

Cultural Considerations

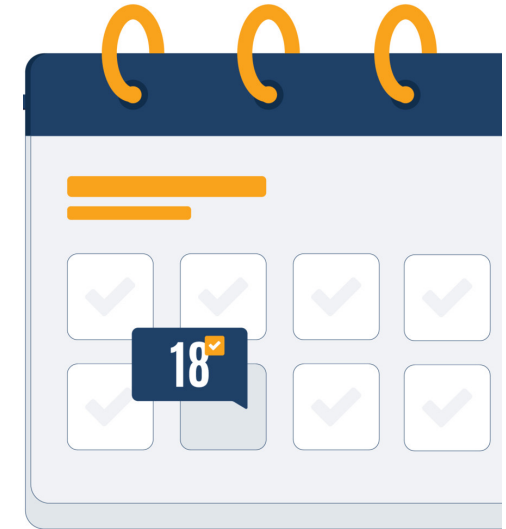
Ukrainian Support Convening Sessions

Hosted by Solvera Consulting, in partnership with California
Department of Social Services' Refugee Programs Bureau



Upcoming Convening Sessions

- 2nd & 4th Thursday - 10:00am
- Through mid-November



Date	Topic	Designed For
Sept 14, Today	Cultural Considerations	Direct Service Staff, Educators
Sept 28	Accessing Loans, Cars, and Insurance*	UHPs & Sponsors (*English, Ukrainian, Russian)
Oct 12	Understanding TPS, Asylum, and UHP statuses*	UHPs & Sponsors (*English, Ukrainian, Russian)

Expectation Setting



Topics

- ✓ Broad themes
- ✓ Complex topics
- ✓ Best Practices
- ✓ What to expect

Will receive PPT + links after



Not Covered

- x Personal details
- x Area or topic specific referrals
- x Case specific examples
- x Topics like immigration status, higher education, benefits

Session Reminders



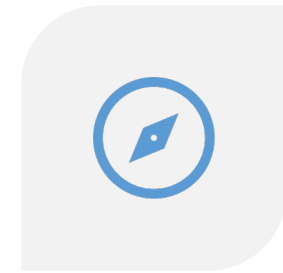
Mute



Upvote
Questions



Live Q&As



Survey

Who you are hearing from today



Outline of Session Topics

1

**History &
Facts**

2

Norms

3

**School &
Education**

4

**Services &
Benefits**

1 History & Facts

Context, location, demographics, languages, Ukrainians in CA

Timeline: Medieval States



- Medieval states -> (1721) The Russian Empire -> (1922) USSR --> (1991) Ukraine.

Timeline: Russian Empire



- Medieval states -> (1721) The Russian Empire -> (1922) USSR --> (1991) Ukraine.

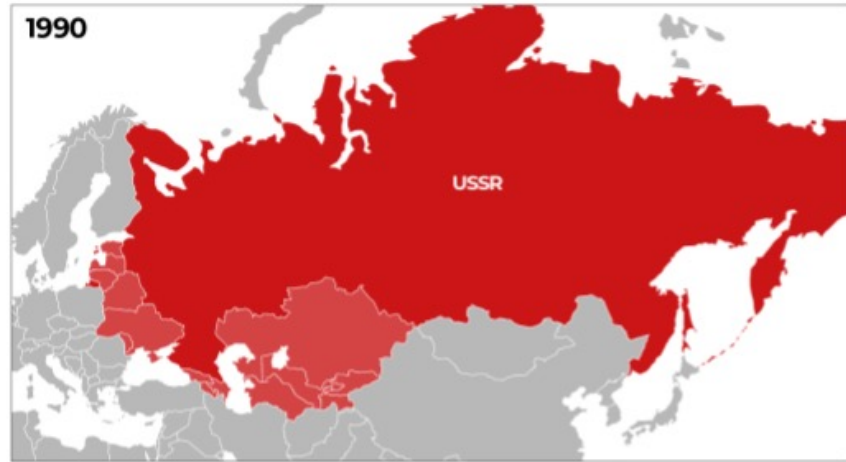
Timeline: USSR (1922 - 1991)



