

PROGRESS REPORT

FINAL

October 1, 1980 - December 31, 1981

Submitted by;

Jacqueline M. Fidler,
Project director

INDOCHINESE REFUGEES FOUNDATION, INC.

Executive Summary

The Indochinese Refugees Foundation was awarded a small demonstration grant by the Office of Refugees Resettlement for October 1, 1980 through December 31, 1981. Enclosed is the fifth and final Progress Report of the works of the Foundation under that grant. The original proposal was for the Foundation to provide ESL and Employment Services to 30 refugees and Support Services to 250 refugees. The Foundation was able to far exceed those goals by taking a small Self-Help Project and working it into a comprehensive Community Center by utilizing and organizing the many invaluable resources within each ethnic group and by working cooperatively with other service agencies to maximize the resources of all.

Within a few short months, the Project became the focal point of services for refugees. By establishing an effective referral network, both the refugees and the service agencies knew where to turn for advice, information and assistance with their problems. By assuming this lead role as the community agency for refugees, others were more willing to work cooperatively in meeting the needs of the refugees.

Within the refugee community we were able to strengthen our own organization and to provide assistance to the new ethnic specific MAA's such as the Laos Community of Lowell, and the Cambodian Association of Lowell. These associations took numerous referrals for interpreter requests voluntarily. They cooperated with us in organizing monthly orientation sessions where they were able to share important information. Through these associations, we became a truly community based organization. Similarly, we worked with other community groups to organize the Indochinese Refugees Services Steering Committee, where agencies, church groups and other providers have met for the past year to plan and coordinate services to the community.

By working within the community in this manner, the Project had a rippling impact that went far beyond our original goals. In addition to coordinating our own local groups and agencies, we attempted to share the benefits of the grant with agencies and mutual assistance associations from all over New England. By sponsoring a Cross Cultural Symposium, two grant-writing workshops and by co-sponsoring the first annual New England MAA Conference, we assisted in the training of over 800 MAA leaders, agency, health and educational professionals.

In these ways, the Foundation sought maximum use of the funds granted to us by ORR.

During the last quarter, a financial audit and an independent evaluation of the ISHP were conducted. Both showed clearly that the Foundation had effectively and professionally utilized the federal grant to service refugees in our area.

Finally, the Foundation participated in a highly competitive, open bid RFP process to the Department of Social Services. Based on the credibility established through the works of the Foundation during the past year and the merits of the proposed Project, the Foundation was awarded a contract of \$83,000. The Foundation was the only agency awarded funding in the Lowell area to service refugees.

A non-profit organization
founded on January 27, 1977, under the Commonwealth of Mass., G.L., Ch. 180, Sec. 26A

SECTIONS I AND II

OUTREACH/INFORMATION AND REFERRAL

Outreach

One of the greatest strengths of this Project has been the ability of this organization to reach out to its community. As an MAA, the Foundation maintains a direct line of communication with the Southeast Asian Community which is often inaccessible to other agencies. During the past quarter, we continued to establish extensive person to person contact with the refugee community and to send announcements, calendars, and newsletters. Appendix I-a has examples of this material. We are working in the direction of someday transforming the Self Help Project into a multiservice center where refugees would feel at ease to drop in and share with one another their personal happiness and their individual problems, from religious worship to community entertainment.

Information and Referral

During the last quarter, we successfully referred 369 refugees to alternative services. The greatest demand is for interpreter services and employment. This brings the total serviced by information and referral to 1,187. See Appendix I-b for a complete statistical summary for the year. Please note that the increased number of referrals is due to the increased staff capacity of the expanded Project.

SECTION III

ESL

ESL

ESL Services were expanded to two levels of ESL, those were Survival I and Survival II. The classes emphasized competency based ESL and stressed such topics as: housing, health, nutrition, mail, telephones, education, and jobs.

Students were tested on a regular basis to identify problems and progress. Each student did achieve progress during the three months and each received a certificate of completion on December 22, 1981. The table summarizes student attendance for the year.

Student Enrollment/Placement

3/81 - 12/81

	Student Enrollment	Skill Training Placement		Job Placements	
Cambodians	36	2	.05%	21	58%
Male	(22)	(2)		(18)	
Female	(14)	(0)		(3)	
Laotians	42	9	21 %		59%
Male	(33)	(8)		(22)	
Female	(9)	(1)		(3)	
Vietnamese	20	9	45 %	14	70%
Male	(15)	(9)		(10)	
Female	(5)	(0)		(4)	
TOTAL	98	20	20%	60	61%

The greatest difficulty to overcome was the students' resistance to practice conversation. However, students progressed quickly in conversational abilities and comprehension, more slowly in writing abilities. We attribute this progress to the use of bilingual staff and to the curriculum designed by the ESL Coordinator. The bilinguals were not only able to provide much needed interpretation, but also to inspire confidence in the students to practice their new learned English. They accomplished this by effecting a community-like atmosphere at the Project. English classes did not begin and end at scheduled times; but often went much longer, giving students longer periods of practice. The curriculum offered students ample opportunity to learn subjects directly related to their lives, which provoked them to study intensely.

SECTION IV

EMPLOYMENT SERVICES

Employment

In the previous quarter, we placed a total of 41 students in jobs and 8 students into skill training programs, bringing the success rate to 78% of the 70 students who were accepted into our program. Since that time, we placed an additional 19 students into jobs and 12 more into skill training, bringing our total for the year to 60 job placements and 20 skill training placements. This more than triples our original goal of 30 placements.

(Table I found in the previous section shows these statistics.)

The success of this component of the program depended on a number of methods used by the Project staff, both to introduce American employers to Southeast Asians and vice versa. First the Project Director conducted a Labor Market assessment. Table II on the following page summarizes the results of that assessment. In addition to serving as an assessment, these contacts gave us the opportunity to establish relationships with prospective employers.

In addition, Job Counseling was offered to refugees both on an individual and on a group basis. Job Clinics were held in September which focused on job hunting, resume writing, interviewing, etc.

The staff formed a team approach for Employment Services. Each client and staff person had a responsibility in securing successful placements. The Job Developer cultivated and maintained communication with prospective employers in order to develop jobs. Together with the ESL Coordinator, and bilingual staff, job-ready clients were referred within 24 hours to prospective employers to fill openings. As a result of this strategy refugees participated in 106 job interviews.

These interviews were immediately followed by a telephone conversation to the employer to answer any questions and to reinforce the qualifications of the

client and to insure that the staff would remain involved until both the employee and employer were satisfied. This process seemed to insure success and to eliminate problems before they interfered with the placement. Table 3 represents Employment/Training placements as of 10/31/81. Please note that the 17 additional placements made by 12/31 were: Wang Laboratories - 6; Wang Institute - 3; and Prince Packaging - 3; BASF - 5. Bringing the total to 60 placements.

As can be seen, the jobs, for the most part, are in larger firms, offering more comprehensive and secure benefits to our clients. These placements will help to prevent a revolving return of clients to our program and therefore have a long term effect on the community.

SECTION V

ORGANIZATIONAL DEVELOPMENT

Organizational Development

On October 31, 1981, the IRF co-sponsored the first annual Regional MAA Conference geared at developing the technical expertise of MAA's, and a network of information and support between organizations. The day featured speakers such as Diana Bui of the Indochinese Refugee Action Center, Washington, D.C. and Mr. Pho Ba Long, co-director of the Orientation Research Center, Center for Applied Linguistics, Washington, D.C. Each offered invaluable insights into the present and potential role of MAA's in the resettlement and cultural development of Southeast Asians in the United States.

The afternoon featured ethnic discussions, facilitated by cross-cultural experts. These discussions were conducted in Lao, Vietnamese, and Cambodian. From these discussions came a summary, list of problems and resolutions which were presented to attending state coordinators.

These resolutions can be summarized into the following areas:

1. Comprehensive technical assistance programs to increase the capacity of our refugee self-help groups.
 - * Appeal for cooperation from both the public and private sectors.
 - * Appeal for support to national and local training and technical programs to be provided by professional organizations.
2. Funding to enable our self-help groups to provide quality services to incoming refugees and to respond to the unique needs of specific refugee populations.
3. Community Centers that can initially provide supportive social and cultural services, later moving on towards the following long-term

goals:

- * Cultural preservation
- * Advocacy within both the public and private sectors
- * Consolidation and economic development of the ethnic community so as to become a positive force in American society.

There were over 100 participants in this day-long event. From the evaluations we received, it seemed that most leaders gained a lot from the information shared and are anxious to effect more cooperative relationships. The impact of this conference continues to be felt as MAA's work with their newly formed contacts and newly acquired information. Since State Coordinators from the three New England states attended, they also became more aware of the growing need to integrate MAA's into refugee resettlement. All of the papers, resolutions, and agenda, distributed at the conference can be found in Appendix V. This grant had a tremendous impact overall, not only on our mutual assistance association; but also on those in our region. The allowance for training and consultants in our grant gave our board and staff an opportunity to grow and develop expertise and to become a credible and effective provider of services to refugees.

During the year we were able to sponsor a cross-cultural Symposium, Two grant-writing workshops and an MAA conference. The total served by these training conferences was well over 700 leaders, representatives, and service providers, in addition to the IRF Board and staff. This will continue to have a rippling effect and we hope that we can continue to serve the community in this manner, because as an MAA we are able to bring a unique approach to cross-cultural orientation.

EVALUATION OF THE INDOCHINESE
SELF-HELP PROJECT

1980-81

Public Affairs Research Institute
Newton Highlands, Massachusetts

November, 1981

PROGRAM DESCRIPTION

The Indochinese Self-Help Project, jointly conducted by the Indochinese Refugee Foundation and the Lao-Hmong Community of Mass., Inc., was funded for \$47,592 by the Office of Refugee Resettlement for the period of October, 1980 through September, 1981. Additional funds, \$16,000, continued the project through December 31, 1981. The main thrust of the project is succinctly described in the abstract of project proposal: to provide . . . intensive ESL/career counseling and job development to thirty refugees." In addition, hundreds of other refugees were aided through program support services.

