
BOARD OF ADVISORS FOR THE UTAH REFUGEE SERVICES OFFICE

REPORT TO THE GOVERNOR



December 1, 2018

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Dear Governor Herbert:

Thank you for the opportunity to share the Refugee Services Office (RSO) annual report from your Board of Advisors for state fiscal year (SFY) 2018, which chronicles the work of more than 30 public employees who assist refugees in the state of Utah. The report highlights the successes and challenges of providing substantial programs to refugees in Utah.

The mission of RSO is to educate and empower refugees in Utah to achieve their dreams through quality services offered in a collaborative, resource-rich environment. RSO envisions a strong integrated community engaged to connect refugees to the family-sustaining employment necessary to succeed in Utah for generations to come. RSO continues to work with numerous community organizations to create and enhance programs that improve refugees' access to employment necessary to succeed in Utah. With the support and counsel of your Board of Advisors and the Department of Workforce Services, RSO manages federal and state funding and coordinates services for refugees in Utah.

During federal fiscal year (FFY) 2018, Utah resettled 430 refugees. This was due to a lower Presidential Determination on Refugee Admissions of 45,000 — much lower than in previous years. Another reason for the lower number is the increased vetting procedures for refugees from certain countries, which slowed the approval process and resulted in fewer refugee arrivals. In spite of the lower numbers, Utah has remained a welcoming place for newly arriving refugees, as well as those who have long called Utah their new home.

Of the nearly 65,000 refugees who currently call Utah home, approximately 99 percent reside in the Salt Lake Valley. With sizable refugee populations from Bhutan, Bosnia, Burma, Burundi, Congo, Chad, Ethiopia, Eritrea, Iraq, Ivory Coast, Liberia, Rwanda, Sierra Leone, Somalia, Sudan, Togo, Vietnam and the former Soviet Union, among others, the Salt Lake Valley is incredibly diverse.

In 2017, your Board of Advisors lead a strategic planning process that brought together refugee employment providers to build a pathway to help refugees access higher paying jobs in Utah within the first three to five years following resettlement. This refugee employment pathway effort is now in the implementation phase. Now available to refugees are various short-term occupational skills trainings and an upward mobility

planning process that provides long-term career guidance — all with the goal of helping refugees build a career pathway to a livable wage.

The state of Utah is known nationally as a welcoming place for refugees from around the world, thanks to your leadership and support of Utah's refugee program. The following pages are specific to the various refugee programs administered by RSO. If you have any questions, please contact my office.

Thank you for your continued service to the state of Utah.



Jon Pierpont

Chair, Board of Advisors for the Utah Refugee Services Office



OVERVIEW



We believe **ALL REFUGEES** should have access to family-sustaining employment opportunities.

The Refugee Services Office (RSO) works in collaboration with the Refugee Services Board of Advisors, who meet on a quarterly basis to provide support and advice to RSO. The Board of Advisors provide a forum for identifying, addressing and recommending solutions to encourage the successful integration of refugees in the state of Utah.

RSO houses the State Refugee Coordinator and serves as the designated state agency to receive and direct money from the U.S. Office of Refugee Resettlement. Most of these funds are granted to community service providers and other agencies to deliver vital services

