

## 2008-11 Refugee Employment Services Plan

### Executive Summary

The *2008-2011 REFUGEE EMPLOYEMENT SERVICES PLAN* provides the framework for the provision of employment services to refugees in San Diego County for the next three years. The County of San Diego Community Action Partnership (CAP) administers the Refugee Employment Services program and the Strategic Planning and Operational Support (SPOS) manages the program both programs are located within San Diego County's Health and Human Services Agency (HHSA). The Refugee Coordinator is also the Community Action Partnership Manager. As the administrative lead, CAP developed the RES plan with input collected throughout the year, data collected at public hearings, refugee and community collaborative meetings, and responses from distributed refugee needs assessment surveys, in collaboration with SPOS and the San Diego Refugee Forum. Although, refugee employment services are the primary service emphasis of this Plan, data collected indicates that other service needs related to employment, such as health, mental health, financial education and asset building, need to be considered for refugees to achieve and sustain self-sufficiency.

The California State, Refugee Programs Branch (RPB) Refugee New Arrival report indicates that over the last five years, San Diego County has resettled over 3733 newly arriving refugees. San Diego County is the third largest recipient of refugee new arrivals resettled in California. According to San Diego Refugee Forum, there are over 30,000 refugee families in San Diego County. The majority of refugee families reside in HHSA's geographical service areas of Central, East and North Central regions. Of the three regions the Central region is the most economically and socially challenged. It is one of the most diverse and densely populated communities in the Country, with more than 30 languages spoken and scores of dialects, high rate of unemployment, poverty and crime, and nearly 60% of residents earn less than \$25,000 per year. HHSA offers a multitude of mainstream services for refugees and their families and efforts from community based refugee providers have resulted in many successes. However, language and cultural barriers continue to prevent refugees from accessing services and resources such as, health, mental health and affordable family health insurance to gain the competencies they need to achieve self-sufficiency.

Over the next three years, Refugee Employment Services will offer three primary components: Employment, Other Employment and Elderly Services. The Employment and Other Employment components are managed by the HHSA CallWORKs program. Services are provided in accordance with the CalWORKs Welfare-to-Work Program Guide and State and Federal Refugee

Program policies. Refugee Elderly Home Safety Services are delivered through a partnership between CAP and Aging and Independence Services (AIS).

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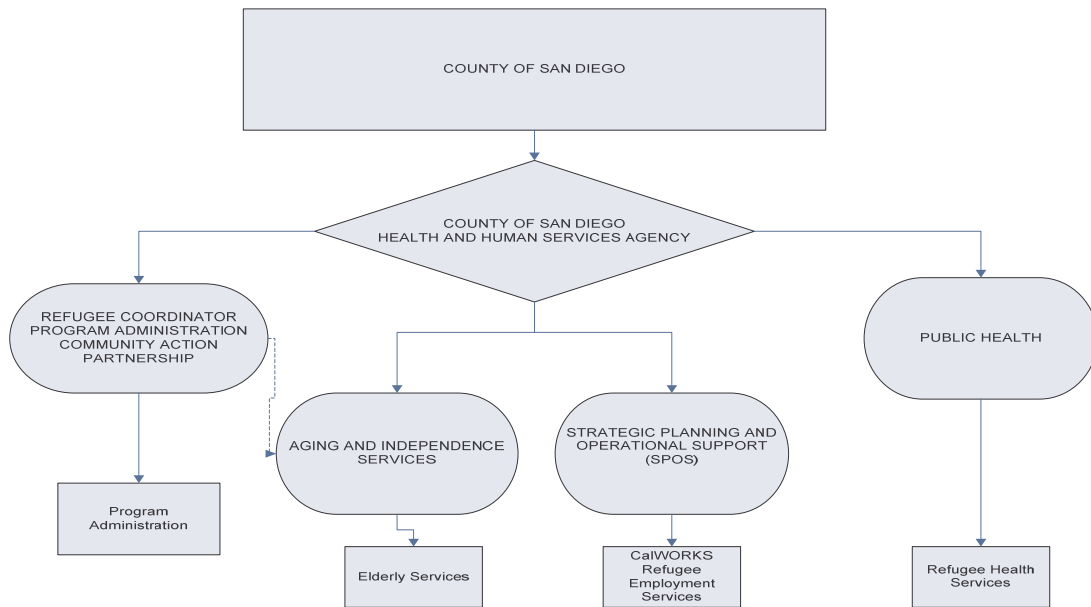
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I. COUNTY REFUGEE PROGRAM ADMINISTRATION

Refugee Employment Services (RES) is administered by the Community Action Partnership (CAP) and managed by the Strategic Planning and Operational Support Division (SPOS) both programs are located within San Diego County’s Health and Human Services Agency (HHS). The CAP Manager is also the San Diego County Refugee Coordinator. As the administrative lead for the RES program, CAP’s primary objective is to establish cross threading efforts, service integration, address barriers to basic safety net health services, and assist in the promotion of health prevention and in community capacity building.

The following flow chart depicts the structure of the County’s Refugee Employment Services delivery system.



Administration of the Refugee Employment Services program has faced many challenges since the events of September 11, 2001, as our nation implemented extensive efforts to secure the homeland. As a result, funding for refugee programs was reduced as were refugee admissions. In response to the funding challenges the Community Action Partnership, in collaboration with the HHS CalWORKs and in consultation with Refugee Health programs and the refugee community has worked diligently to utilize State Refugee Programs Branch funding for the highest priority services.

The County of San Diego Health and Human Services Agency continually strives to integrate services for refugees to reduce duplicative effort and overlapping services. To that end, quarterly meetings have been established between County programs and departments such as Public Health, Aging and Independent Services, and Mental Health. Service delivery of the RES program is collaboration between the County's CalWORKs case management services that includes supportive services, and Aging and Independence Services to provide contracted services to elderly refugees. Other needed services are made available through collaborative partnerships and leveraged resources from the San Diego Refugee Forum, self-help, faith and community based agencies.

Additionally, CAP partners with the San Diego Refugee Forum to pursue funding opportunities that promote capacity building to enhance the existing refugee social service infrastructure, to optimize limited resources, improve refugees' access to services and sustain services beyond government funding.

## II. DESCRIPTION OF COUNTY'S REFUGEE PROGRAMS

### A. Funding Sources

The County receives Targeted Assistance (TA) formula funds. Services included in this Plan are funded by the new allocation and carryover TA funds from the current fiscal year. The County has also received Targeted Assistance Discretionary funds in the past. This Plan includes services for Elderly Refugees which will be funded by TA Discretionary if the funds are made available.

