



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Arizona Refugee Resettlement Quarterly Meeting

February 2021



Refugee Long-term Housing Initiative

Primary Goal: The **Refugee Housing Initiative (RHI)** aims to create **sustainable housing solutions** for refugees in the Metropolitan Phoenix and Tucson.

- Task Force/Working Group facilitated by RRP
- Each Resettlement Agency (RA) nominated a participant from their agencies
- The first meeting convened on Wednesday, January 20, 2021
- Monthly meetings will continue with the RAs
- Currently working on housing-specific data collection with the RAs



World Refugee Day Update

2021 World Refugee Day (WRD) planning has begun.

If you're interested in helping with the planning of WRD please reach out to jgrande@azdes.gov.

This year WRD will be celebrated through virtual platforms like Facebook and Instagram. The Planning Committee will be posting various videos the whole week of WRD. Please keep an eye out for requests for videos.

If you or your organization is interested in being a WRD sponsor, please reach out to Jaclyn Taylor at jtaylor@lss-sw.org for a sponsorship form or link.



World Refugee Day Update cont.

To see WRD announcements and updates please follow us on:



Facebook:
[@WorldRefugeeDayAZ](#)



Instagram:
[@wrdarizona](#)



SCAN ME





DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Arrival Information



Your Partner For A Stronger Arizona

Presidential Determination

FFY 2021: 15,000



U.S. Year-to-Date Arrivals

Refugees: 1,403

SIVs: 1,549

As of January 31, 2021



Maricopa County Projected Arrivals FFY 2021

Agency Name	FFY 2021 PRM Projection
AIRS	88
CC-CS	100
IRC	260
LSS-SW	116
Total	564



Pima County Projected Arrivals FFY 2021

Agency Name	FFY 2021 PRM Projection
CCS	0
IRC	135
LSS-SW	85
Total	220



Maricopa County Arrivals Quarter One

Agency Name	Refugees	Cuban/Haitian Entrants	Asylees	SIV	Secondary Migrants	Victims of Trafficking
AIRS	0	0	0	0	0	0
CC-CS	7	0	0	0	0	0
IRC	22	0	1	3	0	0
LSS-SW	11	0	7	9	3	0
Total	40	0	8	12	3	0