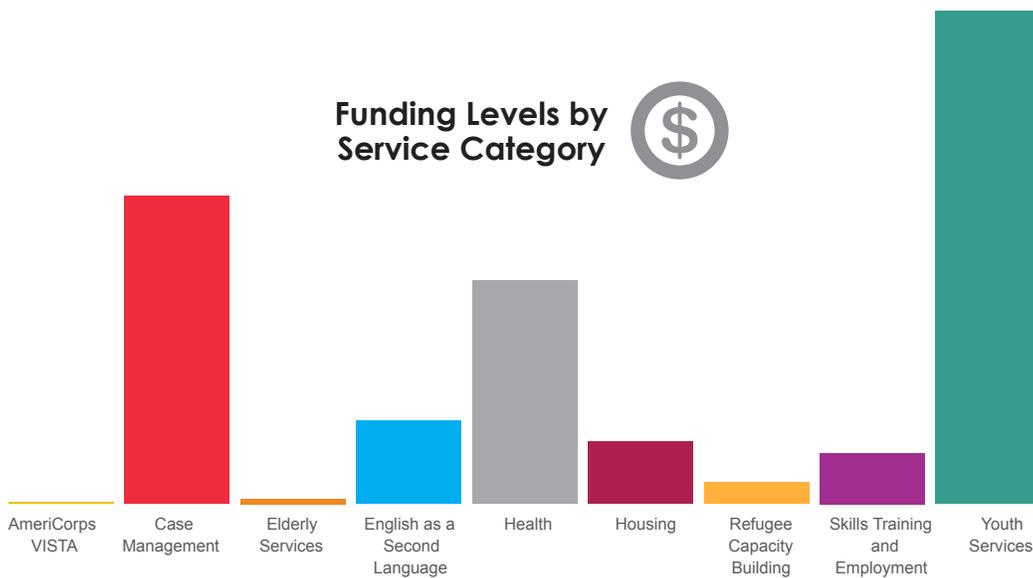
for the successful integration of refugees in Utah. RSO is also home to a dedicated refugee employment team, which administers the Family Employment Program and Refugee Cash Assistance program for Utah's newly arrived refugees. The team works in a collaborative environment to develop employment plans and offers job preparation services to refugee customers. Additionally, RSO assists in the support of Temporary Assistance for Needy Families-funded refugee programs, including case management, housing and other employment programs for Utah's refugees.



Department of Workforce Services

FUNDED SERVICES

The majority of refugee services are federally funded through the U.S. Office of Refugee Resettlement (ORR) and the Temporary Assistance for Needy Families (TANF) program (with the exception of \$132,000 provided by the state of Utah). RSO administers approximately \$4.5 million from TANF and \$6.4 million from ORR for refugee services in Utah. Overall funding levels are broken out by level of service listed below.



AmeriCorps VISTA	TOTAL \$11,917
Case Management	TOTAL \$1,885,000
Elderly Services	TOTAL \$32,400
English as a Second Language (ESL)	TOTAL \$511,300
Health	TOTAL \$1,370,000
Housing	TOTAL \$383,700
Refugee Capacity Building Organizations	TOTAL \$132,000
Skills Training and Employment	TOTAL \$312,000
Youth Services	TOTAL \$3,017,000

Utah Refugee Education and **TRAINING CENTER**



Core Partners

- Salt Lake Community College
- Utah Department of Workforce Services
- Utah State University



Summary Data

July 2017 — June 2018

Average quarterly number of participants:

4,853

Average quarterly number of activities held at the Refugee Center:

- **Workforce Services: 131**
- **Partners: 255**
- **Refugee Communities: 57**

Center Goals

The Refugee Center serves two purposes:

1. to foster opportunities for refugees to access family-sustaining employment, and
2. to support refugee communities' efforts to find appropriate solutions towards integration.

Programming Partners

- English Skills Learning Center
- Head Start
- Horizonte Instruction and Training Center
- USU 4H
- Microbusiness Connection Center
 - International Rescue Committee
 - Salt Lake Community College
 - Salt Lake County
 - SCORE
 - Utah Small Business Development Center Network
 - Utah State University
 - Utah State University Extension
- Promise South Salt Lake
- Salt Lake City Mayor's Office — Know Your Neighbor
- Tech Programming
 - Adobe
 - Goldman Sachs
 - Oracle
 - MX Technologies
 - 3M
 - Utah Asian Charitable Foundation
- University of Utah College of Social Work
- University of Utah REFUGES Program

Refugee Services Office

ACTIVITIES

EMPLOYMENT

Case Management

Since 2009, TANF and ORR Refugee Social Services have funded two-year case management for all newly arrived refugees. Extended case management is the foundation of refugee services in Utah, connecting refugees to resources that will improve integration into the communities in which they live.

