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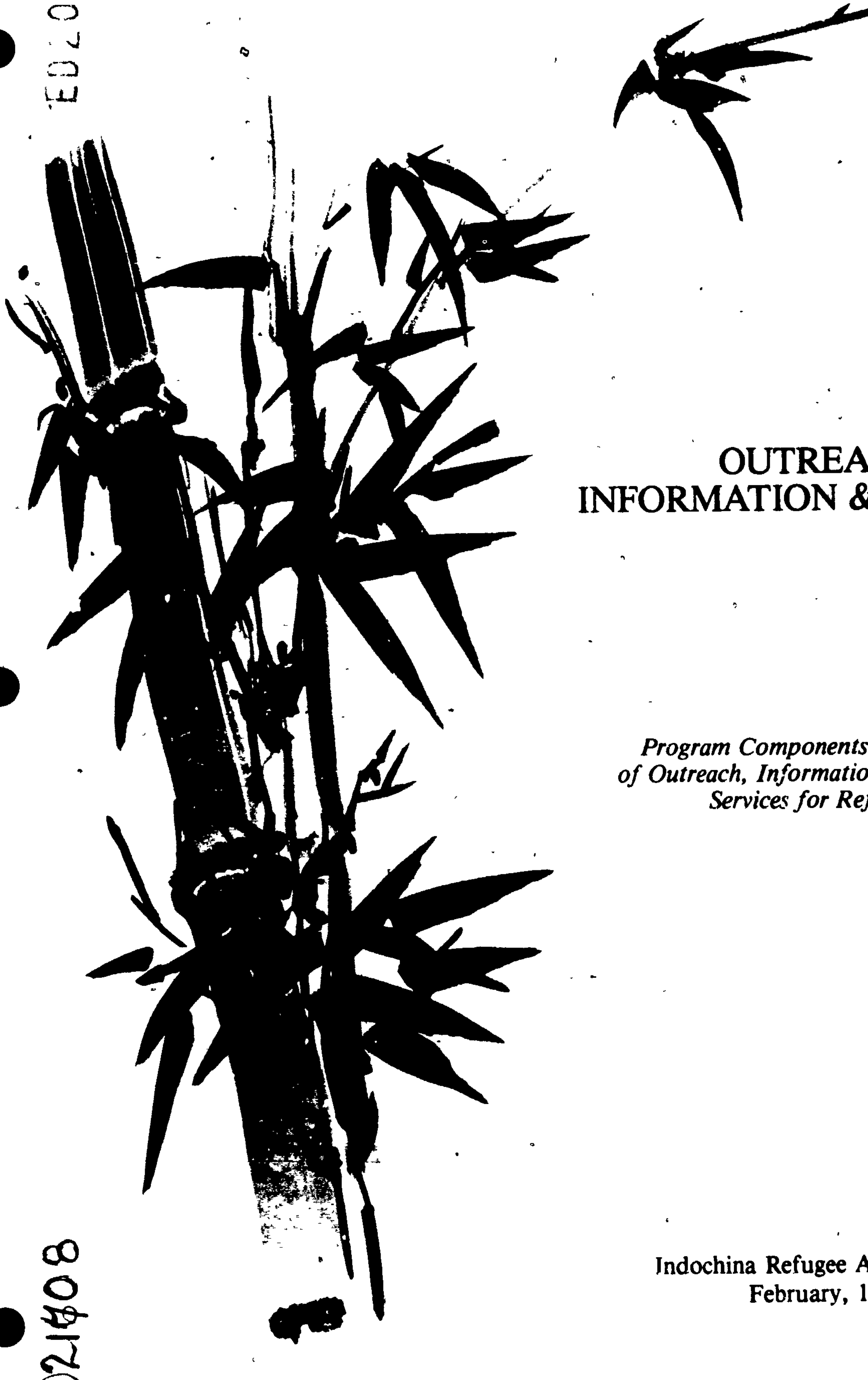
ABSTRACT

This guide provides program components and models of outreach, information, and referral services for refugees. Possible delivery approaches are outlined with reference to successful programs in the United States. The pamphlet is designed to aid in the selection of program approaches that best suit each community. In addition, it serves as a guide for evaluating current services, strengthening existing programs and developing new proposals. (Author/APM)



OUTREACH, INFORMATION & REFERRAL

Program Components and Models of Outreach, Information and Referral Services for Refugees

Indochina Refugee Action Center
February, 1981

DOCUMENT SERIES

Program Components and Models of
Resettlement Services for Refugees

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OUTREACH, INFORMATION AND REFERRAL

Program Components and Models
of Outreach, Information and Referral Services
for Refugees

Developed in the
Practitioner Workshop on Outreach,
Information and Referral
Airlie, Virginia
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Dave Okimoto, MSW, Lead Consultant
and Principal Author

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Roger Harmon, Ph.D., Project Director
Court Robinson, Project Coordinator

DEPARTMENT OF HEALTH & HUMAN SERVICES
Office of the Secretary
Washington, D C 20201

February 25, 1981

Dear Colleagues in Refugee Resettlement:

Enclosed you will find a document on program components and models of outreach and information and referral services for refugees. The document identifies necessary service components, and delineates possible delivery approaches for outreach and information and referral activities. These approaches are reflective of the successful, innovative strategies being carried out by programs throughout the United States.

The document is meant to be of use in identifying the approach or approaches for outreach and information and referral services that will best meet the needs of your community. In addition, it will serve as a guide for evaluating current services, strengthening existing programs and/or developing new proposals.

This document is the sixth of seven work products being produced in the Practitioner Workshop Project conducted by the Indochina Refugee Action Center (IRAC). These documents are the work of local service providers who have innovative ways of meeting the needs of refugees. The Office of Refugee Resettlement wishes to thank the participants of the Outreach, Information and Referral workshop for donating their time and energy. They have made possible a document which will be of assistance to others throughout this country who are working in refugee resettlement.