Numbers from October 2020 to December 2020



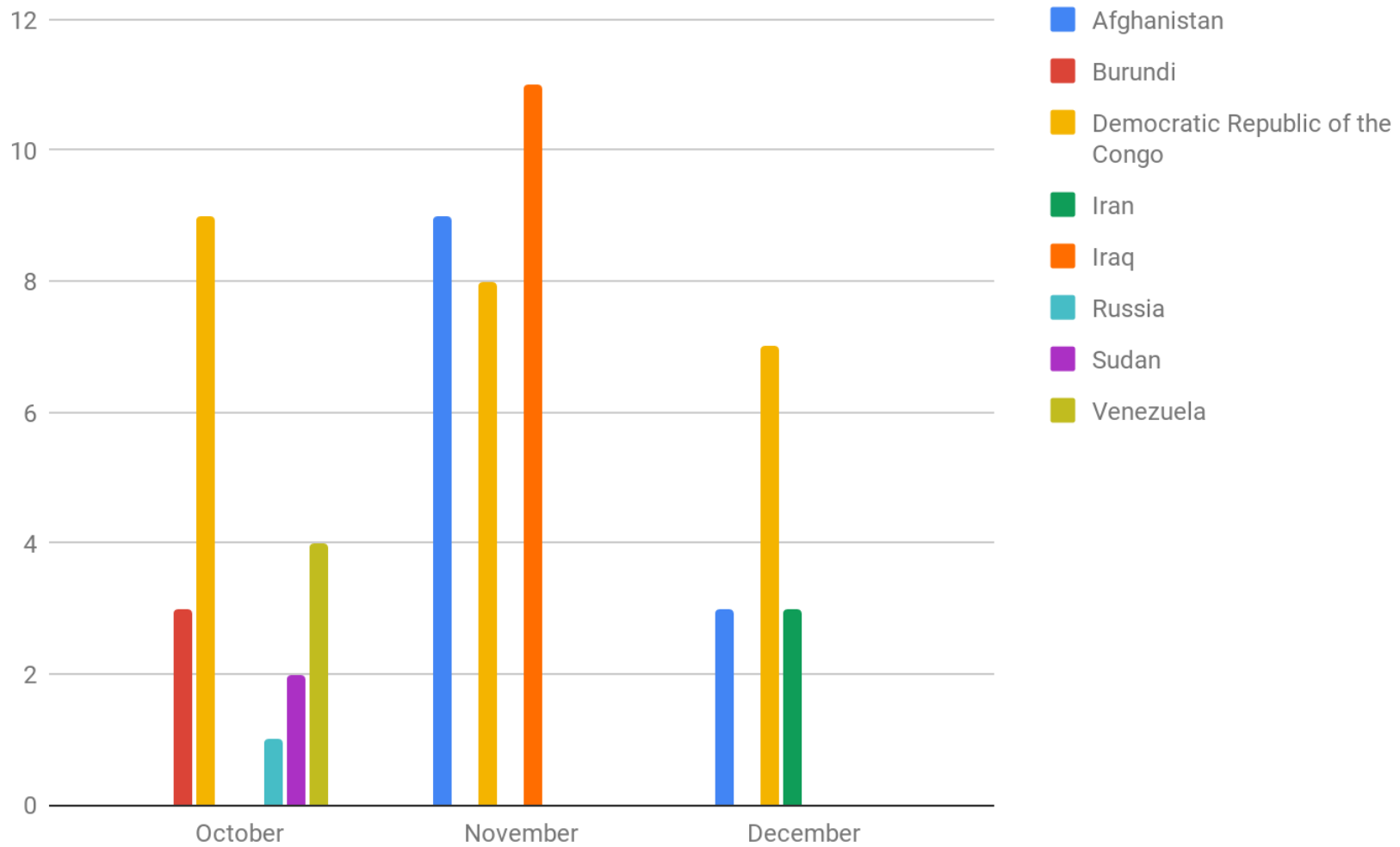
Pima County Arrivals Quarter One

Agency Name	Refugees	Cuban/Haitian Entrants	Asylees	SIVs	Secondary