Refugees in San Diego County can receive services through the Wilson/Fish alternative project which is operated by Catholic Charities. The Wilson Fish project provides assistance to refugees for a period of eight months from the time of entrance into the U.S.

### B. General Program Description

The Refugee Employment Services (RES) consists of Program Administration and the following three components: Employment, Other Employment Services, and Non-Employment Services. The term "refugees", unless otherwise noted, includes all eligible groups mentioned in the eligibility criteria for Refugee Employment and Elderly services.

The RES components *Employment and Other Employment Services* are in complete alignment with the CalWORKs Welfare-to-Work program. These components utilize a multi-service delivery system that focuses on individualized and family strengthening assistance tailored to refugees and their families who have multiple challenges to self-sufficiency. Upon entering the County system, refugees and their families are assessed to determine the type of assistance needed. Refugees are guided through program eligibility determination, development of individual and family self-sufficiency service plans, enrollment in job readiness and placement activities. Case management is provided to facilitate self-sufficiency through employment. Case management is the vehicle used to assist clients to remove barriers to employment, including language issues in order to attain self-sufficiency. Case Managers link RES participants who are in need of additional services through referrals to community-based service providers. Referrals are made for services such as, medical, mental health, physical, legal, substance abuse, domestic violence prevention, and youth services. The RES service delivery strategy aligns with the County's Strategic Initiatives "to improve opportunities for

kids and to promote safe and livable communities.” The Employment and Other Employment components are described in detail in Section III of the plan.

Although employment services are the primary service emphasis, data collected from public hearings, and responses from needs assessment surveys indicate that other service needs related to employment such as financial education and asset building need to be considered as well. In recognition of this, CAP developed partnerships with refugee community providers to provide Earned Income Tax Credit Services to refugees. The Earned Income Tax Credit is the largest anti-poverty program in the nation and lifts more families out of poverty than any other anti-poverty program.

To prepare participating refugee community service providers, CAP coordinated with the American Association of Retired Persons (AARP) to mentor each refugee provider in building a viable Volunteer in Tax Preparation (VITA) site. Utilizing AARP's intergenerational partnership and expertise in tax preparation each refugee provider received training in electronically preparing State and Federal tax returns, Child Care tax credits and the Earned Income Tax Credit for eligible families, volunteer retention and maintaining VITA site operations. Through AARP's mentorship and training each refugee community provider now offers free tax preparation, financial education and asset building education to refugees.

The third component listed above is **Non-Employment Services**. Elderly refugees are served through this component. CAP and AIS partnered to augment existing services to Elderly refugees that would make it easier and safer to manage daily care giving activities. The services include, but are not limited to: 1) Minor Home Modification and Repair; such as building wheelchair ramps, repairing/ replacing faucets, and minor electrical and carpentry works; 2) Home Security and Safety; such as installing grab bars, locks and deadbolts, hand rails, light switches, and smoke detectors; and 3) Assistive Devices, such as handheld shower devices and water heaters. Augmented services include outreach to link Elderly refugees to health providers and health education and referral.

The service delivery system responds to the needs of groups of refugees diverse in culture and language. They come from over forty different countries and speak over 30 languages and dialects. The County of San Diego has administered funding for refugee services since 1984. The County of San Diego will continue to provide Refugee



Employment Services (RES) according to all applicable federal, state, and county laws, amendments, regulations, and guidelines for the next three fiscal years (2008-11).

The Refugee Employment Services system provides employment related services for refugees who are receiving cash public assistance (e.g. CalWORKs) and those who are unemployed or under-employed. Participants eligible for program services possess the following required characteristics:

- In the United States for 60 months or less; or over 60 months per the Federally approved waiver; and
- Age 16 years or older;
- Individuals who have been granted special immigration status ("refugee status") by the U.S. Citizenship and Immigration Services while outside the U.S. These refugees 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;
- Asylees are individuals who are in the U.S., either legally or without documents, and fear that they will be persecuted if they return to their home country. To become an asylee, the person must go through an immigration hearing or court process and be granted asylum by the U.S. Citizenship and Immigration Services;
- Cuban and Haitian Entrants are nationals of Cuba and Haiti who are in the U.S. and are granted a special status by the U.S. Citizenship and Immigration Services;
- Human Trafficking Victims are victims of modern-day slavery, which include young children, teenagers, men, and women. Victims of human trafficking are subjected to force, fraud, or coercion, for the purpose of sexual exploitation or forced labor. The Trafficking Victims Protection Act of 2000 made adult victims of severe forms of trafficking who have been certified by the U.S. Department of Health and Human Services eligible for benefits and services to the same extent as refugees. The Trafficking Victims Protection Reauthorization Act of 2003 made certain family members of trafficking victims also eligible for benefits and services to the same extent as refugees. Victims of severe forms of trafficking who are under 18 years of age are also eligible for benefits to the same extent as refugees but do not need to be certified;
- Certain Amerasians from Vietnam who are admitted to the U.S. as immigrants pursuant to Section 584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act, 1988; or
- Be a U.S. born minor whose parent(s) are refugees.

The eligibility criteria for Refugee Elderly Services are:

- Must be 60 years or older; and
- Meet the criteria described above for Refugees, Asylees, Cuban and Haitian
- Entrants, Human Trafficking Victims and Certain Amerasians from Vietnam.

**C. CALWORKS AND RCA COMPLIANCE**

San Diego County assures that the provision of activities and services to mandatory and voluntary CalWORKs Welfare to Work (WTW) participants and Refugee Cash Assistance recipients, funded by ORR monies and allocated by CDSS, will be in accordance with CalWORKs WTW and RCA requirements (including those regarding program participation flow, good cause determination, sanctioning, and supportive services) specified in the Manual of Policy and Procedures Sections 42-700 and 69-200,m respectively, and other applicable CalWORKS and RCA policy guidance issued by CDSS.

On March 22, 2000 new federal legislation for RCA recipients was enacted. RCA is used for single persons or couples without children. The new legislation provides states the flexibility to establish a public/private RCA program. The California State Department of Social Services decided to implement a publicly administered RCA delivery system which is currently administered in San Diego County by Catholic Charities.

Presently, newly arrived RCA recipients and families participate in the Comprehensive Refugee Resettlement Collaborative for eight months. Refugees not placed into employment and under-employed refugees are referred to the CalWORKs employment services program after the eighth month.