Some Western parts of Ukraine belonged to Poland, Hungary and their predecessors prior to World War II

Timeline: Ukraine (1991)

Russia and Ukraine were part of the **15 Soviet republics that made up the USSR.**



Independence

- **March 1990**
(1) Lithuania
- **May 1990**
(2) Latvia
(3) Estonia
- **April 1991**
(4) Georgia
- **August 1991**
(5) Ukraine, (6) Moldova,
(7) Azerbaijan, (8) Uzbekistan,
(9) Kyrgyzstan
- **September 1991**
(10) Tajikistan, (11) Armenia,
- **October 1991**
(12) Turkmenistan
- **December 1991**
(13) Belarus
(14) Russia
(15) Kazakhstan



Source: Al Jazeera



Facts: Location & Size

UKRAINE*

FACTS EVERYONE SHOULD KNOW

* NOT THE UKRAINE, UKRAINE

LARGEST COUNTRY LOCATED FULLY IN EUROPE

603 628 KM²

INDEPENDENT SINCE 1991 → 30 YEARS

AN-225 "MRIYA"
WORLD'S LARGEST PLANE

KYIV CAPITAL (NOT KIEV)

POPULATION ≈ 40 MLN

LANGUAGE: UKRAINIAN (IT'S DIFFERENT FROM RUSSIAN)

BORSCH

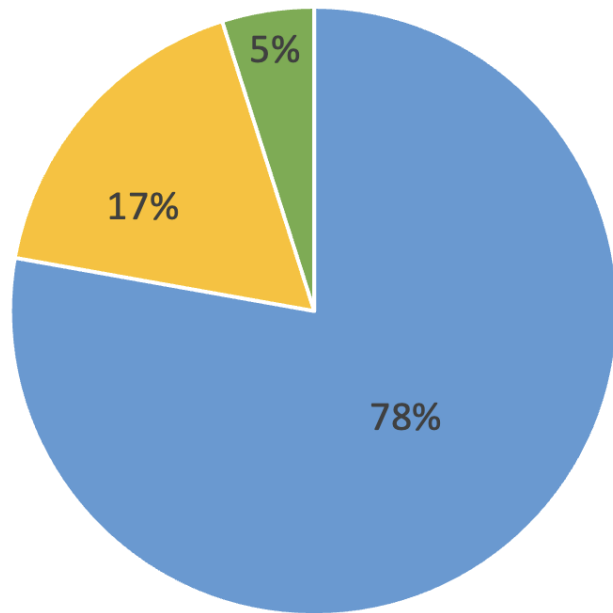
- TRADITIONAL BEETROOT AND CABBAGE SOUP
- UKRAINIAN CULTURAL HERITAGE (AND REALLY YUMMY)

JENIA POLUEKTOVA
@jeniasnotes

A hand-drawn map of Ukraine, colored in blue and yellow. The map is surrounded by various handwritten facts and annotations. A yellow box at the top right contains the text 'FACTS EVERYONE SHOULD KNOW'. To the left, the word 'UKRAINE*' is written in large, bold, yellow letters. Below it, a note says '* NOT THE UKRAINE, UKRAINE'. A blue box contains the text 'LARGEST COUNTRY LOCATED FULLY IN EUROPE'. To the left of the map, the area '603 628 KM²' is written. Above the map, a note says 'INDEPENDENT SINCE 1991 → 30 YEARS'. To the right of the map, a drawing of an airplane is labeled 'AN-225 "MRIYA" WORLD'S LARGEST PLANE'. In the center of the map, a heart icon is next to the text 'KYIV CAPITAL (NOT KIEV)'. Below the map, a note says 'POPULATION ≈ 40 MLN' with three stick figures. To the left, a drawing of a bowl of soup is labeled 'BORSCH'. Below that, two bullet points describe borsch as a traditional beetroot and cabbage soup and as part of Ukrainian cultural heritage. At the bottom right, the name 'JENIA POLUEKTOVA' and the Instagram handle '@jeniasnotes' are written.

