated secondary migrants quickly establish a secure and independent situation for themselves and their family. During FY 13, Refugee Services Program staff assisted over **1,258** unduplicated individuals with case management services. This number reflects **421** new households for a total of **745** individuals. In FY 12 the Refugee Services Program staff assisted 1331 unduplicated individuals with case management services including 341 new households for a total of 675 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.*
- *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 provided essential employment support services to the refugee community by offering job search and job retention assistance, information and referrals, and educational and training opportunities.*

*In FY 13 our Employment Case Manager opened up **91** new cases, and provided ongoing employment services to an additional **121** individuals. Our top employment agencies working with the refugee population are Bonney Staffing, Cape Memorial Care, City of Portland, Holiday Inn, Maine Seafood Ventures, Marriott Hotel, and the Regency Hotel. Forty-two (**42**) individuals secured permanent employment in FY 13. Out of the **42** that secured employment, **25** of these individuals obtained full time positions, and earn an average hourly wage of **\$8.37**. The remaining **17** secured part time jobs with an average hourly salary of **\$9.22**.*

*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, including the Maine Job Service( Career Center)*

### *New Mainers-Refugee Workforce Development Project (NMRWDP)- Job Class &Networking Workshops*

*The NMRWDP is a collaboration between Refugee Services, along with the Portland and Lewiston Adult Education, the City of Lewiston and Catholic Charities Maine Refugee and Immigration Services (CCM RIS) continues to offer the Job Class and Networking Workshops. This program is funded through the Department of Health and Human Services, Administration for Children and Families, Office of Refugee Resettlement, and Discretionary Targeted Assistant Program. The Job Class offers “beginners” (Level 2 & 3’s) a seven (7) week, four hour a day, five times a week intensive vocational English class that teaches participants English composition and computer literacy. Those who are more experienced with the English language (Level 4 & 5) are offered Networking Workshops where students share personal stories and struggles about securing employment. In both classes, each participant 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 attendee 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 located are entry level positions;*

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 35 individuals participated in the “beginners” Job Class course. Out of those who graduated from the “beginners” Job Class, 23 secured employment (10 received full-time jobs and 13 received part-time jobs; of these 35 job placements 7 were permanent positions and 16 were temporary positions). Approximately 82 individuals participated in the “advanced” Networking Workshops. Out of those, 22 secured part-time jobs or temporary employment.

#### Cross Cultural/Life Skills Training

Cultural Skills Training is provided to migrants and services providers. We conducted monthly workshops for our consumers that focus on helping new Mainers get acclimated to their new environment, increase their knowledge of resources available in the greater Portland area, and cultural awareness. Refugee Services also provides training to Case Managers, service providers and the community about the refugee experience and culture.

A total of 545 individuals attended a total of 37 Cultural Skills workshop in FY 13. We also provided Serving a Multicultural Community (SMCC) workshops to organizations such as Opportunity Alliance’s Youth Division, Preble Street Teen Shelter, Immigrant Legal Advocacy Project, the Friends School and several employers. 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
- Understanding GA Guidelines
- Monthly Bus Tours (delivered in partnership with METRO)
- Winter Workshops (offered October to April)

#### Survivors of Torture (SOT)

The City of Portland in collaboration with Catholic Charities Maine Refugee and Immigration Services (CCM RIS), Community Counseling Center (CCC) and now Tri-County Mental Health Services (TCMHS) in Lewiston (new to the grant as of October 1, 2013) 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) and TCMHS conducts an assessment to determine if the person meets the SOT criteria. Once decided, the Clinicians 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. 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.