**D. COUNTY PLANNING PROCESS**

The Refugee Employment Services Plan 2008-2011 was developed in collaboration with SPOS and the San Diego Refugee Forum and according to revised guidelines issued in November 2006 by the California Department of Social Services, Refugee Programs

Bureau. It conforms to amendments and clarifications published in the Federal Register in 1998 with respect to employability services, job search, employment, refugee medical assistance, and social services.

The plan may be updated or modified in response to future guidelines transmitted from the Federal Department of Health and Human Services, Administration for Children and Families and the Office of Refugee Resettlement.

**1) Needs Assessment**

The planning process which began in October 2006 was a comprehensive needs assessment for refugees comprised of public hearings, surveys and review and analysis of other related and relevant data including labor market information.

**a. Public Hearings**

Hearings incorporated testimony from the public, refugee community residents, refugee leaders, community-based organizations, Mutual Assistance Associations (MAA), Voluntary Resettlement Agencies (VOLAGS), private sector employers, educators, service provider agencies and representatives from various HHS programs and departments

Public hearings were held in three separate localities with significant refugee populations. Each hearing began with an introduction by a CAP staff member about the RES program and the purpose of the hearing. Following the introduction, a SPOS staff member provided current data regarding the RES program. Participants then engaged in a discussion about the needs of the refugee community and strategies for helping refugee families and individuals attain self-sufficiency. Surveys were used to encourage participation and guide the discussion. The surveys were also used to obtain written input (Refer to information under Surveys below).

**b. Surveys**

In addition to the public hearings, two survey tools were utilized to solicit input from participating community residents, clients, and a variety of community-based organizations. The survey instruments were developed with the assistance of San Diego State University's Institute for Public Health. The Institute also assisted in the tabulation of the results. The survey was designed to solicit input in several areas including: employment needs and services, financial education, and health.

The strategy developed in the three-year plan is based on testimony from the sources cited above, data regarding the known capacities and needs of the refugee population, and in consideration of San Diego's labor market and employment opportunities. In addition, the Social Services Advisory Board reviewed the Plan and provided input.

**c. Other needs assessment**

Additional information that was reviewed and analyzed to develop the Plan included labor market information, input from contractors, results from the County's contracted services for refugees, and research of related relevant data such as Project Salaam's An Assessment of Emotional Health Needs Among San Diego's Middle Eastern, North African, and East African Groups.

**2) Target Population and Service Area**

San Diego County is the southern most county in California and its coastline stretches from the Mexican border in the south to Orange County in the north. It is home to a diverse population of native born Americans as well as immigrants and refugees.

**a. Refugees in San Diego**

According to the California Refugee Programs Branch there have been 11,405 refugees resettled in San Diego County over the past ten years. The majority of these refugees were resettled from 1994 to 2001. In 2001, there was a significant decrease in resettlement of refugees as a result of the event of September 11, 2001. From 2001 – 2005, only 3,733 refugees were resettled in San Diego County as compared to 7,672 for the previous 5 year period. In 2006, a total of 796 refugees were resettled in San Diego County. These figures do not reflect secondary migration of refugees and those individuals who are eligible for Federal and State funded refugee services (Asylees, Cuban and Haitian Entrants, Human Trafficking Victims and Certain Amerasians). Countywide estimates from community based organizations serving local refugees estimates the number currently living in San Diego County who are resettled refugees or reside in San Diego because of secondary migration is 90,000 plus.

Health and social services in the County are provided by HHSA. HHSA is divided into six geographic service regions. They are: Central, East, South, North Central, North Coastal, and North Inland regions. The majority of refugees reside in three of these regions: Central, East and North Central. As of December 2006, there were 536 refugees receiving CalWORKs assistance and 3332 elderly refugees receiving Social Security Insurance (SSI) or Social Security Supplemental Payments (SSP).

Most Refugees face many challenges when they begin their path to self-sufficiency. These challenges include language barriers, lack of employment, and job training, transportation, child care, housing, as well as mental health issues such as depression related to loss of their homeland, and separation from family members. There are also acculturation issues regarding all facets of living in a totally distinct culture.

Results from surveys and public hearings which are detailed in Section I of the plan and Appendix C indicate that refugees in San Diego need assistance with asset building (such as help in applying for the Earned Income Tax Credit), financial education, and access to health services and mental health services, in addition to employment services. Results also indicated a knowledge gap with survey respondents indicating they needed services but are unaware of community resources that provided these services.

**b. San Diego's Labor Market**

According to Dr. James Hamilton, an economist at the University of California San Diego, the local economic growth will be "disappointing but not a complete disaster". San Diego's economy is predicted to expand by 2% in 2007 overall. New job growth is anticipated to be only 1% resulting in 10,000 - 13,000 new jobs for 2007.

San Diego's unemployment rate in 2006 was 3.9% a slight decline from 2005 of 4.2%. Panelists on the 23<sup>rd</sup> annual San Diego Economic Roundtable agreed that the local unemployment rate would remain low throughout 2007 at around 4.0% - 4.2%. The increased rate from 2006 will be a result of lower job creation and increased employee layoffs, particularly in the construction industry.

**3) Refugee Employment Services Strategy**

The service strategy is integrated into CalWORKs Employment Case Management service delivery system which requires service provider agencies to develop and sustain regional collaboratives as part of the on-going service delivery. This process involves strengthening collaborative structures, engaging the refugee community, the Refugee Forum, key stakeholders and local resources. The RES integration strategy and the collaborative approach to services also involve the Regional General Managers in the refugee impacted HHSA's geographic service delivery areas. Employment Services will be delivered by contracted employment case management agencies with locations close

to refugee communities. Services are delivered in a manner that is culturally and linguistically appropriate in addition to assisting refugees with acculturation into American society. County RES providers are required to partner with faith and community-based agencies to leverage needed resources that are vital to achieving self-sufficiency for our refugee clients.

The service delivery system for refugees reflects the collective vision of the community as reflected by community input received during public hearings. The goal of the program is to engage 100% of referred participants in work activities that result in sustained employment and self-sufficiency. The three main RES components that will serve as the umbrella for employment services in the plan are:

- Employment.
- Other Employability Services – Operationally, these services are provided under the title “Refugee Translation and Interpretation for Jobs Services.
- Non-Employment Services – this component is contingent upon receipt of the Targeted Assistance Discretionary Grant and funds the County’s Elderly Refugee Services.

These components are described in greater detail in section III of the plan.

#### **4) Public Hearing Testimony and Survey Results**

The public hearings were advertised in the local newspaper as well as through collaborative distribution lists and held on October 17, 2006, November 17, 2006 and November 21, 2006. The locations are listed below. Please refer to Appendix C to view the copies of the Public Hearing public announcements.

