

City of Portland
Health and Human Services Department
Social Services Division

Refugee Services Program
Year End Report
FY 2011

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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 the secondary migrant refugee communities 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, 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 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*
- *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 that have an immigration status other than refugee or asylee*

Catholic Charities Maine Immigrant and Refugee 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 for newly arrived refugees and 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 newly arrived secondary migrants quickly establish a secure and independent situation for themselves and their family. During FY 11, Refugee Services Program staff

assisted over **1125** unduplicated individuals with case management services. This number reflects **322** new households for a total of **653** individuals. In FY 10 the Refugee Services Program staff assisted 1719 unduplicated individuals with case management services including 260 new households for a total of 793 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 11 our Employment Case Manager opened up **86** new cases, and provided ongoing employment services to an additional **167** individuals. Our top employment agencies working with the refugee population are LL. Bean, Maine Medical Center, Nichols, Goodwill, Granite Bay, Barber Foods and Aramark. Seventy (70) individuals secured permanent employment in FY 11, compared to fifty (50) employment placements in FY 10, which represents a 29% increase in employment placements! Out of the **70** that secured employment, **56** of these individuals obtained full time positions, and earn an average hourly wage of **\$9.33**. The remaining **14** secured part time jobs with an average salary of **\$7.99**. In FY 10 45 individuals obtained full-time employment and 5 secured part-time jobs, with the same average salary as in FY 11.

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. Partners include the City of Lewiston; Catholic Charities Maine Refugee & Immigrant Services (CCM RIS); Portland Adult Education and Lewiston Adult Education. The New Mainers-Refugees Workforce Development Project provides work readiness training, and job placement and retention services, for 240 immigrant and refugee community members during the 18 month project. The two cities share their experience and program models to provide a larger, more consistent opportunity for new Mainers. A total of 110 participants who have limited English language skills enroll in classes providing intensive ESOL over a seven-week period. The classes teach participants English language and computer literacy needed to obtain and retain employment. Job placement and retention services are also provided. Participants with

intermediate English language skills chose from a menu of options including help with career exploration, completing computerized employment searches, completing job applications online, work readiness workshops, and job placement and development services.

The beginner English group offers intensive, seven-week sessions for eight groups of participants (four in each city) in which they receive instruction in vocational ESOL from the Lewiston and Portland Adult Education programs. These sessions, offered four hours a day, five days a week, cover basics such as employer expectations, sharing personal information (what is expected and appropriate), following directions, or reading and responding to help-wanted ads. The sessions also teach basic computer literacy and provide some help with career exploration. Job Advisers in collaboration with Job Developers meet with participants individually and help them decide which positions to apply for, aid in resume writing and help them complete applications. Job Developers provide post-placement services on an as-needed basis to help resolve issues between refugees and their employers that could threaten continued employment.

Job Developers reach out to employers to develop positions for refugees, and conduct formal follow-up at 30 and up to 90 days post-placement to learn how the placement is working. They match refugees to available jobs depending on their skills and interests, and provide job retention services. The majority of jobs are entry level at the start; however, participants are taught how to transfer skills from one position to another and every effort is made to place participants in positions that have career paths leading to higher paid jobs.

Portland

- *48% of Job Class enrollees have completed the 7 week class*
- *Placement Activity*
- *24 Job Class participants and 28 Workshop participants (for a total of 52 individuals) have located employment.*
- *Average wage rates for Portland Job Class placements is \$9.00 per hour*
- *Average wage rates for Portland Workshop placements is \$11.60 per hour*

Lewiston

- *87% of Job Class enrollees have completed the 7 week class*
- *Placement Activity*
- *15 Job Class participants and 4 Workshop participants (for a total of 19 individuals) have located employment.*
- *Average wage rates for Lewiston Job Class placements is \$9.00 per hour*
- *Average wage rates for Lewiston Workshop placements is \$9.67 per hour*

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 632 individuals attended our Cultural Skills workshop in FY 11. We also provided Serving a Multicultural Community (SMCC) workshops to organizations such as, 211 Maine, Maine Medical Center, Portland Adult Education, Preble Street, Florence House, and Sexual Assault Response Services of Southern Maine, and Central Maine Human Resource Management, just to name a few. We estimate that over 150 people participated in a SMCC workshop. 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 October 2009, the City of Portland in collaboration with Catholic Charities Maine Refugee & Immigrant Services (CCM RIS) and Community Counseling Center (CCC) received over a million dollar Survivor of Torture grant for a 3 year period from the Office of Refugee Resettlement. The SOT program is a new effort in the Portland area led by the City of Portland, Catholic Charities Maine (CCM) and the Community Counseling Center (CCC) to serve area refugees and asylees who are survivors of torture. Clinicians, case managers and interpreters at the City, CCM and CCC have received specific training to provide torture survivors with culturally competent, trauma-informed treatment and services to support their recovery and ability to live independently.

