

# INTAKE / ORIENTATION CHECKLIST

Orientation Checklist

## Preliminaries / Resettlement Roles & Procedures

- Introductions: clearly explain the purpose and goals of the orientation session, outlining the major topics you will be covering
- Hand out and explain *CFC Client's Rights Statement* and *Notice of Privacy Practices*. Have HOH sign **Acknowledgement of Receipt of NPP & TPO Consent Form**.
- Explain the need for CFC staff to share client information with other agencies. Have each adult in the case sign an **R&P Program Consent Form**. If the case is being resettled with the assistance of a CRT have the HOH sign an **E-mail Consent Form**.
- Explain the goal of the resettlement program – that is, to help the refugee family achieve self sufficiency through the provision of and referral to appropriate services and the attainment of fulltime employment for all employable refugees in the family
- Discuss the separate roles of the anchor relative, volunteers, and CFC staff. Clearly define what part each will play in completing the items listed on the Resettlement Services Checklist
- Explain the need of the refugee to exhibit courteous, cooperative behavior toward volunteers and staff; consequences if they fail to do so
- Discuss how the resettlement services are progressing, which appointments have they attended, timetable for the remaining appointments, etc.
- Emphasize the importance of keeping all scheduled appointments with CFC as well as with all other service providers. Underscore need to make appointments and not merely show up at CFC and expect to be seen. They should consult with anchor relative or volunteers first. Bonafide emergencies are exception to rule
- Express to the anchor/vol. the necessity to work together w/ CFC to achieve resettlement services goals. Explain to anchor/vol. the need to submit the necessary documentation according to designated timeframes.
- Discuss the impact of secondary migrations with emphasis on the need to stay in place for at least 6 months to enable program to provide core services. Advise of loss of resettlement agency support if secondary migrations occur
- Discuss and complete VOLAG appropriate **Resettlement and Employment plans**
- Complete **Mental Health Assessment** (if BIO or staff member indicates its necessity)
- Explain initial health assessment procedures & address any immediate health concerns: schedule appt. for urgent health needs

## Immigration & Naturalization

- Discuss the benefits and restrictions of the client's "Refugee" status and the procedures for and benefits of status adjustment
- Discuss the refugees' legal obligation to notify DOJ of each change of / new address w/in 10 days. Explain the use of the **AR-11 Form**
- Discuss the restrictions and requirements for travel outside the United States
- Describe procedures and timetable for citizenship application, stressing the need of the client to learn English, become employed and have a clean record to help gain BCIS approval. Explain benefits of citizenship
- Discuss procedures for family reunification and the eligibility requirements for P-3 or VISA 93 category resettlement. Ask clients if they have overseas refugee relatives that they wish to apply for

## Employment

- Discuss what it means to be an "employable refugee" according to DOS definition.
- Discuss employment stipulations as stated by DOS. Define and explain fulltime as well as part time employment.
- Discuss the need for refugees' fullest cooperation in gaining employment as soon as possible according to the resettlement / employment plan
- Explain grounds for sanctioning: quitting, being terminated for cause, rejecting a bonafide job offer.
- Explain the role of the Case Manager, Job Developer and Job Counselor in job readiness and placement
- Summarize employer expectations: punctuality, breaks, 2-weeks' notice, overtime, appropriate dress.
- Explain all points in the **Employment Agreement** and have all employables in the case sign an agreement
- Explain need for anchors/volunteers to identify employment possibilities, need to communicate employment related issues to Case Manager
- Describe the therapeutic benefits of early employment, the linguistic benefits of early employment, the sense of self esteem that comes with supporting oneself and family through employment
- Explain refugee's right to work in the U.S, and protection against job discrimination. Hand out **Job Discrimination brochure**.