<p style="text-align: center;"><b><i>October 17, 2006</i></b></p> <p style="text-align: center;"><b><i>Refugee Forum</i></b></p> <p>City Heights Store Front 5348 University Avenue San Diego, CA 92105 10:00 to 12:00 pm.</p>	<p style="text-align: center;"><b><i>November 17, 2006</i></b></p> <p>City Heights Metro Career Center 3910 University Avenue San Diego, CA 92105 4:00 to 6:00</p>	<p style="text-align: center;"><u>November 21, 2006</u></p> <p>Kurdish Human Rights Watch, Inc. 1109 E. Washington Avenue El Cajon, CA 92019 10:00 to 12:00 pm</p>
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1. **Public Hearings testimony from Agency and Community members**

The testimony received from both Refugee provider agencies and community members indicated that the biggest barriers to overcome in order to achieve self-sufficiency are language and cultural assimilation followed by employment support systems and housing issues.

**Customer Survey Results**

The following information provides the results of the surveys completed by participating community residents and clients receiving refugee services in addition to testimony received from community residents attending the public hearings. Of the public hearing participants, sixty of those completing the survey responded to a variety of questions related to demographic information including gender, marital status, country of origin, time in the U.S., residency areas, resources, financial education, employment, elderly services, youth activities and health services. Below are the results from the surveys.

**Demographic Information**

Sixty-four percent reported that they were from Somalia, Twelve percent from Iraq and twenty-four percent from Sudan. The primary languages reported were: seventy-two percent Somali, twenty six percent Arabic, eight percent Chaldean, and two percent Albanian. Twenty percent of respondents indicated that they had lived in the US for more than ten years, forty three percent for five to ten years, thirty percent for one to five years, and seven percent for less than one year. The most frequently reported zip codes were

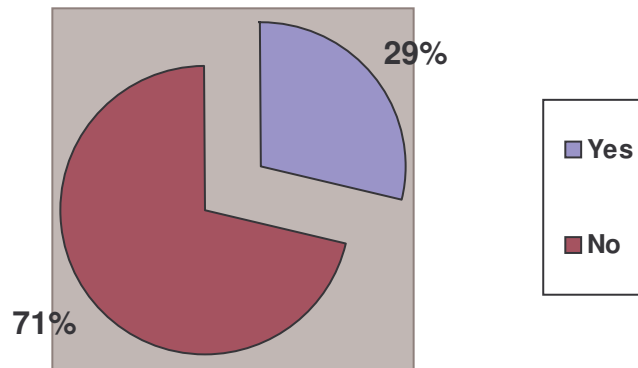
92105, 91945, 92115 and 92020. Of the respondents, forty one percent were female and fifty-nine percent were male with thirty eight percent reporting they were single parents.

Refer to Appendix D, Figures 1 through 5 for a complete list of zip codes participating in the public hearing process, the participants Country of Origin, Language spoken, length of time in the U.S., and gender.

### Resources

When asked if they were aware of culturally sensitive programs that addressed community issues such as acculturation and racially motivated crimes, twenty-nine percent of respondents reported that they were aware of these types of programs. See figure A. below.

Figure A.



### Earned Income Tax Credit

When participants were asked if they or their families claimed the Earned Income Tax Credit in the past year, twenty-nine percent of respondents reported that they claimed Earned Income Tax Credit in the past year while eighty percent indicated that they were interested in learning more about EITC. When asked the best way for them to received EITC and tax information, sixty-eight percent indicated that community presentations were the best way while thirty-two percent preferred community newspapers, seven percent radio ads, five percent mailers, and three percent bus ads.



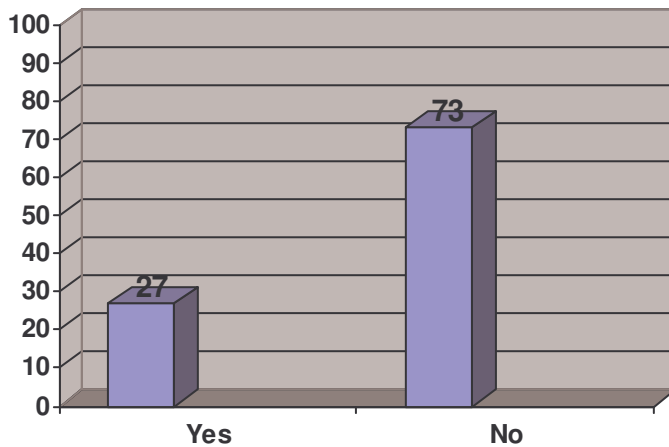
### Financial Education

Participants were asked if they had participated in financial education programs and what would be the best way to provide them with financial education information. Of the respondents, thirty-three percent indicated that they had participated in financial education programs. Eighty-seven percent indicated they would like to learn more about financial education programs. Others indicated that classes were the best way to provide financial education information in addition to videotapes and pamphlets.

### Employment Services

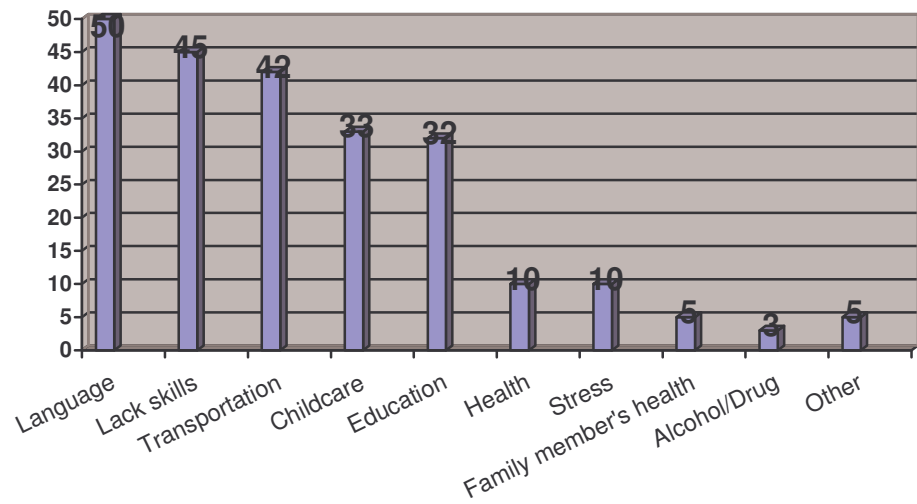
When asked if they or their spouses were working, sixteen percent of respondents indicated they were working part time while eighty four percent were working full time. Twenty seven percent of the respondents used employment services in the past year. Refer to Figure B. below for percent responses.