The staff consisted of a part-time project director (75% of full-time), a part-time secretary/bookkeeper (50% time), an ESL teacher (25% time), and three part-time bilingual counselors (50% time) to serve Laotian, Khmer, and Viet language groups.* Among their numerous responsibilities were the following: inform the community of project services, screen, select, and assess applicants for English language instruction, develop curriculum and conduct English classes, interview and assess the career needs (e.g., language, previous education, transportation) of prospective candidates for jobs, provide guidance and interpretive services in the job search, and provide liaison with employers.

*A second Laotian counselor was later hired using funds made available by reducing the hours of the Khmer and Viet counselors.

EVALUATION PROCEDURE

The evaluator was contacted at the end of September, well after the project was under way, precluding any formative evaluation effort. Because project objectives were the focal point of the evaluation, the evaluator and the project director reviewed and refined the objectives. Project records, interviews with staff, and classroom observation were the principal sources of evaluative evidence.*

The next section presents findings based on the refined project objectives.

OBJECTIVE 1A:

To provide work-related English language classes for thirty refugees within three months after their arrival.

FINDINGS:

Two phases of ESL instruction -- Level 1 and Level 2 -- were conducted. Each phase lasted eleven weeks, Phase I from March 30 to June 19, 1981, and Phase II from June 22 to September 18, 1981. Instruction was conducted five mornings each week for three hours each session. For the first two hours of each session, the ESL instructor conducted group instruction with assistance from the bilingual counselors, followed by one hour of tutorial instruction conducted by the bilingual counselors under supervision of the ESL teacher.

*Although a more comprehensive evaluation was indeed desirable, the limited funds for evaluation prevented a larger effort.

Class enrollment in Phase I was 43 and in Phase II it was 30. Attendance during each phase has been summarized in Table 1. The data indicate that the large majority of students attended at least 50% of the classes. Much of the absenteeism was a result of the program's success in securing employment for participants: As they acquired jobs, participants were no longer able to attend the classes, held only during day-time hours.

Table 1
Attendance

Percent of Attendance	Phase I	Phase II
90-100	5	5
80-89	7	6
70-79	9	6
60-69	6	4
50-59	8	3
40-49	4	2
30-39	3	2
20-29	1	1
10-19	0	1
0-10	1	0

Participants were administered English language mastery tests developed by the International Institute of Boston. Three levels of tests were used to monitor student progress and to ensure competence prior to attacking more advanced language skills. Project test data indicate that participants did indeed progress through the various test levels with increasing success. However, the testing program should be revised to include pre- and post-testing.

A curriculum outline was developed to guide each phase of instruction. The outline represented a successful initial effort toward curriculum development, including a statement of goals, and an overview of daily and weekly activities. Considerable work in elaborating and refining the curriculum ought to be done, however, particularly in the specification of objectives, delineation of specific activities to address the objectives, and the selection, adaptation, or development of materials tailored to the activities and of criterion-referenced tests.

OBJECTIVE 1B:*

To provide career planning and counseling for the refugees.

FINDINGS:

As previously noted, four bilingual counselors were hired, three in January and the fourth in February, 1981. Since the jobs were part-time, low-paying positions, counselors were assisted in securing better-paid positions. Predictably, turnover in all counseling personnel occurred.

The principal criteria for selection of counselors were the following: competence in speaking and writing English and the native language; two years of college study; prior recognition in the community as a helping agent. Of the ten persons who have thus far served in counseling, all save one met all criteria. (One counselor had not yet attended college.)

Given their limited experience and education in counseling, a critical component of the project was in-house training. All

*In this section of the report, some of the data extends only through September 30, as additional data was not yet compiled by project staff.

counselors participated in an orientation period of five days consisting of information on social service agencies, home visits, and interviewing techniques, as well as other pertinent matters. Three orientation sessions were held: January 12-16, March 16-20, and October 5-9. Continuous in-service training was offered to the counselors, including opportunity to participate in a monthly Indochinese bilingual counseling seminar.

The project director, serving also as job developer, conducted 59 introductory individual job-related interviews with refugees, if necessary followed by a joint meeting with a bilingual counselor serving as interpreter. The interviews concerned matters such as language competence, previous education, previous job skills, day-care and transportation needs.

To prepare the clientele for employment in American culture, the project director and the ESL instructor conducted two three-hour job clinics on September 17 and September 24, 1981 for 20 refugees concerning matters of job hunting, writing a resume, interviewing techniques, job responsibilities and remuneration. In individual interviews with refugees, the bilingual counselors also offered specific information on matters such as job responsibilities, transportation, wages and benefits.

The project staff made a direct assessment of the labor market by contacting organizations, including private firms, business associations, and public agencies. Table 2 presents a summary of these activities, including dates and outcomes.

Table 2

Labor Market Assessment

Organization	Type of Contact*	Date of Contact	Wage			OUTCOMES		
			Low- Wage Jobs	Mid- Wage Jobs	High- Wage Jobs	Hiring Likely	Hiring Probable	Hiring Unlikely
B.A.S.F. - Bedford	T	3/25/81	X			X		
Container Services, Inc.	T	3/1/81		X				X
Electro Circuits	T	9/17/81	X				X	
Grace Shoe	T/I	7/28/81	X			X		
Jamppa Mfg.	T	6/10/81	X			X		
Joan Fabrics	T	9/15/81	X					X
Lowell General Hospital	T	5/15/81	X					X
Microwave Associates	T/I	6/12/81	X				X	
Pellon Corp.	T	9/15/81	X					X
Palm Manor Nursing Home	T	4/25/81	X				X	
Prince Grotto Restaurant	T	9/1/81	X			X		
Prince Macaroni Co.	T	9/15/81	X					X
Prince Packaging Corp.	T	6/25/81	X				X	
St. John's Hospital	T/I	4/28/81	X	X		X		
St. Joseph's Hospital	T	4/28/81	X			X		
Scopus Corporation	T	9/5/81	X	X			X	
Lowell Bilingual Ed. Dept.	T/I	9/2/81		X		X		
Wang Laboratory	T/I	9/1/81	X	X		X		
Wang Institute	T/I	9/3/81	X	X		X		
C.T.I. Skill Center	T/I	7/15/81		Trng.		X		
Lowell University	T/I	3/2/81		Trng.		X		

*T = Telephone; I = Interview.

The bilingual counselors advised suitable candidates of potential job vacancies, and served as interpreters at interviews. As a direct result of information from project staff, refugees participated in 106 job interviews, and 27 skills training interviews. Each job interview was immediately followed up by a telephone conversation with the prospective employer regarding the employability of the candidate. Employers who hired refugees were advised that the project staff would continue to provide interpretive services for one month. Five employers asked for and received the service.

As a direct result of the project's intervention, 43 refugees secured positions and 8 received skills training. The consequent savings in welfare payments and the new tax revenues generated through employment of the refugees are certainly important considerations in gauging the value of the project. Table 3 presents employment/training summary information.

Table 3

Employment and Skills Training Status of Refugees

Organization	Number	Position	Month	Present Status
BASF, Bedford	5	chemical mixer	8/81	same
Container Services	1	truck loading	4/81	same
Grace Shoe	11	stitcher	7/81	same
Jampper	4	stitcher	7/81	same
Microwave	3	electronic assembler	6/81	same
Prince Grotto	1	dishwasher	9/81	same
Prince Packaging	4	packer	3/81	same
St. John's	2	laundry assistant	5/81	same
St. Joseph's	2	laundry assistant	6/81	same
Lowell Bilingual Department	2	teacher aide	9/81	same
Wang Labs - Lowell	6	janitor	9/81	same
Wang Institute - Tewksbury	2	electronic assembler	9/81	same
Skill Center	8	electronic assembler	9/81	same

OBJECTIVE 1C:

To provide support services to Indochinese refugees.

FINDINGS:

Toward this end, the following activities were undertaken:

- a. Three newsletters were issued in the Viet, Khmer and Lao languages regarding project news, progress in Mutual Assistance Associations, and stories on new immigrants.
- b. Nine ethnic meetings were covered each month with approximately 100 persons in attendance at each. Part of each meeting was devoted to orientation to American life (e.g., education, job opportunities) and the other part to ethnic social activities (e.g., dance, music, food of Indochina).
- c. A multitude of services were provided to over 800 Indochinese refugees, and to social agencies, including interpretation and assistance in matters of housing, financial, medical, welfare, employment, mental health, and education. For example, 30 high school students were placed in summer jobs through the Youth Corps program, and numerous other refugees were notified of jobs, of whom 40 were able to secure employment.

OBJECTIVE 2A:

To improve skills in fund raising, proposal writing, fiscal management, and service delivery.

FINDINGS:

Toward each of these ends, the project undertook the following steps. First, to improve fund raising skills, members of the staff and of the Board of Directors attended two one-day sessions on grant writing in March and August, 1981. Second, to improve

skills in fiscal management, the project director, secretary/bookkeeper and a member of the Board of Directors participated in five two-hour sessions on fiscal management conducted by a certified public accountant from December, 1980 through February, 1981. Third, to improve service delivery to clients, on April 10, 1981, the agency conducted a training Symposium for over 300 service providers (hospitals, social service agencies, resettlement agencies, educators, etc.) concerning the adjustment of Indochinese refugees. A partial list of the organizations represented at the symposium is presented in Table 4.

Finally, the project director participated in a three-day management training seminar in Washington in February, 1981, concerning fiscal management, personnel management, job development, ESL, and support services.

Table 4

A Partial List of Symposium Participants

Organization	Number in Attendance
Lowell General Hospital	10
St. Joseph's Hospital	4
Lowell Adult Education Center	8
International Institute of Lawrence	10
Catholic Charities of Bridgeport	10
Lowell Housing Authority	6
University of Lowell	9
Catholic Charities of Rhode Island	7
Community Teamwork, Inc., of Lowell	6
International Institute of Boston	12
American Fund	6
Department of Welfare	7

OBJECTIVE 2B:

To improve organizational development.

FINDINGS:

To accomplish this objective, the project undertook the following activities:

- a. Conducted a seminar on agency organization for the staff and Board of Directors on October 31, 1981.
- b. Instituted an Advisory Council for the project consisting of nine members affiliated with social and religious institutions, as well as representatives from the community.
- c. Guided the development of Mutual Assistance Associations for the Cambodian Association and the Lao Community of Lowell.
- d. Established a steering committee to coordinate the work of the numerous local agencies providing services to the Indochinese community.