Sincerely,

Roger P. Winter
Director
Office of Refugee Resettlement

Indochina Refugee Action Center
1025 Fifteenth Street NW, Suite 600
Washington, D C 20005
(202) 347-8903

April 3, 1981

Dear Friends:

The document before you is the work of 13 individuals skilled in providing outreach and information and referral services to refugees. These individuals, selected from dozens of suggested participants, met at Airlie, Virginia in November, 1980. In two and one-half days of intensive work sessions the participants developed the format and content with which lead consultant, David Okimoto, worked to produce a first draft. Following participants' comments and editing by the Practitioner Workshop Project staff, the document was submitted to the Office of Refugee Resettlement.

The participants donated generous amounts of their time and energy to this project. They were asked to complete a difficult task in a very small amount of time and, I believe, they did it very well. We owe each thanks, especially David Okimoto, for the diligent work they have done. We also want to thank the Office of Refugee Resettlement for their support of this endeavor, especially Kay Rogers (Chief) and Kathy Do (Project Officer) of the Program Development Unit.

We hope this document is of use to you. We welcome your comments on it and have included a short questionnaire in hopes that you will respond.

Sincerely,

Roger E. Harmon

Roger E. Harmon, Ph.D.
Project Director
Practitioner Workshop Project

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I. INTRODUCTION

Outreach and Information and Referral (I&R) activities are found in a variety of settings throughout the refugee resettlement network. These activities are conducted informally - with refugees helping one another and Americans offering support as sponsors and friends - and they are carried out through more formalized, structured programs.

In structured programs outreach services and information and referral services may comprise individual components of another service program (employment, health, social adjustment, etc.). This is very often the case in resettlement programs. Or outreach and information and referral activities may be organized into separate programs whose primary function is to link people in need with direct service providers.

The service activities and delivery considerations described in this document should have equal validity for outreach and information and referral activities that comprise discrete programs as for those that are incorporated into other programs.

This document contains three major sections, namely:

A. Outreach Services;
B. Information and Referral Services; and
C. Staffing Considerations.

In each of the first two sections, basic service activities are described along with discussion of various delivery strategies for these services. Three essential approaches are identified for outreach activities: outreach to the individual refugee; outreach to the community; and outreach to agencies. Information and referral services are provided through two basic approaches: I&R to the individual, and I&R to groups.

For each of these five approaches, discussion is presented on such factors as the identification of clients and service procedures and methodologies. Evaluation for outreach and I&R activities is also considered.

The section on staffing considerations outlines specific qualifications and skills for outreach and I&R program staff members.

II. OUTREACH

A. Definition

Outreach is the process of locating refugees in the community who may be in need of services, and informing them of appropriate services as well as ways to secure those services. Outreach may lead to the provision of information and referral and/or the provision of additional services through intake into an agency or program; however, the function of outreach is to inform refugees of the availability of services rather than actually provide those services.

Three types of outreach are identified and discussed in this document:

- Outreach to the individual refugee;
- Outreach to the refugee community; and
- Outreach to community agencies.

All three of the above types of outreach have the ultimate goal of locating and responding to individual refugees who need services, so there is some overlap in methodology. Outreach to the refugee community simply employs techniques that reach groups of individuals in the community. In outreach to agencies, a program notifies agencies of the services it provides, thus establishing communication that may lead to referral of refugees in need.

B. Outreach to the Individual Refugee

1. Identification

A variety of sources can be used to identify individuals who may be in need of services. In using these sources, caution must be taken to protect the confidentiality of the refugee client. Where agencies provide names of refugees and other personal information, inter-agency agreements should be developed prior to release of information, stipulating the kind of information to be disclosed, as well as the specific use for such data. Sources through which refugees needing assistance may be located include:

a. Referrals from other refugees.

b. Voluntary agency sponsorship assurance forms.

c. ICM transportation lists (refugee arrival information).

d. Lists of refugees provided by voluntary agencies, churches and other sponsors.

e. Public assistance (welfare) rolls.

f. I-94 forms which have been sent to the state and/or local health department.

g. Client lists from service providers including:

(1) Employment service agencies
(2) ESL programs
(3) Public schools

h. Indochinese Mutual Assistance Association membership lists.

i. Membership lists of religious organizations serving refugees.

j. Phone book entries.

k. Directories.

l. Refugee businesses.

2. Classification

To utilize the above sources a classification system should be developed. The system may be organized to reflect the characteristics of the client group such as:

a. Geographic location of clients

b. Ethnicity

c. Sex

d. Age

e. Service for which outreach is intended

f. Voluntary agency relationship, if known

g. Type of sponsorship, if known (i.e., relative or family member, local affiliate of a national resettlement agency, church congregation, individual family or person).

3. <u>Methods of Outreach</u>

A variety of methods of conducting outreach to individuals is possible, including the following:

a. Visits by the outreach worker to:

(1) The refugee's home;

(2) The airport (upon the refugee's arrival);

(3) Vocational training site, ESL classrooms, work sites;

(4) The health clinic or hospital; and

(5) Recreational centers, bars, nightclubs and other gathering places for single people.

b. Telephone contact by the outreach worker.

c. Mailings and correspondence.

d. Stationing outreach workers at community agencies that serve refugees.

In addition to the above strategies that primarily make use of program outreach workers, the following methods also have been found to be effective:

e. Visits by neighborhood block workers trained to do outreach in their neighborhoods.

f. Visits by an influential refugee leader or elder ("gatekeeper") in the community.

g. Visits by refugee sponsors who have been provided information and training by the program conducting outreach activities.