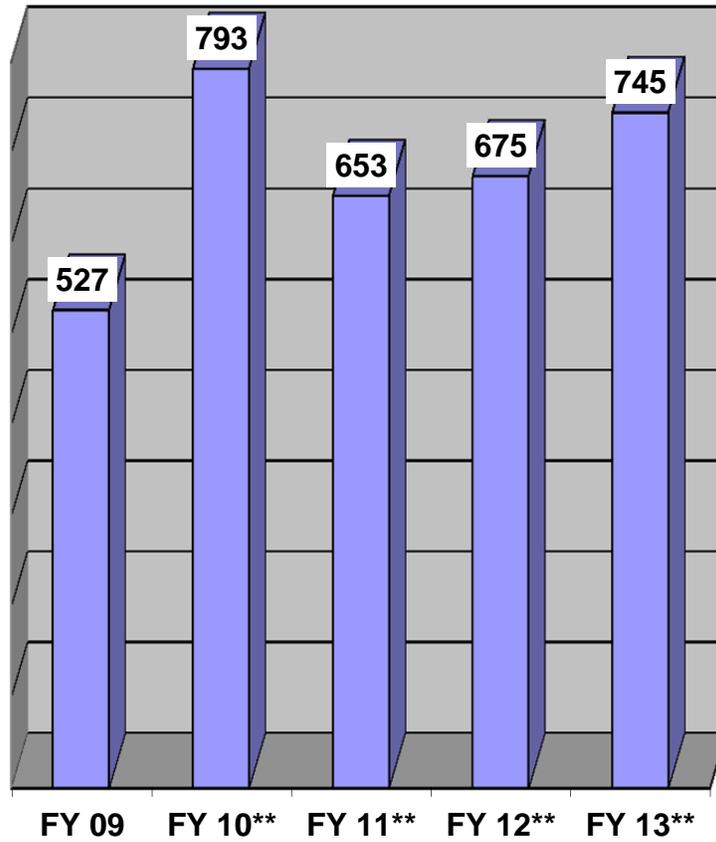
This program is also funded through the Department of Health and Human Services, Administration for Children and Families, and the Services for Refugees, Survivor of Torture program, the SOT Program serves refugees and asylees who meet the U.S. definition of torture: “an act committed by a person acting 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.”

As we received a new 3-year grant as of October, 2013, since then, we completed approximately 83 assessments, and found that 72 individuals met the definition and were eligible to receive counseling services.

### 5 Year Comparison of New Clients

(for all Refugee Services Programs)

(Not New Arrivals to Portland)



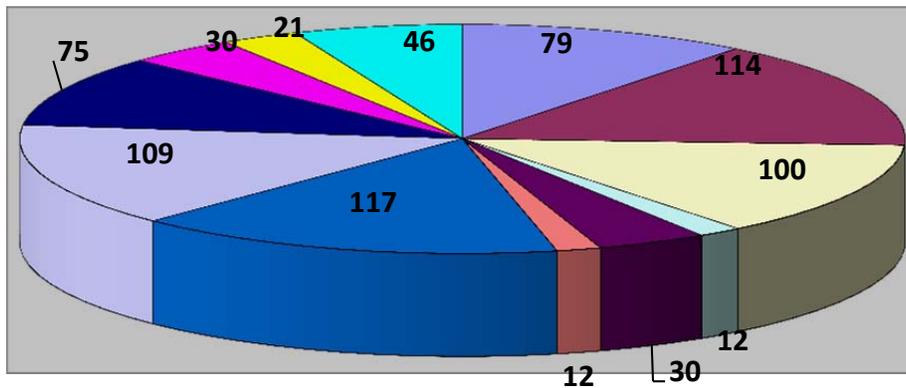
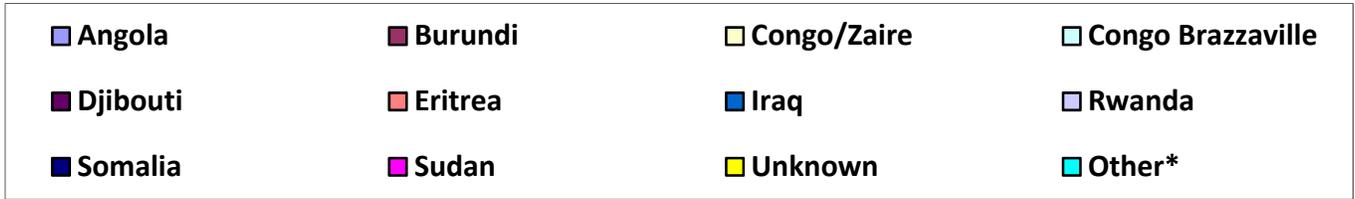
*\*Note: New Intakes includes families/individuals already living in Portland (not new arrivals to Portland) and newly arrived secondary migrant*