CONCLUSIONS

1. The objectives stated in the proposal, which were included in the recast objectives of this report, were all fully accomplished. The staff admirably accomplished a myriad of tasks, some of which were described above, with a relatively small amount of funds.
2. Attendance at ESL classes was continuous, except that participants who acquired day-time employment were forced to drop out because no evening classes were offered.
3. A useful English-language curriculum for Indochinese refugees was developed.
4. The test data, though by no means definitive, offer evidence that participants' English language skills did improve.
5. The project staff effectively prepared and guided refugees in securing employment.
6. The project staff initiated procedures (e.g., a steering committee for agencies providing services to Indochinese, a multilingual newsletter, ethnic meetings) for improving service delivery to Indochinese refugees and, more importantly, for promoting self-help among members of the Indochinese community.

RECOMMENDATIONS

1. Consider offering evening ESL classes to accommodate refugees who are employed in the day-time.
2. Pre- and post-tests of essential listening, speaking, reading and writing skills ought to be selected, adapted, or developed.
3. Curriculum development ought to be continued along the lines discussed in the body of the evaluation report.

SECTION VI

LOCAL MAA DEVELOPMENT

Local MAA Development

During the past year the IRF worked intensely to effect the formation of ethnic-specific self-help groups. The IRF has worked assisting these groups to provide services to their own people and providing them with technical assistance in developing their organizations.

By October, the Lao Community and Cambodian Associations of Lowell had entered a proposal with the IRF to provide Support Services to their own communities. The IRF was awarded a contract and has negotiated sub-contracts with these two groups to provide Outreach, Orientation, and Interpreter Services.

This sub-contract is a milestone in the development of MAA involvement in the provision of services to refugees. It has a tremendous rippling effect as it draws largely on the human resources within each community and little on government dollars. The IRF has worked with each group to develop a realistic and comprehensive approach to assisting refugees.

Each community has faced the difficulties of any new organization with determination to solve their problems and differences in order to meet the long term goal of mutual assistance. The IRF was able to effect this cooperative effort by being consistent with community leaders about our goals, and objectives and the methods we use to achieve them. For example, we not only spoke of shared responsibility, we included them in proposal planning, negotiations, and finally, in sharing the funding.

As an MAA the IRF has always worked toward this goal and is very pleased in finally achieving it. There is much work to be done, but this first grant has allowed us to make tremendous gains toward the development of true mutual assistance.

SECTION VII

COMMUNITY RESOURCES

Community Resources

The Indochinese Self Help Project could not have been as successful without the tremendous support it received from a wide variety of community agencies and groups. First, the International Institute of Lowell has opened its doors to our organization and to refugees. They have begun to provide interpreter services, allowed the use of the building on weekends for ethnic meetings and assisted over 100 refugees in applying for their permanent resident status.

Church groups have also taken a very active role by providing volunteers, donations, and various other forms of support to our Project. They choose to support our program because of the IRF's goal of self support which is consistent with their own. Their contributions have had an invaluable effect on the refugee community by bringing hope and compassion.

St. Patrick's Church has not only brought a seemingly endless supply of warm clothing, but has also begun to distribute much needed furniture and other items. Christ Church has donated money, volunteered as case workers and is sponsoring a fund raising event on our behalf next month. Pelham Congregational Church sponsored a Christmas Party for over 100 people. See Appendix for a news clipping regarding the event.

Other formal arrangements were made with CETA to accept students into training programs and to provide technical assistance to our staff. Mr. Bruce Akashian has sat on our Advisory Council for the duration of the Project and has given us unlimited advice. See Appendix VII for the letter of cooperation that was sent with our proposal.

We have established a very supportive relationship with the City Manager's

Office by working cooperatively in their efforts to integrate refugees into this community. Additionally, Patricia Talty, Affirmative Action Officer for the City, has sat on our Advisory Council for the past year and has facilitated a number of Orientation Seminars and has also offered advice on job opportunities for refugees. We have also been attempting to establish cooperative services with the hospitals and clinics in the area with limited success.

We are very fortunate to have received the support and encouragement of these various groups both formally and informally. Though many of these representatives were overwhelmed by the tremendous influx of refugees into the city and consequently into their services, they continue to receive these new clients with compassion and to put forth extraordinary effort to assist them.

Appendix VII contains a complete composite of the letters of support we have received during the past year.

SECTION VIII

FINANCIAL REPORT

Financial Report

As was mentioned, the IRF submitted a proposal to the Department of Social Services for \$140,000. We were awarded a contract for \$83,000 to provide ESL, Employment Services, and Support Services. The Executive Summary found on page i gives a brief abstract of the current Project.

The unique component of this contract, mentioned previously, in Section VI is the MAA sub contract for Support Services. We are very pleased to offer this same opportunity to provide Support Services that was offered to us through the Office of Refugee Resettlement.

A financial audit was conducted by an accountant and it was found that all the financial records balance and are in correct order. A letter certifying this to be true is included in this financial report. Our financial status reports are enclosed also. All of the money excepting the closeout costs of the Board were obligated by December 31, 1981. A breakdown of those costs is attached as well as a final revised budget. The only outstanding obligation of the grant is to print the final report and to distribute the findings.

FEDERAL CASH TRANSACTIONS REPORT

(See instructions on the back. If report is for more than one grant or assistance agreement, attach completed Standard Form 272-A.)

Approved by Office of Management and Budget, No. 80-RO1A2

1. Federal sponsoring agency and organizational element to which this report is submitted

**Office of Refugee Resettlement
(HHS)**

2. RECIPIENT ORGANIZATION

Name **Dr. Hai Ba Pho**
Indochinese Refugees Foundation, Inc.
Number and Street **16 Rack Road**
Chelmsford, MA 01824

City, State and ZIP Code:

3. FEDERAL EMPLOYER IDENTIFICATION NO.

04-2713379

4. Federal grant or other identification number
96-P-80132-1-01

5. Recipient's account number identifying number
N/A

6. Letter of credit number
N/A

7. Last payment voucher number

Give total number for this period

8. Payment Vouchers credited to your account

9. Treasury checks received (whether or not deposited)

10. PERIOD COVERED BY THIS REPORT

FROM (month, day, year)

TO (month, day year)

10/1/81

3/31/82

11. STATUS OF

**FEDERAL
CASH**

(See specific instructions on the back)

a. Cash on hand beginning of reporting period	\$ 11,865.89*
b. Letter of credit withdrawals	N/A
c. Treasury check payments	16,000.
d. Total receipts (Sum of lines b and c)	27,865.89
e. Total cash available (Sum of lines a and d)	
f. Gross disbursements	27,865.89
g. Federal share of program income	
h. Net disbursements (Line f minus line g)	27,865.89
i. Adjustments of prior periods	
j. Cash on hand end of period	\$ 0

12. THE AMOUNT SHOWN ON LINE 11J, ABOVE, REPRESENTS CASH REQUIREMENTS FOR THE ENSUING

Days

13. OTHER INFORMATION

a. Interest income	\$
b. Advances to subgrantees or subcontractors	\$

14. REMARKS (Attach additional sheets of plain paper, if more space is required)

* Please note that it was found that this was the actual cash on hand at the beginning of the reporting period due to cancelled debts.

15.

CERTIFICATION

I certify to the best of my knowledge and belief that this report is true in all respects and that all disbursements have been made for the purpose and conditions of the grant or agreement

**AUTHORIZED
CERTIFYING
OFFICIAL**

SIGNATURE

DATE REPORT SUBMITTED

TYPED OR PRINTED NAME AND TITLE

Dr. Hai Ba Pho, Coordinator

(Area Code)

(Number)

(Extension)

TELEPHONE

THIS SPACE FOR AGENCY USE

FINANCIAL STATUS REPORT

(Follow instructions on the back)

1. FEDERAL AGENCY AND ORGANIZATIONAL ELEMENT TO WHICH REPORT IS SUBMITTED

Office of Refugee Resettlement, HHS

2. FEDERAL GRANT OR OTHER IDENTIFYING NUMBER

96-P-80132-1-01

OMB Approved
No. 80-RO180

PAGE OF

1 1 PAGES

3. RECIPIENT ORGANIZATION (Name and complete address, including ZIP code)

Indochinese Refugees Foundation, Inc.
16 Rack Road
Chelmsford, MA 01824

4. EMPLOYER IDENTIFICATION NUMBER

04-2713379

5. RECIPIENT ACCOUNT NUMBER OR IDENTIFYING NUMBER

N/A

6. FINAL REPORT

YES NO

7. BASIS

CASH ACCRUAL

8. PROJECT/GRANT PERIOD (See instructions)

FROM (Month, day, year)

October 1, 1980

TO (Month, day, year)

December 31, 1981

9. PERIOD COVERED BY THIS REPORT

FROM (Month, day, year)

October 1, 1981

TO (Month, day, year)

March 31, 1982

10.

STATUS OF FUNDS

PROGRAMS/FUNCTIONS/ACTIVITIES ▶	(a)	(b)	(c)	(d)	(e)	(f)	TOTAL (g)
a. Net outlays previously reported	\$	\$	\$	\$	\$	\$	\$ 35,726.11
b. Total outlays this report period							27,865.89
c. Less: Program income credits							
d. Net outlays this report period (Line b minus line c)							27,865.89
e. Net outlays to date (Line a plus line d)							63,592.
f. Less: Non-Federal share of outlays							
g. Total Federal share of outlays (Line e minus line f)							63,592.
h. Total unliquidated obligations							0
i. Less: Non-Federal share of unliquidated obligations shown on line h							
j. Federal share of unliquidated obligations							
k. Total Federal share of outlays and unliquidated obligations							63,592.
l. Total cumulative amount of Federal funds authorized							63,592.
m. Unobligated balance of Federal funds							0

11. INDIRECT EXPENSE

a. TYPE OF RATE

(Place "X" in appropriate box)

PROVISIONAL PREDETERMINED FINAL FIXED

b. RATE

c. BASE

d. TOTAL AMOUNT

e. FEDERAL SHARE

12. REMARKS: Attach any explanations deemed necessary or information required by Federal sponsoring agency in compliance with governing legislation.

