

INDOCHINESE REFUGEES FOUNDATION, INC.

LAO-HMONG COMMUNITY OF MASSACHUSETTS, INC.

79 High Street, Lowell, MA 01852
Telephone: (617) 454-4286

INDOCHINESE SELF-HELP PROJECT

August 18, 1981

MR. HAI B. PHO, PH.D.
Coordinator

MR. TUAN H. NGUYEN, Pres.
Indochinese Refugees Foundation

MR. TER YANG, Pres.
Lao-Hmong Community of Mass

Ms. Patricia Moore
Executive Assistant to the Commissioner
Department of Social Services
150 Causeway Street
Boston, MA 02114

Dear Ms. Moore:

We are submitting the enclosed, unsolicited proposal for funding to the Department of Social Services to extend our services until which time the 1981-82 R.F.P. process takes place. We would like to take this opportunity to describe our program to you and to briefly explain our proposal for the 1982 fiscal year. We would also like to thank you for your appreciation of our most difficult situation. We are confident that after reviewing the following information you will understand the urgency of the problems faced by the Lowell refugees and agree to continue our services.

The Indochinese Refugees Foundation is a private, non-profit Mutual Assistance Association (MAA) incorporated in Massachusetts in 1977. This year, under the Indochinese Self-Help Project, the Foundation provided several services, including ESL, job counseling, and support services. This project was funded with a grant of \$50,000 from the Office of Refugee Resettlement, of the Department of Health and Human Services. The overall goal for this project is to promote refugee self sufficiency.

Since the time we began our program, there has been a tremendous influx of refugees into Lowell. In one year's time (1980-81), the city had received over 700 refugees, both from resettlement agencies and second migrations, bringing the total to well over 1000. Between 5/80 and 5/81, the number of refugees receiving cash and medical assistance had increased from 130 to 561, an increase of over 400%. Community service agencies, voluntary organizations, and churches were overwhelmed with the post resettlement problems they had to face.

Realizing the urgency of this situation, we expanded the scope of the original project goals in order to alleviate some of these problems. In addition to our outreach and Survival English class, we established an extensive Information and Referral network which has serviced over 500 callers. We have effected 90 job and skill training placements. We also

organized monthly social adjustment education meetings which attract over 100 refugees each month. In addition, we sponsored a Cross-Cultural Symposium with nearly 800 people attending. All these activities, and more, are explained in greater detail in the enclosed Progress Reports. The pivotal reasons for our success are our strong ties to the refugee community and our accessibility to the rest of the Lowell community.

However, the problems here are still desperate, as many new refugees arrive through re-unification and second migrations, and continue to request our services. The projection for next year shows an increase of an additional 600 refugees, bringing the total to approximately 1700 in the Lowell area.

Since the Indochinese Self-Help Project is a demonstration project and will not be considered for refunding by the federal government, this project will terminate with the federal fiscal year. The present delays in the state's R.F.P. process seriously jeopardizes the continuation of our unique and essential services to both the refugees and the community service agencies in Lowell. The proposed non-competitive, closed technique of contract extension, further inhibits our capacity to plan an effective program for the coming year by not confirming future funding until a later date.

Therefore, we would like to submit the following program and budget that would allow us to continue until the present R.F.P. process is completed. Please note that the enclosed is an abstract, the full proposal will be available upon your request.

Thank you for your consideration.

Sincerely,

Jacqueline M. Fidler
Project Director

Mr. Hai Ba Pho, Ph.D.
Coordinator

cc: Thomas DeVouton
Jack Anderson

PROBLEMS	OBJECTIVE	METHODS	EVALUATION
Cross-Cultural Naivete and Disorientation	(f) To provide cross-cultural understanding within refugee community	(f) To develop and implement 12 bicultural social adjustment group counseling sessions	(f) Social adjustment counseling Curriculum participant evaluation
Lack of information & knowledge about available resources	(g) To provide information and referral service to refugees	(g) Establish information center, ethnic community bulletin board develop, translate, and circulate instruction materials on American way of life	(g) Follow-up reports, data sheets, information & referral recording cards
Language Barriers	(h) Facilitate communication pool with social, legal, and medical services	(h) Develop translators/ interpreters bank	(h) Reporting forms evaluations from hospitals
Tendency for Welfare Dependency.	(i) To remove 150 refugees from becoming welfare dependent	(i) All methods above	(i) Public assistance reports Follow-up reports