**REFUGEE SERVICES PROGRAM**

**Country of Origin:**

**Program Clients – FY 2013)**

**TOTAL OF NEW CLIENTS: 745 (Unduplicated Individuals)**



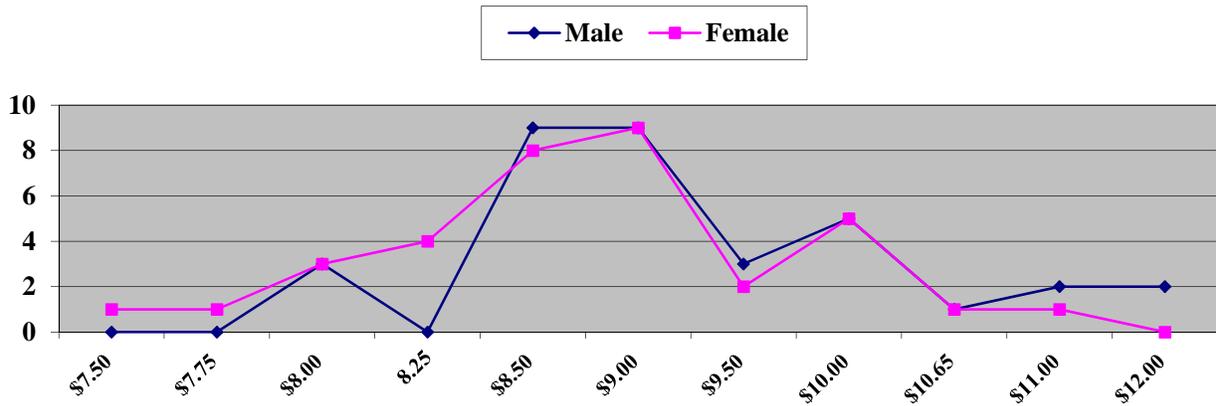
**Country of Origin: New Mainers (Individuals)**

<i>Iraq</i>	<i>117</i>	<i>Djibouti</i>	<i>30</i>
<i>Burundi</i>	<i>114</i>	<i>Sudan</i>	<i>30</i>
<i>Rwanda</i>	<i>109</i>	<i>Congo Brazzaville</i>	<i>12</i>
<i>Congo/Zaire</i>	<i>100</i>	<i>Eritrea</i>	<i>12</i>
<i>Angola</i>	<i>79</i>	<i>Other*/Unknown</i>	<i>67</i>
<i>Somalia</i>	<i>75</i>		

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

## REFUGEE SERVICES PROGRAM

### Job Placement - Average Salary Range - FY 13



**Total Number of Individuals Placed in Employment = 42**

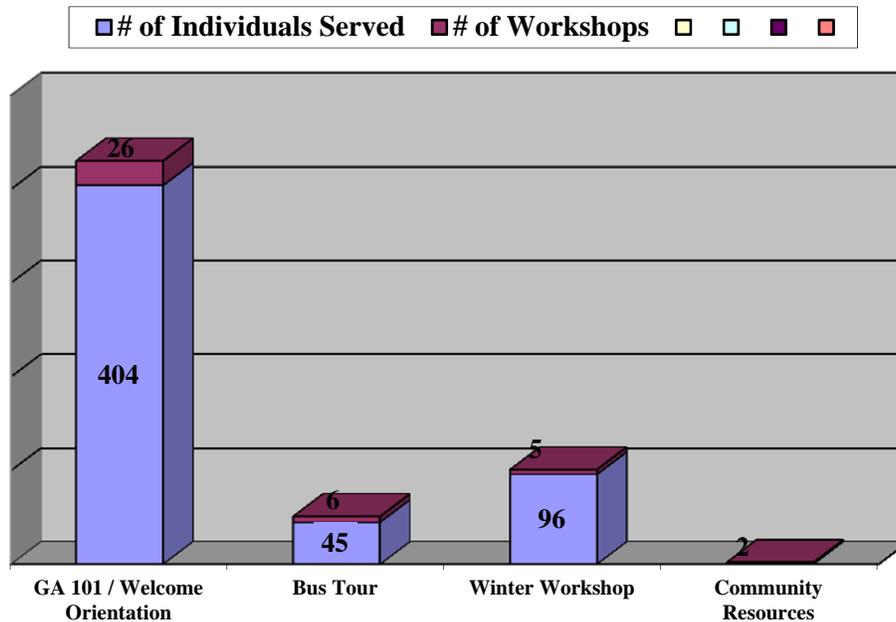
	<u>Males</u>	<u>Females</u>
<b>Full-Time Employment</b>	12	12
<b>Part-Time Employment</b>	11	7
<b>Average FT Wage</b>	\$10.15	\$9.04
<b>Average PT Wage</b>	\$9.48	\$8.79

#### Top Employers

<i>Barber Foods</i>	7
<i>Bonney Staffing</i>	3
<i>Cape Memory Care</i>	2
<i>City of Portland</i>	2
<i>Holiday Inn</i>	2
<i>Maine Seafood Ventures</i>	2
<i>Marriott Hotel</i>	2
<i>Regency Hotel</i>	2