Migrants	Victims of Trafficking
CCS	0	1	0	0	0	0
IRC	1	0	9	0	0	0
LSS-SW	6	0	1	0	0	0
Total	7	1	10	0	0	0

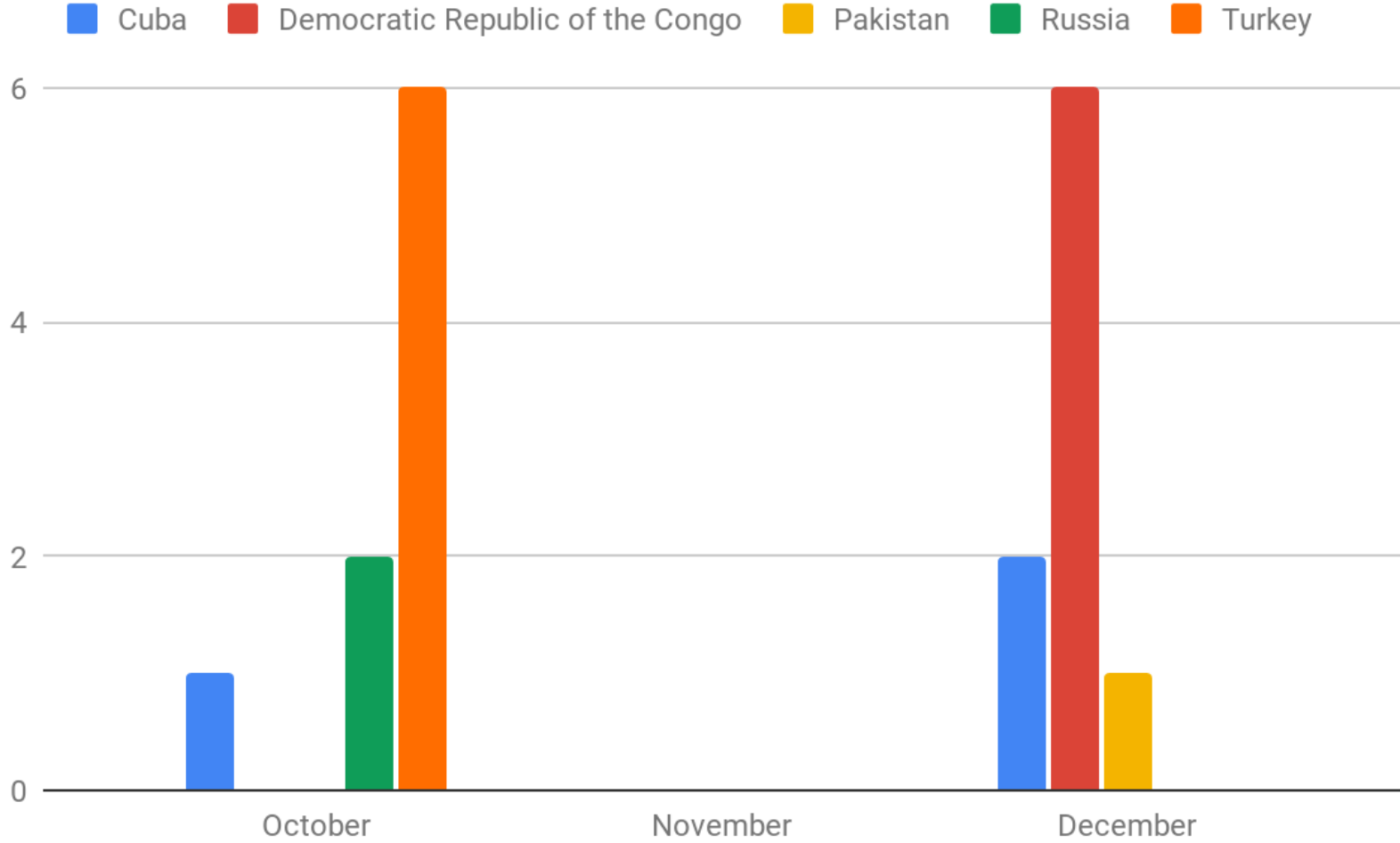
Numbers from October 2020 to December 2020