	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
CONTINUOUS DAILY SERVICES												
1 Project Director (45% time)												→
1 Job Developer (45% time)												→
1 Guidance Counselor (33.3% time)												→
1 Voke ESL (33.3% time)												→
1 Pre-Voke ESL (33.3% time)												→
1 Survival ESL (20 hrs/wk)												→
1 Case Manager (100% time)												→
1 Cambodian Counselor (100% time)												→
1 Lao Counselor (100% time)												→
1 Vietnamese Counselor (100% time)												→
REPORTS												
-Progress Report (Project Director)						X						X
-Job Development Report			X			X			X			X
-Guidance Report	X	X	X	X	X	X	X	X	X	X	X	X
-ESL Report			X			X			X			X
-Case Management Report	X	X	X	X	X	X	X	X	X	X	X	X
-Ethnic Group Counseling/Education	X	X	X	X	X	X	X	X	X	X	X	X
QUARTERLY SESSIONS												
1 Vocational ESL	-----			-----			-----			-----		
1 Pre-Vocational ESL	-----			-----			-----			-----		
1 Survival ESL	-----			-----			-----			-----		
1 Survival ESL	-----			-----			-----			-----		
	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.

ABSTRACT OF PROPOSAL FOR
INDOCHINESE SELF-HELP PROJECT

NEEDS ASSESSMENT

Based on data collected during the Self-Help Project, the 700 plus refugees, who arrived between 1980-81, are generally unskilled and uneducated. These problems are further complicated by poor health, inability to communicate, and a lack of understanding of the new culture that surrounds them. The need for post resettlement services is critical, for without proper training and support, these refugees will join the millions of alienated poor - isolated in their own communities and dependent on public assistance for their life time.

OBJECTIVES

The overall objective of the Indochinese Self-Help Project is to assist Indochinese refugees in their effort to achieve economic independence and social well being. The Self-Help Project proposed to continue and expand its three components: ESL, Job Development, and Social Support, for an additional year. By providing these services we will address the above mentioned problems with the following objectives:

- (a) To increase English language skills of Indochinese on three levels
- (b) To equip Indochinese refugees with English skills necessary to find employment in the U.S.
- (c) To enable the refugee to plan a career that would remove him/her from Welfare dependency
- (d) Seek placement in stable employment for 150 refugees
- (e) To prevent social maladjustment
- (f) To increase the ability of Indochinese refugees to interact more effectively with their new environment
- (g) To develop and maintain native ethnic pride and identity
- (h) To facilitate assistance from other service agencies
- (i) To remove 150 refugees from Welfare dependency

METHODS

Once the grant is in place, the present staffs' positions will be expanded to full-time. The Project Director will recruit and hire the additional staff as soon as possible thereafter (we have several commitments for the time period of this grant). All service components will begin the first week.

ESL

The ESL Program will have three tracks of English, Survival, Prevocational and Vocational. Each track will be repeated each quarter for twelve weeks. At the beginning of the program, each student will be evaluated and placed in the appropriate track. There will be two classes of survival English each day and one class each of prevocational and vocational English for a total of four English classes per day and a maximum of 120 students. All curriculum development will be focused on work related issues.

EMPLOYMENT

Each student will be interviewed on a monthly basis by the Guidance Counselor to evaluate the student's vocational interests, experiences, and aptitude. The counselor will work with the student to develop an individualized plan to achieve the student's employment goals. Based on data collected from the Guidance Counselor, the Job Developer will begin to meet with prospective employers in order to identify and develop potential worksites. He/She will then send students on job interviews with bilingual counselors. The Job Developer will host a job clinic on a monthly basis for the rest of the refugee community and draw on expertise of local personnel experts, etc. The Job Developer will continually survey the area for job opportunities.

