



Iowa Refugee Service Center

4626 SW 9th Street • Des Moines, Iowa 50315 • 515/281-4334

Terry E. Branstad
Governor

Marvin A. Weidner
Executive Director

June 7, 1984

Iowa Refugee Service Center's

Program and Financial Report

for


October 1, 1983 - March 31, 1984

In June 1983, two officials from the U.S. Department of State's Bureau for Refugee Programs came to Iowa to evaluate the Iowa Refugee Service Center's (IRSC's) refugee resettlement program operations. As a result of that evaluation and a brief conversation with Iowa Governor Terry E. Branstad--who voiced his continued support for Iowa's program--IRSC began receiving additional free refugee cases for resettlement. Those cases began appearing in Iowa during this Fiscal Year 1984 reporting period and resulted in a dramatic increase in IRSC's resettlement activities. Compared with the same six-month resettlement period in FY 83, IRSC's resettlement total for October 1983 through March 1984 represented a 505 percent increase, as the number of refugees resettled climbed from 21 to 127.

IRSC initiated a well-planned and executed sponsorship information campaign in preparation for the increased number of cases. IRSC was very successful in securing strong sponsors for the refugee

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families and together with the resettlement service provided by the IRSC Case Manager/Job Developer staff who are assigned to each refugee case, the refugees received good orientation and service in their resettlement.

A file is created for each refugee or refugee family that IRSC resettles. This file is used to provide continuing and uniform service to the refugees throughout the 90-day required resettlement contract service period and beyond. The IRSC Case Manager/Job Developer works closely with each refugee and sponsor in order to guide the family into a self-sufficient and well-adjusted resettlement.

IRSC utilizes 17 Case Manager/Job Developer staff and 15 VISTA Volunteers to provide extensive service to refugees, sponsors, employers, related service providers and other involved personnel all across Iowa. Some of the most basic services include: job development, job-search assistance, employer assistance, family counseling, medical services coordination and referral, landlord and tenant assistance and various legal and social services assistance, support and referral. During the reporting period of October 1, 1983 through March 31, 1984, IRSC workers traveled over 100,000 miles providing service and made over 32,000 service contacts. The level and success of IRSC's service is accurately reflected in Iowa's March 1984 refugee welfare usage rate of 10 percent (based on Iowa's refugee population of 8,700).

IRSC expects to continue its increased resettlement activities during the last half of FY 84. IRSC Executive Director Marvin Weidner has initiated additional sponsorship recruitment activities and sponsor orientation to provide even better service to the refugees being resettled.

As a final note, IRSC has experienced some difficulties in working with some refugee families resettled recently through IRSC. These families expressed a strong desire, immediately after being resettled in Iowa, to sign up for welfare and to not go to work. Each of these families stated that Joint Voluntary Agency personnel in the camps told them to sign up for welfare. Obviously, this orientation--whether it be based on pure fabrication, miscommunication or some misguided JVA member--causes friction between IRSC, the refugee family and the sponsor. IRSC will be watching closely to see if this problem continues. At the present time, the situation is not serious but it does require close attention. IRSC will be in communication within the top administration of the U.S. refugee program regarding this problem.

October 1983 thru March 1984

<u>Application of Grant Funds</u>	<u>Amount Expended</u>	
Transportation and baggage.....	- 0 -	
Care, maintenance and clothing.....	15,905.05	
Housing.....	11,725.00	
Medical, dental.....	549.00	
Other (fees, tuition, documentation, etc.).....	16,131.25	
 2. Program services:		
Securing resettlement opportunities.....	26,487.53	
Orientation.....	163.02	
Counseling.....	12,852.54	
Placement services.....	6,303.23	
Language training.....	- 0 -	
Education and/or retraining.....	- 0 -	
Other.....	748.21	
 3. Support services:		
Administrative staff.....	9,753.81	
Facilities and materials.....	13,416.50	
Other.....	- 0 -	
 4. Payments or pass through to supporting organizations.....		- 0 -
Total Expenditures During Period.....	114,035.14	

I hereby certify that the Iowa Refugee Service Center has used its best efforts to provide the services specified by the grant agreement and that relative documentation is on file to support the foregoing report.

Mavis Applegate, Executive Director
(Signature and Title)

Iowa Refugee Service Center's
Program and Financial Report
for
April 1, 1984 - September 30, 1984

IRSC continued its increased resettlement activity during the last six months of Fiscal Year 1984. IRSC resettled 140 refugees during the six-month period, bringing IRSC's FY 1984 resettlement total to 267. That represents an increase of 535 percent when compared to the FY 1983 total of 42.

IRSC continued to initiate its stepped-up sponsorship recruitment campaign. The efforts during the six-month period were successful, with IRSC securing strong sponsors for the refugees resettled. In summary, IRSC was able to secure sponsors for all the IRSC cases and by the end of the six-month period (September 30, 1984), IRSC had assured all IRSC cases three months in advance.