In 2017, RSO shifted to an outcomes-based case management assessment, resulting in coordinated service delivery to provide refugees with the tools and resources needed to become more economically and financially stable. Preliminary data has been gathered following the implementation of the new assessment tool by agencies funded to provide case management. Thus far, reported results indicate case management's positive impact on refugee integration in Utah. With case management being a two-year process, the concluding results will not be finalized until the completion of the program. Based on the reported data, 82 percent of refugees show an overall increase in progress assessment:

- 62 percent show improvement in employment outcomes
- 76 percent live in safe and affordable housing
- 48 percent are able to successfully navigate educational and training opportunities
- 69 percent understand how to access health care system

- 69 percent can navigate community support services
- 60 percent are able to speak functional English
- 56 percent are able to accomplish life skills tasks such as transportation, parenting and U.S. civic, legal and law enforcement system



During FFY 2018, 430 individuals were resettled through Catholic Community Services and the International Rescue Committee.

Employment Services

RSO's team of employment specialists help ensure refugees are successful in their employment search, job placement and retention. Refugee-focused employment specialists screen and assess applicants, provide workshops and services, and support employers in hiring refugees.

During SFY 2018, RSO's employment team helped an average of 615 refugee customers



per quarter, with an average of 226 quarterly job acquisitions and a 79 percent retention rate.

The current, overall average hourly wage for our refugee customers is \$12.29, which is a 10 percent increase from the previous year. RSO served 321 customers as part of the Family Employment Program and Refugee Cash Assistance program. RSO successfully closed 238 cases and achieved a positive closure rate of 89 percent. Of these positive closures, 89 percent were due to employment or higher earnings.

Supportive services provided by RSO's employment team during SFY 2018 include (based on quarterly averages):

- 324 supportive services to job seekers, including job applications, resumes, mock interviews, translation, and transportation
- 50+ employment-related hosted events, including job fairs, resume workshops, Job Connections, Application Labs, interview preparation, employer education, and networking and employer site tours.

- 108 services provided to Utah employers
- 84 distinct employers engaged in hiring refugees

Humanitarian Center

In 2009, the Humanitarian Center Project was created to teach English and provide job training to 150 individuals (75 referred by Workforce Services and 75 referred by Latter-day Saint bishops) for 12 months at a time. A partnership between Workforce Services, The Church of Jesus Christ of Latter-day Saints and various local refugee service providers, it is the only program of its kind in the U.S. In Federal FY 2018, 69 participants completed the program and 56 participants found jobs (a 81 percent placement rate).

Refugee Supportive Housing Assistance

Refugee Employment Subsidized Housing

Workforce Services, in partnership with the Housing Authority of the County of Salt Lake, administers the Refugee Employment Subsidized Housing program for single-parent

households who are prepared to work. For the period of August 2017 to July 2018, the program served 37 new refugee households.

Bud Bailey Case Management

The Bud Bailey Apartment Community has 136 units with 45 units reserved for housing vouchers assigned to refugee families. A contract agreement between RSO and the Housing Authority of the County of Salt Lake supports two case managers who currently provide case management services to 45 refugee voucher households. The areas of focus for the refugee families are:

- Housing stability
- Financial capability/self-sufficiency
- Family services for after-school programs

The case managers at the Bud Bailey Apartment Community are using a newly developed case management assessment tool that will track progress in the following seven integration outcome areas:

1. Employment
2. Housing
3. Education and Training
4. Health
5. Community and Family Support
6. Language and Cultural Knowledge
7. Life Skills

Short-Term Occupational Trainings

Short-term occupational trainings help improve employment outcomes. RSO, in partnership with Salt Lake Community College, continues to expand its short-term training offerings. In addition to our successful Warehousing and Distribution program, RSO recently added Medical Manufacturing and Framing Assistant trainings. Comprehensive employment data and outcomes for these trainings are expected in 2019. Preliminary data shows



notable improvement in hourly wage and employment.

Warehousing and Distribution

Three trainings were held in 2018, serving 28 students and resulting in an 89 percent graduation rate. Preliminary results shows an 11 percent increase in employment rate and a 73 percent increase in wages for refugees in the program.