SOCIAL SUPPORT SERVICES

Case Management:

A bilingual case manager will be assisted by the three bilingual counselors in coordinating case management services for 25 individuals/families per month. The Case Manager will conduct an initial home visit/needs assessment and then develop a service plan to meet the identified needs of the family. Service plans will focus on removal of barriers to social adjustment and employment such as: inadequate housing, poor health, emotional maladjustment, educational needs, etc. The Case Manager will employ a variety of methods to carry out service plan including: information and referral, coordination with other service providers, family and individual life counseling, protective services, arrangement of transportation and interpretation where indicated, and most importantly, developing the capacity of the refugee to help him/herself.

The Case Manager will meet weekly with the job developer and the Guidance Counselor to review client needs. He/She will also meet bi-weekly with each client to follow-up on the progress of the service plan.

Social Adjustment Education:

The Project Director will subcontract with local MAA's to provide twelve group counseling sessions for each ethnic group for a total of Thirty-six sessions. Each session will focus on one aspect of life coping skills in America such as: health and nutrition, housing, travel and communication, etc.

Cross-Cultural Symposium:

The Project Director will coordinate the second annual Indochinese Symposium in Lowell. The Symposium will be directed toward area service providers, health care professionals, educators, sponsors, and volunteers working with Indochinese refugees. The Program would feature cross-cultural experts from across the country.

Interpretation/Translation Services:

The Case Manager will develop a list of available interpreters who will be contracted to deliver interpreter services. These interpreters will be assigned to assist refugees to hospital/clinic visits and other appointments where no alternatives can be found. The Case Manager will receive requests and refer interpreters during office hours. Lists of interpreters will be distributed to area hospitals and other key 24-hour services who will be authorized to request the interpreters services directly on an emergency basis.

The interpreter would have a voucher signed by the agency receiving the service and submit the voucher to the Project for reimbursement. This service would be available to all area refugees and service providers. Emergency medical needs would be the first priority for the service, followed by requests from the Department of Social Services, Welfare, Health clinics, Industry, etc.

PROPOSED ANNUAL BUDGET FOR:
INDOCHINESE SELF HELP PROJECT
1981-82

	Budget requested from DSS	I.R.F.'s in-kind contribution
<u>PERSONNEL</u>		
1. Project Director/ Job Developer 35 hrs/wk - 52 weeks 90% \$1213.34/month	\$ 14,560.	\$
2. Guidance Counselor/ ESL Instructor 100% @ \$1061.66/month	12,740.	
3. ESL Instructor 20 hrs/wk - 52 weeks 100% @ \$606.66/month	7,280.	
4. 3 Bilingual Aides/Counselors 100% @ \$2502.50/month	30,030.	
5. Case Manager 100% @ \$910.00/month	10,920.	
6. Secretary/Bookkeeper 90% @ \$758.33/month	9,100.	
<u>FRINGE BENEFITS</u>	20,311.	
24% of personnel (6.13% FICA, 10% Blue Cross 0.5% unemployment, 2% work- mens compensation)		
<u>CONSULTANT SERVICES</u>		
1. Social Adjustment	6,000.	6,000.
2. Indochinese Symposium	2,000	2,000
3. Translator/Interpreter consultants 64 hrs/wk x \$6. hr = (\$384./mo)	10,000. <i>5,000.</i>	1,000.
<u>TRAVEL</u>		
5,000 mi. x \$.20/mi (approximately \$84./mo)	1,000	

OFFICE EQUIPMENT (Rent & Use)

1. Typewriter	\$ -0-	\$ 350.
2. 2 File Cabinets	-0-	400.
3. Xerox Machine	-0-	4,000.
4. Ansering Machine	-0-	200.
5. Film Projector (rental)	-0-	

OFFICE FURNITURE

1. 4 Desks	300.	900.
------------	-----------------	------

CONSUMABLE SUPPLIES

1. Office Supplies	400.	600.
2. ESL Materials 120 Students x \$10./Student	1,200. 500	300. (books) 2,500. (film rental)
3. Resource Materials	200.	1,000.
4. Duplicating Paper & Supplies	500.	
5. Postage	500.	200.

TELEPHONE 1,000.

RENT

2 Offices (200/month)	2,400.	
2 Classrooms (300/month)	3,600.	
1 Meeting Hall		1,200.

TOTAL \$	134,041.	15,700.
----------	----------	---------

11,170.08 per month

33,510.24 per quarter