

# EXODUS REFUGEE

The Life Ahead



# Mission Statement



**Exodus Refugee Immigration is dedicated to the protection of human rights by serving the resettlement needs of refugees and other displaced people fleeing persecution, injustice, and war by welcoming them to Indiana.**







## PRE-ARRIVAL

- ✓ Secure housing
- ✓ Set up home with donated furnishings and two weeks of food
- ✓ Schedule future appointments with DFR and MCPHD
- ✓ Try to match client with a volunteer

## 90 DAYS

- ✓ Rent and utilities paid
- ✓ Employment services
- ✓ Financial training
- ✓ Computer training
- ✓ English classes
- ✓ Transportation to appointments
- ✓ Special medical appointments
- ✓ Supportive programs

## 24 HOURS

- ✓ Airport welcome
- ✓ Seasonal clothes
- ✓ Culturally appropriate meal
- ✓ First home visit
- ✓ Home and personal safety orientations
- ✓ Cell phones

## ONGOING

### 90 DAYS – 5 YEARS:

- ✓ Supportive programs
- ✓ Employment help
- ✓ Legal services
- ✓ English classes
- ✓ Citizenship classes
- ✓ Family reunification
- ✓ Extended case management

### AFTER 1 YEAR:

- ✓ Green card

### AFTER 5 YEARS:

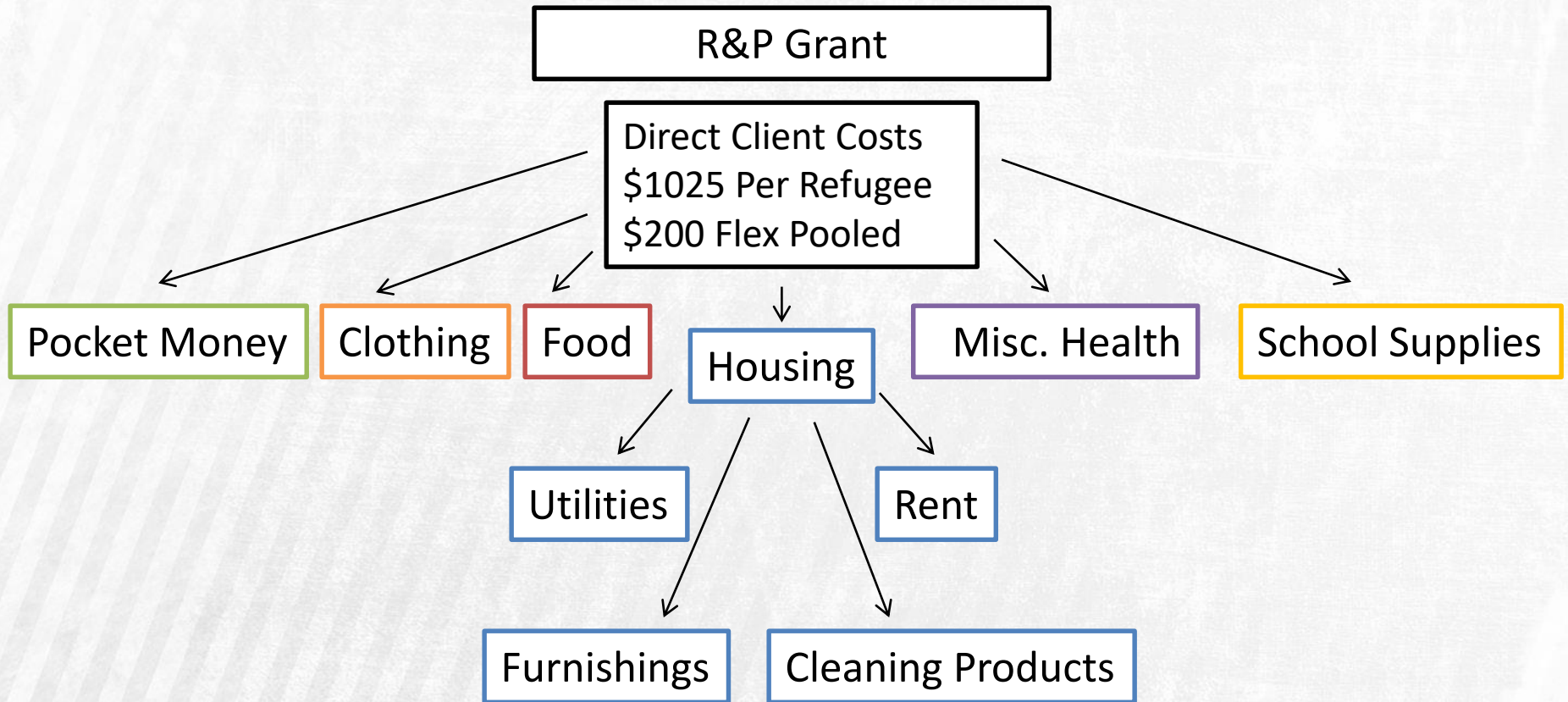
- ✓ Legal services
- ✓ Mental wellness

## 30 DAYS

- ✓ Exodus intake
- ✓ Health screening and immunizations
- ✓ Apply for Social Security, Medicaid, SNAP, TANF, WIC
- ✓ Cultural orientation
- ✓ Bus training
- ✓ School enrollment
- ✓ Resettlement plan
- ✓ Supportive programs

# Services Overview

# PRM Funding





Co-Sponsor - Church group or  
Company/Organization

Welcome Team - Community group  
not attached to a larger entity for  
support

# Welcome Activities



- ❑ **Welcome Home:** Help set up an apartment for an arriving refugee individual or family.
- ❑ **Rental Assistance:** Make a financial contribution to the local agency to assist in paying for housing.
- ❑ **Furnishings and Supplies:** Collect furnishings, kitchen and household items, hygiene and cleaning items.
- ❑ **Seasonal Clothing:** Provide seasonal clothing and footwear for work, school, and everyday use for each member of the family, and diapers for infants and toddlers.
- ❑ **Stock the Pantry:** Purchase culturally appropriate groceries for the family .
- ❑ **Arrival:** Pick up the individual or family from the airport and welcome them to their new home and community.
- ❑ **Welcome Meal:** Prepare a culturally appropriate meal, ready for the individual or family to enjoy immediately upon arrival at their new home.
- ❑ **Health:** Accompany the individual or family to medical appointments and assist as an advocate for the individual or family's healthcare access.
