**TOUCH POINTS TO INTEGRATE CORE RESOURCES DURING R&P PERIOD**

**Communication with U.S. Tie (pre-arrival)**

*Provide them with:*

Resettlement Services from COREnav.org ([fact sheet](https://corenav.org/en/resources/resettlement-agency-in-the-united-states-fact-sheet/), [podcast](https://corenav.org/en/resources/resettlement-services-podcast/), [video](https://corenav.org/en/resources/resettlement-services-slideshow/))

Reception and Placement Overview ([fact sheet](https://corenav.org/en/resources/reception-and-placement-overview-fact-sheet/), [podcast](https://corenav.org/en/resources/reception-and-placement-overview-podcast/), or [video](https://corenav.org/en/resources/resettlement-and-placement-overview-video/))

*Share with them:*

Information about [*Settle In*](https://corenav.org/en/settle-in/) and [COREnav.org](https://corenav.org/) as resources

**Home Set-Up (pre-arrival)**

*As appropriate leave a copy of the following in home:*

[Resettlement Services fact sheet](https://corenav.org/en/resources/resettlement-agency-in-the-united-states-fact-sheet/) from COREnav.org

[Housing fact sheet](https://corenav.org/en/resources/housing-in-the-united-states-fact-sheet/) from COREnav.org

[Healthcare in the United States fact sheet](https://corenav.org/en/resources/healthcare-in-the-united-states-fact-sheet/) from COREnav.org

**Airport Pickup**

*As appropriate:*

Download *Settle In* onto phone

Show and then have clients demonstrate accessing *Settle In* starting with “Resettlement Basics” chapter

**24-Hour Home Visit**

Review Reception and Placement Overview from COREnav.org ([fact sheet](https://corenav.org/en/resources/reception-and-placement-overview-fact-sheet/), [podcast](https://corenav.org/en/resources/reception-and-placement-overview-podcast/), or [video](https://corenav.org/en/resources/resettlement-and-placement-overview-video/)) in their language or with interpretation

Review Resettlement Services from COREnav.org ([fact sheet](https://corenav.org/en/resources/resettlement-agency-in-the-united-states-fact-sheet/), [podcast](https://corenav.org/en/resources/resettlement-services-podcast/), [video](https://corenav.org/en/resources/resettlement-services-slideshow/)) in their language or with interpretation

Provide relevant information about Transportation from COREnav.org ([fact sheet](https://corenav.org/en/resources/public-transportation-in-the-u-s-fact-sheet/), [podcast](https://corenav.org/en/resources/public-transportation-in-the-united-states-podcast/), [video](https://corenav.org/en/resources/public-transportation-in-the-u-s-slideshow/)) in their language or with interpretation, supplementing with localized information

As appropriate invite client to review the following topics on COREnav.org: housing, health, and resettlement agency

**Orientation (Initial Intake)**

Provide palm cards for COREnav.org and *Settle In*

Show and have them demonstrate using COREnav.org to deliver information on the following topics: [education](https://corenav.org/en/programs/cultural-orientation/education/), [employment](https://corenav.org/en/programs/cultural-orientation/employment/), [community services](https://corenav.org/en/programs/cultural-orientation/community-services/) (in their language or with interpretation)

Show and have them demonstrate using *Settle In*, focus on “Your Resettlement Agency” chapter, supplementing with localized information (either on phone or desktop version)

As appropriate, provide copies of fact sheets from COREnav.org: [education](https://corenav.org/en/programs/cultural-orientation/education/), [employment](https://corenav.org/en/programs/cultural-orientation/employment/), [community services](https://corenav.org/en/resources/community-services-in-the-u-s-fact-sheet/) in their language

As appropriate, reference all or pieces of Digital Awareness for Refugees from COREnav.org ([fact sheet](https://corenav.org/en/resources/digital-awareness-for-refugees-in-the-u-s-fact-sheet/), [podcast](https://corenav.org/en/resources/digital-awareness-for-refugees/)) in their language or with interpretation