Please see attached Budget revision & note that all costs were obligated before December 31, 1981.

13. CERTIFICATION

I certify to the best of my knowledge and belief that this report is correct and complete and that all outlays and unliquidated obligations are for the purposes set forth in the award documents.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL

TYPED OR PRINTED NAME AND TITLE

Dr. Hai Ba Pho, Coordinator

DATE REPORT SUBMITTED

3/31/82

TELEPHONE (Area code, number and extension)

(617) 454-4286

BUDGET REVISION

	<u>Original Projected Budget</u>	<u>Requested Budget Revision</u>
*A. Personnel Salaries	\$41,242	\$40,145.90
B. Fringe Benefits	4,405	2,455.67
C. Travel	1,374	1,554.52
D. Equipment	700	1,599.02
E. Supplies	2,700	4,400.93
F. Contracts	5,755	5,936.12
G. Other -		
Telephone & Postage	1,916	1,899.84
Rent/Utilities	<u>5,500</u>	<u>5,600.00</u>
	\$63,592	\$63,592.00

*Please note that the Closeout Costs of the Foundation are included in this item and are broken down on the following page.

Budget of Close Out Costs

The following costs are being charged by the Board of Directors for the termination of our Federal Project.

Program Close Out:

A. Final Report (Enclosed)

- written narrative 10 hr x 50/hr =	\$500	
- participation in final evaluation 5 hr x 50/hr =	250	
- participation in client record closing 5 hr x 50/hr =	<u>250</u>	
Total 20 hrs x 50/hr =		\$1,000

B. Financial Close Out Report

- Participation in financial audit 10hr x 50/hr =	500	
- close of all personnel tax information (W-2, W-3, etc.) 10 hr x 50/hr =	500	
- balance of all book work 10 hr x 50/hr =	500	
- preparation of Financial Report (enclosed) 11.5 hr x 50/hr =	<u>575</u>	
Total 41.5 hrs x 50/hr =		<u>2,075</u>

Total		\$3,075
-------	--	---------

267 Pawtucket Street
Lowell, Ma. 01854

February 23, 1982

TO WHOM IT MAY CONCERN:

This is to certify that I have examined the accounting records of the Indochinese Refugee Foundation for the year ending December 31, 1981.

My examination was made in accordance with generally accepted auditing standards. I noted that there was an underpayment of \$6.41 for F.I.C.A. and an overpayment of \$3.00 for Federal Tax Withheld, making a net underpayment of \$3.41 in the Payroll Deductions Account. I called these minor discrepancies to the attention of the Bookkeeper and I understand that corrections were made in January, 1982.

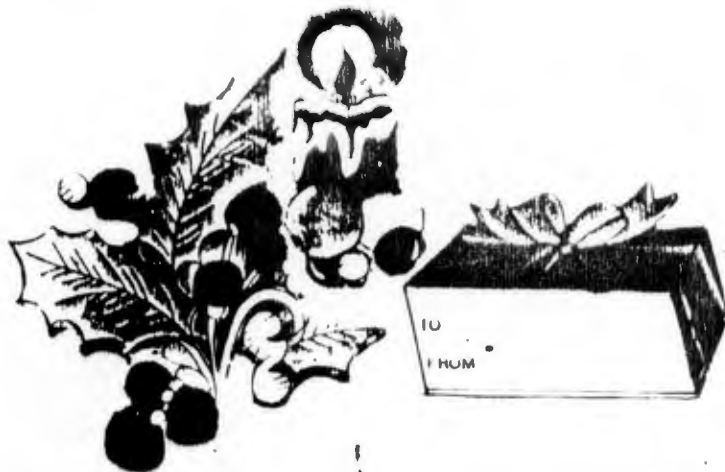
The balance in checking account #3873-3 at the First Bank of Chelmsford, Ma., was \$10,163.05 and in the payroll account was .83. The accounting records reflected these balances.

Very truly yours,

Sr. Claire Cayer
Sr. Claire Cayer

APPENDIX I-a

OUTREACH



Chúng tôi có tổ chức một buổi phát quà cho trẻ em VIỆT NAM, nhân ngày lễ Giáng Sinh, và cũng là một buổi họp mặt thân hữu giữa các người đồng hương đang cùng sống trong vùng LOWELL.

Buổi lễ sẽ tổ chức ngày 20-12-1981 vào lúc 2 giờ trưa tại hội trường của Sáng Hội Tị Nạn Đồng Dương. Địa chỉ 79 High, Lowell.

Phần hòa nhạc do một nhóm bạn trẻ: sinh viên, học sinh Lowell đảm trách.

Trân trọng thân mời các bạn cùng gia đình đến tham dự đồng đạo. Sự có mặt của quý vị góp chặt tình thân ái giữa những người cùng xa quê hương và cũng là một khích lệ lớn lao cho ban nhạc trẻ Lowell trên đà tiến bước.

THÂN CHÀO

Ban tổ chức kính mời.

CÁC LỚP SINH NGỮ TẠI SÁNG HỘI

Tại hội chúng tôi có mở hai lớp sinh ngữ hàng ngày.
Lớp học Anh Ngữ vỡ lòng

lành cho ti nạn tại đất Mỹ trong thời gian ngắn, biết nói, hoặc biết nói chút đỉnh. Lớp học bắt đầu từ 8:30 đến 10:30.

Một lớp Anh Ngữ trung bình:

dành cho người biết nói khá hơn. Cả hai lớp đều có chủ đề dạy cho bạn thích nghi với đời sống Mỹ, như: đi chợ, giữ gìn sức khỏe, đi tới bệnh viện, sử dụng điện thoại, kiếm nhà, đi tới bưu điện, nhà thờ.

Cả hai lớp đều dạy các bạn tập nói cho quen để tiếp xúc với người Mỹ. Không có văn phạm nhiều.

Chúng tôi lúc nào cũng có ba thông dịch viên tại lớp: Việt, Miên, Lào sẵn sàng giúp đỡ các bạn khi gặp khó khăn trong lớp học.

Nếu các bạn thích tới dự lớp học, xin liên lạc với cô Phan-Thu Thủy, để làm thủ tục cho bạn.

Xin gọi điện thoại số: 454-4286.

SÁNG HỘI TI NẠN ĐÔNG DƯƠNG

DUONG HIGH, SỐ 79

LOWELL, MASS. 01852

DIỆN THOẠI: 454-4286

HOP MẬT MỪNG CHÙA GIANG SINH

Vào ngày thứ năm 17-12-1981, chúng tôi sẽ tổ chức một buổi họp mặt cho toàn thể phụ huynh và trẻ em ti nạn Đông Dương: Việt, Miên, Lào.

Buổi lễ được bắt đầu vào lúc 9:30 sáng, do hội nhà thờ Pelham Congregational đảm trách. Trẻ em sẽ có bánh kẹo, trái cây, âm nhạc, và món quà nhỏ do cha Noel trao tặng.

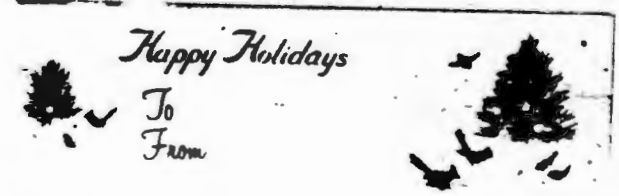
Chúng tôi hy vọng toàn thể phụ huynh cùng dẫn trẻ em tới dự đông đảo. Chắc chắn các bạn sẽ vui.

Tất cả đều được miễn phí

MERRY CHRISTMAS

HAPPY HOLLIDAYS

HAPPY NEW YEAR



TỔ CHỨC ĐI CHINATOWN VÀ BOSTON.

Vào ngày thứ tư 23-12-1981 tại Hội chúng tôi (Sáng hội ti nạn Đông Dương) có tổ chức đi Boston bằng xe Bus trong ngày.

Xe khởi hành lúc 8:00 sáng và trở về Lowell vào lúc 3:30 chiều. Giá vé 2\$ cho người lớn, và trẻ em miễn phí.

Chúng tôi có tất cả 44 chỗ ngồi. Xin các bạn tới ghi tên từ lúc này.

LÀM THỦ TỤC XIN ĐOÀN TỤ GIA ĐÌNH

Sáng Hội Ti Nạn lúc nào cũng cố gắng giúp đỡ thân nhân các bạn đang còn sống trong các trại ti nạn đoàn tụ với các bạn sớm.

Mong các bạn tới Hội chúng tôi để lập thủ tục cho thân nhân.

LẬP THỦ TỤC XIN LÀM THẺ XANH

Hội International Institute tại Lowell sẵn sàng giúp các bạn điền đơn xin thẻ xanh.

Xin các bạn nào đã sống tại đất Mỹ trên một năm hay lâu hơn đến hội để lập thủ tục xin thẻ xanh.

THÔNG DỊCH:

Chúng tôi lúc nào cũng sẵn sàng có ba thông dịch viên: Việt, Miên, Lào, giúp đỡ các bạn từ thứ hai đến thứ sáu. Từ lúc 12:30 đến 2:30.

Nếu các bạn cần giúp đỡ khi tới các cơ quan an sinh, nhà thờ, hoặc các nơi nào cần thiết. Xin các bạn cố gắng lấy hẹn trong vòng 12:30 đến 2:30 để chúng tôi có thể giúp đỡ các bạn nhanh chóng.

INDOCHINESE REFUGEES FOUNDATION, INC.