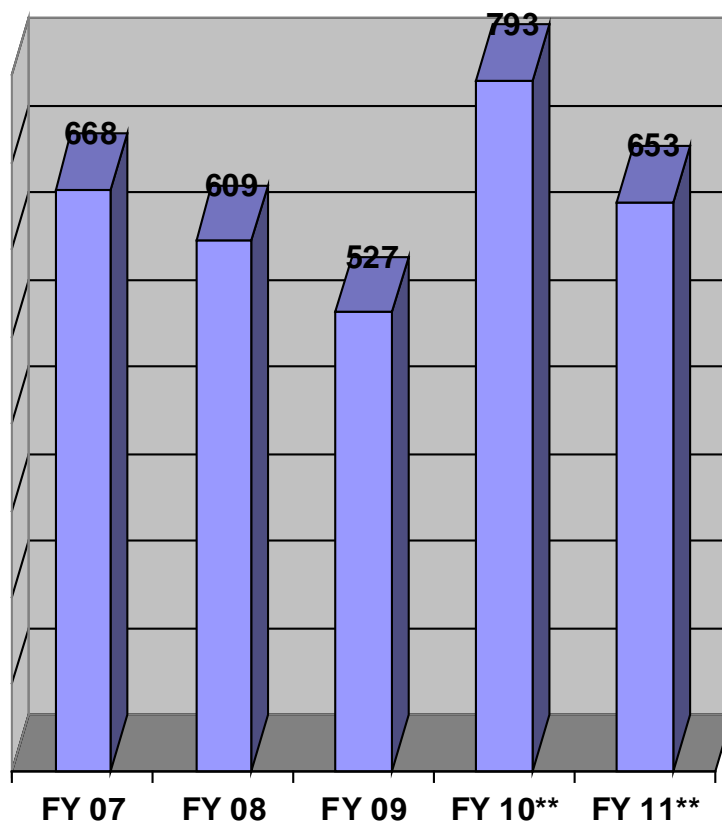
Through a person-centered planning process, case managers at the City and CCM help torture survivors identify goals for stability and connect them to resources. Resources generally include English language instruction, employment training, mental health care, and wellness care. Case managers work collaboratively with other agencies to provide the intensive services and support survivors of torture require.

CCC counselors 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 is 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.

As a federal grant-funded effort, the SOT Program serves refugees and asylees who meet the U.S. definition of torture. According to U.S. Code, torture 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 2011, we completed approximately 322 assessments, and found that 242 individuals were eligible and received counseling services. Out of the 242 individuals, 143 people have received case management from either the City or CCM RIS. An addition, 50 individuals were accessed and determined to meet the SOT criteria, however due to our overwhelming numbers, these individuals have been place on the CCC waiting list.

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*

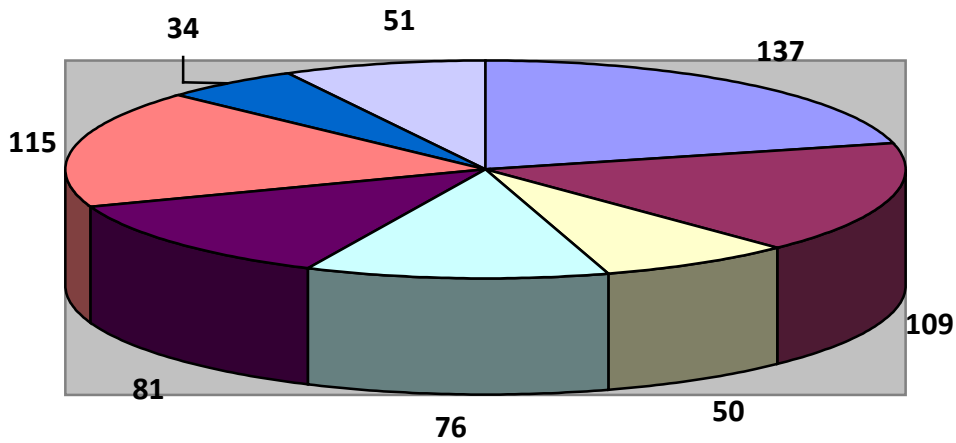
*** Includes Survivors of Torture (SOT) program clients, which opened in October 2009.*

REFUGEE SERVICES PROGRAM

Country of Origin:

