

FY2015 Affiliate/Sub-office Abstract

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| National Agency | Lutheran Immigration and Refugee Service | Affiliate Code | SCLIRS01 |
| Office State | South Carolina | Office City | Columbia |
| Office Name | Lutheran Services Carolinas (LSC) | | |
| Office Address | 1118 Union Street, Columbia, SC 29201 | | |
| JOINT SITE | | SUB-OFFICE | |
| If joint site, with which agency or agencies? | N/A | Sub-office | Raleigh, NC |
| | | Administering affiliate | N/A |
| R&P PROGRAM AFFILIATE STAFFING | | CASE PLACEMENT LOCATIONS | |
| | FY2014 | FY2015 | Zip code(s) in which affiliate is able to place cases: |
| R&P FTE paid by R&P | 2.00 | 2.25 | 29001 - 29945 |
| R&P FTE paid by other (not volunteers) | 0.40 | 0.50 | |
| Total Client/FTE Ratio | 63:1 | 64:1 | |

| | | | | | | |
|--|------------------------------|----|-----|-----|-------|-------|
| CASELOAD STATISTICS (number of individuals) | FY2013 Actual Arrivals | | | | | 153 |
| | FY2014 Acknowledged Capacity | | | | | 150 |
| | FY2014 Anticipated Arrivals | | | | | 150 |
| PROPOSED FY2015 | | | | | | |
| | AF | EA | ECA | LAC | NE/SA | Total |
| U.S. Tie Capacity | 10 | 40 | 10 | 3 | 50 | 113 |
| No U.S. Tie Capacity | 32 | 10 | 0 | 0 | 20 | 62 |
| Total Capacity | 42 | 50 | 10 | 3 | 70 | 175 |

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|---|-----|---|----------|
| FY2013 R&P PERIOD REPORT OUTCOMES | | | |
| R&P Period Employment % (individuals): | 32% | R&P Period Out-Migration % (individuals): | 18% |
| Total R&P Period Reports Submitted for FY2013 (number of cases/number of individuals): | | 79 cases/ 153 individuals | |
| Number of reports showing social security card application as late or incomplete | | | 7 cases |
| Number of reports showing enrollment in cash assistance as late or incomplete | | | 6 cases |
| Number of reports showing enrollment in medical assistance as late or incomplete | | | 5 cases |
| Number of reports showing enrollment in SNAP (food stamps) as late or incomplete | | | 3 cases |
| Number of reports showing enrollment in ESL as late or incomplete | | | 10 cases |
| Number of reports showing enrollment in employment services as late or incomplete | | | 8 cases |
| Number of reports showing school enrollment of minor child as late or incomplete | | | 8 cases |
| Number of reports showing health screening as late or incomplete | | | 8 cases |
| Number of reports showing enrollment in other services as appropriate | | | 1 case |
| Number of reports showing household income not exceeding expenses | | | 1 case |
| Number of reports showing that refugee is unable to identify source(s) of household income and expenses after R&P assistance ends | | | 0 cases |

| RECENT/PROPOSED CASELOAD | |
|---|---|
| Nationalities and ethnicities served in FY2013 and FY2014 | Afghani, Burmese (Karen & Chin), Iraqi, Eritrean, Bhutanese, Somali, Ukrainian, Cuban |
| Proposed new nationalities expected to be served at this location in FY2015 | Congolese, Syrian |
| Languages available on staff | Karen, Burmese, Bosnian, Chinese, Arabic, Spanish, Serbian, Croatian, Creole. |
| Languages available from within the community of resettlement | Arabic, Karen, Chin, Urdu, Pashto, Spanish, French, Kiswahili, Burmese, Kurdish, Tigryan, Farsi, Falam, Somali, Bhutanese |
| Other language resources used by affiliate | Professional translation services if serving a client for whom no language capacity exists on-staff nor within the community or resettlement. (This was not needed/utilized in the past 12 months.) |

