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ABSTRACT

In early 1995 the Center for Applied Linguistics conducted a survey of 42 refugee service providers in 22 communities throughout the United States. The purpose of the study was to collect information about Bosnian resettlement and to elicit the recommendations of service providers about the content of pre-arrival orientation for Bosnian refugees. Since July 1994 the U.S. Department of State has funded the International Catholic Migration Commission to provide cultural orientation to U.S.-bound refugees from Bosnia. An overwhelming conclusion from the survey is that services available for Bosnian refugees vary widely by area and sometimes by refugee. In addition, the favorable climate for legislative reform could rapidly make current information obsolete. It is difficult to make generalizations about refugee services in advance of their arrival. English classes are generally available, and the voluntary agencies are generally succeeding in placing Bosnians in entry-level jobs. The greatest adjustment challenges are in the areas of language, starting over, work, culture shock, and current events in Bosnia. Recommendations are made for programs in the United States and for enhanced preparation for immigration in Bosnia. The importance of cultural orientation is emphasized. Five appendixes provide supplemental information, including the agency questionnaire. (SLD)

BOSNIAN REFUGEE RESETTLEMENT IN THE U.S.

SURVEY REPORT

MAY 1995

PREPARED BY SUSAN D. SOMACH

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* St. Louis, Missouri * Phoenix, Arizona * Des Moines, Iowa * Houston, Texas * Jacksonville, Florida * Louisville, Kentucky * Detroit/Hamtramk, Michigan * Brooklyn, New York * San Francisco, California * Pittsburgh, Pennsylvania * Atlanta/Decatur, Georgia * Utica, New York * Washington Metropolitan Area * Boston, Massachusetts * Twin Falls, Idaho * Erie, Pennsylvania * Philadelphia, Pennsylvania * Cleveland, Ohio * Nashville, Tennessee * Harrisburg, Pennsylvania * Cleveland, Ohio * Nashville, Tennessee * Harrisburg, Pennsylvania * Greensboro, North Carolina * Oklahoma City, Oklahoma * St. Louis, Missouri * Phoenix, Arizona * Des Moines, Iowa * Houston, Texas * Jacksonville, Florida * Louisville, Kentucky * Detroit/Hamtramk, Michigan * Brooklyn, New York * San Francisco, California * Pittsburgh, Pennsylvania * Atlanta/Decatur, Georgia * Utica, New York * Washington Metropolitan Area * Boston, Massachusetts * Twin Falls, Idaho * Erie, Pennsylvania * Philadelphia, Pennsylvania * Cleveland, Ohio * Nashville, Tennessee * Harrisburg, Pennsylvania * Cleveland, Ohio * Nashville, Tennessee * Harrisburg, Pennsylvania * Greensboro, North Carolina * Oklahoma City, Oklahoma * St. Louis, Missouri * Phoenix, Arizona * Des Moines, Iowa * Houston, Texas * Jacksonville, Florida * Louisville, Kentucky * Detroit/Hamtramk, Michigan * Brooklyn, New York * San Francisco, California * Pittsburgh, Pennsylvania * Atlanta/Decatur, Georgia * Utica, New York * Washington Metropolitan Area * Boston, Massachusetts * Twin Falls, Idaho * Erie, Pennsylvania * Philadelphia, Pennsylvania * Cleveland, Ohio * Nashville, Tennessee * Harrisburg, Pennsylvania * Cleveland, Ohio * Nashville, Tennessee * Harrisburg, Pennsylvania * Greensboro, North Carolina * Oklahoma City, Oklahoma * St. Louis, Missouri * Phoenix, Arizona * Des Moines, Iowa * Houston, Texas * Jacksonville, Florida * Louisville, Kentucky

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BOSNIAN REFUGEE RESETTLEMENT IN THE U.S.

Survey Report
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Survey Report, May 1995

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The Center for Applied Linguistics would like to thank the survey participants for their thoughtful and thorough responses, which we have attempted to summarize in this report. We also acknowledge the contributions of state health officers who responded to an abbreviated survey on refugee health issues and to Don Mosley who provided information about Jubilee Partners. Also, we are grateful to Doug Gilzow for his editorial assistance.

EXECUTIVE SUMMARY

Since July, 1994 the U.S. Department of State, Bureau of Population, Refugees and Migration has funded the International Catholic Migration Commission (ICMC) to provide cultural orientation to U.S.-bound refugees from Bosnia. The pre-entry program operates in Zagreb, Croatia to prepare refugees from Bosnia for resettlement in the United States.

In March and April, 1995, the Center for Applied Linguistics conducted a survey of 42 refugee service providers in 22 communities throughout the United States. The purpose of the survey was to collect information about Bosnian resettlement and to elicit service providers' recommendations about the content of pre-arrival orientation for Bosnian refugees.

HIGHLIGHTS OF RESULTS:

No Consistency of Services. An overriding conclusion from the survey is that the services available to refugees varies widely by state, city, agency and sometimes refugee (based on differing needs). Sometimes the variations are due to programs available in the state and other times they are due to differences in approaches taken by voluntary agencies. Also, the favorable climate for legislative reform could mean that current information will soon be inaccurate. Thus, very few generalizations can be made regarding what refugees will have access to in advance of their arrival at a resettlement location.

Housing/Transportation. Most Bosnian refugees are clustered in neighborhoods with other Bosnians, sometimes in the same apartment complex. Public transportation is widely available in most areas, but in some locations is so inconvenient that the refugees are purchasing cars to meet their transportation needs.

ESL/Educational Opportunities. Free ESL classes are readily available for refugees; some agencies offer in-house or neighborhood classes. Most refugees need to wait at least a year before pursuing post-secondary study, and will have to do so while working to support themselves.

Employment. Generally, the voluntary agencies are succeeding in placing Bosnians, who usually have a reputation for being hard-working, in entry-level jobs rather quickly. While a minimum language level is necessary for any job, English language proficiency is absolutely critical to upgrade from entry-level jobs.

Public Assistance. Public assistance varies widely from place to place, but is universally considered less desirable than employment even where available. Generally, public assistance is at best enough to survive at the very lowest level. The changing political situation means that public assistance will be even less available in the future.

Health. Many respondents indicated that some of the Bosnian refugees arrive with significant health problems; several also mentioned the severe dental problems that plague Bosnian refugees everywhere.

Community/Cultural Adjustment. Bosnian refugees cope with isolation from friends and families by developing close relationships with other Bosnians in their area, bringing family members to the U.S. through family reunification and by telephoning friends and relatives in their home country or where they are located as refugees. Depending on their English language ability and interest, the Bosnians are integrating with the community. According to the respondents, the most common law broken by Bosnian refugees is driving without a driver's license and/or driving without insurance.

Adjustment Challenges. According to survey respondents, the greatest adjustment challenges fit into the following five categories: **language, starting over, work, culture shock and current events in Bosnia**. The challenge of language was on virtually every list of challenges given by the respondents. Most of the other adjustment challenges relate to differences between the standard of living in Bosnia before the war and starting over as a poor refugee in the U.S. and to cultural differences between a socialist society in Europe and a capitalist society in North America.

RECOMMENDATIONS:

Expand Pre-Entry Program to Include ESL. Respondents generally recommended a longer and more extensive and more widely available pre-entry program and particularly suggested that the program include an ESL component.

General and Specific Cultural Orientation Suggestions. Other suggestions for the cultural orientation program included 1) improving general information on the importance of ESL, education, employment, paperwork and bureaucracy, health care system and the welfare system, and 2) adding more specific information about refugee resettlement (what the government expects and the role of voluntary agencies).

Attitude/Perspective. Survey respondents also made suggestions on how the cultural orientation can help the refugees develop the type of attitude and perspective that they believe is the key to successful resettlement, including encouraging refugees to recognize and accept the reality of resettlement (to look forward rather than back), to show initiative in creating a new life for themselves and their families, and to leave behind their prejudices and hatred and help each other.

PART I: BACKGROUND

PURPOSE OF THE SURVEY

Since July, 1994 the U.S. Department of State, Bureau of Population, Refugees and Migration has funded the International Catholic Migration Commission (ICMC) to provide cultural orientation to U.S.-bound refugees from Bosnia. The pre-entry program operates in Zagreb, Croatia to prepare refugees from Bosnia for resettlement in the United States.

In February, 1995, ICMC staff from Croatia visited the Chicago area to learn more about Bosnian refugee resettlement. The Jewish Federation of Metropolitan Chicago and the Center for Applied Linguistics (CAL) invited approximately 30 refugee service providers to meet with ICMC staff to discuss the special challenges that Bosnian refugees face during resettlement and to make recommendations about the content of the pre-departure program.

Following the ICMC staff visit to Chicago, CAL surveyed other Bosnian refugee service providers to gather additional information about Bosnian resettlement and to obtain other providers' views on the content of the pre-departure program in Croatia. This report summarizes the findings from this survey. Though the primary purpose of this report is to document information about Bosnian resettlement and providers' recommendations for the pre-entry program, it is hoped that others working in Bosnian refugee resettlement will find the information of use.

METHODOLOGY

Selection of Sites. The U.S. Department of State Bureau of Population, Refugees and Migration (PRM) provided CAL with a list of communities resettling Bosnian refugees, including those with the largest number of Bosnian refugees as well as a few sites with smaller resettlement figures for comparison. The following are the sites identified by PRM, with figures indicating Bosnian arrivals in FY1994 and the first half of FY1995:

St. Louis, Missouri	530	Utica, New York	166
Phoenix, Arizona	323	Washington Metropolitan Area	161
Des Moines, Iowa	287	Boston, Massachusetts	120
Houston, Texas	244	Twin Falls, Idaho	105
Jacksonville, Florida	206	Erie, Pennsylvania	71
Louisville, Kentucky	200	Philadelphia, Pennsylvania	64
Detroit/Hamtramk, Michigan	199	Cleveland, Ohio	33
Brooklyn, New York	194	Nashville, Tennessee	27
San Francisco, California	197	Harrisburg, Pennsylvania	25
Pittsburgh, Pennsylvania	182	Greensboro, North Carolina	20
Atlanta/Decatur, Georgia	175	Oklahoma City, Oklahoma	6

Selection of Voluntary Agencies. The national headquarters of the following voluntary agencies provided lists of their affiliate agencies resettling Bosnians in each of the above sites: Church World Service (CWS), Ethiopian Community Development Council, Inc. (ECDC), Hebrew Immigrant Aid Society (HIAS), Immigration and Refugee Services of America (IRSA), International Rescue Committee (IRC), Lutheran Immigration and Refugee Service (LIRS), United States Catholic Conference (USCC) and World Relief Refugee Services (WRRS). All affiliate agencies were contacted, and a total of 42 agencies agreed to participate in the survey (see Appendix A).