Figure B.



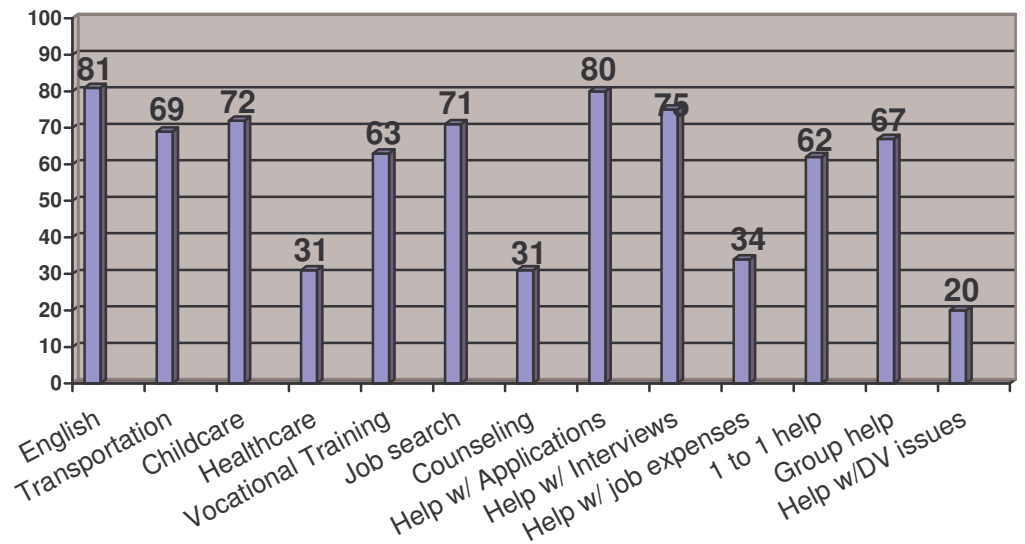
Fifty percent of those responding reported language problems affected their ability to keep a job or get a better job. In addition other respondents indicated they were affected by their lack of skills, transportation issues, child care issues, education and/or experience, health and stress or emotional problems, alcohol or drug problems. Refer to Figure C. below for percentages reported.

Figure C.



Sixty-nine percent of respondents were not aware of services available to help them find or keep a job and sixty six percent did not know where to go for employment services. Figure D. below reflects the percent of respondents that indicated what would assist with employment.

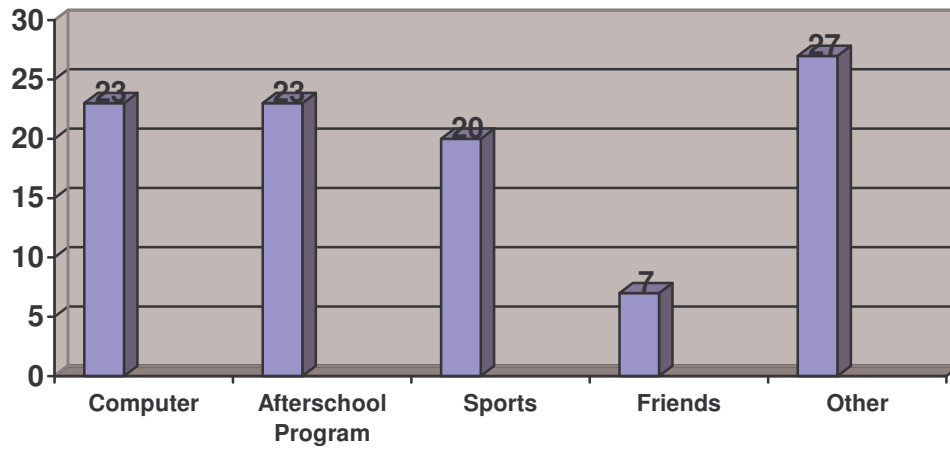
Figure D.



### Youth Services

Survey participants were asked to indicate the kinds of activities their children were involved in and what kinds of activities their children would like to be involved in after school. Of those responding, twenty-three percent indicated that their children were already in after school programs, while others were involved in sports, computer use and other activities. Respondents indicated that they would like their children to be involved in homework help, computer use, more sports, after school program, art, music and other activities. Figure E. below reflects the percents of responses for the different youth activities.

Figure E.



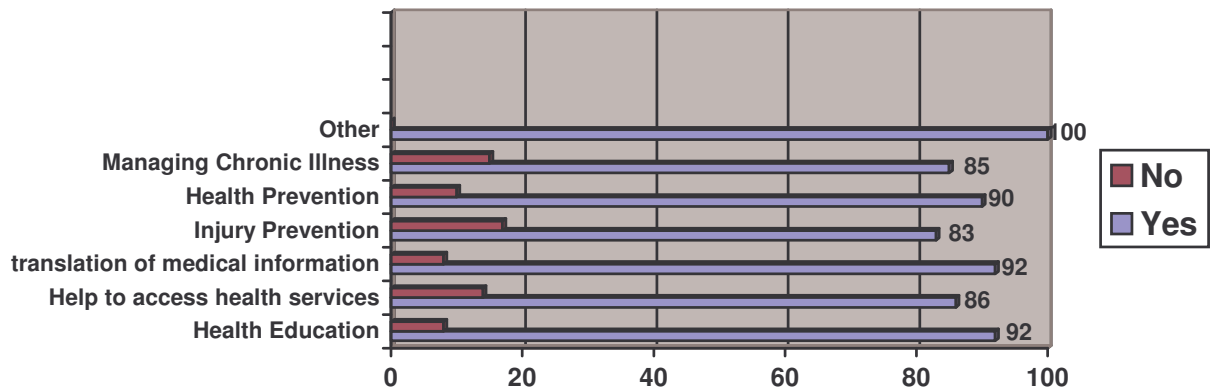
#### Elderly Services

When asked what kind of information they would like, fifty-seven percent of respondents indicated that they would like more information about supportive services and help to access services like immigration and social security.

#### Health Services

The vast majority of respondents indicated they would like greater access to other health services. When asked if they would like more information on the services listed on Figure F. below their yes/no responses were as follows:

Figure F.