CHƯƠNG TRÌNH TẾT NHÂM TUẤT

TET'S PARTY PROGRAM

LỄ TẾ-TỔ

ANCESTORS' COMMEMORATION

CHÀO MỪNG QUAN KHÁCH

GREETINGS

Mr. Pho Thai Gia
Mr. Pho Ba Hai

Mr. Nguyen Huu Tuan
Ms. Jacquie Fidler

GIỚI THIỆU AN-NHÂN CỦA SÁNG HỘI

CITATIONS OF RECOGNITION

TIỆC CƠM - Thúc-dón

DINNER - Menue

Bánh Chưng-Dứa món
Bánh mì chiên tôm thịt
Cơm chiên
Gà quay
Rau cải trộn
Bánh chuối-Bánh kẹp
Nước ngọt-Trà

Rice Cake-Pickles
Shrimp/meat on toast
Fried rice
Roasted Chicken
Tossed salad
Banana cake-Coconut roll
Soft drink-Tea

THUYẾT-TRÌNH

GUEST SPEAKER

"Nhập-tịch và các dịch-vu của Viện
Quốc-Tế ở Lowell"

"Naturalization and social services
provided by the International
Institute of Lowell"

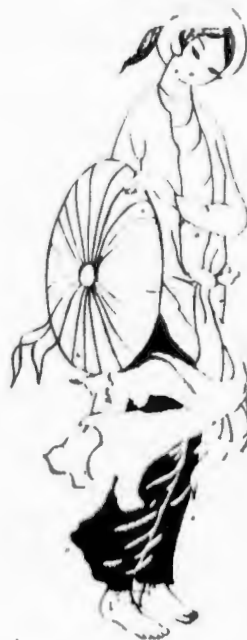
Mrs. Lydia Matte
Executive Directrice
International Institute of Lowell

CHƯƠNG-TRÌNH VĂN-NGHỆ

ENTERTAINMENT

PHÁT QUÀ TRẺ-EM

TOYS FOR CHILDREN



A non-profit organization

founded on January 27, 1977, under the Commonwealth of Mass., G.L., Ch. 180, Sec. 26A

THIỆP MỚI

I N V I T A T I O N

The Indochinese Refugees Foundation, Inc.

cordially invites

to attend a

TET'S PARTY

TO CELEBRATE THE YEAR OF NHAM TUAT

on

Sunday, January 31, 1982

at

12:00 p.m.

at

O'Donnell Hall

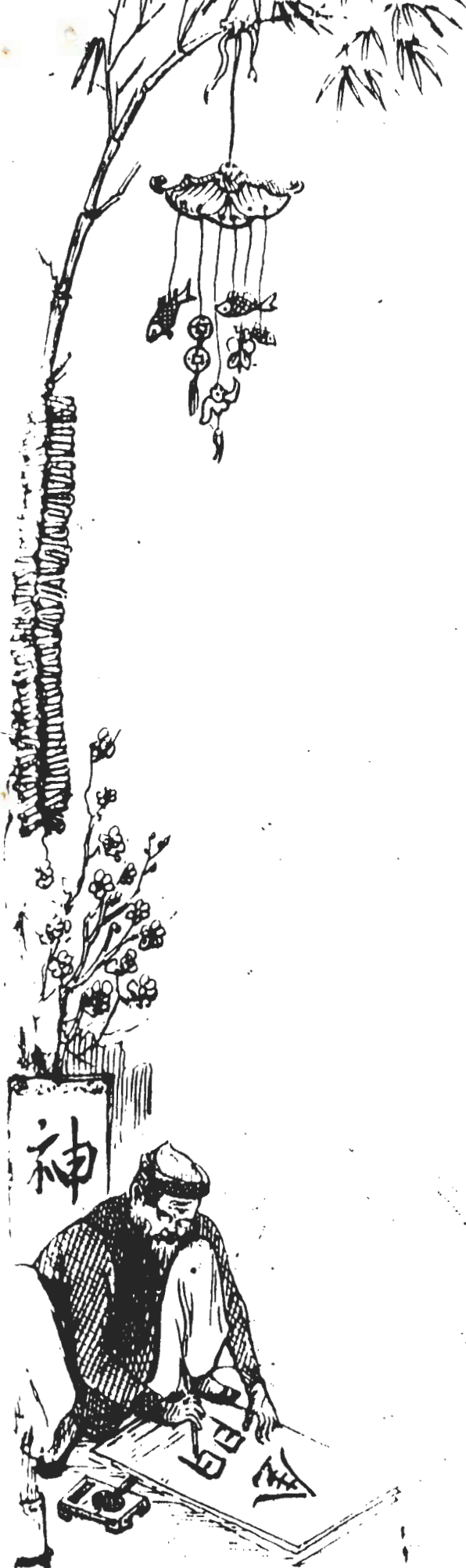
(Indochinese Self-Help Project)

79 High Street, Lowell, Massachusetts

R.S.V.P.

Before January 26, 1982

(617) 454-4286





INDOCHINESE SELF-HELP PROJECT

79 HIGH STREET

LOWELL, MASS. 01852

454-4286

DECEMBER, 1981

* See page 2 for information on trip
to Chinatown and Boston!!

ESL CLASSES

We continue to offer two English classes everyday. One class meets from 8:30 - 10:30 a.m., and studies Survival English- English for people who speak none. The other class meets from 10:30 a.m. - 12:30 p.m., and studies English that is a little more advanced- for people who have been here for a while.

Both classes study subjects such as shopping here in the U.S., transportation, health, education, telephones, the post office, housing, different kinds of jobs, and banking, among other things, and both classes stress conversational English, not grammar.

We have three bilingual counselors present at all classes to interpret when necessary. If you would like to attend one of our classes, please contact: Bountha Lakmany, Thuy Phan, Socheath Uch, or another member of the staff at the Indochinese Self-Help Project, 454-4286.

These classes will be ending on December 22, 1981. Our new classes will be beginning on January 4, 1982.

We are looking for Volunteer ESL Tutors, if you are interested in Volunteering your time for a very worthy cause or would like more information please contact:
Lise Martin at 454-4286

CHRISTMAS PARTIES

On Thursday, December 17, 1981 there will be a Christmas Party here at the Indochinese Self-Help Project for children and their parents. The Party will begin at 9:30 a.m., and will be sponsored by the Pelham Congregational Church and will feature: cookies, candy and fruit, Christmas music, and small gifts for all the children hopefully given out by Santa Claus himself! We hope you will come and bring your children!!

VIETNAMESE CHRISTMAS PARTY

You are invited to attend the Vietnamese Christmas party. This party has been organized by a group of young Vietnamese people in Lowell.

Time: 2:00 p.m. Sunday Dec. 20, 1981

Place: International Institute
79 High St., Lowell, MA

Hope to see you there!!!

MERRY CHRISTMAS!!

HAPPY HOLIDAYS!!

HAPPY NEW YEAR!!

* ALL SERVICES ARE FREE OF CHARGE

TRIP TO CHINATOWN & BOSTON

On Wednesday, December 23, 1981, there will be a bus here at the International Institute to take people to Boston and Chinatown for the day. The bus will leave here at 8:00 a.m. and return here at 3:30 p.m. If you want to come, you must buy a ticket for \$2.00 for each adult (children are free) from: Thuy Phan, Socheath Uch, or Bountha Lakmany or any of the staff here at the Indochinese Self-Help Project. There are only 44 seats on the bus; so if you want to come, buy your ticket soon! All Indochinese people living in Lowell are invited.

INTERPRETIVE SERVICES

Our three bilingual counselors, Thuy Phan, Socheath Uch, and Bountha Lakmany are now available to do interpreting Monday - Friday from 12:30 - 2:30. If you need someone to translate for you at the Welfare Office, Hospital, Clinic, or any place else, try to schedule your appointment between 12:30 - 2:30, and call Socheath Uch, Bountha Lakmany or Thuy Phan to make sure he/she can help you on that day. Agencies and other service providers are welcome to use this service. These services are provided, free of charge, by the International Institute of Lowell. For assistance or more information call either: 454-4286 or 459-9031.

MUTUAL ASSISTANCE ASSOCIATION CONFERENCE

The I.R.F. cosponsored the 1st Annual M.A.A. Conference on Oct. 31st with the O.R.R. Over 100 M.A.A. leaders attended this very successful conference. This Conf. focused on providing technical assistance and facilitating future planning or MAA development.

REUNIFICATION

The Indochinese Refugees Foundation is now working with the International Institute to facilitate family reunifications. If you know of refugees who would like to apply for reunification with family members, please call J. Fidler at 454-4286.

GREEN CARDS

The International Institute is assisting refugees in applying for Green Cards, an immigration card which gives refugees permanent residence status. Any refugee who has lived in this country longer than one year should be encouraged to make the preliminary applications. Refugees are eligible for this status after two years of residency in the U.S. For further information call: Maria Cuhna at 459-9031.

INDOCHINESE REFUGEES STEERING COMM.

The Comm. continues to meet on a monthly basis and is planning to publish the Resource Directory. The Comm. is desperately needed so that we can all provide the most cost-effective services to refugees. If you, your agency, or church are interested, call either: J. Fidler at 454-4286 or D. Specht at 459-9631.

We would like to thank all of you for your support and encouragement throughout the year. We look forward to working with all of you again in the future.

APPENDIX I-b

INFORMATION AND REFERRAL

INDOCHINESE SP-7-HELP PROJECT
INFORMATION REFERRAL

DATA

	DEC. 1980	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTAL
Translation/ Int. Request	5	8	15	20	45	48	55	56	46	48	52	57	53	508
Housing	4	5	6	16	6	8	10	11	6	5	8	5	6	96
Financial						1	1				5	5	3	15
Medical	2		4		11	5	8	5		1	20	12	12	80
Welfare	3	5	3	4	3	8	5	10	5	7	12	8	10	83
Employment	5	5	4	6	30	15	21	23	20	27	10	15	12	193
Education	2	5	3	6	8	12	8	7	6	1	7	3	5	73
Mental Health	1	1			4	5			2		3	1		17
Other	2	9	5	*8	*11	14	17	4	1	6	10	31	4	122
TOTAL	24	38	40	60	118	116	125	116	86	95	127	137	105	1187

APPENDIX III

ESL

INDOCHINESE SELF-HELP PROJECT

THIS IS TO CERTIFY THAT

HAS CREDITABLE COMPLETED A PROGRAM
OF STUDY IN ENGLISH AS A SECOND LANGUAGE PHASE II
AS EVIDENCE OF WHICH THIS

CERTIFICATE

IS GRANTED THIS ELEVENTH DAY OF SEPTEMBER, 1981

Project Director

ESL Instructor

APPENDIX V
ORGANIZATIONAL DEVELOPMENT

REGIONAL CONFERENCE ON
MUTUAL ASSISTANCE ASSOCIATIONS

TENTATIVE LIST OF PARTICIPANTS

CONNECTICUT:

Mr. John Andrews
Program Grant Manager
Connecticut State Department of Human Resources
110 Bartholomew Avenue
Hartford, Ct. 06105
Tel: (203) 566-5799

Mr. Hai Cau Nguyen
HDS Program Specialist
Connecticut State Department of Human Resources
110 Bartholomew Avenue
Hartford, Ct. 06105
Tel: (203) 566-3353

Laotian Association of Connecticut

Sith Thongkham, President
Piene Srinvanchanthr
Vandchay Rimtharamy
Pravith Chareunsri

H'Mong Association Of Connecticut, Inc.

