

**Attachment H
Case Management Outcomes**

ECM focuses on increasing access, knowledge, and skills in areas such as housing, healthcare, employment and financial stability, English and education, as well as community and family support systems that promote well-being and integration. The overall purpose of these services is to provide refugees with tools and resources they need to become economically and financially stable. Grantees shall provide services that result in progress toward the following outcomes. (Many refugee outcomes will be achieved through collaboration with service providers outside of the services funded under this grant; DWS will assist grantees and service providers on collaboration and data collection where needed.)

Extended Case Management Outcome, Indicators and Community Partners

Economic Stability Outcomes	
<ul style="list-style-type: none"> • Refugees are employed in occupations paying a wage sufficient to meet their basic needs (and the basic needs of their dependents). • Refugees obtain employment skills through on the job training, technical skill building and employment culture skill building opportunities. • Refugees have opportunities for employment advancement. • SSI candidates have resources needed for their application and have a plan for obtaining citizenship. • Refugees are able to apply principles of financial management to plan for the future. • Refugee youth have opportunities to explore employment options and begin to plan for their economic futures. 	
Indicators	Service Providers
<ul style="list-style-type: none"> • # of individuals who obtain employment skill building and job training • # of individuals that increase life skills abilities and understanding of workplace culture • # of individuals with identified employment plans • # of individuals with new or improved employment • # of individuals with continued employment (PT or FT) • # of individuals approved for SSI • # of refugees who properly file tax returns • # of cases with a reduced reliance on public assistance • # of cases referred to DWS for financial services • # of individuals referred to TAG and other DWS funded employment services • # of families with access to high quality day care assistance • # and % of cases who are actively engaged in increasing progress on their goals 	<ul style="list-style-type: none"> • Department of Workforce Services • Utah Refugee and Education Training Center (DWS) • Organizations offering employment support services and training • DWS funded services with other grantees

Community and Family Support Outcomes

- Refugees are connected to community supportive services such as general service providers, religious groups and refugee community organizations.
- Refugees can access multiple forms of transportation.
- Refugees are on the path toward citizenship.

Indicators

- # of cases referred to Refugee Community Organizations
- # of individuals connected to and receiving services from general service providers
- # of individuals who have applied for their green card
- # of individuals able to utilize public transit
- # and % of cases who are actively engaged in increasing progress on their goals

Service Providers

- Agencies providing citizenship education and resources
- Religious groups
- Refugee community organizations
- Mainstream service providers

Education and Training Outcomes

- Refugees have access to educational opportunities that meet their professional goals.
- Refugees have incremental employment goals and understand what type of education and training they need in order to achieve their employment goals.
- Refugees obtain a high school diploma or GED.
- Refugees are fluent in life skills necessary to successfully navigate U.S. systems.
- Refugee parents support the academic progress of their children.
- Refugee parents understand how to navigate their child(ren)'s school system(s) and advocate for their children.

Indicators

- # of adults 18 and over actively participating in ESL instruction
- % of individuals whose English level increases
- # of adults 18 and over enrolled in skills training programs
- Elementary, middle and high school attendance, behavior and grades
- # of parents able to access their children's school and the resources available at the schools
- # of parents able to contact their child's teacher
- # of parents having educational goals for their children
- # of children who are referred to special services for developmental delays
- # refugee youth who are connected to after-school and other supportive academic and social networks
- # of parents who are aware of pre-school services for their children
- # refugee children who have adequate school lunch or are referred for services
- # and % of cases who are actively engaged in increasing progress on their goals

Service Providers

- Department of Workforce Services
- School districts funded under Refugee School Impact Grant
- Organizations offering educational support services
- DWS funded services with other grantees

Physical and Mental Health Well-Being Outcomes

- Refugees have access to health care including primary and preventative care, specialized health care and mental health that meets their needs.
- Families are stabilized through treatment services and parents are able to obtain and maintain employment.
- Refugees are aware of how their immigration experience can impact their lives and learn skills to manage trauma and stress increasing their resiliency.
- Refugee children have updated immunizations and access to dental care.
- Refugees needing specialized services are evaluated and receive appropriate treatment.

Indicators

- # of insured cases
- # of individuals able to access health appointments
- # of cases connected to health care services
- # of previously uninsured cases connected to health insurance (via marketplace, employment, Medicaid, PCN, etc.)
- # of individuals who access mental health services
- # of parents who have accessed parenting resources
- # cases whose nutritional needs are addressed
- # who have primary care physician and are connected to specialized care
- # of individuals approved for SSI
- # and % of cases who are actively engaged in increasing progress on their goals

Service Providers

- Department of Workforce Services
- Department of Health
- Organizations offering health support services
- DWS funded services with other grantees

Housing Outcomes

- Refugees live in safe and stable housing.
- Refugees communicate effectively with landlords.
- Refugees understand their housing rights and responsibilities.
- Refugees understand principles of being a good tenant/homeowner.
- Refugee plan for future housing needs.
- Housing unit comfortably accommodates all members of the household and provides a stress-free environment

Indicators

- # of cases living in safe and appropriate housing
- # of cases referred to Section 8, public housing or other housing assistance programs
- # of households able to pay rent and utilities on time
- # of cases that received housing education resources
- Mobility rates and # who move to better housing
- # and % of cases who are actively engaged in increasing progress on their goals

Service Providers

- Department of Workforce Services
- Organizations offering health support services
- DWS funded services with other grantees