Facts: Demographics & Languages

Ukraine's Demographics



■ Ukrainian ■ Russian ■ Other

Only 1.1% of Ukrainians are fluent in English

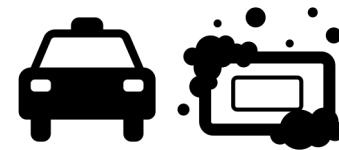
- 81% speak Ukrainian in their personal life, and as high as 87% at work or study
- 34% speak Russian in their personal life
- Most people are fluent in both UKR & RUS
- 7.5% can read, write, and speak English, but not fluently.

Facts: Language

А Б В Г Г Д
Е Є Ж З И І
ї Й К Л М Н
О П Р С Т У
Ф Х Ц Ч Ш Щ
Ь Ю Я

A B C D E F G
H I J K L M N O
P Q R S T U V
W X Y Z

Recently Arrived Ukrainians in California



2 Norms

Greetings, time & requests, family & gender roles, religion & diversity

Friendly Confusion



Friendly Confusion

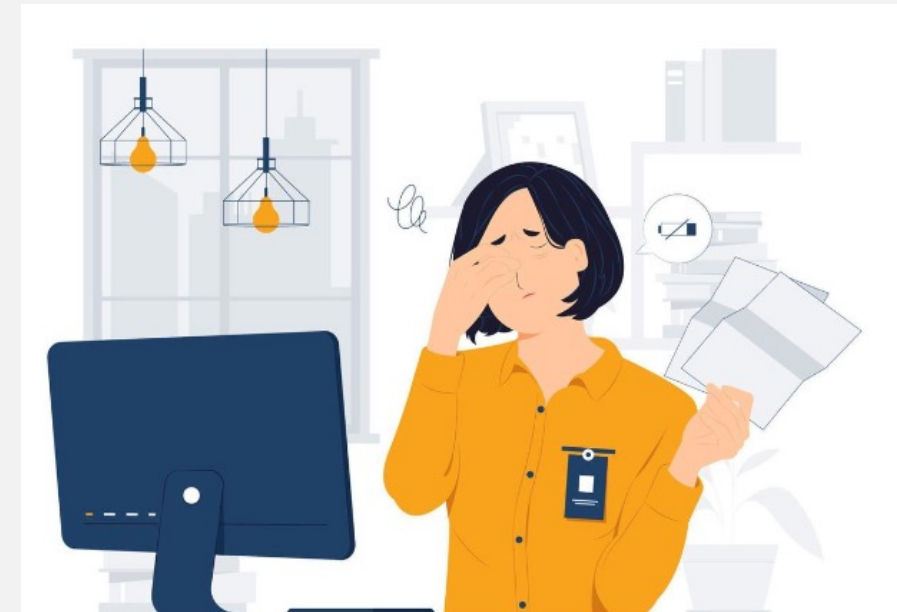
Topic	Ukraine	United States	Impact on Ukrainians
Small Talk	Leads to friendship & access	A form of an extended greeting	Confusion about why people are asking if they do not want to become actual friends
Personal Space	2-3 feet	4-10 feet	Think people do not like them
Facial Expressions	Neutral	Emotive	Confused about why they're smiling. Potentially untrustworthy
Activity Requests	Same Day	Planned in advance	Ukrainians rejected when requesting same-day activities
Asking for help	Very indirect	Semi-direct to direct	Ukrainians not receiving needed help, despite "asking"

Gender Roles



Father makes the decisions

- “Father is the head, mother is the neck”
- Do not step on his ego
- Women run things “behind the scenes”
- Ukrainian standards of beauty for women involve more makeup and clothing styles compared to American women