4. The Outreach Process

Outreach is a critical first step in the provision of services, in that it establishes initial contact between client and worker. Following are some suggested guidelines and steps for the outreach process:

a. The outreach worker (preferably a bilingual/bicultural individual) should introduce himself or herself to the refugee and explain how he or she got the individual's name.

b. The worker should explain the purpose of the visit, making his or her role (and the limits of that role) in assisting the refugee as clear as possible. The success achieved in this effort will depend to some degree on the trust which has been established between the worker and client. (The worker might consider making the first visit or two <u>social</u> in order to establish this trust.)

c. To further develop a trusting relationship, the worker should relate something of his or her own situation: experience as a refugee or life in the community, for example. The worker should then try to draw the refugee into the conversation more fully, encouraging the refugee to discuss experiences, feelings, etc.

d. The worker should provide some tangible evidence of his or her sincerity in offering assistance: a busi[illegible]ss card, agency brochure or fact sheet, for ex[illegible]

e. The worker should give appropriate information about the services available: time, dates, location, directions, transportation information, etc. The worker should answer any additional questions the refugee might have to be sure the refugee can make contact with the worker's agency should the need arise.

f. Before departing, the worker should mention (if necessary) that other agency staff members may be contacting the refugee but that they will identify themselves clearly.

The <u>intensity</u> of outreach activities will vary. As noted above, the outreach worker should seek to establish a relationship of mutual trust with the individual refugee. As such, in some outreach programs, at least an hour is scheduled for each face-to-face contact with an individual refugee.

The telephone may be useful to initiate contact but it is not considered an effective means of providing outreach over an extended period. Personal contact is recommended if telephone inquiries need to be followed up.

Outreach to work sites or training locations should be pre-arranged with the employer or school. In these settings the outreach worker should be aware that he or she is imposing somewhat on other scheduled activities and therefore should be brief (perhaps one-half hour per visit).

5. Data Log for Individual Outreach

Agencies providing outreach services should maintain an up-to-date log on individual contacts made by outreach workers. Such a record is vital for ongoing program monitoring and evaluation. For each individual contact made, a record should be kept of:

a. The refugee's name (also family size, ethnicity);
b. The geographic location of the contact;
c. The purpose of the outreach contact;
d. The result of the outreach contact; and
e. Follow-up activities.

C. Outreach to the Community

The ultimate target of outreach to the refugee community is the individual refugee, but the strategies are designed to reach an initially much wider audience.

1. Identification

Following are sources to identify groups of refugees in the community who may be in need of services:

a. Referrals from other refugees.

b. Voluntary agency sponsorship assurance forms.

c. ICM transportation lists (refugee arrival information).

d. Lists of refugees from voluntary agencies, churches, and other sponsors.

e. Public assistance (welfare) rolls.

f. I-94 and ACVA-1 forms that have been sent to the state and/or local health departments.

g. Client lists from service providers, including:

   (1) Employment service agencies
   (2) ESL programs
   (3) Public schools

h. Mutual Assistance Association (MAA) mailing lists.

i. Membership lists of ~~religious organizations~~ serving refugees.

j. Phone book entries.

k. Directories.

l. Refugee businesses.

m. Information from the local government or other planning groups regarding the geographic distribution of refugee groups in the community.

As groups are identified from the above sources, a system should be developed to categorize target groups in order to coordinate outreach strategies and reach the full spectrum of the population. Groupings could be by geographic location, ethnic background, age, sex, service that may be needed, and sponsorship pattern (see Classification, Outreach to Individuals, page 4).

2. <u>Methods of Community Outreach</u>

Outreach to the community can be conducted in a variety of ways and in many kinds of settings. As in outreach to individuals, the purpose is to inform refugees of the availability of assistance rather than to pr[illegible] tion and referral or to perform an intake [illegible]. The following activities have been found to be effective vehicles for providing outreach to the community.

a. Presentations and/or distribution of material at religious events.

b. Presentations and/or distribution of material at social and cultural events: including

   (1) Commemorative days - New Year's celebrations, Memorial Day, other holidays;
   (2) Sporting events such as soccer games;
   (3) Contests and competitions;
   (4) Dances and performances;
   (5) Fashion shows; and
   (6) Picnics and dinners.

c. Posting and/or distribution of material at movie theaters, grocery stores and other business establishments.

d. Presentations and/or distribution of material at health centers, community centers, etc.

e. Public service announcements on radio or television.

f. Radio programs in refugees' native languages.

g. Publication of newsletters, newspapers and flyers in refugees' native languages.

3. <u>The Community Outreach Process</u>

In planning a particular community outreach activity or event, the following factors should be considered:

a. The sponsoring organization, agency or group should have some basis for credibility in the refugee community.

b. Influential members of the refugee community should be involved in planning the activity or event.

c. The planning group should decide on both an event (religious celebration, picnic, "health fair," etc.) as well as an appropriate means of delivering information (distribution of materials, presentation, demonstration, etc.).

d. Logistical arrangements should be carefully planned to ensure that the event is convenient in terms of both location and timing. Transportation may need to be arranged.

e. The information provided at the community outreach activity or event should include at least the phone number, address, and refugee contact person for the service(s) for which outreach is being provided. Some written, distributable form of this information should be made available.

f. In order to provide some continuity of service and visibility on the part of an outreach program, the following suggestions are offered on the frequency of community outreach activities and events:

- Outreach at religious, social and cultural events should be scheduled on an average of four times per year.
- Radio programs should run on an average of once per week, at a specific day and time.
- Newsletters and newspapers should be published on a monthly basis.
- Public service announcements and flyers should be used as is appropriate to notify refugees of existing services, of changes in services, or of new regulations of which they should be aware.

4. <u>Data Log for Community Outreach</u>

Programs should maintain an up-to-date log on community outreach contacts made. For each outreach contact, a record should be kept of:

a. Group characteristics (size, ethnicity);
b. Geographic location;
c. The method of outreach (e.g., religious event, presentation at a health center);
d. The purpose of the outreach;
e. The result of the outreach, and
f. Follow-up activities.