## Education

- Explain procedure for child's school enrollment: assessment, placement, transportation to and from, etc.
- Stress the importance of regular school attendance for children & having them appropriately dressed and groomed for school
- Explain parent's need to check their child's homework and attend meetings with teachers

- Express the importance of adult attendance for ESL classes, GED preparation or other educational /training opportunities
- Indicate that ESL attendance is expected from client in conjunction with f/t employment

**Life in the U.S.A.**

- Describe anti-immigrant feelings and need for them to become productive/employed & to avoid PA unless last resort
- Discuss public transportation/services
- Discuss personal/public safety issues including crime with emphasis on sticking together, properly supervising children, reporting criminal behavior, and stressing that police work for you and not the State – Police should be respected, but not feared
- Discuss procedure for gaining a drivers license purchasing cars, insurance and registration requirements, consequences driving w/out a license or insurance, obeying traffic and parking ordinances
- Describe telephone procedures: discuss abuses of the phone, long distance charges borne by refugee, only local calls possible until employed
- Discuss emergency procedures: need for emergency telephone numbers next to the phone, 911 call in case of emergency medical need, fire or criminal activity; differentiate between emergency and non-emergencies.
- Discuss credit cards, banking, building credit (airfare loan repayment)
- Discuss filing income taxes; sales taxes
- Discuss basic hygienic standards: regular washing, deodorant, soap, laundered clothing, not sharing toothbrushes, properly storing food, use & abuse of toilet, shower curtains, cleaning house, stove, refrigerator, dishes, garbage disposal.
- Discuss social skills: honesty, cooperation, truthfulness, consideration of neighbors, patience, acting grateful to volunteers and donors
- Discuss American views and laws re: domestic violence, sexual harassment, smoking, public intoxication and child care/abuse
- Present the language- appropriate "*Facts of Life in the U.S.*" **booklet**. Refer to Welcome to America letter

**Airfare Loan**

- Discuss Airfare Loan obligations, and procedures / timetable for repayment. Stress nonpayment effect on credit, and negative impact on other refugees. For USCCB cases, present *Airfare Loan packet* and discuss its contents including promissory note, checklist, booklet, and payment coupons, have all USCCB clients that signed a promissory note, sign the **Travel Loan Orientation Checklist**

**Housing**

- Review the issues listed on the **Housing Orientation Checklist**. Case Manager and client must sign this checklist and it must be included in the client's casefile.

**Finance / Public Benefits**

- Discuss the Resettlement Grant and explain to the client how that money will/should be spent: stress that the R&P allocation is the only source of monetary support for at least the first 30 days; need for careful management of funds and initial food stamp allocation
- Discuss the means of support CFC is arranging post 30 days: ie MG Budget or Public Assistance via DHHS
- Stress to the client that agency or DHHS support is temporary and that CFC as well as DOS expects refugees to gain fulltime employment so that they may support themselves
- Explain eligibility and procedure for Food Stamps, Medicaid and Public Assistance
- Instruct the client on payment of bills: bill payment procedure, responsibility to pay utility bills ON TIME, no hoarding of bills, explain that the cash money available in the MG Budget (if applicable) must be put toward payment of bills

**Match Grant**

- Explain benefits, obligations and requirements of Match Grant program: screen client for MG / complete **MG Assessment Form**

**Selective Service**

- Explain Selective Service registration requirement: Have applicable clients complete and sign **Selective Service form**:

\***Collect** ( ) photocopies of I-94's./Passport/EAD's., ( ) IOM Medical Reports, ( ) Promissory Note, , ( ) Receipts form DHHS  
 ( ) Social Security receipts, ( ) Signed R&P disbursement voucher/receipt, ( ) Receipts from TB clinic,

\***Complete:** ( ) Intake/Orientation Checklist ( ) Volunteer Assistance & Inventory forms for R&P and MG  
 ( ) Resettlement / Employment Plan ( ) Employment Agreements  
 ( ) MG Assessment Form ( ) R&P Program Consent Forms (& E-mail Consent Form if applicable)  
 ( ) Airfare Loan Checklist (USCCB cases only) ( ) MG Agreement (if applicable, for each MG employable)  
 ( ) Selective Service Application ( ) Acknowledgement of Receipt of NPP & TPO Consent Form

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Signature of Case Manager

\_\_\_\_\_  
Date

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Signature of Refugee Head of Household

\_\_\_\_\_  
Date