

# SUMMARY OF UPDATES TO THE CULTURAL ORIENTATION OBJECTIVES AND INDICATORS (CO O&IS)

## OVERVIEW

The Overseas and Domestic CO O&Is play a critical role in resettlement as they outline what refugees are expected to be able to do or say by the end of their resettlement process. Updating the CO O&Is has been a multi-year process involving leadership from national Resettlement Agencies (RAs), Resettlement Support Centers (RSCs), the Bureau of Population Refugees and Migration (PRM), and International Organization for Migration (IOM). Much of what refugees are expected to do or say by the end of CO programming remains similar to the current CO O&Is. You can access the updated CO O&Is and learn why they are important on CORE's new [CO O&I webpage](#).

## ABOUT THE CHANGES

1. Overseas and domestic CO topics, objectives, and indicators are more aligned. Where appropriate, topics, objectives, and indicators have been added, moved, or updated. Examples include merging the topic of Health and Hygiene and adding domestic CO topics to overseas CO (see below for a full list of revised topics).
2. Language has been updated to create consistency, increase measurability, and ensure the information is realistic to cover during CO programming. This includes updating language for clarity, breaking down indicators, and adding realistic examples, where applicable.
3. Digital Technology and Literacy is a new topic in overseas and domestic CO.

### OVERSEAS CO TOPICS

- Cultural Adjustment
- Digital Technology and Literacy **NEW!**
- Education
- Employment
- Health and Hygiene **MERGED!**
- Housing
- Learning English **ADDED!**
- Newcomer Rights and Responsibilities
- Role of the Local Resettlement Agency
- Transportation **ADDED!**
- Travel
- U.S. Laws **ADDED!**

### DOMESTIC CO TOPICS

- Budgeting and Personal Finance
- Cultural Adjustment
- Digital Technology and Literacy **NEW!**
- Education
- Employment
- Health and Hygiene **MERGED!**
- Housing
- Learning English
- Newcomer Rights and Responsibilities
- Public Assistance
- Role of the Local Resettlement Agency
- Safety
- Transportation
- U.S. Laws
- Your New Community

## ABOUT THE PROCESS

In 2019, CO Leadership identified a need to update the Overseas and Domestic CO O&Is. To meet this request, from April 2020 to September 2021, members of the CO Working Group (COWG) formed a temporary CO O&I Task Force to update the CO O&Is. In April 2022, the COWG approved the updates and determined next steps.

This included conducting user testing with overseas and domestic CO providers to:

1. Verify if the language and wording of the updated CO O&Is is clear and CO providers know how to implement them with newcomers.
2. Assess and identify CO provider training and resource needs to implement the revised CO O&Is.
3. Assess the amount of time the updated CO O&Is and additional topics add to overseas CO delivery (approximately 3 hours).

### **User testing resulted in the following outputs from CORE:**

1. Updated CO O&I PDFs with a table of contents.
  - a. [Overseas CO O&I PDF](#)
  - b. [Domestic CO O&I PDF](#)
2. A [CO O&I webpage](#) that explains the purpose of the CO O&Is and how to apply them to CO delivery.
3. A [microlearning video](#) on the CO O&Is to train those working in refugee resettlement on the importance of the CO O&Is.
4. In addition to the above, CORE will deliver a four-part CO O&I training series in 2023, that incorporates findings from CO O&I user testing and will ensure CO providers are prepared to use the revised CO O&Is.