IRSC implemented strengthened refugee orientation. For sponsors, IRSC developed more uniform sponsor orientation sessions (Attachment A). Also, more uniform refugee orientation sessions between sponsors, refugee families, case managers and sponsor recruiters were developed to better present the process, goals and priorities of resettlement in Iowa (Attachments B & C). To help implement such strengthened activities, IRSC assigned an additional IRSC staff member to work primarily on IRSC resettlement.

IRSC continues to create a file on each refugee or refugee family that it resettles. The file is used to provide thorough and coordinated service to the refugees. An IRSC Case Manager/Job Developer is assigned, prior to the refugee family's arrival, to each sponsorship

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case. The staff member works closely with the refugees and sponsors to guide the family into a self-sufficient and well-adjusted resettlement.

During the six-month period, IRSC utilized 16 Case Manager/Job Developer staff and 5 VISTA Volunteers to provide extensive service to refugees, sponsors, employers, related service providers and other personnel involved in the refugee program throughout Iowa. IRSC maintains staff throughout Iowa and selected IRSC workers stationed at the IRSC headquarters in Des Moines are assigned various areas of the state. During the six-month reporting period, IRSC workers traveled nearly 175,000 miles providing service and made nearly 20,000 service contacts. The level of service is accurately reflected in the September 1984 refugee welfare usage rate of 9.0 percent. Of the 9.0 percent figure, 210 people or 2.4 percent were unaccompanied refugee minors, 227 people or 2.6 percent were on Refugee Cash Assistance, 269 people or 3.1 percent were on Aid to Dependent Children and 78 people or .9 percent were on various medical programs. Iowa does not have a general assistance program.

IRSC continued its successful job development program during the six-month period and made a total of 433 job placements for refugees.

IRSC was assigned the following refugee cases during the six-month period: April - 5 free and 4 reunification; May - 4 free; June - 1 free and 4 reunification; July - 3 free and 2 reunification; August - 1 free and 2 reunification; and September - 3 free and 3 reunification. During the six-month period, IRSC was allocated 30 free cases for 141 people and 34 reunification cases for 120 people for a total of 261 people. (Attachment D).

During FY 1984, IRSC received an average of 2.5 free cases. IRSC was expecting to receive double that figure, or about 5 cases per month. IRSC would like to see this increase take place in FY 1985.

Also, in FY 1984, IRSC was assigned a somewhat unusually large percent of Khmer cases, which are often more difficult to resettle. IRSC is interested in taking its appropriate fair share of the Khmer cases, but not a disproportionate share.

IRSC expenditure report is attached (Attachment E).

Attachment A

SPONSORS'S ORIENTATION

I. Introduction I.R.S.C.:

A. I.R.S.C. or VOLAG:

- Agency History.
- Provide coordination with various U.S. overseas program.
- Arrange the resettlement for refugees in Iowa.

B. I.R.S.C. resettlement philosophy:

- Develop and maintain self-sufficiency.
- Avoid cash assistance (possibility of emergency fund) Medical only.
- Develop jobs for refugees
- Assist refugees on their new life: Housing, Employment, Education, Health, etc...

II. Refugee Situation:

- Refugees from Indochina: Cambodia, Laos and Vietnam including Ethnic Groups.
- Refugees in S.E. camps.
- Asylum application.
- U.S. Resettlement

A. Admission Procedures for U.S. Resettlement:

- Depends on Fiscal year appropriation.
 1. Eligibility criteria.
 2. Priority selection (Categories).
 3. Political prisoners.
 4. Former U.S. Government employees.
 5. Family reunification.

B. Processing and Movement:

- United Nations High Commissioner for Refugees (UNHCR) interviews refugees.
- Joint Voluntary Agency Representative and Refugee Officer for U.S. Embassy interview refugees applied Asylum in U.S.
- U.S. Immigration and Naturalization Services provides the final interview.
- RPC in Bangkok, Thailand, Bataan of Philippines and Galang in Indonesia.
- RPC provides cultural and language orientation for 6 months.

- Family Bio sent to Refugee Data Center (RDC) in New York. RDC allocate refugees to different Volags. IRSC became resettlement agency.
- IRSC asked help from local sponsor group and sent assurance.
- ICM arranged for travel and refugee signed promissory note.

III. Sponsor Group's Role:

- Sponsors could be Church Group, Civic Group, Family Group, Individual Family or Individual Person.
- Sponsorship is a moral obligation and not a legal obligation. Each sponsor is different, yet there are some basic requirements that need to be met:
 1. Housing.
 2. Food and Clothing.
 3. Pocket money.
 4. Social Security card.
 5. Medical check.
 6. Social Service for medical card.
 7. Job Opportunities.
 8. School enrollment.
- Financial help: A portion of resettlement money \$250.00 per refugee will be given to sponsor group on the day of refugee arrival.

