
Practical Life Skills

Preliminary reading: The Activity Ideas page on the LFS Refugee Care Guide.

**Online Resource:* www.refugeevolunteerdenver.org

Session 1 – Download the *Welcome to Your New Home* booklet in English and in the family’s language, if it is available. Go through the booklet with the family. Discuss pictures that show something unsafe and describe what is unsafe in the pictures (Question 10 in R&P Cultural Orientation Assessment).

**Online Resource:* <https://www.refugeevolunteerdenver.org/housing-orientation>

Session 2 - Discuss, for each health concern listed, indicate whether you should A), care for it yourself, B), make an appointment with the doctor’s office, or C), go to a hospital or emergency room (Question 4 in R&P Cultural Orientation Assessment).

Chest/heart hurts; causing pain

Runny nose

Earache for three days

Small cut on finger

Broken ankle

A large, red rash that covers your entire back

Session 3 – Discuss, if you were at a hospital and needed an interpreter, what would you say or do to ask for one? (Question 5 in R&P Cultural Orientation Assessment)

Session 4 – Discuss, how would you tell a friend how to get from your home to the grocery store? (Question 8 in R&P Cultural Orientation Assessment)

Session 5 – Discuss, how do you use the RTD bus system? (Question 11 in R&P Cultural Orientation Assessment) Discuss, what are two services provided by LFS that help refugees resettle or adjust to life in the U.S.? (Question 3 in R&P Cultural Orientation Assessment)

For additional resources, activities, and websites:

Go to the LFS Refugee Care Guide:

<https://www.refugeevolunteerdenver.org/resources-for-mentors>

Section 3.4: Communication Protocol

Please follow these steps if you have a problem or questions.

STEP 1: Look for answers on your own!

- Look in this training manual
- Go to www.refugeevolunteerdenver.org and search for answers
- Google it

STEP 2: Ask the Mentors and Refugees Coordinator (MARC) at DRM.

- E-mail: MARC@denrescue.org

*Only move on to Step 3 if the MARC does not respond within **36 hours** (excluding weekends).*

STEP 3: Ask someone else.

- Second contact: The LFS Volunteer Coordinator (EMAILING IS THE QUICKEST WAY!)
 - E-mail: refugeevolunteer@lfsrm.org
 - Call: 303-225-0199

*Only contact if there is no response for **48 hours** (excluding weekends).*

- Third contact: The DRM Family Refugee Services Coordinator
 - E-mail: jkabeya@denrescue.org
 - Call:

NOTE: At no time should anyone contact a case manager or other LFS staff member directly unless otherwise permitted by one of the above personnel.

Appendices

- Appendix A: Additional Projects
- Appendix B: The Money
- Appendix C: More on LFS and DRM
- Appendix D: The Incentive Program

Appendix A: Additional Projects

Pre-Arrival Opportunities:

If you are fortunate enough to be matched with a family that has not arrived in the States yet, there are some things that you can help with before they get here. LFS always welcomes help with these tasks even if you will not mentor the family that you help!

Apartment Set-Up: Help to move and arrange furniture and other items to make a house/apartment a home! Donations of household items are welcomed.

Airport Pick-Up: Join the case manager at the airport to welcome the family as they get off of the plane. Show your support for them, and also possibly help with transportation from the airport to their new home.

First Meal: Prepare the first meal that the refugee family will have in America! You can also help LFS to shop for groceries for their first few days here.

Donations:

Donations from mentor teams are welcomed, but not at all required. Please keep in mind that our main goal in this program is for the refugees to attain self-sufficiency. If a gift may foster dependency rather than giving a helpful hand up, be cautious about giving it.

Helpful items that most families do NOT initially have:

- Vacuum
- Rice cooker
- TV and DVD player
- Computer
- Additional furniture
- Bikes
- Winter clothing
- School supplies

These and other items can sometimes be found for free or cheap through community resources. See the “Free/Cheap Stuff” page on our website (<https://sites.google.com/site/lfsrefugees/free-cheap-stuff>).

What families already DO have:

These items are provided through donations to LFS or a family’s R&P money (See Appendix B). LFS gladly accepts donations of any of these items for future refugee families.