DATA COLLECTION

The survey was carried out through a 56-item questionnaire (see Appendix B), which was mailed to each agency's resettlement director. Telephone interviews were then conducted with the director or designate during the following two weeks. A total of 35 interviews were conducted, ranging in length from 20 minutes to 1 hour 10 minutes, with an average of 40 minutes. Seven agencies chose to complete the questionnaire in writing.

PART II: GENERAL RESULTS

GENERAL INFORMATION

Number of Bosnians. By their own calculations, the 42 survey participants have resettled approximately 2,300 Bosnian cases since 1993. This represents a total of approximately 6,500 Bosnians. (See Appendix C.)

Agency Specialization. In many instances, one agency has become a "specialist" for Bosnian refugees and is responsible for resettling the majority - if not all - of the Bosnians in the area. These specialized agencies generally felt the larger numbers helped them become more familiar with the population, to hire bilingual staff, and thus provide better services to the Bosnian refugees.

Percentage of Caseload Bosnian. Most agencies responded that the percentage of their caseload that was Bosnian is increasing. On average, Bosnians represented 25 percent of the voluntary agencies' caseloads; smaller percentages indicated a "non-specializing" agency. In one instance, Bosnians represented 98 percent of the agency's caseload.

Free Cases vs. Family Reunification. Although some agencies are still committed to taking free cases, the Bosnian caseloads of most agencies have shifted dramatically from free cases to family reunification (see Appendix C). In general, the voluntary agencies reported little or no differences between the adjustment of free cases and that of family reunification. The exceptions involved

anchor relatives who were firmly established and had lived in the United States since before the war in the former Yugoslavia began. The main reason given for the lack of difference between the free cases and family reunification was that the anchor relatives are too recently resettled to be able to provide financial support and guidance. Several agencies even treated both types of cases identically from both a services and a financial standpoint (i.e., giving the same resettlement grant and/or using the sponsorship model also for family reunification cases).

Average Bosnian Case Size. The vast majority of respondents indicated that 3-5 persons was the average size of their Bosnian cases. Variances reflected smaller numbers, with several agencies indicating 1-2 or 2-3 person averages. (See Appendix C.)

Other Former Yugoslavs Resettled. In general, the voluntary agencies are not resettling other groups from the former Yugoslavia. They are resettling Bosnians, almost exclusively Bosnian Muslims, with the exception of mixed (i.e., Muslim and non-Muslim) marriages. About half of the agencies stated that they had resettled a few non-Bosnians, but it was not always clear whether the agency was referring to ethnicity (e.g., Bosnians of Serb or Croat descent) rather than nationality.

Overseas Processing Location. As expected, the respondents indicated that the majority of the Bosnian refugees are being processed in Croatia (and in Slovenia), but almost all of the agencies also received Bosnian refugees processed in locations lacking cultural orientation programs. Most received refugees from Belgrade as well as European locations, most commonly Germany, Turkey, Austria, Italy, Spain and Denmark, and a few isolated cases from Finland, Czech Republic, Pakistan and Malaysia. (See Appendix C.)

RESETTLEMENT AGENCY SERVICES

Monetary and Food Assistance. Survey responses indicate that the amount of food and monetary assistance provided to the refugees upon arrival varies greatly. With many agencies, the amount varies depending on numerous factors, making a generalization impossible[1]. Many agencies distinguish between free cases and family reunification, but others do not. Some agencies using the sponsorship model give the resettlement grant to the sponsor, but others give the money directly to the refugee. For some agencies, the amount of the grant is on a strict per person basis regardless of age, but for others the amount is on a sliding scale, based on the number of people in the family (i.e., $x for one person, $y per person for 2-3 persons, $z per person for 4-5 persons, etc.). Some

[1] Several agencies expressed concern that publishing specific information about agencies' assistance programs might lead refugees to "shop around" and could inadvertently lead to a secondary migration problem as has already been noticed with Iraqi refugees. Also, many say that information about dollar amounts creates an expectation of a guarantee that can create problems when refugees arrive and find the amount is lower.

agencies give the entire grant in a lump sum; others divide it into smaller payments. Some pay landlords directly for housing; still others give the grant only in the form of food, toiletries, household needs and/or a little pocket money. Some agencies provide extensive non-cash assistance (e.g., food, clothing, furniture, household needs) through affiliations with food banks, churches, and interested groups or individuals (in some cases Bosnian or other immigrants from the former Yugoslavia -- see Community/Cultural Adjustment section).

Unique Community Program in Georgia. Jubilee Partners is a free two-month program offered to some Bosnian refugees through the International Rescue Committee in Decatur, Georgia. The selected refugees are met at the Atlanta airport and immediately taken to the religiously-affiliated community on 260 acres of meadows and woods with a lot of wildlife. During the two months, the refugees are given a very modest living allowance and participate in ESL classes, weekly excursions to the supermarket, fieldtrips, recreational activities and parties. The ESL classes are 18 hours per week (6 days a week of classes) with a 6:1 student-teacher ratio. There are 30-40 people in the Jubilee Partners program at a time, 20-25 of whom are usually Bosnians. In the less than two years of operation, 150-160 Bosnians (and 50-75 Vietnamese) have participated in the program, according to program organizers. The program maintains a mix of participants to introduce them to the cultural diversity they will experience in the United States. When the two-month period ends, the families return to Atlanta for resettlement by IRC.

Employment Services. Most agencies indicated that employment services were available to refugees on an on-going basis for 2-5 years based on state contracts. In many cases, the services are specialized in one agency in the city. Some agencies have job upgrading programs and systematically contact clients who have stayed in an initial job for three months to offer assistance in finding a better, higher paying job. Other agencies have upgrading services available, but require clients to contact them. (See also Employment section pp. 9-11.)

Expectations. There was a wide variety among respondents' perceptions of the expectations of newly arriving Bosnian refugees concerning the assistance their agency would provide. In several locations, the agencies are very satisfied with how realistic the expectations are and how undemanding and pleasant their Bosnian clients are. In other locations, the agencies complained about the unrealistic expectations of the newly arriving Bosnians, saying that they seemed to expect the equivalent of a Canadian or European resettlement program. Those coming from locations in Western Europe were cited as having some of the most elaborate misconceptions about American resettlement. In many sites, the problem of high expectations has diminished as the existing community grows and communication with friends and relatives prior to departure provides more realistic information to those bound for the United States.

Particular Difficulties in Working With Bosnians. The vast majority of respondents have very positive impressions about working with Bosnians, although some respondents commented on how demanding the Bosnians are (often relating this to the high expectations). A few mentioned concerns about the war trauma from which many, and to some degree all, of the Bosnians suffer. A few

agencies expressing displeasure with dealing with Bosnian refugees had not resettled Eastern Europeans and compared the Bosnians unfavorably (as overly demanding, etc.) to the Southeast Asians. On the other hand, several agencies expressing pleasure in dealing with the Bosnians have had extensive Eastern European experience and compare the Bosnians favorably to other refugees from the region. See Part III, Specific Difficulties with Bosnians.

Orientation. All of the agencies provide at least general orientation for incoming refugees, according to the respondents. The orientation programs vary widely in length, amount of written materials, group vs. individual, in the office vs. at home, one day or on-going. Many of the agencies report having very close relationships with their clients with frequent and even daily contact for months, while other agencies reported seeing their clients rarely after the initial month of resettlement.

HOUSING/TRANSPORTATION

Housing Assistance. Respondents said that newly arrived refugees are usually housed in apartments with flexible leases that permit refugees to move out after a short time. One agency runs a welcome center where newcomer free cases are housed on a temporary basis and another agency is in the process of acquiring a welcome center for the same purpose. In most cases, the anchor family is responsible for making housing arrangements for family reunification cases. As mentioned previously, however, some agencies treated family reunification cases the same as free cases and either made housing arrangements for the new arrivals or matched them with an outside sponsor. The period of time after which the refugees are expected to pay for their housing varied by agency, with some having a relatively strict time frame of 1-4 months and others using a case-by-case approach. Some of the factors considered by the agencies included employment, availability of refugee cash assistance, whether the case is a free case or family reunification, participation in a match grant program, and ability to pay.

Cost of Housing. According to the estimates given by the voluntary agencies, housing costs for refugees vary greatly throughout the United States, with metropolitan New York, Boston and San Francisco among the most expensive (see Appendix C). In some areas, the housing costs for Bosnians is higher because of the Bosnian's desire to live in better neighborhoods than some of the other refugee groups. The housing costs for a single person varied not only based on available housing, but also on the willingness (and availability) of single refugees to share accommodations with one or more others. The range of estimates for a single person was $150-450 without a roommate and as low as $100 with one or more roommates. For a family of four, the range of estimates was $275-800. [Note: None of these figures includes telephone service, which can be extremely expensive for those who make long distance phone calls to family and friends still in Bosnia or living as refugees in Europe.]

Neighborhoods. Most agencies try to cluster Bosnians within walking distance of other Bosnians, in some cases in the same building. Respondents stated that the neighborhoods are typically lower-

middle class neighborhood with mixed race and ethnicity, often with a mixture of immigrants and longer-established Americans. However, there are a few cases where Bosnians have been resettled in predominantly white middle class areas, in part due to their dissatisfaction with the typically mixed lower-middle class populations. A few respondents indicated difficulty in placing Bosnians where they typically resettle other refugees due to Bosnian's desire to distinguish themselves from other refugees and in some cases because of their discomfort with living near people of color. In other areas, Bosnians are well-integrated in mixed immigrant neighborhoods.

Transportation. According to the agencies, public transportation is generally available, although not always convenient, for all of the refugees' needs (work, ESL, classes, shopping, community college, etc.) (see Appendix C). In some cases, there was a difference of opinion among the voluntary agencies in the same area about the availability of public transportation. It was generally agreed that in Houston and the suburbs of Detroit, public transportation is not readily available or is so inconvenient as to be impractical. In some places, voluntary agencies or state social services provide bus tickets or subway tokens to refugees for work and/or for initial transportation needs related to resettlement (e.g., health screening and appointments at voluntary agencies). In a few places, voluntary agencies provide transportation to work and ESL classes for their clients. The cost of public transportation varies greatly from place to place, with a few cities offering discounted or free transportation to refugees. The average cost per ride is around $1 and monthly passes vary greatly depending on the city and the type of service (bus, subway or both). Respondents indicated that many Bosnian refugees are purchasing cars in a few locations, partly because of the inconvenience of public transportation and partly because of their dislike of public transportation.

ESL/EDUCATIONAL OPPORTUNITIES

English Level. According to the respondents, the English proficiency of Bosnian refugees is usually at the beginning level, with a few exceptions where the level is between beginning and intermediate (see Appendix C). Many of the voluntary agencies have resettled a few university-educated Bosnians with an advanced English language level, and several agencies indicated that many of the young people are coming with intermediate English language ability.