- ❑ **Conversation:** Focus on developing English skills with the individual or family.
- ❑ **Financial Education:** Facilitate financial education for the individual or family.
- ❑ **Job Development:** Help the individual or family with employment preparation in order to work towards self-sufficiency.
- ❑ **Transportation Assistance:** In partnership with local agency staff and case managers, arrange for transportation of individual or family in situations where public transportation is not practical.
- ❑ **Community Guide:** Use your creativity to help the refugee family to learn more about their new community.



# Hosting a Family outside of Indianapolis



- ❑ Must have secured a safe, sanitary, affordable apartment or house for the family that is available for at least 6-12 months. Average rental rates for the network at around \$813 (1 bedroom), \$1,012 (2 bedroom), and \$1,254 (3 bedroom). Homes with more than 3 bedrooms are also in great need!
- ❑ Ability to co-sign for apartments if needed.
- ❑ Must agree to take at least 3 families (so as not to isolate any given family)
- ❑ Must secure access to culturally appropriate food (ex: Halal meat)
- ❑ Must have identified/designated Dari or Pashto interpreter within the group or in the community. Or identify funds to pay the cost of interpretation needs (whether in-person or by phone).
- ❑ Availability to devote 10-40 hours per week to support a new family in the first weeks (transportation provided – w/ car seats – and/or trained with public transportation)
- ❑ Designate one lead point of contact between your group be the liaison with Exodus for regular check ins.
- ❑ All members of the group must pass an Exodus background check.
- ❑ All members of the group must complete an APA Community Partner Training
- ❑ All members of the group must be fully vaccinated for COVID-19 or receive a medical or religious exemption as per Exodus's COVID Vaccination Policy and follow all appropriate COVID-19 prevention practices such as masking.
- ❑ All members of the group must agree to core Exodus policies including Code of Conduct including prevention of sexual exploitation and abuse, Anti-Human Trafficking Policy, Child Safeguarding Policy, Policy on Gender Equality, Racial Equity Platform, Accountability to Affected Populations Framework and Security Policies.
- ❑ Adhere to Exodus confidentiality policy, including Consent to Release policy-Documentation services delivered to clients back to Exodus on a weekly basis