D. Outreach to Agencies

The purpose of outreach to agencies and community groups is to develop and maintain a network for communicating up-to-date program information that might lead to referral of refugees in need. Interagency cooperation is imperative for meeting refugee needs in the most effective and cost-efficient manner.

1. Identification

Many agencies and community groups will be well known to the program providing the outreach. Sources to identify other community agencies include:

a. Voluntary agency local affiliates;

b. United Way directory;

c. Local human resource directories;

d. Civic organizations;

e. State refugee coordinator's office;

f. Refugee forums and coalitions; and

g. Telephone directories.

2. Methods of Agency Outreach

Following is a list of possible strategies to provide outreach to agencies:

a. Agency visits;

b. Workshops or jointly-sponsored seminars on refugee resettlement issues to which selected agencies are invited;

c. Flyers, newsletters and other mailings to agencies describing program activities;

d. Participation on agency advisory boards, human service task forces, forums, coalitions and planning councils;

e. Presentations to governmental agencies and departments that need to be aware of local resettlement activities; and

f. Participation in civic events.

3. <u>The Agency Outreach Process</u>

In establishing a communication link with another agency, it is important that a mutual respect and full understanding of respective functions and capabilities be developed. If discussions on interagency cooperation reveal that referrals between the agencies would be appropriate, the following specific factors should be considered:

a. The role of each agency;

b. Contact persons for each agency;

c. Services to be provided;

d. Fees (for the client to receive services);

e. Eligibility requirements for clients;

f. Limitations of service; and

g. Bilingual capability.

Once the above factors have been delineated, it may be useful to develop an interagency agreement which puts into writing the interagency referral system established, as well as other aspects of cooperation anticipated. Such agreements may be helpful not only in clarifying the interagency relationship but as supporting documentation for funding proposals.

Agency visits should be conducted on a regular basis to maintain communication and to update information.

The information gained from agency outreach contacts should be recorded and should include:

a. The name of the agency and the services it provides
b. The purpose of the outreach
c. The result of the outreach
d. Scheduled follow-up activities

This information can also be incorporated into an Information and Referral directory (see pp. 16-17).

E. Evaluation

Evaluation of outreach programs is necessary on a regular basis. Evaluation provides information on how effective the outreach program is and how realistic program goals are. It also provides information to other providers in the resettlement system regarding the overall level of need for outreach in the community. This last point underscores the fact that evaluation of the outreach program can provide other service providers with useful information on community perceptions of their programs in terms of accessibility, effectiveness, importance, etc.

Effective evaluation will incorporate both quantitative and qualitative measures. Quantitative measures should serve to answer the following questions:

1. Was the targeted number of outreach contacts achieved for individual refugees, refugee groups, and agencies?

2. Through what sources were individual refugees, refugee groups and agencies identified for outreach?

3. How many hours were staff members involved in outreach activities and how many contacts did they make?

4. How many outreach contacts resulted in intakes? (Comparison of the figures obtained for questions 3 and 4 should give a program an idea of how productive its outreach activities are.)

Qualitative measures attempt to evaluate the quality of services provided. These types of measures often involve subjective judgements and perceptions, but may still provide valuable insights into outreach strategies and procedures. Qualitative evaluation of the outreach process should assess the following:

1. Program capability for identifying individuals, groups and agencies for whom outreach might be appropriate. Is a broad spectrum of the refugee population and service providers being reached?

2. Quality of relationship developed:

   a. Between the outreach worker and the individual refugee

   b. Between the outreach program and the refugee community

   c. Between the outreach program and another agency.

   Assessing the quality of these relationships will require that program staff, individual refugees, community groups (MAA's, churches and other sponsors, etc.), and other agencies be given an opportunity to provide feedback on the outreach process.

3. Is the outreach process ultimately feeding clients into appropriate services? (Are clients given an understanding of the range of services available, and what those services involve?)

III. INFORMATION AND REFERRAL

A. Definition

Information and Referral (I&R) is defined in this document as a process of linking people in need with appropriate agencies, services or resources. This linkage can be achieved either directly or through an intermediary such as a sponsor.

The Information and Referral process generally includes the following component service activities:

- identification of client need(s);
- provision of information;
- referral; and
- follow-up.

In some cases, this process may involve the one-time provision of information without the need for referral and follow-up.

This document identifies two basic approaches for the provision of Information and Referral services. These are:

1. I&R for individual clients; and
2. I&R for groups.

For each of these approaches, the document describes the component service activities and discusses practical strategies and considerations for service delivery.

Information and Referral programs can focus their efforts on individuals, groups or both of these target populations, and may employ a variety of innovative methods and strategies in making a successful referral. The variables in service focus and methodology are many, but there are at least two basic program capabilities that every I&R program should develop. The first is the maintenance of an accurate, up-to-date information file on community services and resources (see discussion below).

Secondly, I&R programs should systematically collect and review their own data for the purpose of identifying priority needs in the community as well as the gaps, overlaps, and duplication of services and resources. Such data might document, for example, the volume and variety of referrals and requests for assistance made in a given period of time. This information could prove useful in planning and evaluating services in a given community. Additional types of data, and additional practical functions, are described in the discussions on Evaluation, pages 21-22.

