



# REFUGEE SERVICES

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*Presentation to the  
Social Services Advisory Board  
September 14, 2017*



# WHO ARE REFUGEES?



## DEFINITION

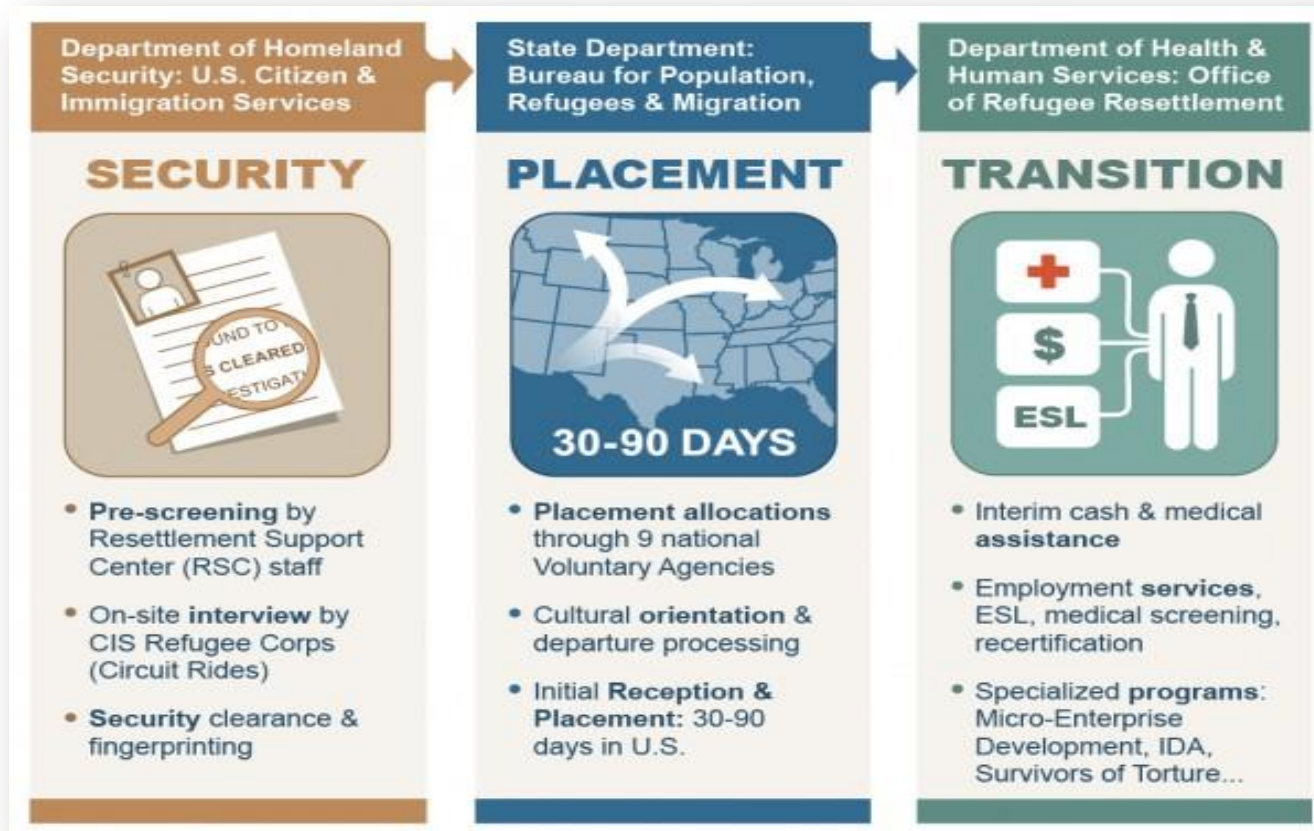
- **Refugees** are individuals who are unable to return to their country of origin because of persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group or political opinion.



# HOW DO REFUGEES ARRIVE TO THE UNITED STATES?



## THE REFUGEE RESETTLEMENT PROCESS



# WHAT HAPPENS WHEN A REFUGEE ARRIVES IN SAN DIEGO?



Refugees arrive in San Diego – they are met by one of four local Resettlement Agencies (RAs) for Reception and Placement Services.



The RAs ensure that basic needs are met, and knowledge and skills are built so clients may focus on finding employment, adjusting to life in the US, and becoming self-sufficient. (30 – 90 days of support)



Within the first 30 days of arrival, refugees receive screening and health services from the Refugee Health Assessment Program.



Families without children are referred to Wilson Fish (WF). WF provides employment services, social and acculturation services, and case management (for up to 60 months of services) – along with Refugee Cash Assistance for up to 8 months.



