

**Department of Workforce Services**  
**Refugee Services Office**  
**Community Resource Specialists Project**  
**Performance Update, October 17, 2014**

The Community Resource Specialists team has been working to provide a strong foundation for their future objectives. All members have been on board since August 2014. Thus far, overall efforts have focused on: a) Connecting with area service providers b) Learning best practices for both case management and community capacity development c) Developing strong connections within specified refugee communities.

**Component 1: Intensive Case Management**

- Defined Case Management Terms and Conditions
- Created Needs Assessment and Supporting Documentation
- Identified families
  - Initial 25 families (5 per community) to be confirmed Oct. 22<sup>nd</sup>
  - Multiple home visits and assessment conducted by a Licensed Clinical Therapist (LCT)

**Component 2: Increased Integration of Mainstream Volunteers**

- Identifying areas and individuals that could benefit from mainstream volunteers
- Working with Salt Lake City and County to design an incentive program for refugee volunteers
- Researching possibilities for DWS to internally manage volunteers and provide proper insurance as well as communicating with other state entities regarding the possibility of volunteer management
- Meeting with area service organizations to recruit a prospective volunteer base

**Component 3: Community-wide Capacity Building**

- Working with the University of Utah to develop a process for accessing each community's needs and assets as well as discussing evidence-based practice in developing community capacity.
- 164 Home Visits

Burundi: 6 Community Meetings/ The Burundi community elected a new board of directors on October 4<sup>th</sup> and is struggling with how to help its members address serious behavioral health issues.

Sudan: 16 Community Meetings/ The Sudanese communities are working together to include all distinctive ethnic groups within their larger community and are beginning to identify focus areas.

Congo: 4 Community Meetings/ The Congolese community is working to establish a community board of directors and is struggling to reduce divisions within their community and find capable individuals interested in serving on their board.

Karen: 11 Community Meetings/ The Karen community is recruiting additional board members and is also challenged to find qualified individuals interested in participating.

Bhutan: 7 Community Meetings/ The Bhutanese community board is fairly well established and is focusing on forming a youth organization and addressing issues with its elderly population.

**Component 4: Improve Community Resource Access**

- Met with 16 different agencies which provide services important for refugees
- Recruited 30 adolescent girls for the University of Utah, Go Girlz Program
- Assisted 31 individuals with housing issues
- Assisted 18 people in obtaining employment
- Connected 15 seniors with in-home care (currently on waiting list)
- Connected 2 people with ESL programs
- Assisted 6 individuals obtain a Driver's License