**Applying and or Enrollment in Public Benefits/Cash Assistance**

Refer to all or pieces of [Community Services](https://corenav.org/en/programs/cultural-orientation/community-services/) resources from COREnav.org ([fact sheet](https://corenav.org/en/resources/community-services-in-the-u-s-fact-sheet/), [podcast](https://corenav.org/en/resources/community-services-in-the-u-s-podcast/)) in their language or with interpretation

As appropriate reference all or pieces Digital Awareness for Refugees from COREnav.org ([fact sheet](https://corenav.org/en/resources/digital-awareness-for-refugees-in-the-u-s-fact-sheet/), [podcast](https://corenav.org/en/resources/digital-awareness-for-refugees/)) in their language or with interpretation

**Going to the Bank**

Provide and/or refer to [Money Management](https://corenav.org/en/programs/cultural-orientation/money-management/) from COREnav.org ([fact sheet](https://corenav.org/en/resources/money-management-in-the-u-s-fact-sheet/), [podcast](https://corenav.org/en/resources/money-management-in-the-u-s-podcast/))

Review or have client complete all or pieces of “Money Management” chapter on [*Settle In*](https://corenav.org/en/settle-in/) in their language or with interpretation (either on phone or desktop version)

As appropriate reference all or pieces Digital Awareness for Refugees from COREnav.org ([fact sheet](https://corenav.org/en/resources/digital-awareness-for-refugees-in-the-u-s-fact-sheet/), [podcast](https://corenav.org/en/resources/digital-awareness-for-refugees/)) in their language or with interpretation

**Transportation Orientation**

Review or have client complete all or pieces of “Transportation” chapter on [*Settle In*](https://corenav.org/en/settle-in/) in their language or with interpretation supplementing with localized information

Provide and/or refer to [Transportation](https://corenav.org/en/programs/cultural-orientation/transportation/) from COREnav.org ([fact sheet](https://corenav.org/en/resources/public-transportation-in-the-u-s-fact-sheet/), [podcast](https://corenav.org/en/resources/public-transportation-in-the-united-states-podcast/), [video](https://corenav.org/en/resources/public-transportation-in-the-u-s-slideshow/)) supplementing with localized information

**Health Services (screening, PCP, other)**

Provide and/or refer to relevant parts of [Health](https://corenav.org/en/programs/cultural-orientation/health/) from COREnav.org ([fact sheet](https://corenav.org/en/resources/healthcare-in-the-united-states-fact-sheet/), [podcast](https://corenav.org/en/resources/healthcare-in-the-u-s-podcast/), [video](https://corenav.org/en/resources/healthcare-in-the-u-s-slideshow/)), supplementing with localized information

As appropriate, provide and/or refer to Hygiene resources from COREnav.org ([fact sheet](https://corenav.org/en/resources/hygiene-in-us-fact-sheet/), [podcast](https://corenav.org/en/resources/hygiene-in-the-u-s-podcast/))

As appropriate, provide and/or refer to COVID-19 resources from COREnav.org ([video](https://corenav.org/en/resources/coronavirus-covid-19-how-to-protect-yourself-and-stop-the-spread-of-the-virus/), [fact sheet](https://corenav.org/en/resources/covid-19-understanding-guidance-and-rules-2/) and [podcast](https://corenav.org/en/resources/covid-19-understanding-guidance-and-rules/) on understanding guidance and rules, [fact sheet](https://corenav.org/en/resources/resettling-to-the-united-states-during-the-covid-pandemic-2/) and [podcast](https://corenav.org/en/resources/resettling-to-the-united-states-during-the-covid-pandemic/) on resettlement during the COVID-19 pandemic)

Review or have client complete all or pieces of “Health and Hygiene” chapter on [*Settle In*](https://corenav.org/en/settle-in/) in their language or with interpretation, supplementing with localized information

