

WORKING WITH YOUR RESETTLEMENT AGENCY (PROVIDER VERSION)

The following worksheet can be used to guide participants' understanding of the Working with Your Resettlement Agency [video](#). You may add additional statements or discussion questions based on participant needs.

PART I: AGREE OR DISAGREE

Ask participants to answer the following questions. You may first ask them to answer without the video, and then provide them with the video to check themselves. You may give them the statements to complete independently, or in groups, or read them out loud. You may provide additional information as necessary after each statement.

1. Resettlement Agencies only serve refugees and no other populations. (Disagree)
2. Resettlement Agency staff may be former refugees or immigrants themselves (Agree).
3. Resettlement agencies will not provide essential items for your home or apartment (Disagree).
4. A case manager will meet with you during a first home visit and give you an overview of services and first week in the U.S. (Agree)

PART II: DISCUSSION QUESTIONS

Depending on the group, ask participants the following discussion questions after they have reviewed the video. They may generate responses in pairs or groups and report back, or you can have them respond directly to you. The answers provided are based on the video, but you may add to the lists and/or adapt answer as needed to your local context.

1. What must the Resettlement Agency do when you arrive at the airport in the U.S.?

Answers:

- Meet you at the airport, and transport you to your home or apartment. If you have a U.S. tie or friend or relative, they may meet you at the airport.
- Ensure you have a culturally appropriate meal, and groceries to get you through the first couple of
- days in the U.S.

2. Who is your case manager and how may they support you?

Answers:

- A staff member of the Resettlement Agency who is assigned to your case.
- Case managers and staff are trained to provide services to help guide you through challenges you will face during resettlement.
- Conduct a first home visit where you'll receive an overview of the services you'll be receiving from the Resettlement Agency, provide you with contact information, and give you an overview of what your first week in the U.S. will look like.

3. What essential items will the Resettlement Agency ensure you have in your housing?

Answers:

- Resettlement Agencies are required to provide a specific list of supplies in your home or apartment. During the first home visit, a case manager or staff member will review the supplies with you.
- In most cases, every individual must have a mattress, toiletries, cleaning supplies, kitchen supplies, plates, forks, and spoons, a living room table, some chairs, and maybe a couch.

4. Why is it important to communicate with your case manager or Resettlement Agency staff?

Answers:

- You should communicate and connect with your case manager or Resettlement Agency staff so they better understand your needs and are able to meet those needs during the 30-90 day resettlement period.

WORKING WITH YOUR RESETTLEMENT AGENCY (PARTICIPANT VERSION)

PART I: AGREE OR DISAGREE

Identify whether you Disagree or Agree with the following statements. Circle the correct answer.

1. Resettlement Agencies only serve refugees and no other populations. **Agree** **Disagree**
2. Resettlement Agencies serve clients equally and clients receive same support and dedication from case managers. **Agree** **Disagree**
3. Resettlement Agency staff may be former refugees or immigrants themselves. **Agree** **Disagree**
4. Resettlement agencies will not provide essential items for your home or apartment. **Agree** **Disagree**
5. A case manager will meet with you during a first home visit and give you an overview of services and first week in the U.S. (Agree) **Agree** **Disagree**

PART II: DISCUSSION QUESTIONS

Use the **video** to answer the following questions.

1. What must the Resettlement Agency do when you arrive at the airport in the U.S.?

2. Who is your case manager and how may they support you?

3. What essential items will the Resettlement Agency ensure you have in your housing?

4. Why is it important to communicate with your case manager or Resettlement Agency staff?