Medical Manufacturing

The pilot program for medial manufacturing reflected a tremendous interest among refugees in gaining skills that can help them improve their income and self-reliance. 14 students participated in the pilot program,



with 86 percent graduation rate. Training concluded with an industry-specific job fair, including employers such as BioFire, Merit Medical Stryker and Edwards Life science. Preliminary results show a 30 percent increase in employment and a 100 percent increase in wages for refugees in the program.

Framing Assistant

The first three-month Framing Assistant class included eight students, with an 88 percent graduation rate. As part of the final project, the students used their new skills and knowledge to build a shed at the SLCC pole yard site. Preliminary results show a 20 percent increase in employment and 45 percent increase in wages for refugees in the program.



INTEGRATION

Community Team

The RSO Community Team supports successful integration for refugees through:

- Capacity Building – Building refugee community resilience that builds self-reliance and facilitates integration
- Crisis Intervention – Providing a safety net to assist refugees in crisis resolution

- Education – Increasing knowledge for refugees to remove barriers towards integration
- Community Connection – Linking refugees to resources that move them towards self-sufficiency

From July 2017 to June 2018, the Community Team served an average of 335 refugees per quarter and provided the following support:



- More than 2,000 unique services, such as interpretation, advocacy, applications, teaching and making appointments, and referrals to available mainstream community resources.
- Hosted two resource fairs and more than 100 workshops focused on economic stability, education, health and life skills.

English as a Second Language

Since the beginning of the U.S. Refugee Resettlement Program in 1975, the ability to speak, read and write English are the major indicators for a person's ability to become self-sufficient and eventually integrate into the greater community. With the growing diversity of refugees being resettled in Utah and the low literacy levels of some of the major groups being resettled, ensuring that all refugees are literate has become an increasing challenge.

English language instruction funding provides English Language Learner (ELL) training for refugees who are enrolled in The Church of Jesus Christ of Latter-day Saints Humanitarian Center skills training program, as well as classes in various locations and for different English language skills levels, including work

readiness English language classes. These contracts, which are funded by TANF and ORR Refugee Social Services funding, served more than 580 adult refugee students.

In 2018, in collaboration with ELL providers, RSO moved toward focusing on teaching functional English to support better employment placement, as well as competency-based metrics.

Mental Health Support

The RSO Licensed Clinical Therapist (LCT) team offers mental health support to help refugees become aware of the emotional, psychological and physical trauma as a result of their experiences, and to seek mental health services to overcome them. The purpose of the LCT team is to help refugees access holistic and culturally relevant treatment to manage mental health symptoms, become able to work and integrate into their new community. The LCT team assesses, educates, refers, coordinates and monitors follow-through with services.

From July 2017 to June 2018:

- 203 individuals were served by the LCT team

- 143 individuals attended psycho-educational and support groups in the area of domestic violence, mental health and parenting
- 180 individuals were referred to community partners for additional resources and support

Refugee Capacity Building

The 2018-2019 Refugee Community-Based Organization (RCBO) Capacity Building Grant, a collaboration between Workforce Services and The Church of Jesus Christ of Latter-day Saints, focuses on building organizational capacity, implementing programs and meeting outcomes. Refugee capacity building funding is a crucial component in supporting the development, organization and overall integration of Utah’s refugee population.

Through this grant RCBOs grow in their ability to successfully build and facilitate sustainable programs around expected outcomes. Additionally, they broaden their organization’s scope through Workforce Services’ required grant trainings to address common gaps in organizational capacity, identified in a mediated assessment with each community organization at the beginning of the grant period.



This year’s organizations were funded as a whole, allowing the boards of these organizations to propose and budget for multiple year-long programs. In March of 2018, 16 community-based organizations received funding to facilitate 38 programs to assist refugees community members with integration in the United States, improve their well-being and financial literacy, and build resilience. Between March and October 2018, 968 unique participants attended more than 560 program workshops, addressing topics such as board development, English as a second language, life skills, health, parenting, technology and computers, and youth development. To date, these RCBOs have partnered with 47 outside organizations and utilized the support of more than 115 volunteers. Community leaders have performed 233 home visits and referred 146 individuals to programs and resources outside of their own organization, which helps reduce isolation and connects individuals to vital services.