ESL Services. Free ESL classes are reported to be widely available, though in some areas, fees are charged for classes above the beginning or intermediate level. Some agencies have in-house ESL programs; others use a referral system to place refugees in programs at another agency or in adult schools or community colleges. In a few areas, ESL classes are offered on a neighborhood basis or at the workplace. Generally, there are no waiting lists to enroll, although in some areas a refugee may have to wait for a new "cycle" of classes to begin. According to the responses, the average length of time the Bosnian refugee stays in ESL classes varies greatly by area. In some places, the refugees barely stay two months, while in others, ESL classes remain a part of the refugees' lives for several years. Usually, the onset of work means the end of ESL classes -- sometimes because of time limitations and sometimes because the refugee has moved beyond the

level of classes offered. Where ESL is longer-term, the voluntary agencies generally pointed to the higher level of education as a reason for continued study. In other areas, the community has provided tutors for every interested refugee, allowing one-on-one home study to continue after the initial cycle of classes.

Education Level. According to the respondents, the education level of the Bosnian refugees varies greatly depending on the location (see Appendix C). For example, the average education level for Bosnians resettled in San Francisco and Des Moines is primary school, while for Pittsburgh, Louisville and Boston the level is vocational school (or two-year college) or university. In most places, the average education level is somewhere between secondary school and vocational school (or two-year college). Even where there is a fairly consistent educational level, exceptions exist. Many respondents said that the difference in education is significant for readjustment success.

Educational Opportunities for Post-Secondary Study. With few exceptions, respondents agreed that Bosnians have little or no opportunity for post-secondary study in their first year of resettlement. However, several respondents indicated that after the first year not only do refugees have a better perspective on what course of study to pursue and how best to achieve it (part-time/full-time, day/evening), but they also then qualify for federal and state loans which have a one-year residency requirement. The major barriers to post-secondary study are English language ability and lack of financial resources. Refugees wishing to continue their studies should expect to wait one or two years, work on their English language skills while trying to save money, and then do what most Americans do -- work and study simultaneously, according to survey respondents.

EMPLOYMENT

Length of Time to Locate First Job. Respondents indicated a wide range of time within which the refugees locate their first jobs (see Appendix C). Some of the factors that have affected how long it takes include the strength of the local economy, the presence of companies willing to hire employees who speak very little English, the speed with which the refugees learn English, the existence of an underground economy, and the availability of welfare support. According to voluntary agencies in Detroit, the prospering underground economy and the lack of coordination among welfare offices have led to an environment in which it is difficult to convince refugees to accept legal employment. In other areas, the lack of virtually any welfare support makes unemployment a non-option.

Finding a Job. According to the respondents, the voluntary agencies usually locate the first job for the refugees. However, in cases where the refugees are sponsored, the sponsor will usually assist or locate the job. In rare cases, usually where the refugee has a well-established anchor family or where the Bosnian refugee community is very large and close-knit, the refugee can find a job independently.

Types of Jobs. Bosnians' jobs vary greatly depending on the local economy and the ability of the voluntary agency to match skills with jobs. The jobs fit loosely into five categories -- manufacturing/factory, construction, hotel, restaurant/fast food, and services -- with manufacturing dominating (see Appendix C). One of the respondents commented, however, that many of the "factories" in the United States are not the same as those in Bosnia. In particular, many of the "factory jobs" are with small operations, light manufacturing or assembly lines, not in big factories with heavy manufacturing. Also, several respondents mentioned that U.S. factories are usually more computerized and automated than those in Bosnia. Nevertheless, these same respondents also pointed out that the well-educated Bosnians are fast learners and can quickly reach the required level of competence in a U.S. factory. Other jobs include hotel housekeeping and maintenance; restaurant food preparation and dishwashing; retail or supermarket services; child and nursing home care. See Professional Placements below.

Starting Salary. For the typical entry-level jobs refugees get, starting salaries are $4.25 - $7.50 per hour, with an average of $5.50 - $6.00 per hour (see Appendix C). According to the respondents, factory and other industrial jobs often pay more than hotel, restaurant or other service industry jobs.

Status Issue. In general, Bosnian refugees are not turning down available jobs due to their view of them as "lower status." However, in a few cases, the respondents said there were such problems at the beginning of Bosnian resettlement two years ago, but not recently. Usually, the exceptions are more related to money than status; a refugee will turn down an available job in hopes that by being stubborn and demanding the agency will work harder to find a better paying job. In the very few instances when Bosnian refugees have turned down jobs on the basis of status, the refugees usually were educated professionals and the jobs were cleaning or manual labor.

Professional Placements. On the whole, respondents indicated that professional placements have been rare. As a general rule, English language proficiency is the critical factor in a professional finding a related job, and many respondents noted that Bosnians have not been in the U.S. long enough. The most common professional placements have been in the computer field, engineering and skilled technicians (electricians, machinists, welders, etc.). In some cases, doctors and nurses have been placed in hospital jobs as orderlies or lab technicians, architects placed in drafting jobs, and a designer in a graphic design position at an advertising agency. In two unique situations, a former Avis representative from Sarajevo was "transferred" to the Avis office in Philadelphia, and a city planner from Mostar now works as a city planner for Utica, New York. However, lack of adequate English language and the need for U.S. certification are major barriers to professional placements.

Necessity of English Language Proficiency. With some exceptions, the respondents were in agreement that English language proficiency is very important for most jobs. Usually, employers require a minimum level of English to ensure that the employee can understand and follow instructions and, especially in the case of factories, to ensure safety. Most jobs require an interview, so oral English language skills are readily apparent. The exceptions to the need for English

language proficiency are usually the lowest level jobs, such as cleaning, or jobs with factories or larger employers where Bosnian-speaking employees already work and can act as interpreters. Respondents unanimously agreed that English language proficiency is critical to upgrade from an entry-level job.

PUBLIC ASSISTANCE

Percentage of Bosnian Refugees on Public Assistance. Respondents generally felt that Bosnian refugees used public assistance at the same level or less, compared to other refugee populations in their areas. The percentage varied greatly from place to place, ranging from close to zero to 90 percent. In most places, almost all refugees apply for and receive food stamps and Refugee Medical Assistance (RMA) until employment is secured.

Public Assistance Available. Public assistance varies greatly from state to state, and current information could soon become inaccurate as many states, as well as the federal government, have welfare reform bills on their legislative agendas. According to the respondents, refugee cash assistance is not available in every jurisdiction, and in many places it is such a small amount that it cannot even be considered a survival allowance (e.g., less than $100 per month for a single person in Texas). Due to recent cutbacks in welfare, very few jurisdictions have general welfare available to refugees. All jurisdictions have Aid for Families with Dependent Children (AFDC) and food stamps.

Health Insurance. Several states surveyed have state health insurance programs. Because of high qualification standards, a few voluntary agencies have had some difficulties or significant delays in securing Social Security Insurance (SSI) for refugees who are disabled and unable to work. However, refugees over 65 have applied for and been granted SSI for retirement.

What Voluntary Agencies Tell Refugees About Public Assistance. All of the agencies surveyed explain to refugees the temporary nature of public assistance and how negatively the American public views those on public assistance. In some places, the agencies do not provide any information about public assistance. Generally, agencies discourage the use of public assistance and often use charts to show financial comparisons between life on public assistance and life with a minimum-wage job. However, most agencies encourage and even assist new arrivals in applying for food stamps and RMA, especially those with families.

Coordination With State Welfare Agencies. In many states, the respondents said that they coordinate with the local state welfare offices to monitor refugees on public assistance. In many cases, this close coordination discourages or prevents "double dipping" (i.e., working and receiving welfare). In the Detroit area, the lack of coordination among 17 different welfare offices and an active underground economy have resulted in a rate of welfare fraud that is difficult for the voluntary agencies to control. On the other hand, the coordination in Erie, Pennsylvania has resulted in a few

cases where refusal to participate in the early self-sufficiency match grant program has been used as grounds for denying welfare benefits (on the basis of refusing to seek employment). In most locations, a referral letter from the voluntary agency is required before a refugee can apply for welfare benefits.

HEALTH

Significant Health Problems. About half of the respondents indicated that at least some of the Bosnian refugees arrive with significant health problems. The responses varied in part due to the agency's definition of "significant." Several respondents said "100%" arrived with severe problems noting the severe dental problems that seem to plague Bosnian refugees everywhere. Others said "0%," not considering either the dental or typical old age ailments as significant. Several respondents mentioned hypertension, high blood pressure, and heart ailments for a small percentage of the Bosnian refugees they have resettled. A few respondents listed a broad range of health problems - such as epilepsy, diabetes, Parkinson's disease, cancer, back problems, malnutrition and numbness in arms and legs - some of which are directly related to the war and detention camp experiences. Two respondents said that there is a problem caused by the Yugoslavian practice of injecting children with tuberculosis as a form of immunization to the disease. This causes many Bosnians to test positively on the TB skin patch test (which does not mean the person has active TB). In many states, a person with a positive TB skin patch test is expected to undergo a 6-month cycle of medication, which many Bosnians oppose.

Psychological Assistance for Post-Traumatic Stress Issues. About half of the respondents indicated that some (usually only a few) of the Bosnian refugees they have resettled have sought or received psychological assistance for post-traumatic stress issues. Most of the respondents expressed concern about the issue, but did not have appropriate bilingual services available. Furthermore, even in rare instances where some psychological assistance was received, the Bosnians did not seek the assistance, but needed to be convinced to get treatment.

Rehabilitative Treatment. About half of the respondents had resettled Bosnian refugees who had received rehabilitative treatment for war or detention camp injuries. Most of those refugees receiving treatment have gone to hospitals for treatment.

General Medical Treatment for Bosnians. Respondents indicated that in most places, refugees receive medical treatment at hospitals or clinics. However, in a few limited areas, private doctors are available through medical insurance or are providing some specialized pro bono services to Bosnian refugees.

Translated Health Resources. As of April 1995, the Georgia Refugee Health Program has 32 health publications translated into Bosnian. Sabina Brkovic, a recently resettled refugee who was a translator in Sarajevo, translated most of the materials. Contact Lori Laliberte-Carey at (404) 657-2563 for more information.

Medical Insurance. The medical insurance available to refugees varies from state to state. In many places, the RMA is available for 8 months (unless employed) and continuing coverage is limited to families. In some places the RMA can be extended within the 8-month period during up to 4 months of employment. In Tennessee, for example, a state health insurance plan covers everyone for one year regardless of employment until private insurance is made available through employment. [Note: Because of the favorable climate for welfare and medical insurance reform, it is likely that other states have and/or in the future will be granted waivers from federal mandates, making both welfare and medical assistance even more varied state to state.]