Intakes (New Clients to program – FY 2011)

TOTAL OF NEW CLIENTS: 653 (Unduplicated Individuals)



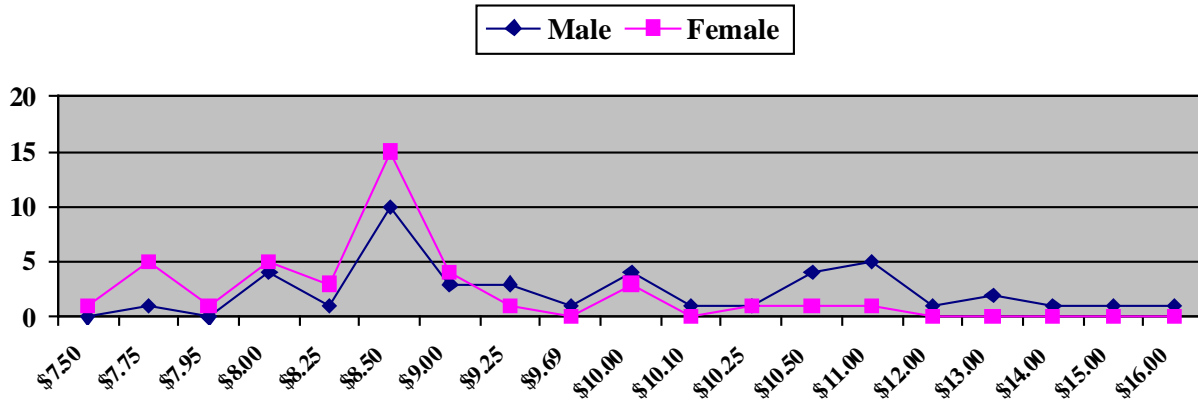
Country of Origin: New Mainers (Individuals)

<i>Somalia</i>	<i>137</i>	<i>Burundi</i>	<i>115</i>
<i>Iraq</i>	<i>109</i>	<i>Djibouti</i>	<i>34</i>
<i>Sudan</i>	<i>81</i>	<i>* Other/Unknown</i>	<i>51</i>
<i>Congo/Zaire</i>	<i>50</i>		
<i>Rwanda</i>	<i>76</i>		