- Furnishings:
 - Mattresses
 - Box springs and bed frames
 - Drawers
 - Kitchen Table
 - Kitchen chairs (one per person)
 - Couch
 - Lamp (one per room unless there is already lighting)
- Kitchen Items:
 - One fork, knife, and spoon per person
 - One plate, bowl, and cup per person
 - Pots and pans (at least a sauce pan, frying pan, and baking dish)
 - Mixing/serving bowls
 - Kitchen utensils (spatula, wooden spoon, knife, serving utensils, etc.)
 - Can opener
 - Baby items as needed
- Linens and Other Household Items:
 - One towel per person
 - One set of sheets per bed
 - One blanket per person
- One pillow and pillowcase per person
- Alarm clock
- Paper
- Pens and pencils
- Light bulbs
- Phone with answering machine
- Cleaning Supplies:
 - Dish soap
 - Bathroom/kitchen cleaner
 - Sponges or cleaning rags/paper towels
 - Laundry detergent
 - Two waste baskets
 - Mop or broom
 - Trash bags
- Toiletries
 - Toilet paper
 - Shampoo
 - Soap
 - One toothbrush per person
 - Toothpaste
 - Personal hygiene items as appropriate

Volunteering Opportunities:

Cultural Mentoring

1-on-1 or Couple Mentoring

Transportation

Recruitment Volunteer

Office Volunteer

On Call Volunteer

Fundraising

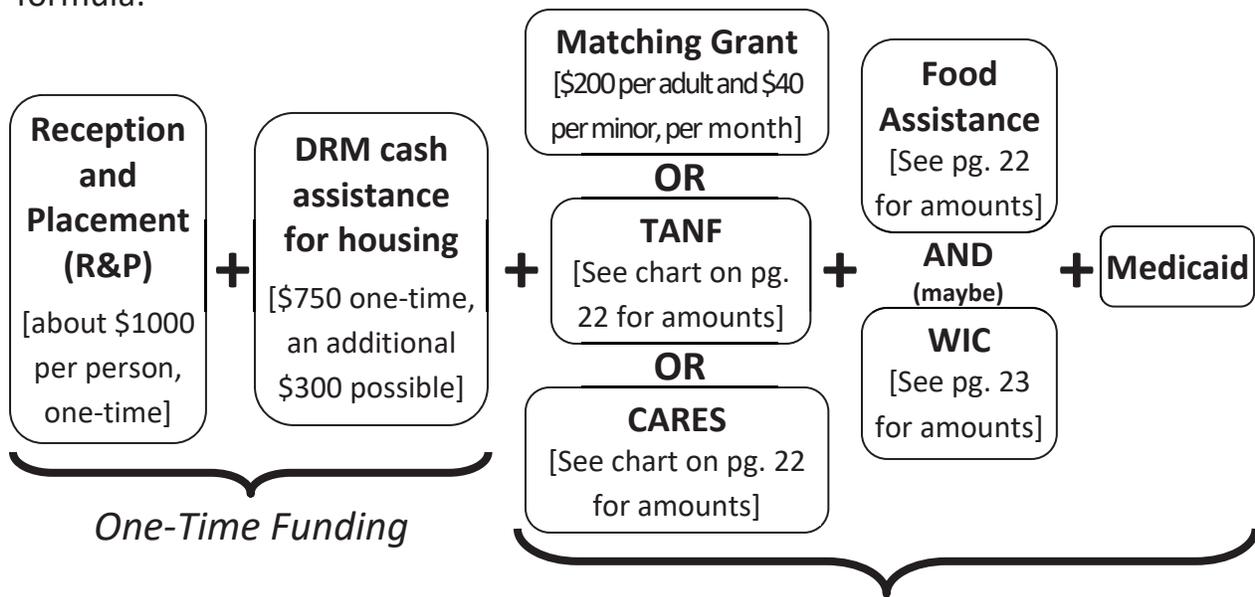
Welcome Baskets/Baby Baskets

Donations

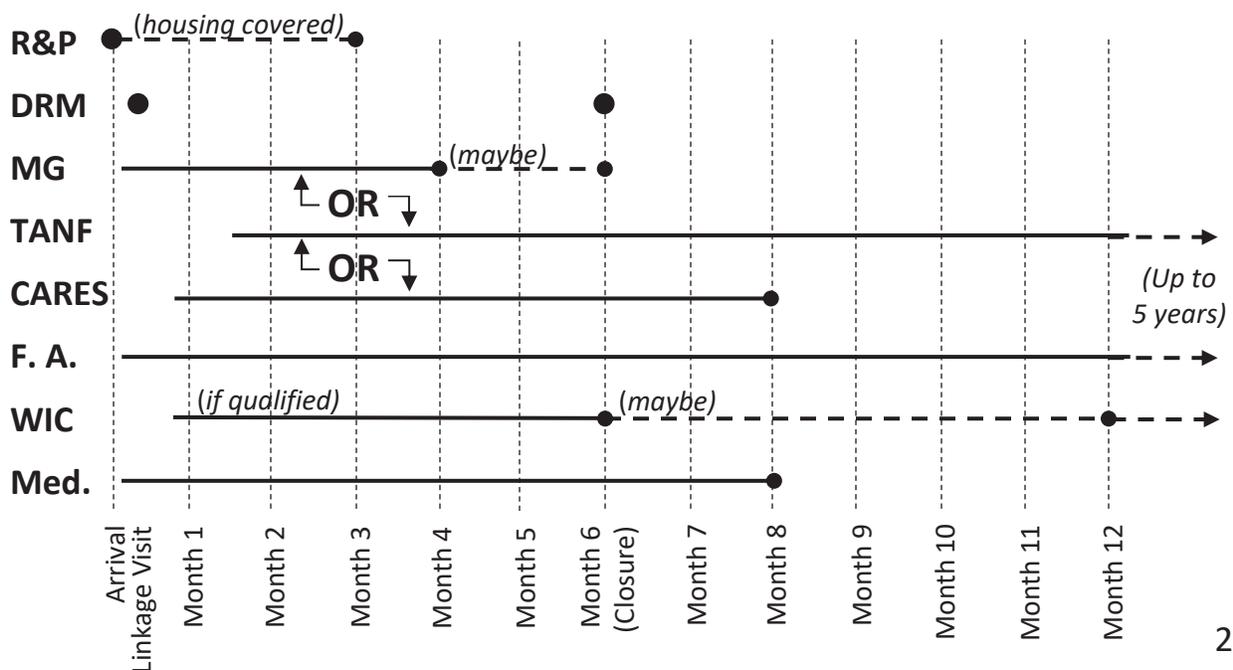
SPREAD THE WORD!

Appendix B: The Money

Refugees do receive funding from the government, but it is a small amount and doesn't last for very long. It is important for mentors to stress the need to seek out employment as soon as possible, as the refugee family cannot rely on this funding for very long. Each refugee family receives funding according to the following formula:



Timeline:



Defining the Programs:

Reception and Placement (R&P):

Source: The Department of State – BPRM

Amount: (on average)