### Agency Survey Results

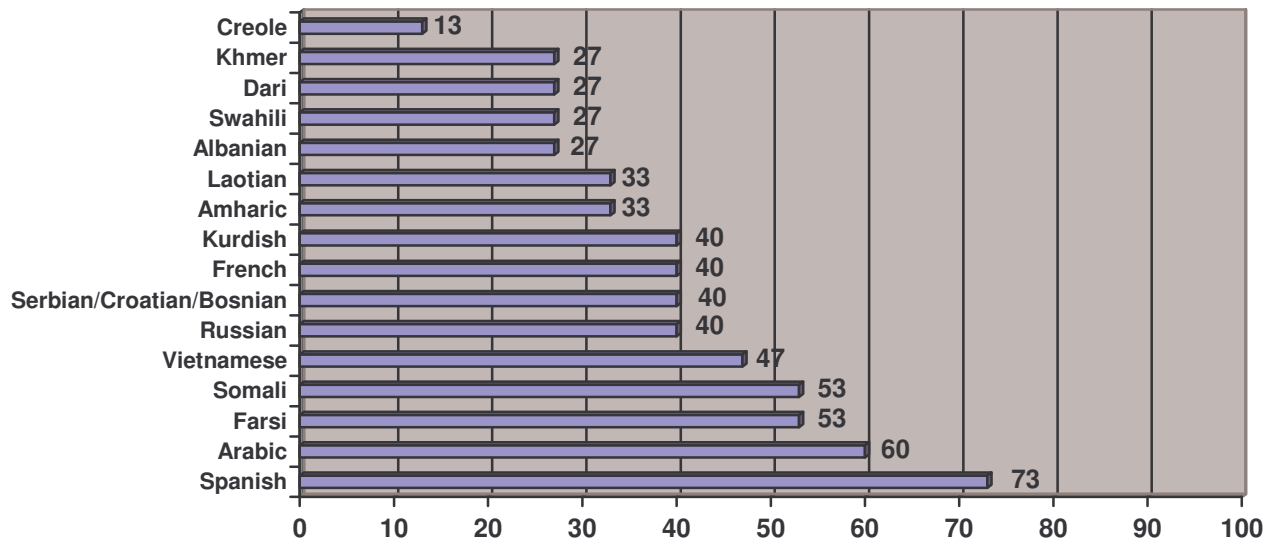
Fifteen Refugee agency staff from twelve different organizations participated in the Refugee Public Hearings. Refer to Appendix D., for participating agency and zip code information. The participating agencies represented nine different zip codes in San Diego County. Participants also responded to other survey questions and the results were captured as follows:

#### Languages

When agencies were asked about their language capacity, they indicated that their agencies offered services in eighteen different languages that were most commonly used in refugee communities. Twelve other less commonly used languages were also available. One agency indicated that they made use of a language bank while another agency

indicated they had a capacity for forty-two languages. Figure I. Below represents the different languages reported by participating agencies.

Figure G.



#### Earned Income Tax Credit

When agencies were asked if they would like to learn more about EITC, seventy-three percent of respondents reported that their agencies would like to learn more. When asked if they would be interested in becoming a free-tax preparation site, forty-five percent indicated that their agencies offered free tax preparation and forty-four percent were interested in becoming a tax preparation site. Appendix E, Figures 6, 7 and 8 reflect the responses by participating agencies.

#### Financial Education

When asked about financial education, fifty-seven percent of respondents reported that their agencies offered financial education. Seventy-seven percent were interested in offering financial education and sixty-four percent indicated that their clients were informed about financial education activities. Appendix E., (Figures 8 through 9) shows the percent of agency responses when asked about financial education.

## Employment

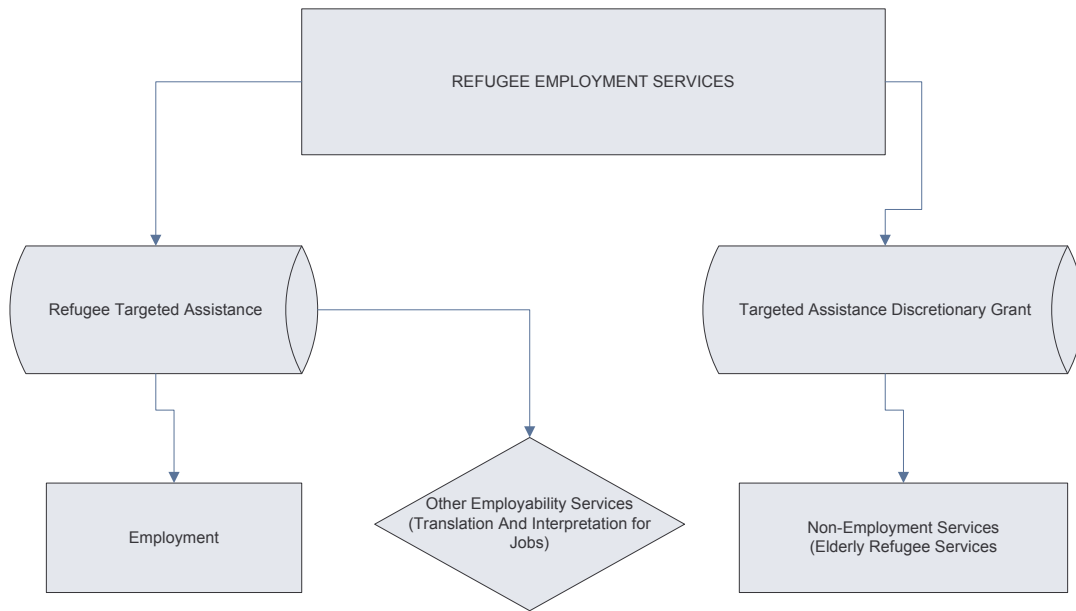
When asked if their agencies provide employment support services, over seventy-five percents of respondents indicated that their agencies provided case management, job search assistance, and counseling. In addition, respondents indicated that their agencies provided transportation and/or driver's license preparation, job preparation services, child care, vocational training, adult education or GED preparation and after school programs, ESL, English classes and cultural orientation. Appendix E, Figures 14 and 15 show the participating agencies' responses when asked about employment and employment supportive services.

**III. Description of Service Components**

The Refugee Employment services Plan consists of three service components for targeted assistance:

- a. Employment;
- b. Other Employability Services – Operationally, these services are provided under the title “Refugee Translation and Interpretation for Jobs Services”; and
- c. Non-Employment Services – this component is contingent upon receipt of the Targeted Assistance Discretionary Grant and funds the County’s Elderly Refugee Services.

The flow chart below illustrates these components in relationship to the two funding streams: Refugee Targeted Assistance and Targeted Assistance Discretionary Grants.



**A. Employment**

This component is designed for public cash assistance and newly arrived refugees who are unemployed or under-employed and for whom there are no significant barriers to employment. It focuses on one adult family member achieving early employment and/or all employable family members, including children age 16 and above, finding jobs. The aim is to use whatever



approach is most likely to achieve family self-sufficiency. The Employment component prepares participants to obtain, retain and upgrade jobs.