# Fundraising – Local and outside of Indy



## Co-Sponsor Budget

Target Fundraising Amount: \$5000

Item	Amount	Total
Monthly rent (x2)	800	1600
Monthly utilities (x2)	200	400
Furnishings / misc family expenses	1000	1000
Interpretation	500	500
Support for non-cosponsored refugee family	1000	1000
Exodus discretionary funds	500	500
<b>Total</b>		<b>5000</b>



# Welcome Team Guidelines



1. Commit to visit at a minimum weekly for at least 3 months from arrival and up to 6 months
2. Team leader should communicate regularly with Exodus Refugee
3. Respect client privacy, confidentiality, time
4. Uphold human rights and advocate for the family
5. Submit volunteer commitment sheets

# How to recognize if there are **Boundary Issues...**



- Your gut says, “Not again!” to a refugee request but your mouth says, “Ok, one more time...”
- You begin to feel the refugees’ anxieties as your own and your own relationships suffer as a result.
- You want to “buffer” refugees from the difficulties of starting life over again at the bottom in a new culture.
- You are making decisions on behalf of the family or you try to force solutions rather than present options, tools, and information.
- You start refereeing a refugee’s disputes.
- You are forcing your own beliefs on the refugee individual or family.
- You are paying a bill for the individual or family.



## Welcome Team and Co-Sponsor Activity Log Form



Refugee Family Name:		WT/Co-Sponsor Name:	<input type="checkbox"/>
Case Number:		Team Leader Name:	
Affiliate Office:	Indianapolis	Team Leader Contact:	
Staff Reviewer:		Commitment Term:	
Date Reviewed:			

\_\_\_ I certify the information below to be true and accurate to the best of my knowledge.

Date	Service Provided	Family Assisted	# of Hours	# of Miles	Code (Office Use)

- Your volunteer hours count toward Exodus funding
- Record both donations and volunteered time on this form
- Return forms to [jjones@exodusrefugee.org](mailto:jjones@exodusrefugee.org) monthly

# A Successful Welcome Team...



- ❑ Has enough time to maintain the commitment to walking alongside newly resettled refugees
- ❑ Involves friends/family
  - If heavily involved, we require them to go through training & complete a background check
  - Remember Confidentiality
- ❑ Demonstrates patience and flexibility as the newcomer adjusts to a new life in the US
- ❑ Helps the refugee family become self-sufficient with care and compassion
- ❑ Establishes and maintains personal boundaries
- ❑ Helps to ensure the family is not taken advantage of
- ❑ **Recognizes refugees as resilient survivors**



# A Successful Welcome Team avoids...



- ❑ Becoming a taxi service
- ❑ Taking on the role of a case manager
- ❑ Getting overwhelmed and not reaching out for help
- ❑ Doing everything for the client/Not letting the client speak up for him/herself
- ❑ Viewing a language barrier as an obstacle to providing services



# Afghan Placement and Assistance Program



- Legal Status: Parolee Status**
  - Not refugees, not SIV's
  - No AOR (Affidavit of Relationship), Family Reunification, etc
- Government Benefits**
  - As of 10/1/2021, same benefits as refugees
    - This includes ORR Benefits
      - Medicare, Medicaid, Food Stamps, TANF, etc. – All FSSA benefits
- Different Situation**
  - Had to run immediately
  - Often, didn't have time to take any possessions
  - Very fresh trauma of having to run from Kabul



# What's Different about These Families?



## **Very Immediate Heartache**

- Very immediate and fresh breaks in family
- Unclear if they will ever see their family again
- Unable to contact those they know are left behind
- Unclear when (or if) they will be able to apply for family reunification

## **High level of Anxiety**

- Had to leave everything, including documents
- Remarkable anxiety associated with just where to start
- Refugees generally don't have much, but they have some type of starting point
  - Our Afghan parolees literally have to start from scratch with out a clear, foundational community

## **May not be interested in the typical "Welcome" experience**

- Because of this anxiety, families may not be interested in the fun stuff, like the zoo or the children's museum or walks in the park
- They may be more interested in the more practical outings, like grocery stores, BMV, figuring out insurance benefits, finding a job, etc.