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

REFUGEE SERVICES PROGRAM

Job Placement - Average Salary Range - FY 11



Total Number of Individuals Placed in Employment = 70

Males: Full Time Employment = 17
Males: Part-Time Employment = 5

Females: Full Time Employment = 39
Females: Part-Time Employment = 9

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

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

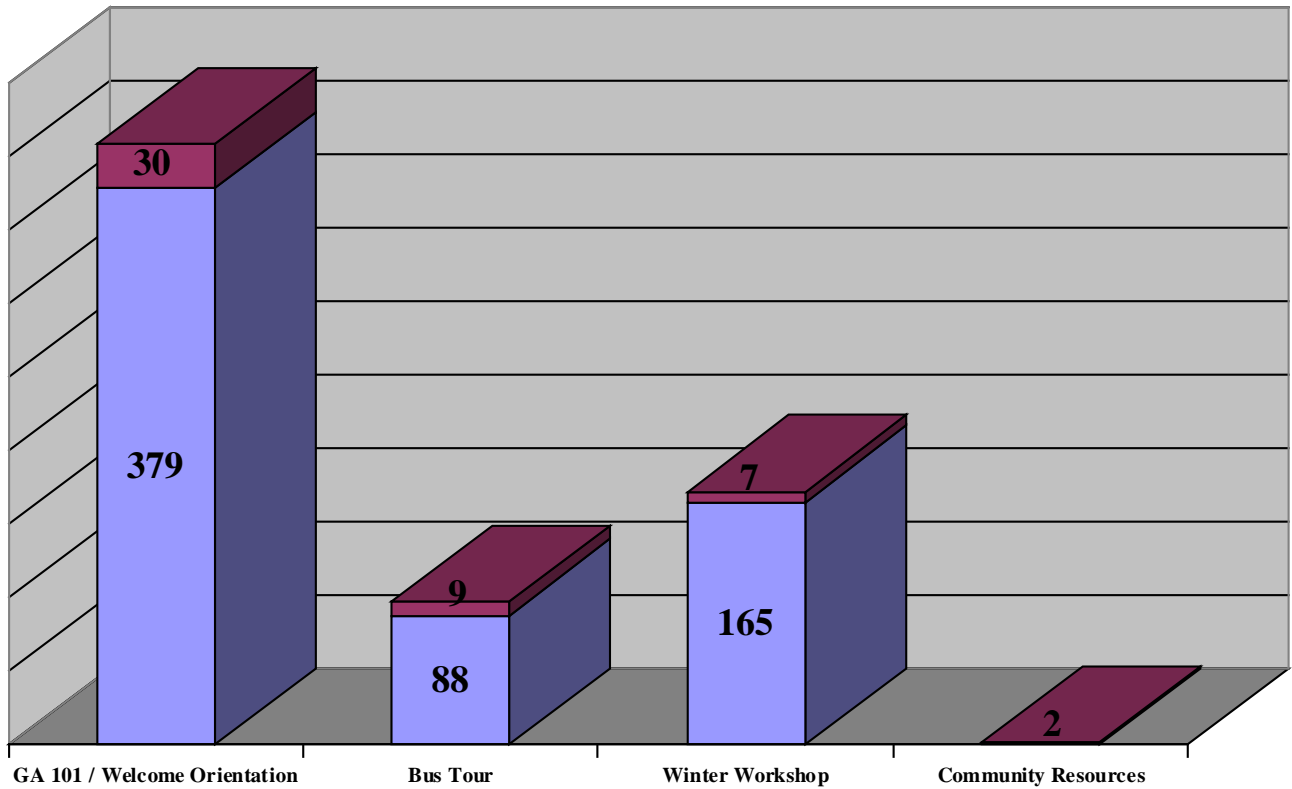
Top Employers

<i>Aramark</i>	2
<i>Barber Foods</i>	3
<i>Granite Bay</i>	4
<i>Goodwill</i>	4
<i>Maine Medical Center</i>	7
<i>LL Bean</i>	16
<i>Nichols</i>	5

REFUGEE SERVICES PROGRAM

Cultural Skills Training - FY 2011

Portland Cultural Skills Training



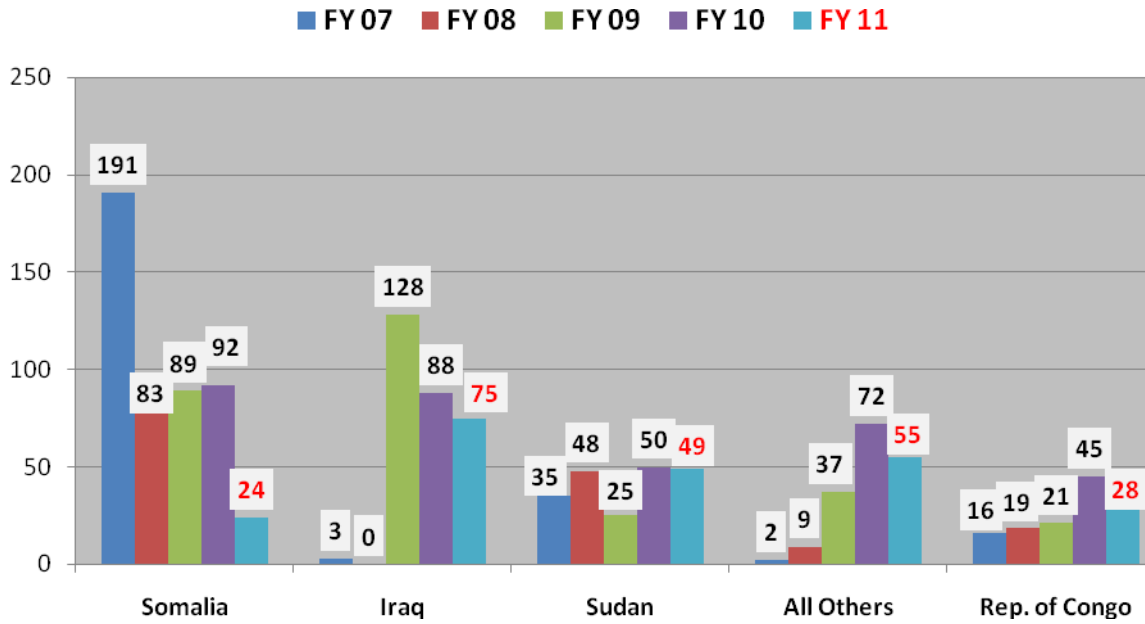
This fiscal year, Refugee Services offered a total of 46 workshops and served 632 individuals at these workshops.

**Beginning in FY 11, the GA 101 and Welcome Orientations were combined into one workshop*

SECONDARY MIGRANT REFUGEES/B1 B2 Visa FAMILY SHELTER

A total of 231 individuals, or 29% of all individuals residing in the Shelter

Total Number of New Mainers



FY 2011 Secondary Migrant Refugees "New Mainers"