Services begin with a comprehensive assessment and continue with several activities designed to provide participants with the essential tools for finding and keeping a job. Activities include development of employability and family self-sufficiency plans, job search assistance, problem solving, job development, and job placement and support services. Support services include assistance with childcare and/or transportation costs and/or other work related expenses. To promote self sufficiency, financial education and asset building components are also offered to participants.

Participants will also be assisted with acculturation and acquisition of workplace English skills. Employed participants will be targeted for skill enhancement, including post-employment training and/or job upgrades. The County provides these services by developing community networks with partner agencies such as the Employment Development Department, the Workforce Partnership, Community Colleges, Regional Occupational Programs and other community resources.

Case managers in Employment also offer translation to assist refugees to access other needed services such as domestic violence services, health and mental health services, and alcohol and substance abuse assistance. Through a partnership with the County's Refugee Health section of Public Health, a global service network for refugees has been developed to further assist refugees in resolving health and mental health issues that would otherwise pose barriers to employment. This unique melding of services to address refugee needs is detailed in Section X. Optional County Information.

To facilitate job development, case managers also work closely with employers and provide incentives such as subsidized employment. When appropriate, they provide translation services to help employers communicate workplace rules and responsibilities.

## **B. Other Employability Services**

The County of San Diego, Health and Human Services Agency recognizes the importance of providing language services to its clients especially with regard to employment. Although Title VI of the Civil Rights Act of 1964 requires access to services for people with limited English, many mainstream agencies provide translated information about their programs or translation in the

customer's language of choice. Through this component, offered by the County as "Translation and Interpretation for Jobs", monolingual refugee clients and their families receive assistance in overcoming employment and employment retention challenges by accessing needed mainstream services. Clients will be informed of low-cost or no cost health insurance, food stamps, financial literacy, child care and Earned Income Tax Credits and other benefits through appropriate translation and interpretation services in the client's native language. Clients will also be assisted in accessing these benefits through appropriate linkages and service collaboration. Case managers will focus on linking these benefits with employment.

**C. Non-Employment Services Elderly Refugee Services**

Services under this component are subject to availability of funding and are provided under the title "Refugee Elderly Services." Access to needed services is often restricted by cultural and language barriers, and lack of transportation. Elderly Refugee Services provides the bridge to mainstream services for refugees age 60 and older through outreach to the elderly refugee population and enhancement of existing collaborative relationships with mainstream service providers. Providers also offer hands-on assistance to their clientele to assist them in completing health and social service applications.

In an effort to leverage resources, CAP partnered with AIS to enhance an existing contract that provides elderly refugees with services to manage daily activities. The enhanced contract provided for the dissemination of information regarding mainstream resources. The services include, but are not limited to: 1) Minor Home Modification and Repair; such as building wheelchair ramps, repairing/ replacing faucets, and minor electrical and carpentry works; 2) Home Security and Safety; such as installing grab bars, locks and deadbolts, hand rails, light switches, and smoke detectors; and 3) Assistive Devices, such as handheld shower devices and water heaters. Services also include outreach to link elderly refugees to health providers and health education and referral.

**VIII. REQUIRED ASSURANCES**

The County of San Diego provides the following assurances, which are applicable to the use of Targeted Assistance funding for any service provided:

“That the planning process was developed through a meaningful consultation process with private sector employers, affected public agencies including Health and Human Services Agency, the San Diego Workforce Partnership, Inc., the Community College District, the refugees/entrant community, local service providers serving refugees and other interested parties.”

“That continuation of existing components will be in accordance with California Department of Social Services guidelines.”

“That no project found deficient in its performance will be awarded, continued or expanded unless California Department of Social Services gives prior approval of a county corrective action plan for such project.”

“That the Targeted Assistance administrative budgets are in accordance with 45 Code of Federal Regulations Part 95, Subpart E, the County of San Diego Cost Allocation Plan.”

“That all requested salaries and fringe benefits for county administration and for services, the county is proposing to deliver, directly reflect the current county wage and benefit scales.”

“That the county will comply with all statistical/fiscal reporting requirements on a timely basis.”

“That Targeted Assistance services will be provided in accordance with individual employability plans for each refugee and that such employability plans shall be, where applicable, part of an overall family self-sufficiency plan.”

“That refugee women will have the same opportunities as refugee men to participate in all refugee-funded services, including job placement services.”

“That all services will be provided by qualified providers (public or private non-profit or for-profit agencies or individuals) in accordance with state and federal regulations, policies and guidelines.”

“That the County of San Diego will establish client priorities for Targeted Assistance-funded services in accordance with 45 Code of Federal Regulations 400.314.”

“That Targeted Assistance and Refugee Employment Social Service funds will be used primarily for employability services which directly enhance refugee employment potential, have specific employment objectives, and are designed to enable refugees to obtain jobs with less than one year’s participation in Targeted Assistance or Refugee Employment Social Services funded services.”

“That except for referral and interpreter services, eligibility for Targeted Assistance services will be limited to refugees who have been in the U.S. 60 months or less” unless other granted a waiver by the federal Office of Refugee Resettlement.

“That the County of San Diego will take into account the reception and placement services provided by resettlement agencies in order to assure the provision of seamless services that are not duplicated.”

“That Targeted Assistance-funded services to the maximum extent feasible, be provided in a manner that includes the use of bilingual/bicultural women on service agency staff to ensure adequate service access by refugee women.”

“That where applicable, strategies for multiple wage earner cases and for helping employed refugees remain employed or move to a better job will be utilized.”

“That to the maximum extent feasible, Targeted Assistance-funded services must be provided in a manner that is culturally and linguistically compatible with a refugee’s language and cultural background.”

“That nonexempt Refugee Cash Assistance clients will be required to participate in employment services within 30 days from the receipt of aid.”

“That the County of San Diego will ensure that in the procurement of services from Mutual Assistance Associations providers that not less than 51 percent of the Mutual Assistance Associations Board of Directors are refugees or former refugees and that both refugee men and

women are included.”

“That the priority for funding will be given to Mutual Assistance Associations for Targeted Assistance funds.”

“That the delivery of Targeted Assistance services will be coordinated to avoid duplication.”

Required Assurances for Separate Refugee Cash Assistance Systems:

“That the Health and Human Services Agency will be notified regarding client participation and employment status and provided information regarding all Targeted Assistance supportive services payments made to Refugee Cash Assistance recipients participating in Targeted Assistance-funded services.”