# Welcome Team



## Take-Away

**We must prioritize what is most helpful to these families over what is more gratifying to our experience. These families cannot afford for us to make it about us.**

- It's important to have emotional stamina
- Exercise strong emotional and practical boundaries
- Instead of “fun” things, encourage activities that encourage self-sufficiency (best way to help people feel stable)



# Sensitive Topics



## ❑ Confidentiality

- It is imperative that you respect this right

## ❑ Asking individuals to share their story

- Some are open to sharing, others are not
- Please be sensitive that their story might be painful and not something to talk about casually
- Do not pry

## ❑ Health Issues

- If you learn of health issues please do not discuss them with others, even with family members of the individual
- HIV- It is illegal to disclose if a person is HIV+ (Even if a client discloses this to you, please do not discuss with anyone else)
- Exodus needs client permission to discuss health issues with you

# Religious Affiliations



- ❑ After establishing a friendship, you're free to invite the refugees to social gatherings at your place of worship or within your religious circle to include them in the community.
- ❑ Please respect their religious beliefs and provide assistance in locating an appropriate faith community if requested.
- ❑ Participating in religious services must be their decision.



# Giving and Finances



- ❑ Refugees do not have much, but they have what they need upon arrival.
- ❑ It is okay to give household items/gifts.
- ❑ Never give cash.
- ❑ Consider these questions before giving:
  - Does the family truly want/need this?
  - Am I giving this just to make myself feel better?
  - Am I enabling the client or hindering their self-sufficiency?
- ❑ Requests from the family:
  - It is ok to say “No.”
  - Consult with Exodus when you’re unsure.

# In Case of an Emergency



- **Call 911 for medical and other emergencies and notify Exodus staff via the emergency phone.**
  - ***Exodus After-Hours Emergency Phone: (317) 625-7892***
  
- **If you suspect or witness domestic violence or child abuse, contact Exodus and/or protective services immediately.**
  - **Suspected child abuse or neglect should be reported to Child Protective Services (CPS).**
    - **24-Hour Hotline: 1-800-800-5556**
  
  - **Julian Center: for victims of domestic violence**
    - **24-Hour Crisis Line (317) 920-9320**



# Things to be Aware of



- ❑ Arrival dates can change at the last minute, so we all need to be flexible.
- ❑ Each arriving family is unique and has different needs.
- ❑ Refugee families have only the basic necessities. Please expect this when you first visit their house.
- ❑ You will have lots of questions once you get started and you may experience frustration at the beginning.
- ❑ Families often do not speak English.
- ❑ Families may have been told unrealistic stories of life in America.
- ❑ You are providing a much-needed service to a newcomer to your community, but everyone shows their appreciation in different ways.



# Communication



- ❑ There will be an interpreter at your initial introduction, but not after that unless you'd like to hire one on your own.
- ❑ Sign language, pantomime, and the use of dictionaries are all useful for communication.
- ❑ Speaking and listening are usually stronger in person, but texting is better by phone.
- ❑ Remember that developing any type of relationship takes time.







# Sample Activities

- Visit the library and sign up for library cards
- Get outdoors – take a walk, go to a nearby park
- Practice what was learned in today's English class at Exodus
- Help the kids with homework
- Read the mail
- Practice filling out applications
- Share a meal
- Learn to ride the bus together – visit specialty grocery stores, the children's school
- Play a simple board game – checkers, Uno, Spot It
- Help with transportation to appointments





# What are your next steps?

- List of all volunteers in the group (name, email, phone number)
- Returned WT/Co-Sponsor Commitment form
- Background Checks
- Confidentiality Agreement forms
- Wait to be matched!



*“The refugee problem has nothing to do with charity. It is not the problem of people to be pitied: far more of people to be admired. It is the problem of people, who, somewhere, somehow, sometime, had the courage to give up the feeling of belonging which they possessed, rather than abandon the human freedom which they wanted more highly.”*



**-Dr. van Heuven Goedhart,**  
First UN High Commissioner for  
Refugees