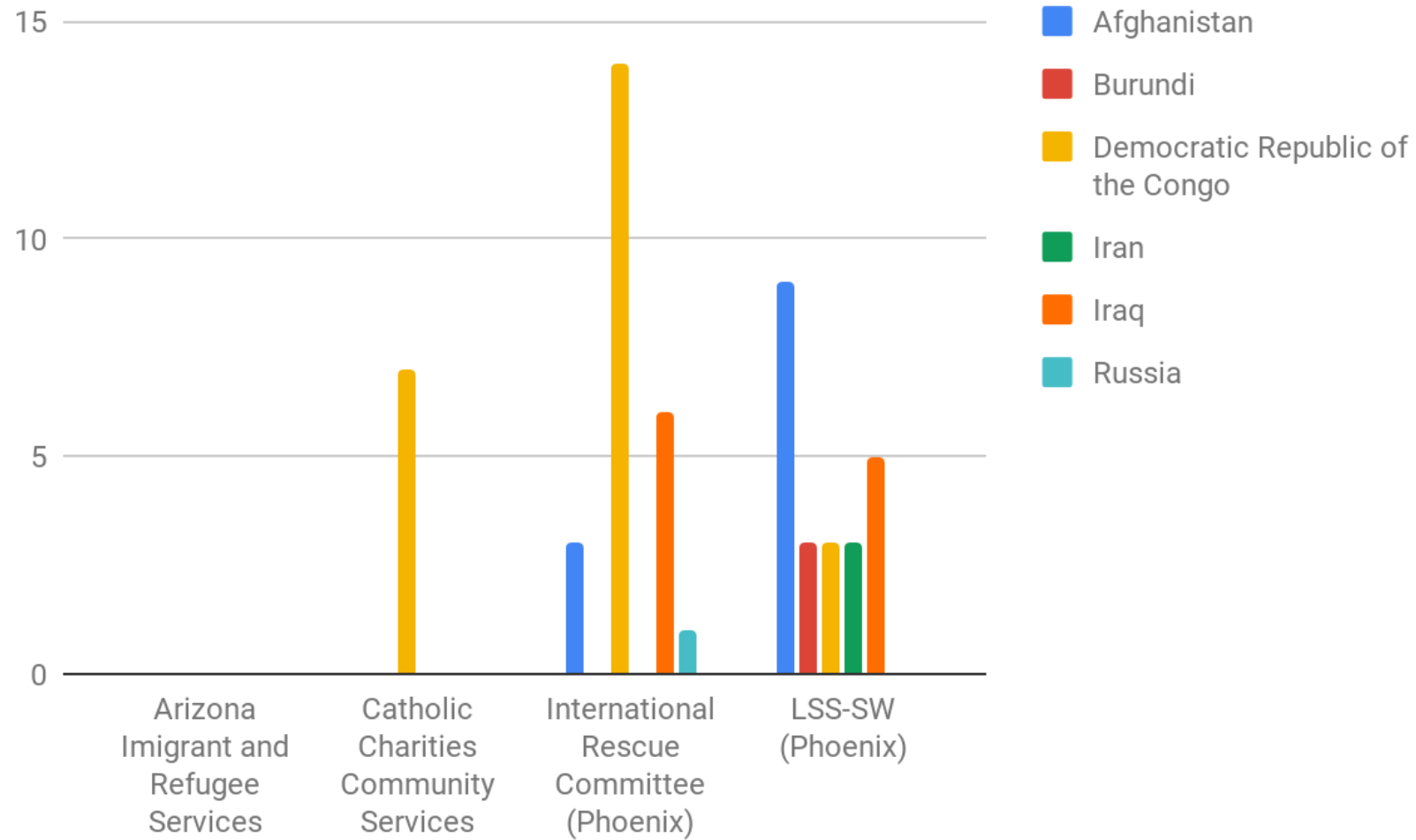
Arrivals By Month - Maricopa



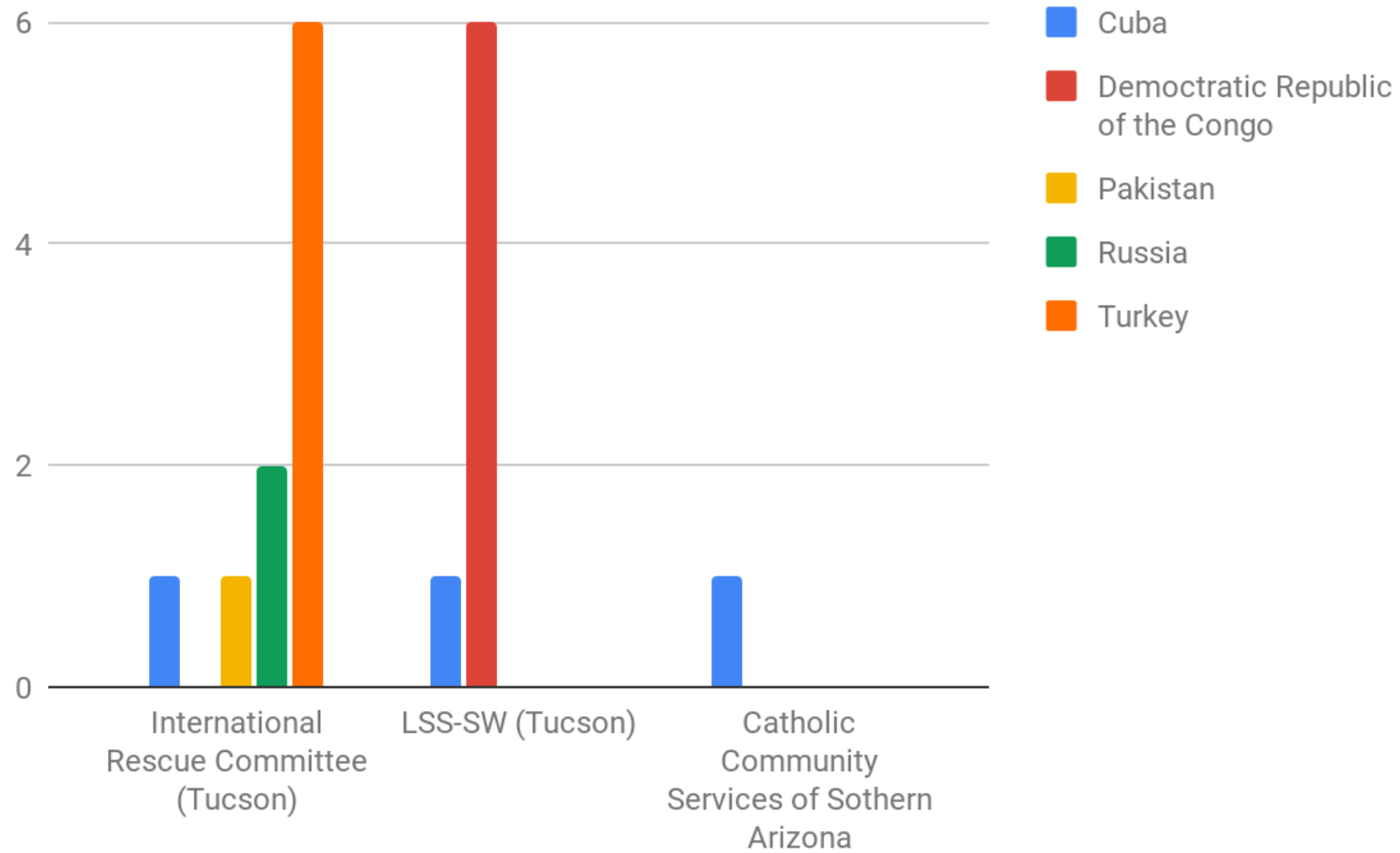
Arrivals By Month - Pima



Top Countries of Arrival - Maricopa



Top Countries of Arrival - Pima



Intensive Case Management (ICM) Maricopa

Agency Name	Clients Enrolled in ICM
AIRS	5
CC-CS	0
IRC	24
LSS-SW	28
Total	57



Intensive Case Management (ICM) Pima

Agency Name	Clients Enrolled in ICM
CCS	3
IRC	19
LSS-SW	2
Total	24



Program Definitions

- **Unaccompanied Refugee Minors (URM) Program:** The URM Program was originally developed in 1980 and serves some of the most vulnerable minors in the world. The URM Program since its creation has served over 13,000 minors. Children eligible for URM are under 18 and unaccompanied.
- Eligible URM populations include:
 - Refugees
 - Asylees
 - Cuban or Haitian entrants
 - Certain minors with Special Immigrant Juvenile Status
 - Victims of Trafficking
 - U Visa holder



URM - Maricopa

Agency Name	Clients Enrolled in URM
CCS	51
Total	51



Program Definitions

- **Refugee Cash Assistance Program (RCA):** A federally funded (state administered) cash assistance program for employable single adults and childless couples, otherwise not eligible for TANF. Refugees and eligible beneficiaries may be eligible for RCA benefits for up to eight months from their date of arrival or grant of qualifying status.
- **Temporary Assistance for Needy Families (TANF):** A federally funded (state administered) cash assistance program for families with employable single heads of household (TANF) and two parent households (TPEP). Eligible beneficiaries are required to participate in the State Jobs Program upon receipt of benefits.