B. Resource Files

1. The information on services and community resources that an I&R program maintains should reflect at a minimum the priority needs of the refugee community. Ideally, the resource file should represent the full range of community resources. The following services and resources might represent the priority needs of a given refugee community:

a. ESL/Educational programs for children and adults
b. Health services
c. Mental health/social adjustment services
d. Employment services
e. Vocational training opportunities
f. Housing opportunities
g. Orientation programs
h. Transportation resources
i. Emergency services and assistance
j. Immigration/Citizenship assistance
k. Social services
l. Mutual Assistance Associations (MAA's) and other refugee groups
m. Sponsor groups
n. Churches involved in resettlement
o. Professional organizations
p. Legal services
q. Emergency and supplemental food programs

2. The type of information maintained on each of the resources should include at least:

   a. Name of organization
   b. Telephone number
   c. Address
   d. Contact person
   e. Operating hours
   f. Language capability
   g. Types of service provided
   h. Eligibility requirements
   i. Fees, if any
   j. Date of last information update

3. All information should be stored in a system which allows for easy retrieval of a ..opriate information:

   a. Information should be listed alphabetically

   b. Information should be cross referenced by service type or topic area

   c. Examples of storage systems include:

      (1) Agency resource books
      (2) Standard 3x5 card system
      (3) Computerized storage systems

4. Information on resources may be updated through a number of methods:

   - I&R program staff should engage in regular exchanges of information

   - Information can be updated through meetings of local service providers, as well as through phone contacts and newsletters

   - Networks of information sharing should be maintained with state, regional and national contacts

   - Data on a specific service or resource can be updated as part of the follow-up procedures after the referral of a client.

C. Information and Referral for Individual Clients

Information and referral services for individual clients are generally short term and include the following component activities: identification of client need; provision of needed information;

preparation of the client for referral; and referral and follow-up.

1. Identification of Client Need.

Clients may make a request for I&R services through correspondence, over the telephone or through formal and informal personal contact. If the client's request for information is specific and fairly simple (such as a request for an agency phone number or address), the I&R worker need only provide the requested information without further assessment and document the request in a daily log. If a more comprehensive assessment of a client's needs is necessary, the following information should be collected:

a. Name
b. Address
c. Telephone number
d. Age
e. Ethnic group
f. Sex
g. Resettlement agency and local sponsor
h. Language proficiency
i. Referral source
j. Immediate resettlement needs
k. Location of relatives

2. Provision of Needed Information

The specific needs of the client, as identified in the interview, will determine the type of service or resource about which information is provided (e.g. ESL, health, employment, etc.) The type of information provided regarding a specific service generally should include the following:

a. Name of agency or resource
b. Address
c. Telephone number
d. Contact person
e. Operating hours
f. Language capability
g. Types of service provided
h. Eligibility criteria
i. Fees, if any

In providing this information, the I&R worker may wish to use available printed materials such as flyers, handbooks, and newsletters.

3. Preparation of the Client for Referral

Prior to referral, the entire process should be discussed with the client to ensure that the client perceives the referral as appropriate and understands his or her responsibilities in accepting the referral. These responsibilities might include:

a. Time commitment, including a possible waiting period;

b. Fees for the service, if any;

c. Necessary documents (I-94, Social Security card, etc.); and

d. Arrangements for supportive services, including transportation and/or child care.

In preparing an Indochinese client for referral, it is essential to establish an atmosphere of mutual trust. In order to foster this sense of trust, the following considerations should be addressed:

a. The client must be assured that all information is strictly confidential.

b. Potential fears the refugee may have in accepting the referral must be explored and alleviated.

c. The expectations of the refugee must be discussed to ensure that the purposes of the service are clearly understood.

d. Preparation of non-literate refugees must be carefully and thoroughly done, since written instructions will be of little use.

4. Referral

The procedure for referral generally goes as follows:

a. A phone call is made by the I&R worker to arrange an appointment, or notify a contact person of the referral.

b. The worker provides necessary assistance to the client to successfully follow through on the referral. The worker might, among other things:

(1) provide directions to the service;
(2) arrange transportation for the client;
(3) provide a bilingual advocate to accompany the client;
(4) ensure that the client has appropriate documentation;
(5) assist the client in securing necessary supportive services;
(6) provide the client with a bilingual referral slip containing needed directions, and other appropriate information (triple copies are ideal, with one copy to the client, one to the agency to which the client is referred, and one kept by the agency that has made the referral); and
(7) document the referral.

5. Follow-Up

The purpose of follow-up is to determine whether or not the referral was a success, from the standpoint of the client, the I&R program, as well as the agency or resource to which the referral was made. It is recommended that the agency establish a standard schedule for follow-up on routine referrals (some agencies have designated that follow-up should occur within one week of the referral). Follow-up usually results in one of the following situations:

a. The I&R worker contacts the agency to which the referral was made and learns that the client received the service and that the agency found the client suitably prepared for the service. The client, upon being contacted, also expresses satisfaction with the service. The worker, additionally, identifies no problems and documents the results.

b. The I&R worker contacts the agency and learns that the client received the service. After talking with both the agency and the client, the worker identifies a problem in the referral, whether it be from the perspective of the agency, the client or the worker.

(1) Depending on the problem the worker may need to undertake the following procedures with the agency:

- Determine the specific nature of the problem
- Discuss more culturally appropriate ways of working with the refugee
- Schedule another appointment for the client

(2) The worker may need to work with the client to:

- Determine the specific nature of the problem
- Reassess the client's needs
- Better prepare the client for referral
- Schedule another appointment or refer the client to another service.

c. The worker contacts the agency and learns the client did not show up.

(1) The worker should assure the agency that he or she will contact the client, and should inquire if it is appropriate for the appointment to be rescheduled.

(2) The worker should contact the client to determine the reasons why he or she did not make the appointment. Depending on the client's reasons, the worker may:

- Reschedule the appointment;
- Reassess the client's needs;
- Better prepare the client for referral; or
- Refer the client to another service.

6. <u>Evaluation</u>

a. Each of the major components of the Information and Referral process can be evaluated. Evaluations should ask the following questions of the various I&R activities:

(1) Information requests

(a) What kinds of information are most frequently requested?

(b) What types of services are most frequently requested for which no appropriate referral was identified?

(2) Referral

(a) What types of referrals are being made (i.e., to what kinds of services)?

(b) What percentage of referrals are successful?

(3) Follow-Up

(a) Are the agencies or resources to which referrals are made encountering major problems with clients? If so, what are these problems?