| SITE RATIONALE | |
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| Number of other affiliates present | 0 |
| Local overall unemployment rate | 5.3%. This is a significant decrease in the local overall unemployment rate, and represents a steady downward unemployment rate trend: down from 8.3% in March 2013. |
| Available jobs | Food and poultry processing plants, manufacturing, hospitality, landscaping, convenient stores, warehouses, nursing homes, nursing care, custodial, carwash |
| Average starting wage | \$7.75 for both FT and PT jobs; Benefits available after 90 days for FT. |
| Average monthly rent and availability | 1-Bedroom: \$500 Available: Sometimes 2-Bedroom: \$650 Available: Always 3-Bedroom: \$775 Available: Frequently |
| English language programs available for newly arrived refugees and average wait time | Pre-Literate: <u>Yes</u> Avg Wait Time = <u>1-2</u> weeks Beginner: <u>Yes</u> Avg Wait Time = <u>1-2</u> weeks Intermediate: <u>Yes</u> Avg Wait Time = <u>1-2</u> weeks Advanced: <u>Yes</u> Avg Wait Time = <u>1-2</u> weeks |

1. Health Care Access: LSC has developed numerous community partnerships to ensure all refugees have access to health services. LSC has the ability to resettle small and large families, including single individuals. New arrivals needing medical as well as dental and mental health care are assisted in accessing services from a variety of different medical systems, depending on the county of resettlement. All of these systems are accessible by public transportation. A Medicaid transportation system is also available for appointment transportation needs in all counties. These services are accessible to LSC clients after their initial appointment is set. Upon case placement, before the client's arrival, the case management staff faxes a client case info sheet to the Refugee Health Nurse at the refugee health screening providers, Waverly Family Practice or Doctors Express, in order to set up the health screening appointment and ensure appropriate referrals. The case management staff then follow up on those referrals to confirm the necessary appointments are made. These appointments are made immediately upon the refugee's arrival. Refugees typically experience a three-week waiting period for the initial health screening, less than one week for family care, about two weeks for specialist appointments, and about two weeks for dental appointments. In cases of serious medical conditions, the case management staff communicates directly with the State Refugee Health Coordinator, State Refugee Coordinator, and/ or the Refugee Nurse at the health screening facility for expedited referrals.

2. Refugees with Special Needs: LSC has the capacity to resettle refugees with special needs, including persons with complex medical or mental health conditions, people with physical disabilities, LGBTI individuals, women-headed households, and the elderly, among other special needs populations. LSC has a good relationship with the State Department of Disabilities and

Special Needs as well as with the Commission for Blind and Department of Mental Health in anticipation of working with disabled or special needs refugees. The Ryan White HIV Clinic is available to serve HIV positive refugees. Eau Claire Medical Center offers referrals and services for the elderly and for refugees with mental health issues. LSC has established relationships with several welcoming churches and LGBTI associations while serving three LGBTI clients. LSC has also developed a system of local community support for women-headed households through women's groups in different faith-based organizations and through Columbia College. Mental health screening is provided for all newly arrived clients by a community health care provider who makes appropriate referrals if needed. Additionally, LSC is the recipient of the Preferred Communities Intensive Case Management (ICM) grant for FY 2015. The ICM program will allow LSC to have the capacity to provide additional support for clients with special needs. In order to effectively serve ICM clients, LSC will continue exploring and fostering relationships with local service providers.

3. Public Outreach: The Refugee Resettlement Program Co-Sponsorship Developer continues to reach out to local faith-based communities, and maintains relationships with other organizations in order to establish even larger program support. This has resulted in co-sponsorship commitment of three churches and a mosque in 2014. These co-sponsors are directly supporting five cases, but are also indirectly supporting many other cases via lump sum donations to LSC of home and personal supplies, such as toiletries. The Ecumenical Advisory Council (EAC) is taking an important role in reaching out to faith-based communities on behalf of the Refugee Resettlement Program. The EAC is a diverse group of members from different denominations within the community that meets quarterly to gather information about current local refugee resettlement issues, challenges, and related events. The EAC members are utilized for further outreach into their own respective denominations as a strategy to attempt to secure additional co-sponsors. LSC utilizes social media, including its agency website, Facebook, and the LSC newsletter to post upcoming events and draw attention to the Refugee Resettlement Program. Informative events including presentations, booth set up and workshops are usually provided at least four times per year in cooperation with the Lutheran Synod, Junior League of Columbia, Richland School District, South Carolina Department of Social Services (DSS), University of South Carolina, Furman University, local Public Libraries, and Goodwill stores. The purpose of these events is to garner support for the program, and to increase partnerships, co-sponsorship opportunities, and the recruitment of volunteers and interns. LSC job development staff conducts on-going outreach to local employers in order to establish relationships and help secure employment opportunities for R&P clients. LSC organizes an event for the refugee community that addresses issues including cultural orientation, employment, adjustment of status, education, and childcare. Different service providers, stakeholders and members of the broader community are invited to participate in this event. Quarterly Community Consultations (QCC) are scheduled regularly and are usually held at the LSC office or the South Carolina DSS. These activities will continue in FY 2015.