Lo Lao Thoua, President
Lo Neng
Lee Yia
You Moua

Sangkum Khmer of Connecticut, Inc.

Yuvaneath Norodom, President
Chanphal Ngy
Vichhyka Ngy
Sam Ang Sam
Moly Sam
Khom Chom
Sokha Long
Nyseng

Vietnamese Mutual Assistance Association of Connecticut, Inc.

Dr. Tran Dai Quang
Sr. Nguyen Thi Vinh
Mr. Nguyen Huu Loc

MAINE:

Mr. David Stauffer
State Refugee Coordinator
Bureau of Resource Development
Department of Human Services c
Augusta, Maine 04330
Tel: (207) 289-2971

Refugee Community, Inc.

Tran Van My Sang, President
Anchina Vickery
Ron Tripp

Cambodian Community of Maine, Inc.

Savuth Neas, President
Saroem Ker

MASSACHUSETTS:

Mr. Thomas DeVouton, State Coordinator
Office of Refugee Resettlement
Executive Office of Human Services
Lindemann Center, Rm. 262
25 Staniford Street
Boston, MA 02116
Tel: (617) 227-7734

Mr. John Wilshire, Assistant State Coordinator
Office of Refugee Resettlement
Executive Office of Human Services
Lindemann Center, Rm. 262
25 Staniford Street
Boston, MA 02116
Tel: (617) 227-7734

Mr. John Rosario, Program Specialist
Office of Refugee Resettlement
Executive Office of Human Services
Lindemann Center, Rm. 262
25 Staniford Street
Boston, MA 02116
Tel: (617) 227-7734

Indochinese Refugees Foundation, Inc.

Mr. Tuan Nguyen, President
Mr. & Mrs. Gia Pho
Ms. Chan Phan
Mr. & Mrs. Hai Ba Pho
Mr. & Mrs. Nghia Nguyen
Mr. John Vinh

Indochinese Self-Help Project Staff

Ms. Jacqueline Fidler, Project Director
Ms. Elise Martin, ESL Instructor
Ms. Thuy Phan
Mr. Bountha Lakmany
Mr. Socheath Uch
Ms. Patricia Smyth

Vietnamese Community Development Society of Boston, Inc.

Tan Dinh Nguyen
Dinh Huu Nguyen
Minh Quang Va

Lao/H'Mong Community of Massachusetts, Inc.

Mr. Ter Yang, President
Tou Khang, Vice President
Chou Khang
Ia Yang

Cambodian Community of Lowell

Mr. Mech Noun, Secretary
Sreng Long

Laotian Community of Lowell

Mr. Khamzone Silavong
Mr. Khamphone Xayasane

Vietnamese Catholic Community of Boston, Inc

Nguyen Nhi Dang
Vo Dinh Chau

Vietnamese Community of Western Mass., Inc.

Mr. Hoang Chi
Banh Tung
Lang Van Micu
Nguyen Binh Duong

Vietnamese Association of Mass., Inc.

Tran Van Liem
Nguyen Thanh Dinh
Kim Lan Bloom

Laotian Association of Mass.

Khamphouang Douangmany, President
Damdonane Rathanasone, Vice President
Noukane Sounyavongsa, Vice President

Cambodian Community of Mass., Inc.

Laing Thea, President
Vuth Sophay, Secretary

RHODE ISLAND:

Mr. Leo LaChappelle, State Coordinator
Office of Refugee Resettlement
Dept. of Social and Rehab. Services
600 New London Ave.
Cranston, Rhode Island 02920
Tel: (401) 464-2122

Cambodian Community of R.I., Inc.

Thia Sao, President
Svaing Van Kim
Sok Kim
Chandara Saing

Mr. Alan Deiffenbad
Council of Community Services
Providence, R.I.

Vietnamese Community of Rhode Island

Mr. Vo Kim Son, President
Mr. Pham Dang Quang, Secretary
Ms. Nguyen Thi Huong Giang
Mr. Le Anh Tuan
Mr. Nguyen Khoi, Vice President
Mr. Truong Minh Dung

Laotian Association of R.I., Inc

Chanthabane Vongsoumhou, President
Dethavanh Thed, Vice President
Nanthavongsa Khamkay, Vice President
Dan Vongsoumhou

A Resolution
of Indochinese Mutual Assistance Associations
in Boston, Massachusetts
October 31, 1981

As representatives of Mutual Assistance Associations in New England, we wish to thank the Region I Office of Refugee Resettlement and the Indochinese Refugees Foundation, Inc. for organizing this regional MAA Conference, in recognition of MAA's as the newest force in refugee resettlement.

The overwhelming problems we now face -- the need to reduce welfare dependency, the need to enhance refugee self-sufficiency and adjustment, and the need to address the refugee community's priority cultural concerns -- will require the intense effort and sincere cooperation of all agencies involved in refugee resettlement. Especially in light of declining public funding for social services to all disadvantaged populations, including refugees from Cambodia, Laos and Vietnam, continued management of the domestic resettlement system is more crucial than ever. We must explore new initiatives, expand our service base, re-define priorities and establish practical, working partnerships between refugee self-help groups, other community organizations and the established traditional agencies.

Realizing the potential that our efforts can have upon maintenance of essential services to refugees as well as decisions regarding refugee admission, health care and education, we pledge to make every effort to share our resources and a sense of responsibility in the resettlement of refugees. We, the members and leaders of refugee community organizations, are committed to the successful integration of our community members into the mainstream. All do everything within our ability to ensure that the refugee crisis become

productive contributors to this society in the shortest possible period of time.

RECOMMENDATIONS

Knowing that our communities must attain economic stability in order to support the social, educational and cultural services needed by our own people, we offer the following recommendations, designed to strengthen our community-based organizations:

1. Comprehensive technical assistance programs to increase the capacity of our refugee self-help groups.
 - Appeal for cooperation from both the public and private sectors.
 - Appeal for support to national and local training and technical programs to be provided by professional organizations.
2. Funding to enable our self-help groups to provide quality services to incoming refugees and to respond to the unique needs of specific refugee populations.
3. Community Centers that can initially provide supportive social and cultural services, later moving on towards the following long-term goals:
 - Cultural preservation
 - Advocacy within both the public and private sectors
 - Consolidation and economic development of the ethnic community so as to become a positive force in American society.

AN APPEAL

Together, we are ready to become partners with voluntary resettlement agencies, federal, state and local governments, other minority groups, and the corporate/business sector to achieve our common goals of self-sufficiency and full participation. We ask that these groups reach out to work with us.

We also ask that the United States continue to support the case of refugees overseas, and continue to admit a fair share of refugees for resettlement in the United States.

We believe that refugees strengthen America. By learning to work together, we help both refugees and Americans in need.

Joining in this appeal are the State Coordinators of the six New England states.

GENERAL CONFERENCE

MORNING SESSION:

- 10:00 - 10:15 • Registration and Coffee
- 10:15 - 10:30 • Welcoming Remarks
Mr. Orville J. Anderson, *Regional Director*
 Office of Refugee Resettlement, Region I
Mr. Tuan Huu Nguyen, *President*, Indochinese Refugee Found-
 ation, Inc.
- 10:30 - 11:00 • Overview of MAA throughout the U.S.
Ms. Diana Bui, *Consultant*
 Indochina Refugee Action Center (IRAC) Washington, D.C.
- 11:00 - 12:00 • Roles of MAA in Refugee Resettlement Efforts
Mr. Le Xuan Khoa, *Deputy Director*
 Indochina Refugee Action Center (IRAC)
- 12:00 - 1:00 • Ethnic Luncheon

AFTERNOON SESSION

- 1:00 - 1:30 • Difficulties and Obstacles in Developing an Ethnic Minority MAA
Mr. Pho Ba Hai, Ph.D., *Professor of Lowell Univ., Coordinator*,
 Indochinese Refugees Foundation, Inc.
- 1:30 - 2:30 • The Effect of Group Dynamics and the Management of an MAA
Mr. Pho Ba Long, *Co-Director*, Orientation Resource Center,
 Center for Applied Linguistics (ORC/CAL) Washington, D.C.
- 2:30 - 2:45 • Coffee Break
- 2:45 - 4:00 • Ethnic Group Discussions: “**MAA Local Problems and Solutions**”
Group 1 Hmong
Facilitator: **Mr. Cheu Thao**
 Language & Cross-Cultural Expert
 Orientation Resource Center
Group 2 Cambodian
Facilitator: **Mr. Rithipol Yem**
 Director, CMAAP, Boston
Group 3 Laotian
Facilitator: **Mr. Thao Bounthinh**
 General Secretary, Lao Assoc. of Metropolitan Area
Group 4 Vietnamese
Facilitators: **Messrs. Le Xuan Khoa and Pho Ba Long**
- 4:00 - 4:30 • Summaries of MAA Problems and Resolutions
Ms. Diana Bui
- 4:30 - 5:00 • Adjournment

REGIONAL MUTUAL ASSISTANCE ASSOCIATION CONFERENCE

Saturday, October 31, 1981

at

J.F.K. Federal Building, Room 2003

Sponsored by:

**Office of Refugee Resettlement, Region I
U.S. Department of Health and Human Services**

and

**Indochinese Refugees Foundation, Inc.
Lao-Hmong Community of Mass, Inc.**

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The Regional Mutual Assistance Association Conference will be an intensive, one day workshop which is designed to:

- Present and discuss the roles of the MAA in Refugee Resettlement Efforts, the effect of Group Dynamics, and the Management of a MAA.
- Give all MAA leaders in the Region an opportunity to assess their resources, capabilities and needs in helping refugees achieve successful resettlement.
- Encourage the exchange of information and ideas among all MAA leaders.