COMMUNITY/CULTURAL ADJUSTMENT

Dealing With Isolation. According to the respondents, Bosnian refugees are coping with isolation from their friends and families by developing close relationships with other Bosnians in their area, bringing family members to the U.S. through family reunification, and in some cases by telephoning family members and friends in their home country or wherever they are located as refugees. Several respondents mentioned that some Bosnians have phone bills as large as their rent because of calls to Bosnia. Many of the voluntary agencies, especially those with smaller numbers of Bosnians, have resettled the Bosnians in the same neighborhood and in some cases the same apartment buildings. In a few cases, respondents have had problems with the predominantly Muslim Bosnian refugee community rejecting Bosnian refugees in mixed marriages.

Becoming Part of the Community. The Bosnian integration with the community as a whole seems to vary from place to place. In some areas, the voluntary agencies commented how well integrated the Bosnians were becoming. Factors mentioned in relation to successful integration included the openness of the Bosnians, their English language ability, the length of time since the first resettlement of Bosnians in the area, and the receptiveness and interest of the native community. Another factor cited by a couple agencies is that Bosnians are white Europeans which makes them more easily accepted and able to blend into some American communities. In those areas where integration is not occurring, respondents cited the newness of the Bosnian population, lack of English language ability or the larger size of the Bosnian community which made it more self-sufficient and self-contained.

Existing Bosnian or Yugoslav Community. In many locations, respondents noted that there was an existing "Yugoslav" community (usually Serb, Croat or Macedonian) from before the war, but only in a few instances a pre-existing Bosnian community. In either case, what existed is not always organized as a community, although in a few places an existing Serb or Croatian community revolves around a local Orthodox or Catholic church respectively. The interaction between the existing groups and the Bosnian refugee newcomers varies greatly by location. In some places, Serbo-Croatian speakers regardless of ethnic background have rallied around the new arrivals, providing not only interpreting services and a warm welcome, but also more tangible resettlement assistance (e.g., household goods or furniture). In other places, the Croatian community has been helpful, but the

Serbian community uninterested. In still others, assistance is on an individual level without community identification. And finally, in a few locations, requests for even minimal assistance by the voluntary agencies have been met with no response or even hostility by non-Bosnian Yugoslav communities. Two respondents said that the lack of interaction between the existing community and the newcomers is acceptable to both groups.

Relationship with Local Muslim Groups. In many locations, voluntary agencies have attempted to connect the newly arriving Bosnian Muslims with local Muslim groups. In a several cases, the local groups have provided support for the Bosnians, but a few respondents noted that such assistance often comes with the expectation that the Bosnian Muslims will become practicing members of their religious community. This has led to some conflicts and a breaking off of the initially close relationship between the groups. In a few locations, the local Muslim group has been surprised and disappointed by a perceived lack of devoutness and by Western habits of dress and behavior among Bosnian Muslims.

Bosnian Support Groups. In a few areas with larger Bosnian resettlement communities, there are support groups for Bosnian refugees. In several areas, respondents indicated that they are currently assisting some Bosnians in the community to form such a group. Collected from the respondents of this survey and from a list available through The Embassy of the Republic of Bosnia and Herzegovina, a list of groups already formed and a contact name, address and/or phone number can be found in Appendix D. Also included is the contact list for the National Grassroots Advisory Committee and the Grassroots Network for the American Committee to Save Bosnia, which includes many Bosnians.

Impact By Crime. Almost none of the respondents knew of Bosnian refugees who had been victims of crime. In the few instances mentioned, the crimes were auto theft, auto break-in, house break-in and a mugging. Respondents noted that when they select resettlement locations, safety is a top priority.

Laws Broken or Misunderstood By Bosnian Refugees. Generally, respondents consider Bosnians to be a law-abiding group. Driving without a driver's license and/or without insurance is the most common law broken by Bosnian refugees, according to the majority of respondents. In a few areas, welfare fraud or "double dipping" (working while on welfare) is common among refugees. Other laws or legal issues, mentioned by only one or two respondents, were driving while intoxicated, domestic abuse, shoplifting, breaking a lease and failure to pay bills on time.

PRE-DEPARTURE CULTURAL ORIENTATION

Mixed Results. About half of the respondents were aware that some of the Bosnians they have resettled had participated in a cultural orientation in Croatia or Slovenia. Among respondents who were aware of the overseas program, impressions were mixed. About half commented on the

marked improvement in the level of preparedness of the newcomers who had participated, but about the same number attributed some of the refugees' high expectations to misinformation they thought was related to overseas orientation. Based on some of the information from new arrivals, there appears to be some confusion with the Canadian resettlement program, which offers refugees more services for a longer period of time than the U.S. program.

PART III: CHALLENGES AND RECOMMENDATIONS

SPECIFIC DIFFICULTIES WITH BOSNIANS

High Expectations. Although most respondents said that they had no particular difficulties unique to Bosnian refugees, a few expressed frustration in dealing with the high expectations of the Bosnians.

Demanding. Several respondents mentioned that they find Bosnians more demanding, or even more aggressive, than other groups of refugees they have resettled. This comparison often related to Southeast Asian refugees. One respondent mentioned the demand for quick family reunification, but an unwillingness to help relatives once they had arrived. A demand for immediate and extensive assistance by the voluntary agencies was noted by several respondents.

War Stress. A few respondents indicated that the stress of coming from an active war zone could be considered a difficulty unique to Bosnians (and not seen since the Khmer refugees).

Medical Issues. In a few locations, respondents felt that Bosnian refugees resettled there have a disproportionate number of medical conditions (including dental, vision and old-age ailments) compared to other refugees. One respondent described the dilemma of Bosnians aged 55-65 who are too sick to work but not sick enough or old enough for SSI.

Pride and Prejudice. A few respondents mentioned an inflated sense of pride and nationalism that made some Bosnians feel superior to others (especially other refugees) and highly critical of the United States and cultural differences. In some cases, Bosnian have expressed strong ethnic and/or racial prejudice against non-whites.

Cultural Adjustment. In Iowa, where a large number of Bosnians from rural areas have been resettled, the voluntary agency listed a number of special cultural difficulties in dealing with Bosnians: personal hygiene, the fact that many men will not accept birth control, alcohol abuse among both teenagers and adults, young women living with young men out of wedlock (in violation of more conservative cultural traditions) and making threats of death or injury when someone feels wronged (e.g., by a caseworker who is explaining limitations on available assistance).

ADJUSTMENT CHALLENGES FOR BOSNIANS

Greatest Adjustment Challenges. Respondents were asked to list what they considered to be the three greatest adjustment challenges faced by the Bosnian refugees. The most frequently mentioned responses fell into five categories: language, starting over, work, culture shock and current events in Bosnia. Secondary issues raised by three or more respondents include public transportation, the medical system and regaining initiative.

Language. Virtually every respondent mentioned language as one of the top adjustment challenges for Bosnians. Many suggested that overseas cultural orientation include language training, citing language as the key element to success in resettlement.

Starting Over. According to the respondents, the loss of status and having to start over is a significant challenge for Bosnian refugees to overcome. Many, if not most, of the Bosnians were well-off in their homeland and lived a middle- to upper middle-class life -- owned their own homes, cars, and in some cases businesses. Voluntary agencies said that the Bosnian refugees may sometimes be "in denial" of their refugee status. Several commented that many Bosnians do not consider themselves to be like other refugees and try to distinguish or even isolate themselves. Some suggested that this may be a reaction to how recently they lost everything, compounded by the lack of time spent decompressing or adjusting to refugee life in a camp before resettlement.

Work. Many respondents indicated that the American job market and workplace present a major challenge to Bosnian refugees. Among the difficulties mentioned were the lack of benefits offered with most entry-level jobs and the lack of transferability of high-level skills.

Culture Shock. The culture shock felt by the Bosnians was frequently described in terms of the difference between the socialist and the capitalist systems, as well as between Europe and North America. Several respondents focused on the lack of a social safety net (welfare, medical, dental, child care provision, etc.) as being a major adjustment problem for Bosnians and other Eastern Europeans. The shock can be even more acute for those arriving from Western Europe, where the financial support and services provided to refugees (and their own citizens) are significantly greater than in the United States. Also, the pace of life and "living to work" as opposed to "working to live" is a significant cultural adjustment for Bosnians, especially for those from rural backgrounds. Many Bosnians had expected to have much more free time than they actually have in their new American lives. Another category of cultural differences involves the former communist practices and corruption in the bureaucracy: many Bosnian refugees fail to recognize the importance of paperwork in the United States and its legal implications.

Current Events in Bosnia. Because war is still being waged in their homeland, many Bosnians find it difficult to concentrate on their new lives in the United States. They often feel guilty and suffer depression because they left family members and friends behind. They may want to help relatives and friends who are still in Bosnia or are refugees elsewhere, but they are unable to overcome

financial or legal barriers. Some feel conflicted about buying things for themselves or even paying their bills rather than sending money to relatives elsewhere. Some respondents noted that many Bosnians do not know where family members are or even whether they are dead or alive. For some refugees, news about the war or letters from relatives can cause severe emotional distress.

Transportation. Several respondents noted that Bosnians are not familiar with public transportation and are surprised by the long distances some people travel to their jobs. In some instances, attempts to place Bosnian refugee in jobs which require a long commute are met with resistance or even rejection. Most respondents said that they try to place refugees in neighborhoods near major employers and/or with convenient public transportation. However, some respondents readily admitted that the public transportation system in their area, while available, is not convenient (e.g., requiring transferring twice to get from home to the local industrial park). In several locations, Bosnians refugees are purchasing cars rather quickly, and in others they are forming carpools or vanpools, in some instances with help from the employer.

Medical System. Many respondents mentioned that Bosnian refugees are surprised by the lack of universal health care in the United States. Many are shocked that most jobs, especially entry-level jobs, do not provide medical insurance and that even for those that do it is not immediately available and free (no co-pay). They also are surprised by the lack of dental insurance and the high cost of health care, including medical and dental services and prescriptions.

Regaining Initiative. A few respondents mentioned regaining initiative as one of the greatest adjustment challenges for Bosnians. In some ways, this is connected to the adjustment to the American capitalistic system where more initiative and motivation is expected and required for survival. Focusing on the government mandate of "self-sufficiency," the respondents expressed concern that some Bosnians were having difficulty taking responsibility for their resettlement or other aspects of their lives. Some refugees seem stuck in the victim mode and expect repayment for what they have suffered, according to respondents.

Other Adjustment Issues. Other problems mentioned by respondents include: post-traumatic stress, personal hygiene, competitiveness, pluralism, money management, male attitude/respect for women, general attitude toward resettlement, and getting along with each other.