Family size: 1 \$/person: \$1,500

Family size: 2 \$/person: \$1,300

Family size: 3 \$/person: \$1,000

Family size: 4+ \$/person: \$925

Duration: One-time

Note: R&P varies by agency. LFS may change amounts depending on government contracts.

DRM cash assistance for housing:

Source: Denver Rescue Mission

Amount: \$750, one-time the at beginning of mentoring relationship

Up to \$300, one-time at the end (see Appendix D)

Matching Grant (MG):

Source: Department of Health and Human Services – Office of Refugee Resettlement (Federal)

Amount: \$200 a month per adult and \$40 a month per child

Duration: 120 to 180 days (4-6 months), beginning on arrival or 1 month after being employed

Temporary Assistance for Needy Families (TANF):

Source: Department of Health and Human Services – Office of Refugee Resettlement (State)

Amount/Requirements: (per month)

Duration: Up to 5 years

Number of Caretaker Relatives	Number of Children on TANF Case											Each Addl. Child
	0	1	2	3	4	5	6	7	8	9	10	
None (Child Only)	-	\$128	\$269	\$404	\$539	\$646	\$746	\$832	\$913	\$995	\$1076	+\$72
Gross income limit	-	\$117	\$245	\$386	\$490	\$587	\$678	\$755	\$830	\$904	\$977	+\$67
One Caretaker	\$278	\$364	\$462	\$561	\$665	\$767	\$847	\$929	\$1012	\$1092	\$1172	+\$72
Gross income limit	\$253	\$331	\$421	\$510	\$605	\$697	\$770	\$844	\$920	\$992	\$1065	+\$67

Two Caretakers	\$392	\$483	\$586	\$691	\$787	\$865	\$947	\$1032	\$1111	\$1190	\$1271	+\$72
Gross income limit	\$357	\$439	\$533	\$628	\$716	\$787	\$861	\$937	\$1009	\$1082	\$1155	+\$67

CARES:

Source: Department of Health and Human Services – Office of Refugee Resettlement (State)

Amount: (per month)

Family Size	1	2
Payment	\$335	\$450

Duration: Up to 8 months

Food Assistance Program (Food Stamps):

Source: Colorado Department of Human Services

Amount: (per month)