4. Financial Resources: The agency hired a Part-Time Co-Sponsorship Developer and established the Ecumenical Advisory Council to strengthen the co-sponsorship model and increase volunteer recruitment and community support. The refugee program's in-kind support comes primarily from volunteers and the provision of donations like transitional housing and ESL classrooms and teachers. Cash donations are from congregations, SC ELCA Synod, community organizations, churches and individuals. Through the LSC Development Program, the agency plans to conduct targeted fundraising in FY 2015 to support the Refugee Resettlement

Program. The R&P program is assisted by interns from the Lutheran Southern Seminary, Columbia International University and the University of South Carolina College of Social Work, representing a total of 0.5 FTE “paid by other” to directly support the Case Managers in providing basic R&P core services.

| Projected Contributions to the R&P Program | | | | |
|--|--------------------------|-----------------------------------|--------------------------|-----------------------------------|
| Type of Donor | FY2014 Estimated Cash | FY2014 Estimated In-kind Value | FY2015 Projected Cash | FY2015 Projected In-kind Value |
| Foundations/Corporations | \$500 | \$0 | \$500 | \$1,000 |
| Faith-based/Community-based Organizations | \$12,000 | \$15,000 | \$15,000 | \$25,000 |
| Fees for Service | \$0 | \$0 | \$0 | \$0 |
| Individuals | \$5,000 | \$10,000 | \$5,000 | \$10,000 |
| Volunteer Hours/Miles | \$0 | \$35,000 | \$0 | \$35,000 |
| State/County/Local Government | \$0 | \$0 | \$0 | \$0 |
| Headquarters | \$0 | \$0 | \$0 | \$0 |
| Affiliate/Sub-office | \$0 | \$0 | \$0 | \$0 |
| Other: | \$0 | \$0 | \$0 | \$0 |
| TOTALS | \$17,500 | \$60,000 | \$20,500 | \$71,000 |
| TOTALS PER CAPITA (acknowledged capacity) | \$117 | \$400 | \$117 | \$406 |

5. Volunteer and Co-Sponsorship Programs: In FY 2013, LSC had three official co-sponsors that served four cases. In FY 2014, LSC hired a Part-Time Co-Sponsorship Developer who has been working on recruiting and training of new co-sponsors. In FY 2014 LSC has thus far had four official co-sponsors that have served five cases. Additionally, LSC has continued working with several churches of different denominations. These churches provide support to the R&P program through the provision of transitional housing, volunteers, ESL classes and in-kind donations. In FY 2015, the Co-Sponsorship Developer has a goal of recruiting and training 10 new co-sponsors who will provide direct support in provision of R&P services to 10 cases. Direct support will include assisting with finding housing, home furnishings, transportation, ESL, enhanced cultural orientation, and job searches.

LSC works with a pool of trained volunteers who assist with ESL tutoring, transportation, and other core services. In FY 2013, 25 volunteers provided assistance to R&P clients. Thus far in FY 2014, 32 volunteers have provided assistance to R&P clients. The Lead Case Manager and Co-Sponsorship Developer orient, train, supervise, and provide on-going support to both volunteers and the interns. LSC RRS had one intern in FY 2014. This team plans to recruit and train 20 new volunteers and two interns for FY 2015.

6. Grievance and Protection from Sexual Exploitation and Abuse (PSEA) policy and plan: LSC staff have participated in the LIRS PSEA on-line training and adhere to the grievance policies and procedures of the parent organization. LSC is COA accredited and continues to meet the COA standards. LSC has incorporated the Inter-Agency Standing Committee’s Six Core Principals for PSEA in the code of conduct for all staff and volunteers. PSEA, Clients Rights and Grievance Procedures are all reviewed and explained to all clients during the intake process that occurs within five working days from client’s arrival to the United States; they are also explained to staff, interns, and volunteers when they receive initial orientation with LSC.