### Cultural Skills Training - FY 2013

#### Portland Cultural Skills Training



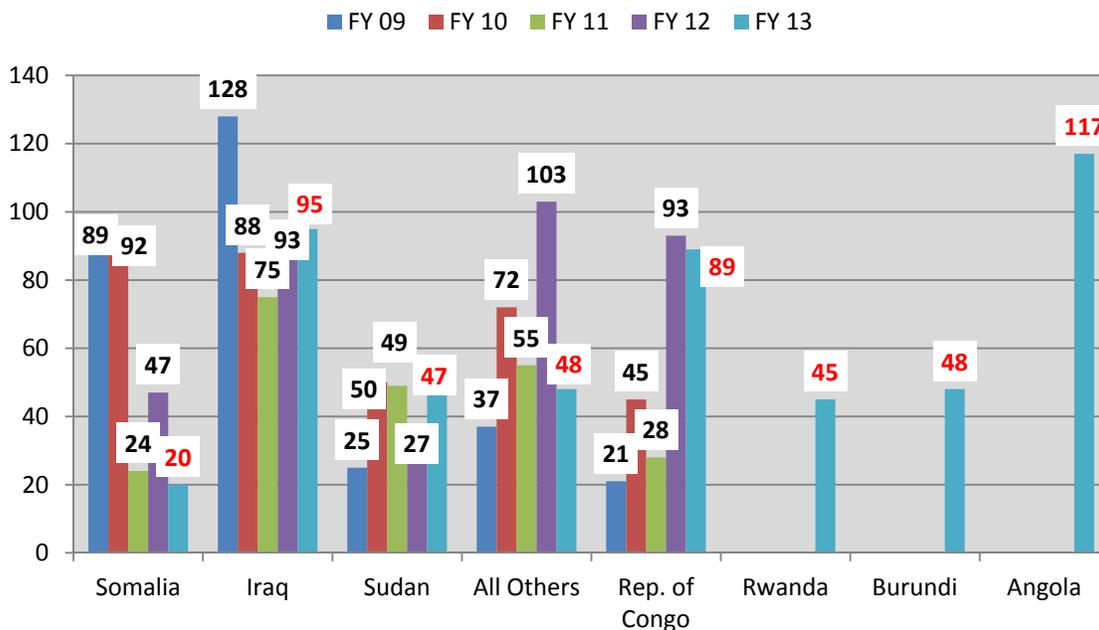
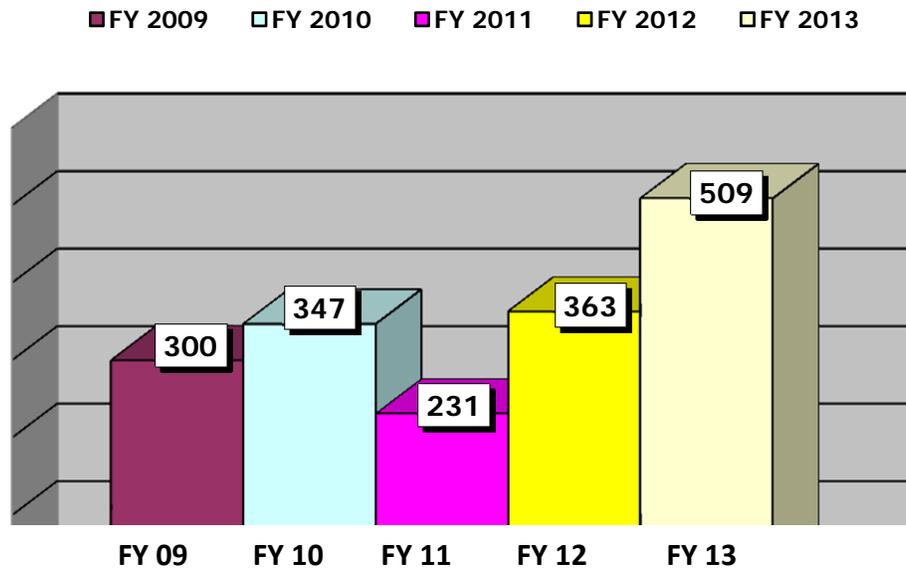
*This fiscal year, Refugee Services offered a total of 46 workshops and served 632 individuals at these workshops.*

# FAMILY SHELTER

## REFUGEES/IMMIGRANTS/VISA HOLDERS/ASYLUM PENDING

*A total of 509 individuals, or 50% of all individuals residing in the Shelter*

### Total Number of New Mainers



Somalia – 4%  
Rep. of Congo – 17%

Iraq – 19%  
Rwanda\* – 9%

Sudan – 9%  
Burundi\* – 9%

All Others – 9%  
Angola\* – 23

All others include: Belgium, Iran, Afghanistan, Eritrea

\*FY13 is the first year tracking Rwanda, Burundi, and Angola, due to low numbers in previous years  
This group consists of visa holder families entering the US with visitor visas