SUGGESTIONS FOR PRE-DEPARTURE CULTURAL ORIENTATION PROGRAMS

Four Main Categories of Suggestions. Most of the respondents made at least one or two suggestions for improving pre-departure cultural orientation, and a few gave long lists. Most of the suggestions are directly related to the adjustment challenges discussed above. Most suggestions fit into four main categories: 1) structure of cultural orientation, 2) general topics about which refugees seem inadequately or inaccurately informed, 3) specific information about refugee resettlement, 4) attitude/perspective which leads to successful resettlement.

Structure of Cultural Orientation. General advice about the structure of culture orientation included that it should be mandatory, longer, more extensive, include an ESL component and should be available everywhere Bosnians are being processed, not just Croatia and Slovenia. One respondent suggested that cultural orientation needs to include "reality therapy" to help Bosnians readjust their preconceived notions of the United States as a country with a luxurious standard of living. Another respondent suggested distributing the CAL Guide to Resettlement in Serbo-Croatian to everyone while they are still overseas, and another suggested the use of a video "to show real-life America rather than the television version." A few agencies said there should be closer cooperation with the U.S. voluntary agencies and the cultural orientation, possibly even rotating domestic resettlement staff through the program. One respondent cautioned that a lot of information, especially bad information comes from informal settings, and that the overseas program should try to monitor such interaction. On the issue of specificity of information, completely opposite opinions were expressed -- some warning of expectations raised by too much specific information, but others warning of ill-prepared arrivals due to a lack of specifics.

General Topics: Importance of ESL. Several respondents emphasized the importance of English and the need to learn at least survival-level English very quickly. Cultural orientation should stress not only the need to study English upon arrival, but also the need to continue studying even after employment. Refugees should focus on communication skills and not worry too much about grammar. There is unanimous agreement that English language ability is the key factor in getting a job and upward mobility; without English, there is little chance to move out of an entry-level job.

General Topics: Education. A few respondents said that newcomers from Europe should be informed about the American system of higher education and that it is not free. Cultural orientation should include information about college tuition and how work-study, grants, loans and other financial assistance are used to pay for post-secondary study.

General Topics: Employment. One respondent suggested that refugees be told that although there are programs to help them find a job, there are no programs to "give" them a job. Newcomers should present themselves well, cooperate with those who are there to help them and be an active participant in the employment process. Several stressed that newcomers are expected to take any job offered, which in most cases will be entry-level and low-skill. Early employment, regardless of the type of job, is not only necessary, but has several benefits including improved self-esteem, more opportunities to speak English, early self-sufficiency and may motivate other to help them more. Refugees need to develop a U.S. work history (and English language) before they have a chance to obtain a job that matches their education: this will take time and effort, they need to be patient. Respondents also suggested that the cultural orientation program should contrast employment in Europe and America. Unlike in Europe, you are not judged by the job you start with, there is upward mobility and there is a real stigma to turning down a job when you are unemployed and able bodied. The United States has a very strong work ethic; refugees should expect far less vacation and free time than they had in Bosnia, according to respondents.

General Topics: Paperwork and Bureaucracy. Several respondents suggested more orientation to the American approach to paperwork and bureaucracy. In particular, newcomers should be prepared for how business-like many arrangements are in the U.S., where they involve resumés, job interviews, arms-length negotiations and written agreements. Paperwork has meaning, so it is important to be accurate in filling out forms. If you do not understand something, ask questions until you do understand rather than agreeing to something you assume you can figure out later. Written agreements are enforceable by law, including rental agreements, purchase agreements, loans and other written agreements (e.g., the travel loan). Signatures are binding and enforceable and oral promises are generally not adequate. On a very serious matter, Bosnians should be warned explicitly that while persistence is necessary when dealing with bureaucracy, making death threats or threats of bodily harm are not an acceptable expression of frustration over a perceived injustice (and yelling is not really effective either). Such threats are not only ineffective, but could result in legal action if someone took them seriously.

General Topics: Health Care System. A few respondents suggested that refugees need a better overview of the American health care system and to understand that there is no guarantee of health care in the United States. Refugees should also be advised not to use the emergency room with rare exceptions. Because they will probably have to deal with a managed care system where care is limited, only certain doctors and/or health care facilities are available, and strict procedures must be followed.

General Topics: Welfare System. A majority of respondents recommended that cultural orientation make clear the limitations (and in some cases virtual unavailability) of welfare and explain the American view of welfare. The overall message should be that welfare is not a right in the U.S.; it is temporary, and there is a severe stigma attached to using it. To understand this, they need to appreciate the American maxim "there is no such thing as a free ride -- somebody always pays." and that it is their tax money deducted from their paycheck that pays the welfare for their neighbor who does not work. They also need to know that welfare is not enough to live on, just an emergency measure to survive (and in many places is not even enough to pay the rent). Welfare varies greatly from state to state, but they will do better financially with any kind of job rather than with welfare. Several commented that newcomers should be told of the current political situation and the hostility toward welfare and immigrants which is leading the American reform movement (Proposition 187 in California, and pending federal and state welfare reform bills). Immigration is being perceived as a drain on American society.

Specifics of Resettlement: What the U.S. Government Expects. Several respondents suggested that cultural orientation include more information about what is expected of refugees when they arrive in the United States. In particular, the government view is that they will be given an opportunity to rebuild their lives, not that they will be given a new life (e.g., money, material goods). Refugees are expected to become self-sufficient very quickly (e.g., within 1-3 months). There are no guarantees, only a brief start and the rest is up to them. They will be expected to work if they are an "employable adult" (age 18-65 unless taking care of a child under 6); if an employable adult does

not work, someone in his/her family will have to support him/her (not the U.S. government or voluntary agencies). One respondent suggested giving information about the match grant program available through many agencies whereby the agencies can select refugees with the likelihood of early self-sufficiency and provide additional assistance (both financial and employment services) for the first four months rather than the usual one month time-period.

Specifics of Resettlement: The Role of Voluntary Agencies. Several respondents were concerned that the cultural orientation does not provide adequate information regarding the role of voluntary agencies in the resettlement process. There were repeated complaints that refugees often confused the voluntary agencies with the U.S. government. The variety of approaches to resettlement added to the confusion, and comparisons by refugees in different locations and even by those in the same location serviced by the same agency can exacerbate the situation even further. Generally, respondents who commented on the issue suggested that the orientation inform refugees that services differed depending on needs and location, that voluntary agencies have limited responsibility for the refugees and that the voluntary agencies have very few financial resources ("they are not hiding thousands of dollars from the refugees"). One respondent said that refugees should be appreciative of the assistance given by sponsors and relatives and realize the sacrifices being made on their behalf. Another said refugees should not expect their sponsors to provide cars.

Attitude/Perspective for Successful Resettlement. Most respondents with suggestions believe that attitude is key to successful resettlement. The cultural orientation should encourage refugees to recognize and accept the reality of resettlement (to look forward rather than back), to be open and willing to try new things, to take responsibility for resettlement instead of waiting for someone to do things for them, to take a longer view of resettlement but set short-term goals, to show initiative in creating a new life for themselves and their families, and to leave behind their prejudices and hatred and to help each other. Many of the respondents experience the greatest difficulties with refugees who are in denial and/or expect to have a life in the U.S. the same as the one they had in Bosnia. Also, refugees sometimes use their refugee status as a crutch and expect special treatment because of what they have suffered. Most Americans do not understand who the Bosnians are or what happened to them and many do not care much. Among refugees who accept their plight and are working toward a new life, many are impatient and do not realize that the first year will be hardest and that it usually takes two years to stabilize their working and living situation. A few respondents expressed concern that some Bosnians are bringing prejudice and hatred from the war with them to the United States. They believe that the cultural orientation should stress tolerance and acceptance of different ethnic and racial groups and of other immigrants and refugees from the former Yugoslavia (who may be willing to provide assistance, such as interpreting services). They should realize that many of these people will be their neighbors, classmates, bosses, co-workers and case managers and that American culture is based on diversity. They should learn that cooperation and helping each other will make the resettlement process easier for everyone.

Miscellaneous. Two respondents mentioned the need for cultural orientation to include information about personal hygiene in American culture.

The Bottom Line. As one respondent stated, the experience of U.S. resettlement is a worthwhile struggle; "As a refugee, you have lost everything, but in the U.S. you are offered a chance to rebuild your life, to start over. It will not be wonderful, it will not be easy, but it can be done."

PART IV: FOLLOW-UP SURVEY OF REFUGEES

As a follow-up to the survey of voluntary agencies, CAL plans to distribute a Bosnian-language Bosnian Refugee Questionnaire (see Appendix E for the English-language version of the questionnaire). The questionnaire will be distributed to refugees by voluntary agencies. The purpose of the follow-up survey is to gather information from the refugees' perspective that can be used in the overseas cultural orientation program.

APPENDICES

BOSNIAN REFUGEE RESETTLEMENT IN THE U.S.: SURVEY REPORT
Voluntary Agency Participant Contact List

Address	Agency Affiliation	Contact Person
Arizona		
Catholic Social Service of Phoenix 1825 W. Northern Avenue **Phoenix**, AZ 85021	U.S. Catholic Conference	Barbara Klimek, Immigration & Refugee Services Supervisor (602) 997-6105
International Rescue Committee 4433 North 19th Ave. Suite 101 **Phoenix**, AZ 85015	International Rescue Committee (formerly Tolstoy Foundation)	Asfaha Bahlbi, Regional Dir. (602) 248-0511 fax (602) 248-7828
California		
International Rescue Committee 1370 Mission St. - 4th Floor **San Francisco**, CA 94103	International Rescue Committee	Don Climent, Regional Director (415) 863-3777 fax (415) 863-9264
Florida		
Lutheran Social Services of Northeast Florida P.O. Box 41514 **Jacksonville**, FL 32203-1514	Lutheran Immigration and Refugee Service	Laura Byers, Res. Coordinator Amy Slaughter, Empl. Specialist (904) 632-0022 fax (904) 632-0431
Georgia		
World Relief Refugee Services 964 N. Indian Creek Dr. Suite A-1 **Clarkston**, GA 30021	World Relief Refugee Services	Barbara Cocchi, Director Bill Golden, Case Manager (404) 294-4352 fax (404) 294-6011
Christian Council of Metropolitan Atlanta Refugee ResettlementProgram 465 Boulevard Southeast Suite 101 **Atlanta**, GA 30312	Church World Service	Nhuong Lam, Director Suad Tankovic, Program Coor. (404) 622-2235 fax (404) 627-6626