Duration: No time limit

Family Size	1	2	3	4	5	6	7	8	Addl.
Maximum Gross Monthly Income	\$1180	\$1594	\$2008	\$2422	\$2836	\$3249	\$3663	\$4077	+\$414
Maximum Net Monthly Income	\$908	\$1226	\$1545	\$1863	\$2181	\$2500	\$2818	\$3136	+\$319
Maximum Monthly Allotment	\$189	\$347	\$497	\$632	\$750	\$900	\$995	\$1137	+\$142

Medicaid:

Source: Colorado Department of Health Care Policy and Financing (State and Federal funding)

Amount: For specifics, go to: www.colorado.gov/hcpf

Duration: No time limit

WIC (Women, Infants, and Children):

Source: Colorado Department of Public Health & Environment (CDPHE)

Amount: Changes on a case-by-case basis. Amounts of items from several food categories are

Others:

There are other financial assistance programs like LEAP and Section 8 that refugees may qualify for. See the LFS Care Guide for more information.

*Figures and requirements should serve as a reference only. Much of the information is greatly summarized and simplified. For official information contact the county, state, or LFS.

See the “Finances” pages on <https://sites.google.com/site/lfsrefugees/> for more information and links to official websites.

Example Situation:

Family Size: ____ Caretakers ____ Children

Rent/Utilities: \$ ____/mo.

R&P: \$ ____ **DRM:** \$ ____ = Total \$ ____

MG (4-6 months)/TANF (Up to 5 years): \$ ____/mo.

Food Assistance: \$ ____/mo.

WIC: Yes No

Medicaid: Yes No

Self-sufficient (employed): Yes No

Mo.1 Mo.2 Mo.3 Mo.4 Mo.5 Mo.6
 Mo.7 Mo.8 Mo.9 Mo.10 Mo.11 Mo.12

Where do refugees access their funds?



Lutheran Family Services
 1600 Downing St., Suite 600
 Denver, CO 80218

- **Reception and Placement (R&P)**
 - DRM cash assistance
 - Matching Grant
 - CARES



Colorado **QUEST** Card
 5076 8100 0821 0114
 TRAINING CARD

Colorado Quest Card
www.coloquestcard.com
 1-888-328-2656

- **Food Assistance**
 - TANF

Appendix C: More on LFS and DRM

Lutheran Family Services:

The Refugee & Asylee (R&A) Programs are one of seven programs within Lutheran Family Services Rocky Mountains (LFSRM). The R&A Programs are an affiliate of Lutheran Immigration and Refugee Services (LIRS) based in Baltimore, Maryland. LIRS was organized in 1939 to resettle refugees fleeing the Nazi advance in Europe. Since then, LIRS has become recognized as a premier leader among refugee resettlement agencies in the U.S. and is the second largest such organization in the U.S. The R&A Programs are based on the east side of downtown Denver and maintain sub-offices in Colorado Springs, Greeley, Ft. Morgan, and Albuquerque, New Mexico.

About 45 families per year are eligible to participate in our collaborative program with Denver Rescue Mission who provides rental support and incentives. Not all families are in the program

Denver Rescue Mission:

Founded in 1892, the Denver Rescue Mission is the oldest full service Christian charity in the Rocky Mountain region. Its motto is “Changing lives in the name of Christ,” which it seeks to do through meeting basic needs and providing rehabilitation and transitional programs. Started in 1988, Family Rescue Ministry (FRM) is the Family Services branch of the Denver Rescue Mission. It seeks to place homeless families in the Denver area into housing and match each family with mentors to help guide them towards success and self-sufficiency. Seeking the opportunity to aid more international families, Family Refugee Services began a partnership with the Refugee & Asylee Programs of Lutheran Family Services in 2003. The two organizations shared a similar vision, that refugee families could best be served by mentor teams who were willing to meet the family’s needs at a personal and relational level. FRS helps recruit and support mentor teams, and provides additional resources and cash incentives for each refugee family.

Check out www.denverrescuemission.org.

Appendix D: Incentive Program

Mentor teams may help refugee families to achieve the goals of the incentive program but should NOT feel obligated to do so. It is the responsibility of the refugee family to be motivated to meet the requirements and efforts to do so should be initiated and driven by them.

Purpose: To motivate refugee families to meet the program objectives.

Procedure: As of fiscal year July 2014 to June 2015 refugee families in the Cultural Mentorship Program of DRM and LFS receive \$750 in rent and deposit assistance from DRM when a family is matched with a mentor team. ***The family can receive up to \$300 in additional rent assistance at the conclusion of their 6 month mentoring period based on assessment by DRM.***

In the fifth month of the mentoring relationship, DRM will evaluate the progress of the refugee family in the following areas: employment, finance and budgeting, English, and life skills.