As appropriate, reference all or pieces Digital Awareness for Refugees from COREnav.org ([fact sheet](https://corenav.org/en/resources/digital-awareness-for-refugees-in-the-u-s-fact-sheet/), [podcast](https://corenav.org/en/resources/digital-awareness-for-refugees/)) in their language or with interpretation

**Employment Services (referral, training, post-placement)**

Provide and/or refer to relevant parts of [Employment](https://corenav.org/en/programs/cultural-orientation/employment/) from COREnav.org ([fact sheet](https://corenav.org/en/resources/employment-in-the-united-states/), [podcast](https://corenav.org/en/resources/employment-in-the-u-s-podcast/), [video](https://corenav.org/en/resources/employment-slideshow/)), supplementing with localized information

As appropriate, provide and/or refer to Employment for Refugee Women from COREnav.org ([fact sheet](https://corenav.org/en/resources/employment-for-refugee-women-fact-sheet/), [podcast](https://corenav.org/en/resources/employment-for-refugee-women-podcast/), [video](https://corenav.org/en/resources/employment-for-refugee-women-video/))

Review or have client complete all or pieces of “Working in the United States” chapter on [*Settle In*](https://corenav.org/en/settle-in/) in their language or with interpretation, supplementing with localized information (either on phone or desktop version)

As appropriate, reference all or pieces of Digital Awareness for Refugees from COREnav.org ([fact sheet](https://corenav.org/en/resources/digital-awareness-for-refugees-in-the-u-s-fact-sheet/), [podcast](https://corenav.org/en/resources/digital-awareness-for-refugees/)) in their language or with interpretation

**30-Day Home Visit**

Refer to [*Settle In*](https://corenav.org/en/settle-in/) or [COREnav.org](https://corenav.org/) to review any necessary topics that may need reiteration (hygiene, rights and responsibilities, housing, money management, learning English, employment, housing)

**Enrollment into ESL**

Provide and/or refer to relevant parts of [Learning English](https://corenav.org/en/programs/cultural-orientation/learning-english/) from COREnav.org ([fact sheet](https://corenav.org/en/resources/learning-english-in-the-u-s-fact-sheet/), [podcast](https://corenav.org/en/resources/learning-english-in-the-u-s-podcast/)), supplementing with localized information

Review or have client complete all or pieces of “Learning English” chapter on [*Settle In*](https://corenav.org/en/settle-in/) in their language or with interpretation, supplementing with localized information (either on phone or desktop version)

**School Enrollment**

Provide and/or refer to relevant parts of [Education](https://corenav.org/en/programs/cultural-orientation/education/) from COREnav.org ([fact sheet](https://corenav.org/en/resources/education-in-the-united-states-fact-sheet/), [podcast](https://corenav.org/en/resources/education-in-the-u-s-podcast/), [video](https://corenav.org/en/resources/education-in-the-u-s-slideshow/)), supplementing with localized information

As appropriate, provide and/or refer to [Supporting Your Child in School video](https://corenav.org/en/resources/supporting-your-child-in-school-video-remix/) from COREnav.org, supplementing with localized information

Review or have client complete all or pieces of “Education” chapter on [*Settle In*](https://corenav.org/en/settle-in/) in their language or with interpretation, supplementing with localized information (either on phone or desktop version)

**Budget Creation**

Provide and/or refer to [Money Management](https://corenav.org/en/programs/cultural-orientation/money-management/) from COREnav.org ([fact sheet](https://corenav.org/en/resources/money-management-in-the-u-s-fact-sheet/), [podcast](https://corenav.org/en/resources/money-management-in-the-u-s-podcast/))

Review or have client complete all or pieces of “Money Management” chapter on [*Settle In*](https://corenav.org/en/settle-in/) in their language or with interpretation (either on phone or desktop version)

**90-Day Closeout**

Refer to [*Settle In*](https://corenav.org/en/settle-in/) (either on phone or desktop version) or [COREnav.org](https://corenav.org/) to review any necessary topics that may need reiteration (hygiene, rights and responsibilities, housing, money management, learning English, employment, housing)