Program Definitions

- **No Cash (NC):** Refers to refugees and eligible beneficiaries who are receiving case management or employment services through a resettlement agency, but are not recipients of a public cash assistance benefit.
- **Matching Grant Program (MGP):** A federally funded (resettlement agency administered), early employment and case management program. MGP is an incentivized program based on voluntary participation, and it is designed to be an alternative to public cash assistance programs. The goal of the program is for eligible beneficiaries to obtain self-sufficiency within 120-180 days from their date of enrollment.



RA Employment Service Caseload Maricopa

Agency Name	RCA	TANF	NC	MG
AIRS	0	0	0	0
CC-CS	1	2	38	5
IRC	6	6	11	32
LSS-SW	0	1	6	32
Total	7	9	55	69



RA Employment Service Caseload Pima

Agency Name	RCA	TANF	NC	MG
CCS	0	3	33	0
IRC	3	9	55	19
LSS-SW	1	0	16	5
Total	4	12	104	24



Refugee Program Employment Services Maricopa

Cash Type	Outcomes	Resettlement Agency				Total
		AIRS	CCCS	IRC	LSS-SW	
RCA	RA Employable Caseload	0	1	6	0	7
	RA Clients Employed	0	0	4	0	4
	Average Hourly Wage	\$0.00	N/A	\$14.00	\$0.00	\$14.00
	90-Day Retention	0%	N/A	100%	0%	100%



Refugee Program Employment Services Maricopa

Cash Type	Outcomes	Resettlement Agency				Total
		AIRS	CCCS	IRC	LSS-SW	
TANF	Employable Caseload	0	2	6	1	9
	Entered Employment	0	1	2	1	4
	Average Hourly Wage	\$0.00	\$13.00	\$13.38	\$12.00	\$12.80
	90-Day Retention	0%	100%	100%	0%	100%
No Cash	Employable Caseload	0	38	11	6	55
	Entered Employment	0	25	5	6	36
	Average Hourly Wage	\$0.00	\$13.60	\$14.60	\$14.08	\$14.09
	90-Day Retention	0%	88%	89%	100%	88.5%