Refugee Leadership Training

The Refugee Leadership Training is a partnership between Salt Lake Community College, RSO and American Express. The goal of this training is to provide refugees an opportunity to develop their leadership skills and connect them to resources that will help benefit their respective communities. This year marked the eighth year the training was offered to adult refugees and our first year offering the training for youth, as well.

Adult Cohort

Upon finishing the 16-week training, participants received a certificate of completion from Salt Lake Community College. Participants included 11 men and 12 women representing seven refugee communities. Leadership topics focused on public speaking, assessing community needs,

civic responsibility and conflict resolution. This year's class had the privilege of visiting the Utah State Capitol building and learning about the American legislative process.

Youth Cohort

For the inaugural youth leadership class, RSO partnered with USU's 4-H program to offer a nine-week course focusing on personal, organizational and community leadership. The youth cohort was comprised of six boys and 20 girls, all of whom received a certificate of completion from Salt Lake Community College. The class had the privilege of touring the Utah State Capitol building and participated in a day-long ropes course team-building activity.



Refugee School Impact Grant

RSO administered \$197,388 in Refugee School Impact Grant, which is currently allocated to Granite School District and Salt Lake City School District. The goals of the Refugee School Impact Grant are to strengthen academic performance and facilitate social adjustment of school-aged refugees within five years of arrival to the United States. In 2018, Granite School District reported serving 725 refugee students within five years of arrival, and Salt Lake School District reported serving 678 refugee students within five years of arrival.

RSO focuses these efforts on college and career readiness, newcomer support, and school support services coordination. The grant's primary objectives include:

- Broad partnerships focused on newly arriving refugee youth to ensure coordination for effective planning and successful program implementation while avoiding duplication of services.
 - o In 2018, all refugee seniors in Granite School District (44) and Salt Lake School District (62) met individually with an Refugee School Impact Grant-funded secondary counselor to discuss next steps after graduating high school.
- Specialized approaches suited for newly arriving refugee populations, such as cultural orientation, parent-teacher meetings and school orientations.
 - o In 2018, both school districts provided extensive two-week school system orientations on a rolling basis for newly arrived refugee youth and families. Each district, respectively, provided five orientations throughout the school year.
- Programming that supports integration of ORR-served youth into school systems such as ELL, buddy programs, mentoring and group activities.
 - o In 2018, Salt Lake School District focused on providing more direct support for refugee high school students through expanding their weekly support groups to East, Highland and West high schools.

RSO monitors and tracks student progress, facilitates meetings between the school district and the refugee resettlement agencies, and is available as a resource for school districts.

Services For Older Refugees

RSO has contracted with Salt Lake County Adult and Aging Services to develop programs for senior refugees. Services include case management, transportation services and development and translation of important brochures and pamphlets.

Case Management

During 2018, 17 seniors and four refugee communities received services related to obtaining citizenship, Supplemental Security Income applications and referrals to community resources. Salt Lake County has hosted more than 25 workshops for refugee seniors featuring various providers, partners, and community leaders.

Transportation Services

These services allow refugees to access services available in the local community, including attending English as a second language classes and participating in activities at senior centers which help refugee integrate and overcome isolation. From October 2017



through September 2018, Salt Lake County provided 141 hours of transportation to senior refugees from multiple refugee communities.

Translation

Salt Lake County has developed and translated brochures and pamphlets of information relevant to seniors into five major refugee languages: Karen, Swahili, French, Arabic, and Nepali. These tools increase access to vital services for refugee seniors.

World Refugee Day

Nearly 6,000 people attended the 2018 World Refugee Day celebration on Saturday, June 23, 2018, at Fairmont Park in Salt Lake City. This annual event gives the community the opportunity to share and learn about cultures from around the world. The goals of this annual event are to:

1. Foster Refugee Integration — World Refugee Day is an opportunity for the mainstream community to interact and learn about the refugees who make Utah their home. It also provides an opportunity to educate the welcoming community about refugees and their contributions to Utah.
2. Celebrate Refugees — World Refugee Day is a celebration of the strength, courage and perseverance of millions of refugees who fled their homes as a result of persecution, in search of a better life and a future for their children.