International Rescue Committee Kensington Office Park 4151 Memorial Dr.,Suite 201-C **Decatur**, GA 30032	International Rescue Committee	Marge Flaherty, Regional Dir. (404) 292-7731 fax (404) 292-5325
Idaho		
College of Southern Idaho Refugee Service Center 1043 Blue Lakes Blvd. N. **Twin Falls**, ID 83301-3304	Immigration and Refugee Service of America	Kathy Van Casteren, Social Services Case Manager (208) 736-2166
SOAR (Sponsors Organized to Assist Refugees) 950 W. State St. **Boise**, ID 83702-5440	Church World Service	Valeria Kvitko, Office Coordin. (208) 343-6633 fax (208) 343-7665
Illinois (*not surveyed, see Chicago conference report)		
*InterChurch Refugee & Immigration Ministries 4753 N. Broadway, Suite 401 **Chicago**, IL 60640-4907	Church World Service Lutheran Immigration and Refugee Service	May Campbell, Director (312) 989-5647 fax (312) 989-0484
*World Relief 3517 W. Lawrence, 2nd Floor **Chicago**, IL 60625	World Relief Refugee Services	Galen Carey, Director (312) 583-9191 fax (312) 583-9410
Iowa		
Iowa Department of Human Services Bureau of Refugee Services 1200 University Ave., Suite D **Des Moines**, IA 50314-2330	Iowa Department of Human Services	Wayne Johnson, Chief John Wilken, Deputy Chief Zeljka Krvavica, Bosnian Staff (515) 281-4334 fax (515) 281-7208
Kentucky		
Catholic Charities Migration & Refugee Services 2911 South 4th Street **Louisville**, KY 40208	U.S. Catholic Conference	Rev. Patrick Delahanty, Res. Dir./State Refugee Coordinator (502) 637-9760 fax (502) 637-9780

Kentucky Refugee Ministries 1011 Cherokee Road **Louisville**, KY 40204	Church World Service	Donna Straus, Executive Dir. (502) 452-9055 pager (502) 336-5684 fax (502) 473-7455
Massachusetts		
International Institute of Boston 287 Commonwealth Avenue **Boston**, MA 02115	Immigration and Refugee Services of America	Marcela Klicova, Coordinator of Refugee Resettlement (617) 536-1081
International Rescue Committee 162 Boylston St., Suite 50 **Boston**, MA 02116	International Rescue Committee	Rita Kantarowski, Director (617) 482-1154 fax (617) 482-7922
Michigan		
Dept. of Christian Service Office of Migration 305 Michigan Avenue **Detroit**, MI 48226	U.S. Catholic Conference	Sandra Risso, Acting Director (313) 237-4694 fax (313) 237-5866
Lutheran Social Services of Michigan, Refugee and Immigration Service Tower 14, Suite 801 21700 N. Western Highway **Southfield**, MI 48075	Lutheran Immigration and Refugee Service	Fr. Vladimir Vandalov, Director (810) 423-2790 fax (810) 423-3025
Tolstoy Foundation 22750 Woodward Avenue Suite 211 **Ferndale**, MI 48220	Tolstoy Foundation, Inc.	Doug Nichols, Regional Dir. (810) 546-6008 fax (810) 546-0827
Missouri		
Catholic Charities Refugee Services 4532 Lindell Boulevard **St. Louis**, MO 63108-2098	U.S. Catholic Conference	Richard Hayde, Res. Director Eric Wernecke (314) 361-5511 fax (314) 361-5595
International Institute of Metropolitan St. Louis 3800 Park Avenue **St. Louis**, MO 63110	Immigration and Refugee Services of America	Sarah Leung, Dir. Social Work (314) 773-9090

New York

Church Avenue Merchants Block Association 1720 Church Ave., 2nd Floor **Brooklyn**, NY 11226	Immigration and Refugee Services of America	Minh Duc La, Coordinator for Refugee Resettlement (718) 287-0010 fax (718) 287-2737
Catholic Charities Refugee ResettlementProgram 191 Goralemon Street **Brooklyn**, NY 11201	U.S. Catholic Conference	Carlo Derege, Res. Director Dr. Mansuer, Sr. Caseworker (718) 722-6060 fax (718) 722-6096
International Rescue Committee 122 East 42nd St., 12th Floor **New York**, NY 10168-1289	International Rescue Committee	Tassia Soodi, Director (212) 551-3100 fax (212) 551-3101
Interreligious Council of Central NY, Refugee Resettlement Program 3049 E. Genessee St. **Syracuse**, NY 13224	Church World Service	Nona Stewart, Director (315) 474-1261/1262 fax (315) 474-0038
Mohawk Valley Resource Center for Refugees 1119 Elm Street, 2nd Floor **Utica**, NY 13501	Lutheran Immigration and Refugee Service	Dick Sessler, Director Steven Smith, Fiscal Manager (315) 738-1083 fax (315) 738-1168

North Carolina

Lutheran Family Services in the Carolinas Refugee ResettlementProgram 133 Manley Avenue P.O. Box 13147 **Greensboro**, NC 27415	Church World Service Lutheran Immigration and Refugee Service	Patricia Priest, Director Cindy Knul, Director of (RAP) Refugee Assistance Program (910) 855-0390 fax (910) 855-6032

Ohio

Interfaith Refugee Services of Ohio 5303 N. High, Suite D **Columbus**, OH 43214	Church World Service	Nga Nguyen, Director Susan Gallagher, Case Mgr. (614) 841-4975 fax (614) 841-5256

Parish Social Ministry 1736 Superior Avenue **Cleveland**, OH 44114-2944	U.S. Catholic Conference	Rev. Augustine Lan, Res. Dir. Sister Regina Tevis,Case Mgr. (216) 566-9500 fax (216) 566-9161
Oklahoma		
Associated Catholic Charities 1501 Classen **Oklahoma City**, OK 73106	U.S. Catholic Conference	Ms. Hue Green, Res. Director (405) 523-3002 fax (405) 523-3030
Pennsylvania		
International Institute of Erie, Pennsylvania 517 East 26th Street **Erie**, PA 16504	Immigration and Refugee Services of America	Debbie Rad, Refugee Coordin. (814) 452-3935 fax (814) 452-3318
Catholic Charities Immigration & RefugeeService 1500 Herr Street **Harrisburg**, PA 17103	U.S. Catholic Conference	Beverly Smith, Res. Director (717) 232-0568
Tressler-Lutheran Services Refugee Services 960 Century Drive P.O. Box 2001 **Mechanicsburg**, PA 17055	Lutheran Immigration and Refugee Service	Alan Dudley, Director Barbara Van Horne, Refugee Resource Developer (717) 795-0378
Catholic Social Service Migration & Refugee Resettlement Department 227 N. 18th St. **Philadelphia**, PA 19103	U.S. Catholic Conference	Lorraine Knight, Res. Director (215) 854-7003 fax (215) 854-7020
Ecumenical Commitment to Refugees (PRIME) 360 N. Oak Avenue **Clifton Heights**, PA 19018	Church World Service	Janet Shabon, Director (610) 259-4500 pager (610) 734-6362 fax (610) 259-4515
Nationalities Service Center of Philadelphia 1300 Spruce Street **Philadelphia**, PA 19107	Immigration and Refugee Services of America	Caroline Wong (215) 893-8418

Lutheran Children and Family Service of Eastern Penn. 101 East Olney Ave., 5th Fl. Box C-12 **Philadelphia**, PA 19120	Lutheran Immigration and Refugee Service	Harriet Brener, Supervisor of Community Services (215) 276-7800 fax (215) 276-7813
World Relief 100 Ross St., 4th Floor **Pittsburgh**, PA 15219	World Relief Refugee Services	Bill Richardson, Res. Director (412) 281-3752 fax (412) 281-2312
Catholic Charities of the Diocese of Pittsburgh Refugee Services Program 212 9th Street **Pittsburgh**, PA 15222	U.S. Catholic Conference	Anthony Turo, Program Dir. (412) 456-6978 fax (412) 456-6180
Tennessee		
Catholic Charities Refugee ResettlementProgram 10 South 6th Street **Nashville**, TN 37206	U.S. Catholic Conference	Bill McLaurin, Res. Director (615) 259-3567 fax (615) 259-2851
Texas		
Interfaith Ministries of Greater Houston 3217 Montrose Blvd. **Houston**, TX 77006-3980	Church World Service	Larry Norton, Res. Director Susan Ceuric, Caseworker (713) 522-3955 fax (713) 520-4663
Refugee Services Alliance 6315 Gulfton, Suite 200 **Houston**, TX 77081	Ethiopian Community Development Council, Inc.	Kassahun Bisrat, Director Admir Vojnikovic, Caseworker (713) 776-4700 fax (713) 995-4776
YMCA International Services 6315 Gulfton, Suite 100 **Houston**, TX 77081	Immigration and Refugee Services of America	Kebede Gebray, Res. Coordin. (713) 995-4005 fax (713) 995-4776
Washington Metro Area		
Lutheran Social Services 4406 Georgia Avenue, NW **Washington, D.C.** 20011	Lutheran Immigration and Refugee Service	Ruth Ann Dawson, Coord. of Refugee Community Programs (202) 723-3000 fax (202) 722-4988

Additional Participants Contact List

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CENTER FOR APPLIED LINGUISTICS
REFUGEE SERVICE CENTER

Voluntary Agency Questionnaire on Bosnian Refugee Resettlement

The purpose of this questionnaire is to collect information about the resettlement experiences of recently arrived refugees from Bosnia in order to improve and update the International Catholic Migration Commission pre-entry cultural orientation program. The information you share with us will help ICMC do a better job of preparing Bosnian refugees for arrival in the United States.

General Information:

1. Name of Agency: _____

2. City and State of organization: _____

3. Your position: _____ _____

4. Of your overall caseload, approximately what percentage is Bosnian? _____ %

5. How many Bosnian refugees has your agency assisted in resettlement?

   number of refugees _____ number of cases _____

6. Since 1993, approximately what percentage of your Bosnian caseload are:

   1993: free cases _____ % family reunification _____ %

   1994: free cases _____ % family reunification _____ %

   1995 (to date): free cases _____ % family reunification _____ %

7. Have you noticed a difference in adjustment between free cases and family reunification?

8. What is the average Bosnian case size?

   _____ 1-2 persons _____ 3-5 persons _____ 5-7 persons _____ more than 7 persons

9. Because of the focus on Bosnians in the U.S. resettlement program, we are using the term "Bosnian." If your agency has resettled other national groups from the former Yugoslavia since 1993, how many and from which groups?