(b) Are clients encountering major problems in the referral process? If so, what are these problems?

b. The statistics and figures derived from answering the above questions, as well as other program evaluation data, can provide useful information to the community service planning process, as they serve to indicate:

(1) Effectiveness of existing services; and

(2) Community needs, as reflected in gaps, overlaps, and duplications in service.

D. Information and Referral for Groups

Information and Referral for groups is a service that is usually provided only once per topic for a given group. Information is provided on a particular topic, issue or concern that affects the community, and specific resources and services that could provide assistance are identified.

1. Determining Factors for Group I&R

The group approach for I&R may be particularly effective in the following instances:

a. Information that has widespread application should be provided through group I&R. Examples of this kind of information include:

   (1) Changes in federal policy or regulations.

   (2) Changes in INS regulations such as citizenship application procedures.

b. Community-wide issues - such as a flare up of community tensions - should be presented through group I&R.

c. In situations where the individual I&R approach may be unavailable, inappropriate or less effective, group I&R should be considered.

2. Methodologies for Providing Group I&R

There are a variety of methods and strategies for providing Information and Referral to groups, including a wide range of community resources and activities:

a. Radio and television announcements or programs

b. Flyers, newsletters and newspapers

c. Meetings with:

   (1) Community leaders
   (2) Sponsors
   (3) Church groups

d. Religious events

e. Social and cultural events

   (1) New Year's celebrations and other holidays
   (2) Sporting events
   (3) Contests and competitions
   (4) Dances and performances
   (5) Fashion shows
   (6) Dinners

f. Community workshops

Bilingual printed information (brochures, flyers, etc.) can be posted and circulated in movie theaters, grocery stores, community centers, classrooms, and churches. With the exception of theaters and business establishments perhaps, these settings could also be used for presentations.

In preparing for a group Information and Referral session, the following questions should be addressed:

a. Have variables within the particular target group (age, ethnic background, sex, geographical location, language ability, etc.) been adequately considered?

b. What means will be employed to bring refugees to the group I&R session?

c. Are there existing refugee organizations that might host a group I&R session?

d. Are there other community services or resources that should be involved in the group I&R session?

3. Follow-Up

Follow-up on a group Information and Referral session can be carried out using several methods, including the following:

a. Contact agencies to which referrals were made to determine the number of requests for services received.

b. Where possible, contact individuals in the group to determine whether or not they sought out and received additional information and/or services.

c. For groups that meet regularly, follow-up procedures can be more detailed and precise, similar to follow-up for individuals.

4. Evaluation

Evaluation of Information and Referral for groups should focus primarily on whether or not the refugees are seeking the service being promoted. One successful approach for gaining this information has been to distribute bilingual referral forms at a group I&R session. The refugees are requested to present this form to an intake worker at the agency to which they have been referred. A tear-off slip is attached to the referral form with instructions for the intake worker to fill out the slip and mail it back to the agency that initially provided the group I&R.

IV. STAFFING CONSIDERATIONS

This section identifies important considerations and qualifications for Outreach, and Information and Referral program staff. Optimally, staff members will be individuals from the refugee community who have bilingual/bicultural capabilities and a background in providing human services. Other more specific qualifications, skills and considerations are described below.

A. Outreach to Individuals

1. Staff providing outreach services to individual refugees should possess good listening and interviewing skills.
2. Outreach staff should be sensitive to the refugee experience and maintain a non-authoritarian, non-judgemental attitude.
3. Outreach staff should maintain strict client confidentiality.
4. Outreach staff should be realistic about their own limitations and know when to seek assistance from other sources.

B. Outreach to the Community

Staff providing outreach services to the refugee community should possess the following qualifications and skills:

1. Good public relations skills and ability to represent the program;
2. Community organization skills;
3. Good public presence, written and verbal communication skills; and
4. Positive image in the community.

C. Outreach to Agencies

Staff providing outreach services to agencies in the community should possess the qualifications and skills necessary to provide outreach to the community as well as the following additional skills:

1. Thorough understanding of resettlement services in the area and their working relationships. This should include a knowledge of the local voluntary resettlement agencies, the approaches they employ in resettlement, and the specific services they provide;

2. Ability to express oneself clearly in English;

3. Ability to work with a variety of ethnic groups (Indo-chinese and others); and

4. Ability to work under pressure.

D. Information and Referral for Individuals

Staff providing I&R services for individuals should possess the qualifications and skills necessary for outreach to individuals; additionally they should possess a thorough knowledge of the services and intake procedures of other agencies.

E. Information and Referral for Groups

Staff providing I&R services for groups should possess the qualifications and skills necessary for outreach to the community.

F. Special Considerations: Worker-Client Matching

It is important that the worker and client (or potential client) develop a relationship based on mutual trust both in the Outreach process as well as in the I&R process. For this trust to develop, it is helpful if a reasonably close match can be made between worker and client with regard to the following characteristics:

1. Language
2. Ethnic group
3. Age
4. Sex
5. Religion
6. Educational background

Since refugee populations are highly diverse and program staffs are generally small, it may be difficult to match a client with the appropriate worker. Following are some possible strategies to increase the possibility of an appropriate match between worker and client.

1. Develop a pool of part time individuals who are paid on an hourly basis. The program can draw on this pool or bank of individuals with different skills to carry out particular Outreach and/or I&R approaches. This strategy may be especially useful in low density areas.

2. In areas with larger refugee populations, a program may be able to develop specialists on the refugee staff - for example, media specialists or outreach specialists to a particular target group, such as women or the elderly.

3. Programs should develop as broad an array of skills as possible in all refugee staff, through staff training and movement of staff from one position to another, thus enabling them to serve a variety of functions while developing their skills. Training opportunities should be available to all staff, full time or part time, paid or volunteer.

Practitioner Workshop Project

OUTREACH, INFORMATION AND REFERRAL WORKSHOP

The Practitioner Workshop Project is a project of the Indochina Refugee Action Center, conducted under a grant from the Department of Health and Human Services, Office of Refugee Resettlement (HHS/ORR) (Grant #96-P-10003-3-01).