“That the county’s procurement process will be carried out in accordance with the provisions of the Management and Office Procedures, Purchase of Services, (Chapter 23-600) section of the California Department of Social Services Eligibility Assistance Standards Manual; and that the procurement process will provide for priority consideration for funding refugee community-based organizations which demonstrate the capacity, comparable to that of other competitors who qualify for funding, to implement the proposed services.”

“That Targeted Assistance-funded Refugee Cash Assistance Services System will include the following activities:

- verification/documentation of refugee status;
- determination of eligibility for services;
- assessment of refugee service needs;
- development of a client employability plan which meets the requirements of Section 400.79 of the Federal Refugee Regulations;

- referrals of all non-exempt Refugee Cash Assistance applicants and recipients for participation in available/appropriate employment and training programs; and
- tracking/reporting progress (including non-participation/cooperation) to the Health and Human Services Agency, Family Resource Bureau.”

“That accountability for supportive services payments will be maintained by documenting: 1) eligibility/need for supportive services and 2) verification of client participation; and certifying client participation and disbursing supportive services payments.”

“That the County of San Diego will establish policies/procedures designed to assure compliance with the mandatory work registration and sanctioning requirements.”

**Targeted Assistance-Specific Required Assurance:**

“That Targeted Assistance funds will not be used to offset funding otherwise available to counties or local jurisdictions from the State agency in its administration of other programs.”

“That the County of San Diego assures that Targeted Assistance funds will be used in accordance with the requirements contained in Federal Office of Refugee Resettlement regulations in 45 Code of Federal Regulations 200.1156 as incorporated by 45 Code of Federal Regulations 400.317.”

**X. OPTIONAL COUNTY INFORMATION**

Although refugee employment services are the primary service emphasis of this Plan, data collected indicates that other service needs related to employment, such as health, mental health, financial education and asset building, need to be considered for refugees to achieve and sustain self-sufficiency.

As the administrative lead for the RES program, CAP’s primary objective is to establish cross threading efforts, service integration, address barriers to basic safety net health services, and to assist in the promotion of health prevention and in community capacity building. To that end, quarterly meetings have been established between County programs and departments such as Public Health, Aging and Independent Services, and Mental Health. Additionally, CAP partners

with the San Diego Refugee Forum to pursue funding opportunities that promote capacity building.

Health needs are one of the critical barriers to self-sufficiency for refugees. To assist in addressing these needs, HHSA's Refugee Health Branch receives two allocations to provide health services to the local refugee community. All funds are derived from the federal Office of Refugee Resettlement (ORR) and come to the county as awards through the State of California Refugee Health Branch.

The Refugee Health Assessment Program (RHAP) provides health evaluations for eligible refugees, asylees, paroles, and victims of trafficking. The core elements of the health screening are determined by the State, which include immunizations, tuberculosis (TB) testing, screening for intestinal parasites, and blood lead determinations for young children. A general history and physical is also performed. RHAP clients are referred for evaluations by the four voluntary resettlement agencies in San Diego, with the goal being to provide evaluations within 30 days of the arrival of eligible clients. RHAP health evaluations are not mandatory yet, but through well-coordinated interagency cooperation over 90% of arrivals receive the basic screening and evaluation services.

The overall goal of RHAP services is to ensure new arrivals are free of communicable conditions and are evaluated and referred for medical conditions needing follow-up. Upon arrival, refugee populations have access to Medi-Cal for a minimum of eight months. After RHAP evaluations are completed, clients are referred to their primary care providers for follow-up of identified conditions and ongoing care.

From January 2001 to December 2005, over 5000 refugees, asylees, and other eligible clients had RHAP services. The top five diagnoses were dental issues, vision and hearing problems, hypertension, and obesity. Immunizations were given to nearly all arrivals and approximately 30% had latent TB infection.

The Refugee Preventive Health Program (RPHP) is the second State-funded (??) initiative. For many years, RPHP focused on treatment of latent TB infection to prevent arrivals from developing active TB disease. This successful effort was absorbed, over time, into general RHAP services. Starting with the July 2006 RPHP project cycle, federal ORR required state programs to expand activities into other preventive and chronic health conditions affecting refugee communities.

In response to this new focus, and in coordination with State direction, San Diego County is completing a qualitative assessment of refugee health needs, through collaboration with the UCSD School of Medicine's International Health Division. The methodology has been shared with community stakeholders through the San Diego Refugee Health Forum. This review should be completed by May 2007. In addition, the RPHP is also developing strategies to improve early linkages between new arrivals and providers serving the refugee community.

To address Mental Health issues, the other critical need for refugees, the County of San Diego's Mental Health Services has set aside Mental Health Services Act (MHSA) dollars for victims of trauma and torture. The services underwent the competitive procurement process; a contract was awarded and services began in September 2006.

The proposed 2008-2011 Refugee Employment Plan is a comprehensive, multi-agency approach to self-sufficiency that addresses needs as varied as the clients it is intended to serve. It addresses those services that have been identified as a 'value-added', including the capacity-building efforts required by the refugee communities to create for themselves the service mix that best reflects their needs.



Date: 01/27/07\_

Annual Service Plan

Original ( x )    Revision (  )

Time Period Covered by Plan

County: San Diego

From: 10/01/06    To: 09/30/07

Description of Contracted or State-provided Services	Contracted Amount by Funding Source	Total Number	Program			Type of Agency* and Percent of Funds
			0 - 12 Months	13 - 60 Months	Over 60 Months	
Employment	SS					
	TAP	\$432,318	301	31	270	B-72%
		\$156,114	108	11	97	G-26%
		\$ 12,010	9	3	6	F-2%
	Other					
ELT	SS					
	TAP	\$0				
	Other					
OJT/Skills Training	SS					
	TAP	\$0				
	Other					
Case Management	SS					
	TAP	\$0				
	Other					
Other	SS					
	TAP	\$60,000 (translation services)	51	11	40	B-100%

(Employment)	Other					
Subtotal		\$660,442	418	45	373	
Non-Employment	SS TAP (elderly) Other	\$28,103	25	7	18	
County Admin (15% Admin Max)	SS TAP Other	\$121,508				
Grand Total	SS TAP Other	\$810,053				

\*Type of Agency: A. State/ County, B. Mutual Assistance Association, C. Voluntary Agency, D. Community College, E. Adult Basic Education, F. Other Non-Profit Organization, G. For Profit. The total percentage *for each individual service* (i.e., Employment, ELT, etc.) under **Type of Agency and Percent of Funds** must equal 100%.