   _____ Serbs _____ Sandzak Muslims _____ Mixed Marriages Between Non-Bosnians

   _____ Croats _____ Macedonians _____ Ethnic Albanians, Hungarians, etc. from "Serbia"

10. In what overseas location are the Bosnian refugees resettled by your agency processed?

_____ Croatia _____ Slovenia _____ Yugoslavia (Belgrade)

_____ Germany _____ Turkey Other _____

Resettlement Agency Services

11. What assistance does your agency provide to the refugees and for what period of time?

A. Monetary?

B. Food?

C. Housing? (see Housing/Transportation section)

D. Job? (see Employment section)

12. What are the expectations of newly arriving Bosnian refugees concerning the assistance your agency will provide?

13. Have you experienced any particular difficulties in working with Bosnian refugees?

14. Please describe any orientation you provide for Bosnian refugees.

Housing/Transportation

15. What kind of housing arrangements do you normally make for newly arrived refugees?

_____ motel _____ money to find their own place

_____ welcome center _____ none

_____ temporary apartment

16. After what period of time are the refugees expected to pay for their own housing or find their own home/apartment?

_____

17. How much money should refugees expect to budget for housing?

$ _____ for a single person $ _____ for a family of four

18. Please describe the neighborhoods where your Bosnian caseload are housed.

19. Is public transportation widely available? _____
How much does it cost?

_____ per ride

_____ monthly pass

20. Do the Bosnian refugees generally have ready access to public transportation to go to work, ESL classes, shopping, community college, etc.?

_____ yes _____ no

ESL/Educational Opportunities

21. What is the English level of most of your Bosnian caseload? Beg _____ Int _____ Adv _____

22. What ESL services are available to newly arrived refugees?

23. What is the process to obtain ESL services?

24. What do they cost? $ _____ per _____

25. On average, how long do Bosnians stay in ESL classes? Why do they leave?

26. What is the average education of your Bosnian caseload?

_____ primary school _____ vocational school

_____ secondary school _____ university degree

27. What are the chances for those with interrupted education to continue their post-secondary study?

Employment

28. How long does it take most of the refugees to locate their first job?

29. Do you usually locate a first job for the refugees or do they find the job themselves?

30. What kinds of jobs are Bosnian refugees getting?

31. What is the average starting income for refugees? $_____ per _____

32. Is there any room for advancement in the initial jobs that are found? _____no _____ yes

Please describe:

33. What percentage of the initial jobs offer benefits? _____ %

After what period of time? _____ days

Types of benefits? _____ medical _____ dental _____ vacation _____ sick days

34. Are Bosnian refugees turning down available jobs due to their view of them as "lower status"?

35. Are any Bosnian refugees finding placements related to their professional fields?

If yes, which fields? _____

What kind of jobs? _____

36. How important is English language proficiency for most of the jobs located for refugees?

Public Assistance

37. What percentage of the Bosnian refugees are receiving some form of public assistance? _____ %

The percentage for Bosnians refugees is (circle one: higher lower the same) as for other refugees.

38. What types of state and local public assistance are available to the refugees (welfare, food stamps, AFDC)? And for what period of time?

Type of public assistance	Period of time	$ per Adult/Child

39. What do you tell refugees about applying for public assistance?

40. What kind of state and local assistance is available to refugees who are disabled and unable to work o
are retired?

Community/Cultural Adjustment

41. What are some of the ways this group of refugees is coping with isolation from their families, friends?

42. Are the refugees successful in becoming part of the community? Why or why not?

43. Is there an existing Bosnian community in your area? _____ yes _____ no

    An existing "Yugoslav" community? _____ yes _____ no

    How do they relate to the Bosnian refugees arriving now?

44. Have any mutual support groups for Bosnian refugees been formed? _____ yes _____ no

    name and phone number: _____

45. Have any of the refugees been impacted by crime in the area? _____ yes _____ no

    types of crime: _____

46. What is the most common law broken or misunderstood by the refugees?

Health

47. Do many Bosnian refugees arrive with significant health problems? _____ yes, ____% _____ no

    What are they?

48. Have any sought psychological assistance for post-traumatic stress issues? _____ yes _____ no

49. Are any receiving rehabilitative treatment for war or detention camp injuries? _____ yes _____ no

    If yes, where are they being treated? _____

50. Where do they generally go to seek treatment?

    _____ hospital _____ clinic _____ other _____

51. Are refugees eligible for Medicare/Medicaid/state health program coverage? _____ yes _____ no

For what period of time? _____ days/months/years

What are the restrictions? _____

Pre-Departure Orientation

52. What percentage of the Bosnian refugees have participated in a cultural orientation program in Croatia or Slovenia? _____ %

53. Have you noticed any differences in refugees who are coming through cultural orientation programs?

54. What are the three greatest adjustment challenges for Bosnian refugees?

1.

2.

3.

55. Do you have any suggestions for pre-departure cultural orientation programs?

56. Is there any other organization in your area that we should contact regarding Bosnian refugee resettlement? Please provide the name of the organization, a contact person and phone number.

Thank you for your participation.

#	City, State	Agency	Bosnians: total/ # of cases	Free Cases/AOR 1993 1994 1995	Average Case Size	Overseas Processing	Housing Budget Single/Fam.of 4
1	Phoenix, AZ	USCC	55/22	n/a 87/13 57/43	3-5p	Hr,Y,D	$200/400-450
2	Phoenix, AZ	IRC/Tolstoy	700/340	100/0 50/50 50/50	4p	Hr,Y,D,T,A,I,Sp	$145*/360
3	San Francisco, CA	IRC	311/124	38/62 40/60 28/72	2-3p	Hr,Sl,Y,D,T,A,I,Dk	$275/700
4	Jacksonville, FL	LIRS	215/67	58/41 20/80 16/84	3-5p	H,Y,D	$235/400-440
5	Clarkston, GA	WRS	215/76	100/0 33/67 48/52	3-5p	Hr,Sl,Y,T,I,Dk	$250/400-500
6	Atlanta, GA	CWS	16/5	100/0 80/20 0/100	3-5p	Hr	$275/600-650
7	Decatur, GA	IRC	232/70	95/5 25/75 10/90	3-5p	Hr,D,T	$200/450-500
8	Twin Falls, ID	IRSA	110/31	100/0 82/18 99/1	3-5p	Hr, Y,D,T,Dk	n/a
9	Boise, ID	CWS	47/16	95/5 27/73 16/84	3-5p	Hr,Y,D	$250/400
10	Des Moines, IA	IDHS	442/135	50/50 20/80 8/92	3-5p	Hr,Sl,D,T,A,I,Dk,Sp	$350/450-500
11	Louisville, KY	USCC	178/67	100/0 80/20 60/40	3-5p	Hr	$100/390
12	Louisville, KY	CWS	200/75-80	n/a 99/1 50/50	3-5p	Hr,D,T,Su	$285/350-400
13	Boston, MA	IRSA	64/15	0/100 20/80 0/100	1-2p	Hr,D,A,Sp	$390/320/650/750
14	Boston, MA	IRC	150/40	70/30 75/25 5/95	3-5p	Hr,Sl,D,T	$250-400/500-600
15	Detroit, MI	USCC	49/17	0/100 5/95 0/100	3-5p	Hr,T	$200/400
16	Southfield, MI	LIRS	147/58	0/100 10/90 0/100	2-3p	Hr,Y,D,A,Dk	$125*/350
17	Ferndale, MI	Tolstoy Fdn	400/200	90/10 40/60 n/a	3-5p	Hr,A	$160/300-400
18	St. Louis, MO	USCC	91/33	0/100 57/43 25/75	2-3p	Hr	$125*/300
19	St. Louis, MO	IRSA	531/194	46/54 28/72 0/100	3-5p	Hr,Sl,Y,D,T,A,Dk,Sp	$100/280-300
20	Brooklyn, NY	IRSA	42/12	n/a 0/100 0/100	3-5p	Hr,D,Dk	$300-350/500-600
21	Brooklyn, NY	USCC	85/30	0/100 0/100 0/100	2-3p	Hr,Y,D,T,Dk	$450/750-850
22	New York, NY	IRC	691/200+	10/90 0/100 0/100	3-5p	Hr, Sl,Y,D,T,A,I,Dk,Sp	$250*/550-600
23	Syracuse, NY	CWS	125/45	100/0 16/84 87/13	3-5p	Hr,Y	$300/450
24	Utica, NY	LIRS	230/75	61/39 18/82 25/75	3-5p	Hr,D,Pak	$275/300
25	Greensboro, NC	CWS/LIRS	35/9	n/a 100/0 100/0	2-3p	Y	$280/310
26	Columbus, OH	CWS	19/9	n/a 39/61 0/100	3p	D,A	$150/300-350
27	Cleveland, OH	USCC	37/17	n/a	1-2p	Hr,Y	$200/380/450

#	Transport Available?	Transport Cost 1/mo	English Level	Education Level	Job When	Starting Salary	Types of Jobs	Benefits %/days/type
1	no	$.85/28	B/I	S,V	1wk-3mo	$5.50-6.50	M (assembly),H,S (clerical)	n/a
2	yes	$1/28	B	S	10d-3mo	$5-8h	M (electronics assmbly,aviation mfg)	90/90d MDVS
3	yes	$1/65	B	P	2mo	$6.20h	M(mech&elec assem),H,R,S(packaging	10/90d MVS
4	yes	$.60/10	B	V	2-3mo	$4.75-6h	M,H,R, sewing, welding, carpentry	60/90d MDVS
5	yes	$1.25/40	B/A	U,S	1mo	$6-7h	M,H,R	25/90d MDVS
6	yes	$1.25/40	B	S	2-3mo	$5.50-6h	M	80/90-180d MVS
7	yes	$1.25/40	B,I	P,S	2mo	$6.50h	M,H,S(retail,banking)	50/30-90d MDVS
8	no	n/a	B	S,V	3-4.5mo	$5h	M(light industry), agriculture	n/a
9	no	n/a	I	S,U	2-4mo	$4.50-12h	M(electronics),C,H	50/30-90d MVS
10	yes	$.60/?	B	P	1mo	$6h	M (meat processing, lt. mfg),C,H,R	80/90-180d MV
11	yes	$1/28	B	V	2-3mo	$6h	M(clothing,metal,meat pkg,thermostat),S	80/90d M
12	yes	$.35/20	B	V,U	6wk	$6.50h	M,S(hosp.,office), wood turn./making	35/90d M
13	yes	$.65-.85/27-40	B	V,U	6mo	$6h	M,H,S (driving,office)	65/90d MVS
14	yes	$.85/35	B	V	0-6mo	$6h	S	75/30-60d M
15	no	$1/85	B/A	S,U	2wk-2mo	$5h	M (plastics)	90/90d MVS
16	no	n/a	B	S	**6mo	$5.50h	M,H	100/90d MVS
17	yes	$1/85	B	S	6mo	$6.50h	M	90/90d MDV
18	yes	$1/35	B	S,V	2mo	$5-6h	M (assembly),C,H	90/60-90d MVS
19	yes	$1/85	B/I	S,P	2-3mo	$6h	M,H,S(sewing,nursing home),welding	85/0-90d MVS
20	yes	$1.25/na	B	V	5-7mo	$4.25-5h	M,R,S	10/90d MVS
21	yes	$1.25/mo	B	S,V	2-6mo	$5/h	M(clothing),C,H,S(delivery,handyman)	15/180d MDVS
22	yes	$1.25/na	I	S	3-12mo	$6h	H,R,S(packing), milling	10/30d MS
23	yes	$1.25/?	B	S	4mo	$5.50h	M(machining),S(baking,hair),upholstery	all PT jobs
24	yes	0.75/na	B-I	S	4-6mo	$5h	M(sewing,silversmith,med sppl),S(laundry)	100/0-180d MDVS
25	yes	$.25/?	B	V,U	2wk	$5.50h	M(candle fabrication)	100/30-90d MDVS
26	yes	$1/33	B	S	2-6mo	$5.50h	M,S(retail,retiremt centers,hospitals)	95/120d MVS
27	yes	$.30/86	B	S,V	1wk	$5.50h	M(frame assembly,machinist),C	100/90d MVS