Families with children are referred to the County for public assistance including CalWORKs (up to 48 months of services), Medi-Cal, and CalFresh.



Refugees eligible for the CalWORKs Welfare to Work (WTW) program are referred to County service providers for employment services. Those that are not eligible for WTW, or those that self-refer & remain non-aided are also eligible for services for up to 60 months from date of entry.



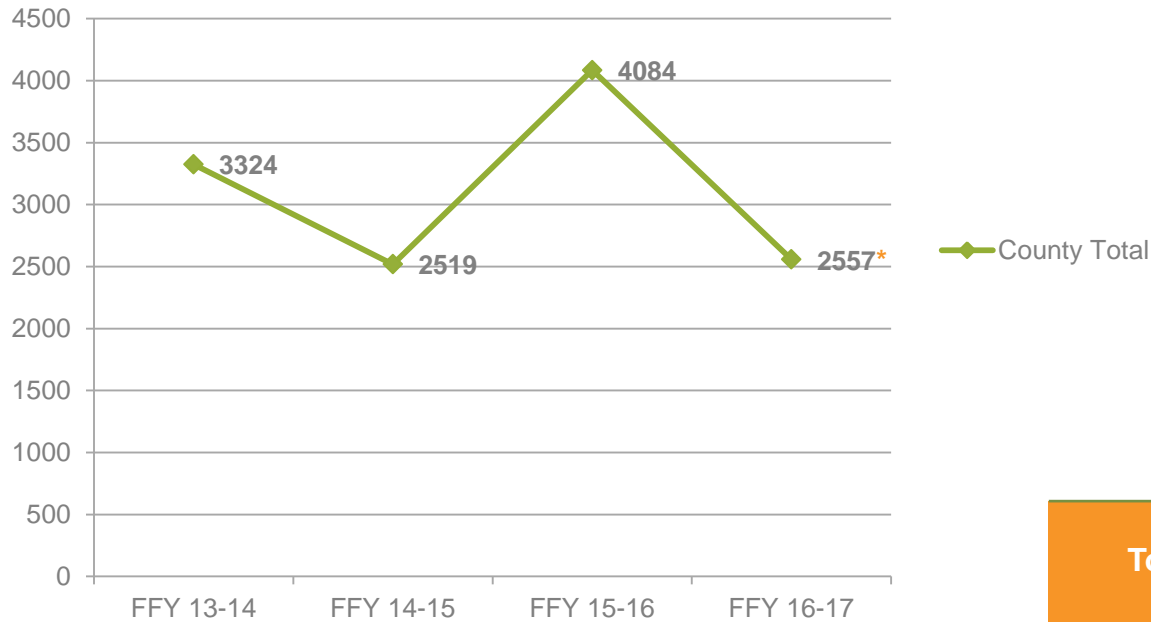
Single cases without children are referred to the County for public assistance including Medi-Cal and CalFresh.



# SAN DIEGO ARRIVAL NUMBERS



## San Diego County Total Refugee Arrivals



\* Through August 2017

### Top Three Country of Origin for FFY 16-17

Iraq	33%
Afghanistan	26%
Syria	12%
Remainder	29%

# PROGRAMS ADMINISTERED BY HHSA THAT SERVE REFUGEES



## PROGRAMS FUNDED BY THE OFFICE OF REFUGEE RESETTLEMENT

- Refugee Health Assessment Program
- Refugee Employment Services
  - Newly arriving refugee *families*
- Elder Multi-Cultural Access and Support Services

## ADDITIONAL SERVICES AVAILABLE TO REFUGEES

- Public Assistance Benefits
- Behavioral Health Services
- Child Welfare Services
- First 5 San Diego
- Aging & Independence Services



County of San Diego  
Refugee Employment Services Plan  
2017-2019



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# REFUGEE EMPLOYMENT SERVICES





## INNOVATIVE PROGRAMS

- **Vocational English as a Second Language:** Contextualized language skills paired with employment and acculturation services to support employment as soon as possible and/or upgraded employment (more hours, better pay, benefits)
- **Work Readiness Exchange:** Work readiness training that teaches participants conflict management strategies, communication skills and job-related life skills. Goals include improved employment outcomes, reduced conflict and improved health in the community
- **Resident Leadership Academy:** Development of leadership skills and tools to identify community issues that negatively impact health, safety and well-being and then work collaboratively to find solutions





## TOP CHALLENGES FOR REFUGEE EMPLOYMENT SERVICE PROVIDERS

- Language barriers
- Transportation
- Mixed education levels, language skills in classes

# ACCOMPLISHMENTS



904 Entered Employment

# QUESTIONS?



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