The festival includes a citizenship ceremony, music, dance, soccer and volleyball tournaments, food, and children's activities. Local refugee entrepreneurs operate the food tents and global marketplace. Around the World booths allow refugee community organizations to share information about their cultural heritage and engage festival-goers in learning more about their experiences in their countries of origin.



WORLD REFUGEE DAY

Event Sponsors:

- American Red Cross
- Cotopaxi
- Fox 13
- Goldman Sachs
- Health Choice Utah
- KRCL
- KUED
- KUTV
- LDS Charities
- Natural Grocers
- Salt Lake City
- Smithfield

Event Partners:

- Catholic Community Services
- English Skills Learning Center
- Granite School District
- International Rescue Committee
 - o East African Refugee Goat Project of Utah
 - o Microbusiness Connection Center
 - o Spice Kitchen Incubator
- Refugee & Immigrant Center – Asian Association of Utah
- Utah Department of Public Safety
- Utah Health & Human Rights
- Utah Refugee Connection
- Utah State University
- Women of the World
- Youthlinc



Through the generosity of many donors and local organizations, RSO secured \$24,871 in grants, sponsorships and booth fees.

ADDITIONAL COORDINATION AND KEY ACTIVITIES

AmeriCorps VISTA

AmeriCorps VISTA (Volunteers in Service to America) is the domestic equivalent of the Peace Corps and one of several national service programs administered by the Corporation for National and Community Service. VISTA members commit to:

- Living and serving in some of the nation's poorest urban and rural areas for a full year
- Subsisting on a living stipend that equates to less than \$5.00/hour
- Creating and expanding sustainable programs for local organizations and nonprofits

With passion, commitment and hard work, their programs are designed to bring individuals and communities out of poverty.

RSO houses the Utah Refugee VISTA Project, which is made up of 13 members at seven organizations assisting the refugee communities in Utah to build their capacity to become self-sufficient. Many of RSO's VISTA members have completed their year of service and continue to work with refugees in Utah. The VISTA Project strives to assist refugees in three ways:

1. Integration — Involving and incorporating resettled refugees as equals into the local community.
2. Education — Bringing both refugees and the welcoming community members together to learn from each other and work together.
3. Programing — Developing programs to assist refugees in the process of integrating into their new home.

In 2018, AmeriCorps VISTA members raised around \$70,000 in cash/in-kind items and coordinated more than 1,000 volunteer hours performed by 395 volunteers. They also succeeded in creating 31 new programs, resources and guides, and made more than 25 new community partner connections.

Refugee Services Fund

At the end of SFY 2018, the Refugee Services Fund had a balance of \$46,581.36. From July 1, 2017 to June 30, 2018, RSO received \$33,315 in donations and sponsorships to the fund and expended \$50,917.85 to support refugees.

Funds were utilized for:

- Funerals — 3,350.00
- Girls Volleyball Program — \$4,127.19
- Refugee Voices — \$3,350.00
- Rental assistance — \$657.81
- Unrestricted — \$3,611.10
- World Refugee Day — \$37,050.81
- Women's services — \$828.98
- Youth services — \$940.150



Strategic Planning

In March 2017, the Governor’s Board of Advisors requested that RSO conduct asset mapping on refugee services in Utah, which resulted in strategic planning in the areas of employment, volunteers, and youth.

Employment Recommendations

- Bring all refugee providers together who offer employment to identify where there is overlap and develop a better, clear, coordinated system.
- Enhance job training and build clear pathways for refugees to move from low-paying jobs into job training and higher-wage paying jobs.
- Continue to build pathways to moderate-income jobs.
- Continue to provide services for under-employed refugees.

The Employment subcommittee, led by Paul Moody with LDS Charities, created Utah’s employment path (see figure below).