Employment: Can earn up to \$100

- Main Goal: PA (Principle Applicant) or spouse has a full-time job
 - Full-time job: \$100
 - Part-time job or job readiness: \$75
 - Actively seeking a job: \$50
 - Not interested in a job or training: \$0

Finance and Budgeting: Can earn up to \$75

- The goal is that the family would be economically stable and know how to use their money.
 - Having a working budget and sticking to it.
 - Understanding applicable assistance programs (TANF, MG, Food Assistance, etc.) and common financial knowledge (credit cards, loans, paying bills, savings vs. checking, etc.)
 - Having and using a bank account to save money
- They will be given all, half, or none of the \$75 based upon these actions and knowledge.

English: Can earn up to \$75

- English ability is evaluated at the linkage visit and fifth month, focusing primarily on the PA.
- They will be given all, half, or none of the \$75 based upon:
 - Their efforts to learn English (faithfully attending classes at Emily Griffith, showing effort when the mentor team assists them with English, etc.)
 - Improvement in their English language ability

Life Skills: Can earn up to \$50

- The goal is that the family will gain practical, social, and cultural life skills/aptitude.
 - Career development (job training, learning new skills, etc.)
 - Health (how to get to the hospital, when to stay home from school or work, etc.)
 - Male/female relationships (understanding domestic violence, gender equality, etc.)

- Culture (the list is endless)
- School systems (interacting with teachers, grades, importance of attendance, etc.)
- Transportation (RTD, traffic laws, etc.)
- They will be given all, half, or none of the \$50 based upon knowing of many of these topics.

Note: On a case-by-case basis, the requirements for the incentive program can be adjusted. Family situations where adjustments may occur could include but are not limited to having:

elderly person(s), disabled person(s), or many small children in the home. These and other situations will be left to the discretion of Denver Rescue Mission.

This Speaking and Listening Evaluation Rubric is used during the linkage visit by the MARC intern to generally determine the English language level of the family members, particularly the Principle Applicant (PA). During the fifth month when the family is evaluated again, and scores are compared.

<u>Speaking and Listening Evaluation Rubric</u>				
Score	Speaking	Listening		
0	The candidate is almost unintelligible, uses words wrongly and shows no sign of any grammatical understanding.	The candidate is unresponsive and shows no sign of understanding what is said.		
1	The candidate is able to transmit only very basic ideas, using individual words rather than phrases or fuller patterns of discourse. Speech is very hesitant and the pronunciation makes intelligibility difficult.	The candidate seems to understand basic words and ideas like greetings and numbers. He or she is somewhat attentive to the speaker but only occasionally seems to grasp a word or phrase that is spoken.		
2	The candidate transmits basic ideas in a fairly stilted way. Pronunciation is sometimes problematic and there are examples of grammatical and lexical misuse and gaps which impede communication on occasions.	The candidate understands basic conversations and instructions. There are often misunderstandings, but they can usually be resolved by repeating, rewording, and acting out the situation.		
3	The candidate transmits ideas moderately clearly. Speech is somewhat hesitant and there are frequent lapses in grammar and vocabulary use. Nevertheless, the candidate makes him/herself understood.	The candidate is able to understand most conversations about everyday topics. Concepts beyond the norm are confusing and need a lot of extra explaining if they are able to be understood at all.		
4	The candidate speaks fairly fluently, showing an ability to communicate ideas with not too much trouble. There are some problems of grammatical accuracy and some words are inappropriately used.	The candidate is able to understand almost everything that is said. He or she still needs to pay close attention to new ideas, but normally the concepts are understood with little clarification needed.		
5	The candidate speaks fluently with few obvious mistakes and a wide variety of vocabulary and expression. Pronunciation is almost always intelligible, and there is little difficulty in communicating ideas.	The candidate is able to understand everything that is spoken with no difficulty. He or she does not need to devote his or her full attention to fairly complex ideas that are being talked about to understand them.		
Family:		Mentor Team:		
Linkage Date:		Second Evaluation Date:		
Evaluated By:		Evaluated By:		
Scores	Speaking		Listening	
	Evaluation #1:	Evaluation #2:	Evaluation #1:	Evaluation #2:
PA (Required):				
Spouse:				
Child 1:				
Child 2:				
Child 3:				
Child 4:				
Rubric adapted from <i>The Practice of English Language Teaching</i> 4 th ed. by Jeremy Harmer, pgs. 388-389. Updated 10.26.2012				