A series of seven workshops is being held. Each workshop deals with a different social service or services which can be provided Indochinese and other refugees through Department of Health and Human Services Title XX and/or Refugee Resettlement Program social services funding. The workshops are:

Orientation	- August 1980
Health-Related Services	- September 1980
Social Adjustment	- September 1980
Vocational Training and Skills Recertification	- October 1980
Employment Services	- October 1980
Outreach, Information and Referral	- November 1980
Refugee Resettlement Service Delivery Approaches	- December 1980

The goals and objectives of these intensive workshops are to:

- develop practical models and approaches to serve as examples of effective programs and as stimulants to new, quality project development in resettlement communities;
- develop models to stimulate acceptance and to serve as a guide for state human service administrators charged with making refugee social service funding decisions;
- facilitate communication between resettlement workers regarding approaches used in other locales;

- provide input from knowledgeable local resettlement practitioners into national program operations; and
- increase the very limited body of knowledge on effective resettlement practice in very pragmatic terms -- to move forward the state-of-the-art.

Each workshop ~~is~~ comprised of approximately ten service providers who are involved in delivering social services to Indochinese refugees. Each workshop is three days in length, and is directed by a lead consultant designated by project staff. The lead consultant has primary responsibility for drafting a workshop report. For each of the workshops, the report includes an introduction, with a definition of the service(s); necessary program considerations; a description of appropriate delivery settings; and various models or approaches for delivering the service(s). The report is reviewed by project staff, workshop participants and by HHS/ORR, and then distributed to major refugee resettlement information distribution sources and to resettlement practitioners.

The Outreach, Information and Referral Workshop was held in Airlie, Virginia, November 19-22, 1980. The lead consultant was Dave Okimoto, who is Executive Director of the Asian Counseling and Referral Service in Seattle, Washington. The workshop was attended by thirteen participants, all of whom are closely involved in the provision of outreach and information and referral services to refugees. The names of the participants are attached. (See Appendix C for further information on the programs represented.)

Implementation Phase

This second six-month phase of the project will implement the practical models of service delivery developed in the workshops. Short term, on-site assistance will be available to local resettlement practitioners who express a need for assistance in the program development areas covered in the workshops. Practitioners involved in the workshop phase will be linked with communities requesting implementation support.

The objectives of this implementation phase are to:

1. stimulate the development of effective refugee services in areas where services are either inadequate or non-existent;

2. encourage coordination among service programs, particularly in high-impact areas; and

3. assist specific groups (e.g., MAA's, voluntary agencies and other local service providers) in enhancing their capacity to provide services to refugees.

The implementation phase of the project will be directed by a coordinator. The coordinator will assist specific agencies and/or communities who indicate a need of program development by matching them with experienced local resettlement practitioners identified through the workshop process. These practitioners will provide on-site technical assistance in a number of communities around the country. Services provided on-site may include the following:

a. identification of the delivery model(s) appropriate to the agency/community and its specific needs

b. development of service delivery plans, including specific modifications and implementation concerns

c. follow-up assessment and evaluation.

Practitioner Workshop Project

OUTREACH, INFORMATION AND REFERRAL

Participant List

November 19-22, 1980
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Airlie, Virginia

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Program Descriptions

CLAUDINE AJETI
Office of Refugee Services
State Department of Social Services
Los Angeles, California

The Office of Refugee Services is the designated office for Southern California to develop, implement and monitor services to Indochinese refugees. The primary geographic areas include Los Angeles, Santa Barbara and Ventura County. The office contracts with a number of agencies who provide I&R and outreach services in different ways. The office strives to ensure that all components of I&R and outreach are available in each geographic area. Of particular note is the process for outreach to groups. In this process all projects in Los Angeles provide input into the contents of the radio program and newsletter. The outcome is a truly community wide effort. Similarly in the agency outreach process, workshops are conducted which include extensive input from the service providers. The outcome of this process is ongoing cooperation, coordination and a minimal duplication of services.

JOAN BERNA
Elgin Young Women's Christian Association
Indochinese Refugee Project
Elgin, Illinois

The Elgin YWCA Indochinese Refugee Project provides services to 400 refugees annually and serves the greater Elgin vicinity. The staff of ten full-time and fifteen part-time personnel operate out of a multi-service agency located in Elgin. The program provides both individual and group I&R. The group I&R is provided mainly through ESL calsses. The project makes extensive use of translated materials in the native language.

The project does not engage extensively in outreach because of the current overload on existing services. Also, word of mouth is often adequate to keep services full. When outreach is necessary all methods are utilized (i.e., individual, community and agency methods).

DONA BETENBAUGH
Lutheran Immigration and Refugee Resettlement Program - Regional Office
Greensboro, North Carolina

The Lutheran Immigration and Refugee Resettlement Program serves the state of North Carolina. The program has resettled 850 refugees since 1975 and presently targets the resettlement of ten families per month. The two and one-half staff work very closely with sponsors located throughout the state. The program is the local representative for the national VOLAG. Most of the I&R services are provided to refugees through their sponsors. I&R to groups takes the form primarily of workshops on cross-cultural issues to other providers.

Outreach is done primarily through sponsors. The LIRS office serves to enable sponsors to assist the refugees. Most of the sponsorships are quite stable so there is little necessity to cope with the problem of secondary migration. Other refugees in the area who are not sponsored by LIRS are also given some assistance. A feature of this program is that they participate in a monthly state meeting of all VOLAGS and state representatives in order to facilitate joint planning. This enhances the agency outreach process.

KUE CHAW
Hmong Natural Association of North Carolina
Morgantown, North Carolina

The Hmong Natural Association of North Carolina serves the state of North Carolina and targets the tribal Lao groups of Hmong, Mien, Lao Theung and Thai Dam. The program serves 400 refugees who are principally Hmong. The staff of three operate out of an office in Marion, North Carolina, but also make use of community facilities as needed.