Refugee Program Employment Services Pima

Cash Type	Outcomes	Resettlement Agency			Total
		CCS	IRC	LSS-SW	
RCA	Employable Caseload	0	3	1	4
	Entered Employment	0	0	0	0
	Average Hourly Wage	0	N/A	0	\$0.00
	90-Day Retention	0	N/A	0	0%



Refugee Program Employment Services Pima

Cash Type	Outcomes	Resettlement Agency			Total
		CCS	IRC	LSS-SW	
TANF	Employable Caseload	3	9	0	12
	Entered Employment	2	6	0	8
	Average Hourly Wage	\$12.15	\$12.29	\$0.00	\$12.22
	90-Day Retention	67%	100%	0%	83.5%
No Cash	Employable Caseload	33	55	16	104
	Entered Employment	17	36	12	65
	Average Hourly Wage	\$12.25	\$13.84	\$12.75	\$12.95
	90-Day Retention	72.5%	65%	100%	79%



Matching Grant Program - Maricopa

Cash Type	Outcomes	Resettlement Agency				Total
		AIRS	CCCS	IRC	LSS-SW	
MGP	Employable caseload	32	5	32	32	101
	Entered Employment	19	4	23	16	62
	Average Hourly Wage	\$14.15	\$12.71	\$13.14	\$12.40	\$13.10
	Percent Self-Sufficient at 120 Days	100%	80%	66%	64%	77.5%
	Percent Self-Sufficient at 180 Days	100%	80%	82%	100%	90.5%



Matching Grant Program - Pima

Cash Type	Outcomes	Resettlement Agency			Total
		CCS	IRC	LSS-SW	
MGP	Employable caseload	0	19	5	24
	Entered Employment	0	8	5	13
	Average Hourly Wage	0	\$13.14	\$12.75	\$12.95
	Percent Self-Sufficient at 120 Days	0	66%	100%	83%
	Percent Self-Sufficient at 180 Days	0	N/A	100%	100%



Health Screening

County	Screening Rates (October-December)
Maricopa	<ul style="list-style-type: none"><li data-bbox="682 411 1251 462">▪ Total screened: 109<li data-bbox="682 562 1722 614">▪ Percent screened within 30 days: 46%
Pima	<ul style="list-style-type: none"><li data-bbox="682 843 1217 895">▪ Total screened: 36<li data-bbox="682 995 1854 1046">▪ Percent screened within 30 days: Unknown



Challenges

Challenge Type	Details
Employment	<ul style="list-style-type: none">● Many clients have returned to the workforce after being furloughed, but challenges to pursuing employment remain (particularly for parents with children who no longer have childcare or now attend school online).● As the employment sector has not fully recovered, many legacy employers are not yet in business or clients are working reduced hours. There is also diminished diversity of job opportunities.● There are few employers willing/able to hire clients living with a disability.● Clients work in fear for their health, leading to absences in some cases.
Social Security	<ul style="list-style-type: none">● Social Security appointments are offered on an individual appointment-only basis, with quarantine and limited availability causing delays.



Challenges

Challenge Type	Details
Unemployment Insurance	<ul style="list-style-type: none">● Many clients are unable to receive Unemployment Insurance or Pandemic Unemployment Assistance due to system errors and interpretation barriers.● Clients struggle to complete weekly certification claims independently due to lack of English and digital literacy and access.
Financial Security	<ul style="list-style-type: none">● Clients have difficulty finding employment or have lost employment due to the current economic environment.● With Pandemic Unemployment Insurance ending, clients without employment face difficulty paying rent and utilities.
USCIS and CBP Delays	<ul style="list-style-type: none">● Increased USCIS and CBP processing time causes delays in obtaining Lawful Permanent Residency (Green Cards) and I-94s for asylees.



Challenges

Challenge Type	Details
RA Staffing/ Management	RAs face limited funding and have reduced staffing capacity due to low arrivals. Working from home is difficult as case files are not digitized, physical signatures are required, and clients cannot easily attend appointments.
Housing	<ul style="list-style-type: none">● Since the outbreak of COVID-19, housing costs have risen and finding units for larger families has become more difficult.● Many clients cannot afford the increase in rental and utility fees.● Limited R&P funding makes meeting higher housing costs challenging for RAs.● Some landlords lack experience renting to refugees, while others refuse to rent to refugees, altogether. Some apartments have safety issues.
COVID-19 Safety	Large families have limited options for quarantining safely at home.