SPONSORSHIP COMMITMENT ORIENTATION

I. Procedure:

- Sponsorship commitment will be matching to the interested family Bio.
- Fill out application of sponsorship approved by I.R.S.C. Director.
- Assurance sent to RDC and RPC.
- Introduction of IRSC and sponsor group will be sending to refugees in the camp.
- Correspondence between sponsors and refugees.
- Cultural presentation of ethnic chosen by sponsor group.

II. Refugee Arrival:

- Housing, food and clothing are to be ready.
- Receive refugee family at the airport.
- A portion of resettlement money will be given upon the arrival of refugee and a case worker will be introduced to sponsor and refugee.

REFUGEE ORIENTATION

I. Refugee in the Camp:

- Letter of introduction from IRSC.
- Package of IRSC, Iowa Development and sponsor group's name and address will be sent to refugees in the camp.

II. Refugee in Iowa:

- After 2 days of rest, the family and sponsor will be invited to IRSC to have an orientation session.
- Case Worker and resettlement staff give counseling:
 - IRSC philosophy
 - Sponsor's role: Housing, food, clothing, pocket money, medical check, social security card, employment, and school system.
 - Welfare system: ADC, Food Stamp, Medical card, WIC Program, (State Department contract).
 - Assistance from IRSC besides sponsor group.
 - Top priority: Employment through sponsor, IRSC Job Developer, friends and relatives.

III. Refugee Responsibility:

- Follow counseling of sponsor and IRSC staff (e.g. ICM loan, job obligation etc...)
- Learn to take a bus.
- Obtain a drivers license.

Attachment E

Application of Grant Funds

Amount Expended

Transportation and baggage.....	- 0 -
Care, maintenance and clothing.....	20,162.44
Housing.....	14,808.00
Medical, dental.....	930.00
Other (fees, tuition, documentation, etc.).....	1,587.00

2. Program services:

27,487.5

Securing resettlement opportunities.....	18,595.49
Orientation.....	72.69
Counseling.....	7,753.89
Placement services.....	4,519.39
Language training.....	- 0 -
Education and/or retraining.....	8 - 0 -
Other.....	976.52

3. Support services:

21,912.4

Administrative staff.....	6,925.58
Facilities and materials.....	6,060.10
Other.....	- 0 -

12,815

4. Payments or pass through to supporting organizations.....

- 0 -

Total Expenditures During Period..... 82,291.60

I hereby certify that the Iowa Refugee Service Center has used its best efforts to provide the services specified by the grant agreement and that relative documentation is on file to support the foregoing report.

Mari Wade

(Signature and Title)

*Grants received 9/15/84
10/1/83
= 48,300.00*

IOWA REFUGEE SERVICE CENTER'S ALLOCATION

April, 1984 through September, 1984

ETHNIC	APRIL		MAY		JUNE		JULY		AUGUST		SEPTEMBER		TOTAL	
	FAMILY REUNIFI.	FREE CASES	FAMILY REUNIFI.	FREE CASES	FAMILY REUNIFI.	FREE CASES	FAMILY REUNIFI.	FREE CASES	FAMILY REUNIFI.	FREE CASES	FAMILY REUNIFI.	FREE CASES	FAMILY REUNIFI.	FREE CASES
CAMBODIAN	$\frac{1}{7}$	$\frac{2}{10}$		$\frac{3}{15}$		$\frac{1}{8}$		$\frac{1}{1}$			$\frac{1}{5}$	$\frac{1}{1}$	$\frac{2}{12}$	$\frac{12}{65}$
HMONG														
LAOTIAN		$\frac{3}{10}$			$\frac{1}{3}$				$\frac{1}{5}$	$\frac{1}{4}$			$\frac{9}{23}$	$\frac{8}{39}$
TAI DAM	$\frac{3}{10}$				$\frac{1}{4}$		$\frac{2}{13}$		$\frac{1}{9}$				$\frac{12}{54}$	
VIETNAMESE				$\frac{1}{1}$	$\frac{2}{15}$			$\frac{2}{9}$			$\frac{2}{7}$	$\frac{2}{4}$	$\frac{11}{31}$	$\frac{9}{34}$
OTHERS														$\frac{1}{3}$
TOTAL	$\frac{4}{17}$	$\frac{5}{20}$	-	$\frac{4}{16}$	$\frac{4}{22}$	$\frac{1}{8}$	$\frac{2}{13}$	$\frac{3}{10}$	$\frac{2}{14}$	$\frac{1}{4}$	$\frac{3}{12}$	$\frac{3}{5}$	$\frac{34}{120}$	$\frac{30}{141}$

Attachment 2

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