Based on this path, the desired outcome is for refugees to earn a livable wage with health benefits within five years of arrival. This year, the subcommittee is wrapping up its work. Refugee employment partners have begun implementation to create the necessary resources identified in the pathway for refugees to access higher paying jobs. The committee will continue to coordinate employment efforts toward the goal of refugees accessing higher paying jobs, as well as review progress over time. The Utah Refugee Education and Training Center began offering short-term trainings in three areas and has partnered with providers to offer more next year. An Upward Mobility Navigator has been hired to provide realistic, step-by-step career advising to our refugee customers — helping them understand their unique pathway to a living-wage career.

Volunteer Recommendations

- Help volunteers understand all the opportunities that exist for volunteers’ effort to make a good match with their time and talents.
- Find service opportunities that match with one-time volunteers and their interests.

The subcommittee, led by Fatima Dirie with the Salt Lake City Mayor’s Office, is working to streamline efforts by key refugee providers who utilize volunteers routinely and ultimately make the process of screening and matching volunteers much easier on the volunteer. The desired outcomes include better informed volunteers who become more empathetic toward refugees because of their association with refugees, communities that become stronger because of refugees who are integrated into them, a simpler process to engage and enroll volunteers, and refugees who integrate faster and better due to volunteer mentorship. One outcome of this committee is the coordinated quarterly volunteer recruitment workshop that is held at

Utah Refugee Education and Training Center to support all refugee serving organizations.

Youth Recommendations

- Identify services for at-risk youth related to prevention, English Language Learner (ELL) pathways, employment and job training.

The subcommittee, led by Dr. Martin Bates, superintendent of Granite School District, is working to identify a high school and college pathway for newly arriving refugee students ages 14-18. This subcommittee is working on launching a refugee youth career camp to introduce middle schoolers to career opportunities as an avenue to help refugee youth get on the right track early. The subcommittee is also working to offer some of the English courses required at Salt Lake Community College at the high school level, so youth can concurrently participate in ELL classes.

Additional strategic planning will continue with the guidance of the Board as a whole, and the participation of refugee service providers and partners to build stronger, more efficient, outcomes-driven services and systems to support refugee success in Utah.

For more information on the full asset mapping done, please visit refugee.utah.gov.

Utah Department of Public Safety

In November 2015, in response to heightened security concerns surrounding terrorism worldwide, Governor Herbert directed the Utah Department of Public Safety to conduct a review of the federal screening process for refugees and security procedures related to refugee resettlement in Utah. This process led to a partnership between RSO and Public Safety, with a Public Safety officer assigned as a refugee liaison to work with local law enforcement, resettlement agencies and other organizations as a resource for and to build

relationships with Utah's refugee community. This is a unique partnership in Utah and nationally.

Between November 2017 and October 2018, the efforts of Public Safety have resulted in:

- 300+ newly resettled refugee contacts
- 18 U.S. law orientation classes at Catholic Community Services and International Rescue Committee
- 6 youth dialogue presentations
- 14 community civic dialogues
- 2,000+ refugee contacts at community events
- 6 local law enforcement coordination meetings
- 8 cases opened or referred to local law enforcement of potential refugee victimization
- 2 classes for refugee community leaders on the criminal justice system, rights/freedoms, and improving relations between law enforcement
- Assisting the FBI in developing an outreach program to enhance relations with the refugee community



- Training program development for refugee leaders and police, in partnership with RSO and refugee community leaders
- Developing a series of training videos for law enforcement, in partnership with RSO

Youth Coordination

RSO's goal for refugee youth is to ensure they all have access to the same opportunities regardless of the resettlement agency they are assigned to, their age upon arrival in the U.S., and which school district they are enrolled in. The Refugee Youth Services Coordinator provides collaboration, support and coordination to ensure that refugee youth feel supported and are able to access these services equitably. Additionally, RSO's youth coordinator works to maintain partner engagement, collaborate with appropriate state agencies, advise applicable committees, organizations and boards on refugee youth issues, and implement innovative programming.

2018 Youth Highlights:

- 12 at-risk refugee youth were connected to mentors through the Know Your Neighbor Volunteer Program, a partnership between RSO and Salt Lake City.