Challenges

Challenge Type	Details
Medical	<ul style="list-style-type: none">● Medical appointments have been canceled due to COVID-19 and some chronic illnesses are not being treated. Clients prefer in-person appointments and are facing difficulty accessing telehealth appointments.● Clients are avoiding regular doctor's visits due to fear of contracting COVID-19 and/or mistrust of the current medical system.● AHCCCS offers few transportation options to COVID-19 testing sites.● COVID-19 positive clients require additional case management.
Education	<ul style="list-style-type: none">● Remote and hybrid learning during COVID-19 has been difficult for school-aged children, who often have issues understanding online systems and curriculum.● Senior clients struggle due to their lack of digital literacy and many are falling behind learning in remote classes.



Successes

Success Type	Details
Housing	RAs continue to find client housing options and build relationships with apartment complexes throughout Phoenix and, now, the East Valley.
COVID-19 Rental and Utility Assistance	Hundreds of refugee families were assisted with rental assistance across all RAs through the City of Phoenix COVID-19 Wildfire funds. Households were eligible for up to \$4,200.
Donations	Donations of clothing, food, hygiene items, cleaning products, diapers, PPE, household items, holiday gifts, furniture, and computers were provided to refugees through in-kind donations, grant funding, and partnerships with community organizations.



Successes

Success Type	Details
Holiday Giving Campaigns	<ul style="list-style-type: none">● IRC and Catholic Charities provided sponsorship for dozens of refugee families during the holiday season. Families and youth in the Unaccompanied Refugee Minors Program received toys, gifts and gift-cards.● LSS-SW Phoenix worked with Grand Canyon University Co-Sponsors to offer holiday donations.
Community Partnerships and Collaboration	<ul style="list-style-type: none">● All Resettlement Agencies engaged with partners, including faith-based groups, community and civic organizations, educational institutions, and advocacy groups by attending community events and collaborating to overcome significant COVID-19 challenges.● IRC Headquarters developed a partnership with Sodexo to place refugees in healthcare and homecare.



Successes

Success Type	Details
Adult Education	<ul style="list-style-type: none">● Remote financial literacy courses were offered.● Digital literacy tutoring was provided to help clients improve skills for participation in medical appointments, employment, and/or school.● CCS paired senior clients with an ESL Teacher for bi-weekly classes.
Children's Education	<ul style="list-style-type: none">● Families with school-aged children were provided support enrolling in classes and obtaining computers to attend classes remotely.
Employment	<ul style="list-style-type: none">● Dozens of clients were placed in new jobs.



Successes

Success Type	Details
ALTCS/DDD applications	Remotely assisting clients with ALTCS/DDD programs enrollment has gone well and applications are being processed in a timely manner.
Mentorship	LSS-SW Phoenix's Intensive Case Management Program has seen success with phone mentorship, whereby clients are matched with mentors who speak a common language. Mentors have offered clients support.
LSS-SW Women's Empowerment	The Etsy store <i>Refugee Made</i> continues to be a popular venue for refugee women to earn money selling their sewing projects.





DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

COVID-19 Updates





DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Refugee Health in AZ email went out February 11, 2021

The Centers for Disease Control and Prevention (CDC) Request for Case Reports

- The CDC is requesting that SRHCs report new refugee arrivals testing positive for COVID-19 within 14 days of arrival. Please contact Juliana Davis jdavis@azdes.gov to report anyone who falls in this category.
- The purpose of this is to identify any COVID-19 infections in new arrivals that the universal overseas COVID-19 testing failed to detect. (All new arrivals are being tested before departure to the U.S.)

Benefits Extension

- Per ORR Policy Letter 21-01 *Extended Assistance for ORR Populations Affected by COVID-19*, Refugee Medical Assistance has been extended for current members through April 30, 2021. Updated cards have been issued.





DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

COVID-19 Support

- Two new COVID-19 Medical Case Managers in Tucson: LSS (Janira Camacho, jcamacho@lss-sw.org) and IRC (To be announced)
- Four COVID-19 Clinical Health Navigators (CHNs): Valleywise Health - Ali Mohammed, Daisy Taknan, Nahida Alani, Alice Kalondji. (Contact: Jeanne Nizigiyimana jeanne_nizigiyimana@dmgaz.org / Daisy.Taknan@valleywisehealth.org)
- IRC and Pima County Health Department have multilingual Community Health Workers and Case Managers to support acute needs in COVID-19 positive individuals.
- Maricopa County Department of Public Health has a refugee outreach team including four CHNs, all previously resettled as refugees. Collectively, the CHNs speak Arabic, French, Karen, Thai, Burmese, Swahili, Kinyarwanda, Kinyamulenge, and Kirundi. For presentations or information on case investigations, contact tracing, and community outreach, please contact them at RefugeeOutreach@maricopa.gov





DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

**Census 2020/2030:
Jannah Scott
U.S. Census Bureau**





DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

**Wilson-Fish TANF Coordination:
Chris Tremel
Arizona Refugee Resettlement Program**



Wilson-Fish TANF Coordination Project

Arizona Refugee Resettlement Program (RRP)



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Program Overview

Program Overview

- The **Wilson-Fish TANF Coordination Project (WFTC)** is a new program which aims to ensure that Arizona's refugee TANF beneficiaries can access dedicated employability and case management resources alongside their TANF Jobs Program to overcome their distinct cultural, linguistic, and socioeconomic barriers that contribute to prolonged periods of unemployment and cash assistance dependency.
- **Timeline:** The WFTC program expects to launch in July of 2021.

Program Overview

- A **Refugee Unit** will be created within DES's Division of Employment Rehabilitative Services (DERS) to help refugees access the TANF Jobs Program and cash assistance.
- There will be **four Cultural Navigators** total under the Refugee Unit Manager: three in Maricopa and one in Pima. The Unit Manager will be based in Maricopa. This may fluctuate.
- Under the supervision of the Refugee Unit Manager in DERS, Cultural Navigators will provide refugee TANF-eligible beneficiaries culturally and linguistically compatible support for meaningful access to TANF Jobs Program resources and public benefits.

Program Overview

- TANF clients whose family budget remains unbalanced for a period exceeding two thirds of the R&P rental support timeline will be flagged in ARRPODS for referral to the project.
- Cultural Navigators will work to **identify and offer appropriate resources** within the **TANF Jobs Program system** to meet client needs.
- Cultural Navigators will also **collaborate with Case Managers** from Resettlement Agencies (RAs) to develop a **Self-sufficiency Plan (SSP)** and **Employability Plan (EP)** for each case designed to reduce barriers to job acquisition and economic self-sufficiency.

General Expectations for RA Case Managers

General Expectations

For shared TANF cases, Case Managers will:

- Jointly manage SSPs and EPs within the Arizona Refugee Resettlement Program Online Database System (ARRPODS). Plans are considered “living documents.”
- Maintain regular contact with DERS staff to coordinate services.
- Participate in joint care team meetings once per week with Cultural Navigator.
- Share available resources to support the Cultural Navigator in addressing the client’s needs.

Case Managers should also refer TANF cases that require a higher level of services during R&P period.

Daily Workflow for RA Case Managers

Daily Workflow

For shared TANF cases, Case Managers will:

- Update client SSPs/EPs regularly.
- Communicate with DERS Refugee Unit to discuss client progress, share appropriate resources, and schedule weekly meetings.
 - Response to any form of contact is required within 48 hours.
- Follow developments and/or changes in client SSPs/EPs.
- Problem-solve emergency situations should any arise.

Expectation	→ Daily Workflow	→ Outcome
<ul style="list-style-type: none"> ● Manage up-to-date shared SSPs/EPs in ARRPODS. ● Maintain regular contact with DERS Refugee Unit. ● Arrange and participate in weekly coordination meetings. ● Participate in joint care team meetings once per week with Cultural Navigator. ● Share available resources to support Cultural Navigator. ● Refer eligible TANF cases in need of services. 	<ul style="list-style-type: none"> ● Update client SSPs/EPs regularly. ● Communicate with DERS Refugee Unit to discuss client progress, share appropriate resources, and schedule weekly meetings. ● Respond to communication within 48 hours. ● Follow developments in client SSPs/EPs. ● Problem-solve emergency situations should any arise. 	<ul style="list-style-type: none"> ● Increased employment acquisition, improved coordination of services, and reduced barriers to accessing cash assistance for vulnerable refugees. ● RSS can direct focus away from supporting TANF cases and toward supporting RCA and other cases. ● The burden of high-needs cases will be reduced for RA Case Managers.



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Open Mic