APPENDIX VII

COMMUNITY RESOURCES



J. Joseph Tully
CITY MANAGER

THE CITY OF
LOWELL, MASSACHUSETTS

OFFICE OF CITY MANAGER

CETA ADMINISTRATION
89 APPLTON STREET
LOWELL, MASSACHUSETTS 01852

Tel. No. 459-2336
729-8120

Henry Przydzial
CETA Administrator

TO: Region III Office, Department of Social Services

FROM: Henry Przydzial, Lowell CETA Administrator *HAP*

RE: MEMORANDUM OF COOPERATION *

DATE: November 25, 1981

The Lowell CETA Prime Sponsor is aware of, and supports, the Indochinese Refugee Foundation's proposal to the Department of Social Services. This office thinks our two agencies can develop the kind of cooperation and delivery system that will maximize employment services to the refugee population.

The CETA Program can offer vocational skills training, On The Job Training, "World of work" counseling, and job search assistance, while the I.R.F. can offer client assessment and case management of individual refugees referred for employment services.

CETA plans to serve a total of over 1,550 economically disadvantaged participants in its 1982 operating year. Based on welfare recipient data in the Lowell Labor Market Area, it is clear that the refugee population is large enough to merit significant segment status and thus become a group targeted for services. Formal linkages with the I.R.F. will enable the CETA program to serve refugees that it could not otherwise serve.

CETA and I.R.F. agree that On the Job Training (O.J.T.) would be the primary vehicle for employment services to refugees. This Program can offer a minimum of overhead while transitioning clients into a private sector, career oriented employment situation in a short period of time.

The Prime Sponsor will provide job development by setting aside 30% of one of its job developer's time to serve refugees. It is anticipated that at least 20 O.J.T. positions could be developed between January 1 and September 30th. At an average cost of \$700 per position, this amounts to a possible CETA contribution of \$14,000 for wages for refugee clients. (It should be noted that O.J.T. positions must pay a minimum of \$4.00 per hour, have a minimum training period, and guarantee that successful completion will result in the client being hired by the employer at a 10% pay increase.)

The Lowell CETA Program also provides skills training in occupational areas where the possibilities of private sector placement and advancement are maximized. 70% of the participants terminated in the 1981 CETA Program were positive placements. The average length of training is between three and four months. A refugee referred to a skills training program would have an excellent chance of securing employment. Skills training is offered in the following areas:

Masonry	Electronic Technician
Welding	Data Processing
Carpentry	Word Processing/Clerical
Food Service	Machine Shop
Electronic Assembly	

The average cost of a training position is \$1,250, while the average cost per positive placement is \$2,010. Anticipating that 20 refugee clients could be referred to skills training from January through September 30th, this could represent \$25,800 in CETA contributions.

The CETA Program anticipates that its objectives will complement well the employment services objectives of the Refugee Resettlement Program. We would look forward to working with the Indochinese Refugee Foundation to accomplish this.



OFFICE OF THE MAYOR
CITY HALL
LOWELL, MASSACHUSETTS 01852

HONORABLE ROBERT C. MAGUIRE

MAYOR

M. BRENDAN FLEMING

VICE-CHAIRMAN

JAMES W. MORIARTY

Administrative Assistant
To The Mayor

November 24, 1981

TO WHOM IT MAY CONCERN:

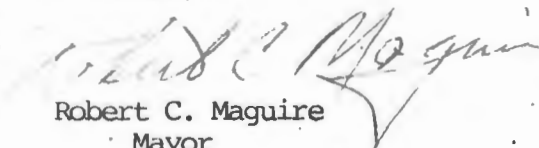
The Indochinese Project has been a worthwhile program for the people of Lowell and it is essential that the program continue to grow to serve the increasing needs of these people.

Lowell's program serves more than twice as many people as any other City's program. The \$140,000.00 that this group request is justifiable, because of the outstanding job they have done in the past year.

Therefore, as Mayor of the City of Lowell, I encourage the growth of this program and would support their proposal for the \$140,000.00.

Please feel free to call me on this subject at (617) 454-8821
Ext. 200 or 201.

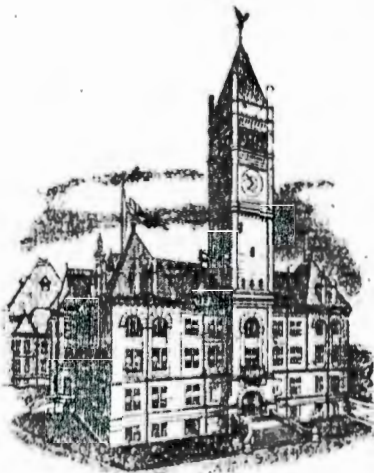
Sincerely,


Robert C. Maguire
Mayor

RCM/c

JAMES J. CONNORS
DIRECTOR OF
FISCAL AFFAIRS

JAMES J. CAMPBELL
ASSISTANT CITY MANAGER
OPERATIONS



B. JOSEPH TULLY
CITY MANAGER

(617) 454-8821

OFFICE OF THE CITY MANAGER
CITY HALL
LOWELL, MASSACHUSETTS 01852

November 19, 1981

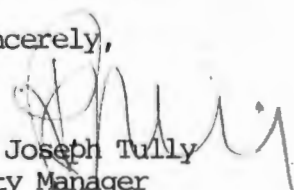
TO WHOM IT MAY CONCERN:

This is a letter of support for the Indochinese Refugees Foundation's proposal for funding for the coming year.

I fully support the work of this agency in areas of ESL, job counseling, and support services. The Greater Lowell area is highly impacted with a refugee population that is nearing 1,000. The high rates of welfare dependency and lack of services have put a critical drain on this City's resources.

The Indochinese Project addresses the needs of this City for a community-based agency that coordinates services for refugees. Careful review of their past performance illustrates that they have a credible and worthwhile program. Their proposal for \$140,000 is both cost-effective and crucial to the successful integration of the refugee community into Lowell, and I therefore lend it my full support.

Sincerely,


B. Joseph Tully
City Manager

BJT/c

"Home of the Urban National Park"



The Commonwealth of Massachusetts
Department of Social Services

Mary Jane England, M.D.
Commissioner

Edward Raynard, ACSW
Regional Director

Region III
Lowell Area Office
100 Merrimack Street
Lowell, Mass. 01850
454-8061

Barbara Boustani
Area Director

June 30, 1981

TO WHOM IT MAY CONCERN:

During recent conversation with Ms. Jackie Fiddler, Director of the Indochinese Self-Help Project, we learned that numbers of Indochinese families in have been steadily growing in Lowell. Since the focus of the project is to assist people in obtaining job training and employment, we are in full support of its continuation.

The Department of Social Services sees families regularly whose functioning is severely deteriorated. Lack of a regular, sufficient income is a major contributing factor to many families in trouble. We view the Self-Help Project as a means of preventing unemployment and eventual family disruption of the Indochinese residents of Lowell.

We look forward to a supportive, cooperative relationship with the Indochinese Self-Help Project..

Sincerely,

Irene Prashker

Irene Prashker
Program Development Specialist

Linda Andelman

Linda Andelman
Assistant Program Develop. Specialist

DIVISION OF PLANNING & DEVELOPMENT

JOHN F. KENNEDY CIVIC CENTER • LOWELL, MASSACHUSETTS 01852 • (617) 454-8821



September 14, 1981

Ms. Jacqueline M. Fidler, Project Director
Indo-Chinese Refugees Foundation, Inc.
Lao-Hmong Community of Massachusetts, Inc.
79 High Street
Lowell, Massachusetts 01852

Dear Ms. Fidler:

This letter is to express my personal support of the Indo-Chinese Project as outlined in your abstract proposal accompanying your recent letter.

The objectives and methods of your organization in assisting the 700 plus Indo-Chinese refugees within the City of Lowell are most worthy and encouraging. The services to be provided would most certainly assist the Indo-Chinese refugees in obtaining and maintaining a decent standard of living for themselves and their children.

In closing, I commend your organization for their relentless effort to address the needs of the Indo-Chinese refugees in a caring, professional manner. Therefore, I support their endeavor in trying to secure additional funding and for their innovative direction.

Sincerely,

A handwritten signature in dark ink, appearing to read "James L. Milinazzo". The signature is written in a cursive style and is positioned above the printed name.

James L. Milinazzo
Director

JLM:fc

JAMES M. SHANNON
5TH DISTRICT, MASSACHUSETTS

COMMITTEE:
WAYS AND MEANS

SUBCOMMITTEES:
HEALTH
TRADE

Congress of the United States
House of Representatives
Washington, D.C. 20515

WASHINGTON OFFICE:
224 CANNON BUILDING
WASHINGTON, D.C. 20515
(202) 225-3411
DISTRICT OFFICES:
11 LAWRENCE STREET
LAWRENCE, MASS. 01840
(617) 683-5313
134 MIDDLE STREET
LOWELL, MASS. 01852
(617) 452-3101
LEXINGTON, MASS.
(617) 862-1847

September 10, 1961

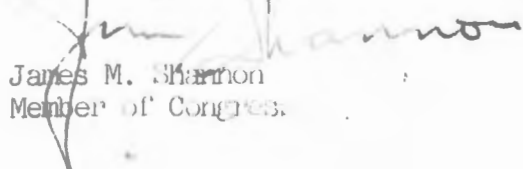
Ms. Jacqueline M. Fidler, Proj. Dir.
Indochinese Refugees Foundation, Inc.
79 High Street
Lowell, Ma. 01852

Dear Ms. Fidler:

I am happy to lend my support to your application for funding from the Department of Social Services. The Indochinese Self-help Project has done much for Indochinese refugees in the Lowell area.

I appreciate your contacting me and for giving me this opportunity to express my support for your efforts. If I can be of any further service, please do not hesitate to let me know.

Very truly yours,


James M. Shannon
Member of Congress.