#	City, State	Agency	Bosnians: total/ # of cases	Free Cases/AOR 1993 1994 1995	Average Case Size	Overseas Processing	Housing Budget Single/Fam.of 4
28	Oklahoma City, OK	USCC	8/3	n/a 60/40 0/100	3p	Y,D	$200/350
29	Erie, PA	IRSA	108/35	97/3 87/13 62/38	3-5p	Hr,Y,D,Dk	$150-250/275-325
30	Harrisburg, PA	USCC	25/7	n/a 100/0 92/8	3-5p	Y	$200/5-600
31	Mechanicsburg, PA	LIRS	60/18	n/a 90/10 60/40	3-5p	Hr,Sl,Y,A	$200-300/400-500
32	Philadelphia, PA	USCC	22/6	n/a 67/33 100/0	3-5p	Hr	$200/375
33	Clifton Heights, PA	CWS	76/25	0/100 10/90 100/0	3-5p	Hr	$225*/550-600
34	Philadelphia, PA	IRSA	16/5	0/100 0/100 0/100	3-5p	Hr,A	$150-200/350-400
35	Philadelphia, PA	LIRS	21/18	0/100 45/55 0/100	4p	Hr	$200*/500
36	Pittsburgh, PA	WHRS	65/18	100/0 10/90 0/100	3-5p	Hr,D	$250/350-400
37	Pittsburgh, PA	USCC	50?/14	100/0 100/0 100/0	3-5p	Hr,T,Mal,Scand.	$250/400
38	Nashville, TN	USCC	25/8	n/a 100/0 50/50	3-5p	Hr,Y,Dk	$350/500-600
39	Houston, TX	CWS	17/6	n/a	3-5p	Hr,Y,D,T	$250/350
40	Houston, TX	EGDC	250-300/100?	100/0 90/10 70/30	3p	Hr,Y,T,A,Sp	$275/420
41	Houston, TX	IRSA	40/30	100/0 95/5 100/0	1-2p	Hr,Y	$100*/400
42	Washington, DC	LIRS	180/60	100/0 36/64 17/83	3-5p	Hr,Y,A,Sp	n/a

#	Transport Available?	Transport Cost 1/mo	English Level	Education Level	Job When	Starting Salary	Types of Jobs	Benefits %/days/type
28	no	$50/5	B	S,U	2mo	$5.50h	M(light mfg,assembly)	100/90d MDVS
29	yes	$1/na	B	S	2-4mo	$4.25-5h	M(plastics,toy,GE motors),S(mainten.)	all temp jobs
30	no	$1.10/85	B,I	V	2-3wk	$5.50h	M(electonics assembly),H	50/90d MVS
31	no	n/a	B	S	2-3mo	$5-6h	M(cabinet,electon.),H,R,S(office,grocery)	50/60-90d MVS
32	yes	$1.50/68	I	U	3mo	$6h	M(assem),S(mainten.computers)	100/90d M
33	yes	n/a	B	S	n/a	$4.25-6.50h	M(tools),R	n/a
34	yes	$1.05-1.50	I	U,S	2-6mo	$6h	H,S(retail)	100/90d MDVS
35	yes	$1.50/89	B	S,V	1-3mo	$5.50-7.50h	M(metal mfg,lathes)	80/90d M
36	yes	$2.50/65	B	U	1-2mo	$5.50h	H,S(supermkt)	30/60d MV
37	yes	$1.25/41	B	V	3mo	$5.60h	M(light mfg),C,H,S(laundry,sewing)	75/180+d MS
38	yes	$1.25/46	I	V	6wk	$250wk	M,H,R	100/90d MVS
39	yes	$1/28-30	B	V,U	3-5mo	$4.75h	H,R,S(child care),warehouse	80/90d MVS
40	no	$1/30	B	V	3-4mo	$5h	M(heavy industry),H,R,S(food)	70/90d MDVS
41	no	$1/28	B	S	3mo	$4.50h	M(assembly),H,R	75/90d MDVS
42	yes	$60-2.50/20-40	B,I	HV	2-3mo	$4.50-6h	H,R,S(retail)	20/90d MDVS

KEY:

Overseas Processing:
- Hr = Croatia
- Sl = Slovenia
- Y = Yugoslavia
- D = Germany
- T = Turkey
- A = Austria
- I = Italy
- Dk = Denmark
- Sp = Spain
- Su = Finland
- Cz = Czech Republic
- Pak = Pakistan
- Mal = Malaysia

Housing Budget:
- * with one roommate paying same amount

Job When:
- ** illegal employment within 1-2 weeks

Educational Level:
- P = primary school
- S = secondary school
- V = vocational or 2 year college
- U = university

Types of Jobs
- M = manufacturing/ factory
- C = construction
- H = hotel
- R = restaurant/ fast food
- S = services

Benefits
- M = medical
- D = dental
- V = vacation
- S = sick days

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BOSNIAN SUPPORT GROUPS

Sources: Bosnian Refugee Resettlement Questionnaire Responses
Embassy of the Republic of Bosnia and Herzegovina (*)
American Committee to Save Bosnia (Grassroots Network, Advisory Committee) (attached)

Phoenix, AZ
Bosnian American Cultural Association
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602-437-1855

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Bosnia Yesterday, Today and Tomorrow of Los Angeles
Zahid and Subha Sulejmanagic
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Northern California
The Bosnian-Herzegovinian Society of Northern California (est. 12/18/94)
Faruk Kudra, President
408-246-4162 (San Jose)
* Bosanskohercegovacko Udruzenje
Faruk Kudra, Hajrudin Hodzic
408-244-8438

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Bosnian Refugee Center
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*BiH Info Center
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*Bosnian American Cultural Association of Chicago
Dr. Hasim Cosovic
312-334-2323

Louisville, Kentucky
Semsudin Hasefjic
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Bosnian Humanitarian Organization
502-452-9055

Boston, Massachusetts
[2 groups in Boston, contacts n/a]

Detroit/Hamtramk, Michigan
American Bosnian and Herzegovinian Association
Mithat Nino Crnovrsanin, Representative
810-286-7815

St. Louis, Missouri
American Bosnia-Herzegovina Relief Association
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St. Louis, MO 63109
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Bosnian Club
Mr. Basic, Chairman
314-997-4861

New York Metropolitan Area
Turkish and Bosnian Community Services, Inc. (DOST)
Nihal Green
212-809-5406

*Bosnian American Relief Fund
Dr. Dzemaludin Harba
201-670-1765 (NJ)

"The New York Guide for Immigrants from the former Yugoslavia, 1995"
(a listing of service providers with free services available to newcomers from the former Yugoslavia, available in May, 1995 in English and Bosnian/Serbo-Croatian)
contact: American Friends Service Committee's New York Metropolitan Regional Office
212-598-0971 fax 212-529-4603

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Bosnian Cultural Association
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HE-M = Home E-Mail / W-EM = Work E-Mail
H/W = Home and Work
❶ = includes 408, 209 area codes
❷ = includes 805, 619 area codes

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CENTER FOR APPLIED LINGUISTICS
REFUGEE SERVICE CENTER
Bosnian Refugee Questionnaire

The purpose of this questionnaire is to collect information about the resettlement experiences of recently arrived refugees from Bosnia in order to improve and update the International Catholic Migration Commission pre-entry cultural orientation program. The information you share with us will help ICMC do a better job of preparing Bosnian refugees for arrival in the United States. ALL INFORMATION WILL REMAIN ANONYMOUS.

General Information:

1. Sex: _____ male _____ female 2. Marital Status: _____ single _____ married

3. City and state where you are currently living _____

4. How you came to U.S.: _____ family reunification (AOR) _____ UNHCR referral _____ Medivac

5. Arrival in U.S.: (month, year) _____

6. Did you come here alone or with family? _____ What is the size of your family? _____

7. Did you come through Croatia/Slovenia before your arrival here? If not, where?

8. Did you participate in an ICMC cultural orientation program? Where and for how long?

9. When you first arrived in the U.S., who helped you the most in finding out about community resources?

   _____ group/church _____ voluntary agency _____ family _____ friends

10. What kind of place are you living in at the present? _____

    What is your monthly rent? $_____ per month

11. Are you satisfied and/or comfortable with your living conditions?

ESL/Education:

12. What was the highest level of education you reached in your home country?

    _____ primary school _____ vocational school (field of study: _____)

    _____ secondary school _____ university (field of study: _____; degree? _____)

13. Was your education interrupted because of the war?

14. What level of English did you have when you came to the U.S.?

_____ beginning _____ intermediate _____ advanced

15. Have you studied English in the U.S.?

_____ ESL classes. For how long? _____

_____ ESL tutor. For how long? _____

16. Have you continued your education or obtained career training? What type and where?

Employment

17. How many years did you work and what type of job did you have in your home country?

number of years _____ type of job _____

18. What skills have you found most useful in your work and daily life in the U.S.?

19. What is your primary source of income? _____

Other sources (please specify) _____

20. How soon after your initial arrival did you obtain your first job? _____

21. What type of job(s) have you had in the U.S.? _____

22. How did you get your job(s)?

23. Are you satisfied with your present job?

24. Does your company offer health insurance?

_____ yes, the company pays for it
_____ yes, but I have to pay to be covered
_____ no

25. What are some of the biggest problems for you as you started working in the U.S.?

26. What are some of the easiest things?

Cultural Adjustment

27. Are you surprised by the way life has turned out for you here -- did you expect something different? Is it better or worse?

28. Have you found your adjustment to the U.S. to be

_____ very easy _____ easy _____ okay _____ hard _____ very hard

29. In what ways have your beliefs or behavior changed since you arrived in the U.S.?

30. How are the children doing in school?

31. How is the education different from in your homeland?

32. If you attended an overseas cultural orientation, what did you learn there that you think is particularly useful for your life in the U.S.?

33. Were there things you did not learn that you wish you had learned? If so, what were they?

34. Do you have any suggestions for the pre-departure program?

Thank you for your participation.