- RSO hosted the second annual Refugee Families Halloween Social, where more than 120 refugee families participated in games, food and fun, and were given free Halloween costumes for their children.
- RSO hosted the second annual Refugee Youth Job Fair on March 31, 2018. More than 150 youth participated in the job fair with 20 employers. Job interviews were held on-site during the fair, and 12 youth job seekers were offered jobs that same day.
- RSO coordinated the third annual refugee girls volleyball league. 70 refugee girls participated, culminating in a tournament held in conjunction with World Refugee Day.
- 41 refugee youth completed the 2018 Salt Lake County Youth Summer Internship Program. Of those, five youth were offered continued employment.
- 271 youth attended the 8th annual Refugee Youth Conference on October 16. Organized by RSO, the conference encouraged refugee youth to pursue post-secondary education or certification programs.



SUCCESS STORIES

OMAR & ABDULLAH

For the past several years, RSO has offered free, volunteer-led tech classes for refugees. These classes began with a youth focus and grew into certification-based adult classes. In spite of the shift, two 17-year-old refugee youth showed great commitment and continued on into the adult classes.

Omar, from Somalia, and Abdullah, from Iraq, have attended three years of ongoing computer programming training. RSO connected them with internships through the Salt Lake County Youth Services Summer Internship Program and private sector tech partners.

Both students completed their second year of internships, with their the second summer internship at MX Technologies in Lehi. Through their hard work each of them excelled beyond expectations and both were offered full-time employment as Junior Software Developers upon graduation of high school by MX CEO Ryan Caldwell. They will both graduate high school with an industry standard certification (Oracle OCA Java Certification), two tech internships, connections to a wide network of professionals in the field and a standing job offer.

JAMILA

Jamila is a refugee from Somalia. After spending 24 years in a refugee camp in Kenya, Jamila and her two children resettled in Utah in September 2015. Sadly, Jamila's husband was not fortunate enough to obtain necessary documentation and remained in the refugee camp in Kenya. Upon arrival to Utah, Jamila spoke some basic English but was unable to engage in employment immediately as she was focused on caring for her two children, including a child with special needs. She worked with her case manager at Catholic Community Services and an employment counselor at RSO to address and resolve basic barriers preventing her from working and being self-sufficient, such as housing, child care and health issues.

Jamila's first employment opportunity came through Deseret Industries, which provided her the ability to learn new skills and practice English. This new job provided Jamila with a feeling of being self-sufficient to support her children, and also encouraged her to think long-term and focus on a career path. In addition to working and caring for her children, Jamila enrolled in the Medical Device Manufacturing training program. The four month-long program in collaboration with Salt Lake Community College, required Jamila to attend classes three times per week for three hours each night. While having consistent child care proved to be a challenge, Jamila never missed a class and graduated from the program.

With the help of an RSO job developer, Jamila was able to obtain a new job with a local company earning \$13.55 per hour, an 87 percent increase in her hourly wage. Jamila is currently working with the RSO Upward Mobility Navigator to build a career pathway that will allow her to continue to pursue higher career goals.

SUCCESS STORIES CONTINUED

FATUMA

Fatuma, a single mother of seven children from Sudan, resettled in the U.S. in 2012. After receiving a housing voucher she was given two months to find suitable housing for her family. Unable to find housing due to the limited market of available, affordable housing, Fatuma reached out to RSO for help, as her deadline to find housing was approaching. RSO connected her with a community leader who is skilled in securing housing. While he was able to find several apartments, none of them provided a solution for Fatuma's family. Fatuma became frustrated and was ready to give up.

RSO's community team advocated with the Housing Authority of the County of Salt Lake on behalf of Fatuma and were able to secure a housing voucher for her. After countless hours of advocacy and support, the community team was able to help Fatuma and her family secure safe housing and prevent homelessness.

CONCLUSION

The Refugee Services Office remains committed to providing the highest quality and best practices of services for refugees who now call Utah home. The work continues for both newly arrived refugees and individuals who have lived in Utah for five, 10, 15 or more years. As part of Workforce Services, the Refugee Services Office will continue to develop, fund and support services that allow refugees to become integrated members of the Utah community.





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