The Association focuses primarily on the individual method of outreach and I&R services. Because the association is comprised of Hmong refugees, contacting newly arriving Hmong is not difficult because the community network will inform the association staff of the new arrivals. Similarly, the provision of individualized I&R is easily accommodated because of the ready access to the clients and the personalized nature of the service.

BICH T. DAO
Reunification Mailbox
Wichita, Kansas

The Reunification Mailbox is a program designed to reunite Vietnamese families in Vietnam with relatives in the United States. The Mailbox is a nationwide program with one volunteer staff member. The primary means of outreach is through the newspaper, magazines, newsletters and by individual contact. The program services approximately twenty refugees per month.

SOUA HER
Wisconsin Resettlement Assistance
Office
Madison, Wisconsin

The Wisconsin Resettlement Assistance Office is the designated office in the State of Wisconsin for the planning, development and implementation of services to refugees. There are five staff at the state office, 17 under contract to the state and 30 other staff employed by different agencies throughout the state. The state population of refugees is 9,500. Of the 9,500, two thousand are Soviet Jews and other non-Indochinese refugees.

The office provides I&R to groups as well as individuals. Special emphasis in I&R for groups is placed upon meetings with community leaders and sponsors. Outreach by the office is not extensively pursued because this is usually provided by the local agencies. The primary responsibility of the state office vis-a-vis outreach is to bring together the agencies involved in service provision to refugees.

HELEN HUFF
Idaho Refugee Service Center
Adult Education Department
Boise State University
Boise, Idaho

The Idaho Refugee Service Center is a statewide service agency which is also the state designated office for refugee resettlement funds. This multi-service agency provides the entire spectrum of refugee services to its population of 750 refugees. The 18 full-time staff, 30 ESL instructors, 10 Driver Education instructors and 250 volunteers provide I&R and outreach services in a variety of ways. However, because there are a limited number of refugees, the agency is able to identify each refugee when they enter the state and make the appropriate services available. The Center makes extensive use of a home economics staff member as well as volunteers in the provision of outreach services. With respect to agency outreach the Center sponsors periodic teas and social functions to bring together agencies serving refugees.

ROBERT HUSS
Refugee Family Program
Syracuse City School District
Syracuse, New York

The Refugee Family Program is located in Syracuse, New York and serves a six county area in Central New York. The program serves approximately 500 of the 750 refugees in the area. The staff of 12 work out of an ESL program located in the Syracuse City School District.

The program's primary means of providing I&R is through the individual method, although group I&R is provided through the ESL classes.

Because the number of refugees coming into the area is relatively limited, the program is able to work directly with the VOLAGS, sponsors and other community resources to provide an individualized approach to outreach. Outreach to newly arriving refugees is accomplished through sponsor orientation. Group outreach is provided through ESL programs.

MICHAEL HUYNH
Center for Southeast Asian Resettlement
San Francisco, California

The Center for Southeast Asian Resettlement is a multi-service agency serving S.E. Asian refugees in Marin, San Francisco and San Mateo counties. The Center serves an active caseload of 4,759 refugees over a 12-month period. The 52 primarily S.E. Asian professional and paraprofessional staff provide a comprehensive spectrum of services. The Center provides I&R and outreach services as part of its overall service delivery program. The Center, which is one of the few agencies that serves Southeast Asians and is more than two years old, has employed a Southeast Asian director and is run by a Southeast Asian Board of Directors.

DAVE OKIMOTO
Asian Counseling and Referral Service
Seattle, Washington

The Asian Counseling and Referral Service is a Pan Asian mental health and social service program serving the Asian community of greater Seattle. Indochinese staff comprise twelve of the thirty staff of the agency. The Information and Referral and Outreach methods are primarily individual in nature. The majority of I&R is provided through a centralized I&R worker who utilizes the bilingual staff as necessary to respond to requests. Outreach is done primarily through contacts with VOLAGS, the health department and the MAA's.

KINGSAVANH PATHAMMAVONG
Project PAIR (Promote Acculturation of Indochinese Refugees)
Department of Human Resources
Arlington, Virginia

Project PAIR is a mental health project serving Arlington County, Virginia. The staff of three bilingual workers, a Director, and a secretary serve an ongoing caseload of ninety refugees. Most of the individual I&R is provided out of their office. The group I&R is provided primarily through community orientation, school orientation and through working with groups of people. Outreach is performed on an individual, community and agency basis. The Project emphasizes an individualized approach to outreach, but also works through community meetings.

VANNA STRINKO
The Cambodian Mutual Assistance Association
Columbus, Ohio

The Cambodian Mutual Assistance Association has just begun operation but is projected to serve 235 refugees, mostly of Cambodian descent. The Association serves the refugee community of greater Columbus, Ohio. The staff of three focus primarily on an individualized approach to I&R and outreach. Community outreach is provided through the sponsorship of religious activities and social and cultural events. The primary method of outreach to community members is through the home visit by one of the bilingual/bicultural staff.

PAT SWAIN
Indochinese Community Center
Washington, D.C.

The Indochinese Community Center is a Mutual Assistance Association serving the Cambodian, Lao and Vietnamese communities of metropolitan Washington, D.C. The staff of four serve 450 refugees per month.

The I&R for individuals is provided primarily by telephone and is delegated to one worker. Other staff are used when the designated worker does not speak their language or when specific expertise is needed. The majority of the I&R is provided in the group setting in meetings of MAA's, MAA leaders and with existing groups.

The outreach is done on both an individual and group basis. The center makes extensive use of indigenous group listings from the MAA's, temples, churches and social organizations to identify refugees. Special emphasis is also placed on the outreach strategy of targeting high concentration areas and assigning staff to contact housing units.