JMS:tor



B. Joseph Tully
CITY MANAGER

THE CITY OF
LOWELL, MASSACHUSETTS

OFFICE OF CITY MANAGER

CETA ADMINISTRATION
89 APPLETON STREET
LOWELL, MASSACHUSETTS 01852

Tel. No. 459-2336

729-8120

Henry Przydzial
CETA Administrator

June 1, 1981

Ms. Jacqueline Fidler
Project Director
Indochinese Refugees Foundation, Inc.
79 High Street
Lowell, MA 01852

Dear *Jacqueline*

I would like to thank you for your outreach assistance for the CETA Summer Youth Employment Program. I am more than happy to inform you that we have exceeded our Indochinese goal for summer youth due specifically to your Agency's assistance. I know, that Chris Eliopoulos Neighborhood Youth Corp., Project Director, shares my enthusiasm in working with your young persons this summer.

Thank you for your continued support and interest in CETA Programs. I look forward to our continued working relationship.

Sincerely,

Bruce W. Akashian
Bruce W. Akashian
Operations Director

BWA:cjm

COMMUNITY TEAMWORK, INC.

DOWNTOWN MULTI-SERVICE CENTER
228 CENTRAL STREET
LOWELL, MA. 01852

459-6161

June 1, 1981

Ms. Jackie Fidler
Indochinese Self-Help Project
79 High Street
Lowell, Ma. 01852

Dear Jackie:

I want to express my appreciation for all the help your organization provided to our Fuel Assistance Program this winter.

Your help in translating letters and interpreting for applicants was invaluable for C.T.I. and its clients. We could not have served the Indochinese community without the help of your translators.

The need for Indochinese translators is evident, and we are grateful that we could call on your organization. We hope that translation services will be available in the future.

We also hope that if C.T.I. can be of service to you that you will not hesitate to call.

Sincerely,


Claudine Langlois

Christ Church United in Lowell

1 Bartlett Street
Lowell, Massachusetts 01852
Telephone 459-9631

September 11, 1981

John J. Adams, *Pastor*
David L. Specht, *Student Associate*
Deidre Scott, *Seminarian*
Nancy J. Sager, *Secretary*
Robert L. Henderson, *Sexton*
Richard G. Chadwick, *Organist
and Choir Director*

To Whom It May Concern:

This is an unsolicited letter of recommendation in support of the important work being done by the IndoChinese Self-Help Project in Lowell. My name is David Specht, and I work as Minister to the Community at Christ Church United in Lowell.

During the past year, Lowell has, as you are no doubt aware, become the new home for nearly a thousand IndoChinese refugees. Unfortunately, the majority of these refugees were brought into our community by a sponsoring agency that was, for the most part, ill-equipped to adequately resettle them. The result has been an ongoing pattern of crisis situations which have demanded responses from churches. Unmet needs in the areas of medical attention, housing and food, fuel assistance, employment and conflict resolution have presented themselves most regularly to us (here at Christ Church).

While we have been steadfast in our desire to be of help in situations such as these, more often than not, we have sought assistance from Jacqui Fidler and her staff at the IndoChinese Self-Help Project. Here we have come to depend upon the Project's translation services, sensitivity to cultural nuances, and solid relationships with community services. In short, we have found the Project to be an extremely reliable and accessible resource to which we can turn for expertise and assistance in addressing refugee crises. The essential nature of their service is underscored by the fact that they are, in our experience, the only Lowell-area resource equipped to provide the community with these case-management services.

In addition to this service, the IndoChinese Self-Help Project has taken the lead in facilitating the organization and empowerment of the three IndoChinese ethnic communities through the support and resourcing of their gatherings and the nurturing of their own indigenous leadership. They have also been active and founding participants of a community wide coalition of churches, agencies and individuals concerned with the challenge of IndoChinese refugee resettlement in Greater Lowell (Greater Lowell IndoChinese Services Steering Committee).

For all of these reasons, I offer this letter as an expression of my endorsement of the Self-Help Project, as it seeks funding that will allow it to continue and expand its resource offerings to IndoChinese in the Lowell area during the upcoming year. Please do not hesitate to contact me for further feedback on the variety and quality of services they offer to our new IndoChinese neighbors. We would be lost without their help.

Sincerely,



David L. Specht
Minister to the Community



The Commonwealth of Massachusetts

HOUSE OF REPRESENTATIVES
STATE HOUSE, BOSTON 02133

TIMOTHY M. ROURKE
REPRESENTATIVE
19TH MIDDLESEX DISTRICT
35 VICTORIA STREET
LOWELL, MA 01851
TEL. 458-9539

Committees on
Energy
Local Affairs
ROOM 128, STATE HOUSE
TEL. 722-2802

October 26, 1981

Thomas DeVouton
Office for Refugee Resettlement
Eric Lindemann Building
25 Staniford Street
Room 282
Boston MA 0 2114

Dear Mr. DeVouton:

I would like to take this opportunity to advise you of my strong support for the Indochinese Refugee Foundation in Lowell. I have spoken with you previously concerning this project which has done a superb job with the funds allocated them this past fiscal year.

The Indochinese Self-Help Project is currently in the beginning stages of preparing their R.F.P. Proposal for a comprehensive evaluation in January. I am enclosing for your review a copy of the abstract of the proposal.

Thank you for your anticipated cooperation regarding this most worthy project.

With warm regards, I am

Sincerely,

TIMOTHY M. ROURKE
State Representative

TMR:mrm



The National
Alliance
of Business

40 CENTRAL STREET
LOWELL, MA 01852
(617) 453-6419

CHAIRPERSON
Edmond Gus Coute

EXECUTIVE DIRECTOR
Richard C Wells

DIRECTOR HUMAN RESOURCES
Arthur R. Kelts

VICE CHAIRPERSON
David Cordeau
Theodore Dydowicz
Lawrence Smith
Dennis Welcome

PAST CHAIRPERSON
Norman Comins
Carl Orio

October 19, 1981

Ms. Jacqueline M. Fidler
Project Director
Indochinese Self-Help Project
79 High Street
Lowell, MA 01852.

Dear Ms. Fidler:

The Merrimack Valley National Alliance of Business is very pleased to support the request of the Indochinese Self-Help Project for continued funding, because we know of the excellent service you have provided in the past. The Indochinese who have moved into the Lowell area have become a vital part of our new work force, and we feel this service should be continued.

Our new Merrimack Valley Alliance of Business Human Resources, Inc., would be very happy to enter into an agreement with your agency to provide direct job development and marketing to area employers to help find suitable employment for the people you are assisting.

Sincerely,

Arthur R. Kelts
Director, Human Resources

ARK/lt



University of Lowell

Alternatives for Individual Development Talent Search Project

Dugan Hall
Lowell, Massachusetts 01854
Telephone 452 5000 Ext 2797

WILLIAM L. McMILLAN
Director
PHYLLIS Z. PHILLIPS
Project Director

October 5, 1981

Ms. Jacqueline M. Fidler, Project Director
Indochinese Self Help Project
79 High Street
Lowell, Massachusetts 01852

Dear Ms. Fidler:

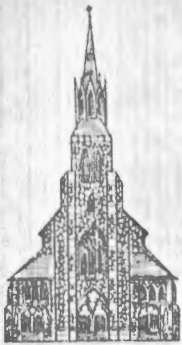
It is my understanding that the Indochinese Self Help Project is applying for funding to continue + expand its present project. There exists in this community a great need for the services which you provide. The refugee population in this area has been growing steadily and most arrive here without the English language or life-coping skills needed to become productive members of society. Your project provides essential services and we look forward to working cooperatively with you.

Sincerely yours,

Phyllis Z. Phillips
Project Director
Talent Search

PZP/rc.





SAINT PATRICK PARISH

282 Suffolk Street
Lowell, MA 01854
459-0561

October 23, 1981

150 Years of Service

Indo-Chinese Refugees Foundation, Inc.
79 High Street
Lowell, Massachusetts 01852

To Whom it May Concern:

Since being involved with the work of the Indo-Chinese Self-Help Project for the past year, I believe that the work of this project is most essential to help the increasing number of refugees in the Lowell area. The language classes and job development are only a small part of the help that is needed by the refugees in order to adapt and become absorbed into our society. The many other emergency services and supplementary programs provided by the Indo-Chinese Self-Help Project are too numerous to mention, e.g., translating, trips to hospitals, job interviews, etc., co-ordinating Church agencies, counselling and so on.

In my opinion, if the Indo-Chinese Self-Help Project were to cease or curtail its program, it would cause serious harm to the re-settlement of refugees in the area. I strongly urge that this program be supported and enlarged as much as possible.

Respectfully yours,

Reverend Richard C. Conway
Administrator
St. Patrick's Parish, Lowell

RCC:cs

INDO-CHINESE REFUGEE MENTAL HEALTH PROGRAM

418 Washington Street
Brighton, Massachusetts 02135
(617) 254-2121

September 30, 1981

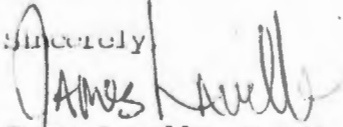
Jacqueline M. Fidler
Project Director
Indochinese Self-Help Project
79 High Street
Lowell, Massachusetts 01852

Dear Ms. Fidler:

I am aware that the Indochinese Self-Help Project is currently facing a precarious, uncertain funding future. Your project has initiated an innovative and effective plan to address both the immediate and longer-term self-determination needs of all Southeast Asian communities. From our perspective, it has been obvious that the overwhelming response to the efforts of the Indochinese Self-Help Project throughout Massachusetts has been one of support and respect. Nationally, since the Refugee Act of 1980, there exists a profound need to develop a comprehensive approach to the ongoing resettlement needs of all refugee populations seeking freedom in this country. The fact remains that the existing lack of federal funds for your program is so shortsighted that it undermines the spirit of the United States commitment to empower newly arrived refugees from Southeast Asia with the ability to care for themselves.

I urge those responsible for making decisions that are realistic and culturally sensitive to support your funding request. I am confident that both the federal and state representatives involved in this judgement have the wisdom to keep the concept of mutual assistance alive.

It is imperative that the accomplishments and good will of the staff of the Indochinese Self-Help Project be allowed to successfully continue its mission. I am optimistic that a solution will be found to achieve this.

Sincerely,

James Lavelle, M.S.W.
Program Director

JL/kmc