Family Focus

Family revolves around adult's lives & commitments

- Kids play with other kids
- Parents do not “micromanage” play dates
- Common to live with extended family, grandparents are very involved
- Father does not take a significant role with the kids



Religion & Holidays



80% identify as Christian Orthodox or Greek Catholic

- 10% atheist, Crimean Tatars predominately Muslim or secular

Holidays = Christian or national victories

- No Halloween, Día de Muertos, Thanksgiving, etc

Triggers: Airshows, fireworks, weapons/guns, in-uniform military

Diversity



Many families have never met an African or African American

- Ukraine has very few non-Caucasians
- There is often discomfort & uncertainty around minorities / different economic class
- Currently, living in low-income settings and associating “others” behaviors in stress and poverty as the way “those people” act
- Not wanting to live near “those people”



3 School & Education

Teacher's disposition, student "freedom", bullying, educational supports

Classroom interactions



What “Normal” Looks like: Teachers & Students

Topic	Ukraine	United States	Impact on Ukrainians
Teacher's Leadership Style	Authoritarian	Cooperative	Students think the teacher has low expectations
Teacher's Interactions	Strict, Uses raised voice	Friendly, Smiles & inquires	Students are confused
Student Autonomy	Non-existent	Permitted to get up/etc. when needed	Students do not know how to handle this new freedom. Teachers' expectations are unmet
Student Clothing	Emphasis on looking their BEST	Can be informal, ex. Pajama days!	Parents are relieved they are not being judged if their child gets clothes dirty/etc

What “Normal” Looks like: Education

Topic	Ukraine	United States	Impact on Ukrainians
Giving Teachers Gifts	Show of respect; can be elaborate	Show of appreciation; small, token items	Feel rejected when their gifts are not accepted, or misunderstand as bribes
School Curriculum	Achievement-oriented	Emphasis on whole child development	Ex. Math, 2 nd UKR = 4 th USA Parents fear their children are falling behind... college! Students are bored and under-stimulated.
Afterschool Activities	Tutoring, chess club, music lessons	Sports & bonding	Parents are unhappy some elementary schools don't give homework

Adjusting Expectations



Bullying

Kids are finding ways to release their stress

- Kids will target others who they think won't fight back
- *Common:* "When someone hits you, *hit them back harder* so they stop"

Kids want a sense of control and stability

- You cannot fathom what they have seen and still hear
- Don't be a tattle: It is very important not to be perceived as weak, thus students don't involve teachers.

Triggers: being placed among other Ukrainians in group settings at school, assuming Russian-speaking



Educational Supports



Special services are experienced as shame

- Common not to mention reading/ learning difficulties
- Attempts to avoid ESL exams to prevent being seen as “weak”
- Significant stigma around non-physical illnesses / mental health
- When in doubt, consider assessing children

Suggestion: provide ESL specialists, connect with school psychologists (explain how they work & help with adjustment, that it does not mean your child has a major problem, etc)

4 Services & Benefits

Transportation, public services

Social Cues, Class & Social Services

Appearance is important

- Ukrainians never want to look “in need”
- Do not evaluate the family’s needs based on appearance

Class & Social Services

- Formally upper-middle class
- 1st ever time working with social services & public benefits
- Afraid to “say the wrong thing”
- Don’t want to do anything that could prevent them from receiving helps



Transportation

In Ukraine, 70% of the population live in urban areas

- Public transportation is very good
- Many families do not have, nor need, a car

In California, where public transportation is available:

- It is unreliable with major differences in scheduled versus actual pick up times on routes
- It is experienced as unsafe, with newly arrived Ukrainians noting hypervigilance due to persons experiencing homelessness and persons behaving erratically on the bus



Public Services

*“Standing and waiting in lines...
It was that way 20 years ago!”*



TOOLS & TIPS

Schools

- ✓ Immerse Ukrainian students in American culture
- ✓ Avoid putting all the Ukrainian kids together
- ✓ Don't pressure students into participating in holiday celebrations
- ✓ Take time to explain the "why" behind various requests to parents

Providers

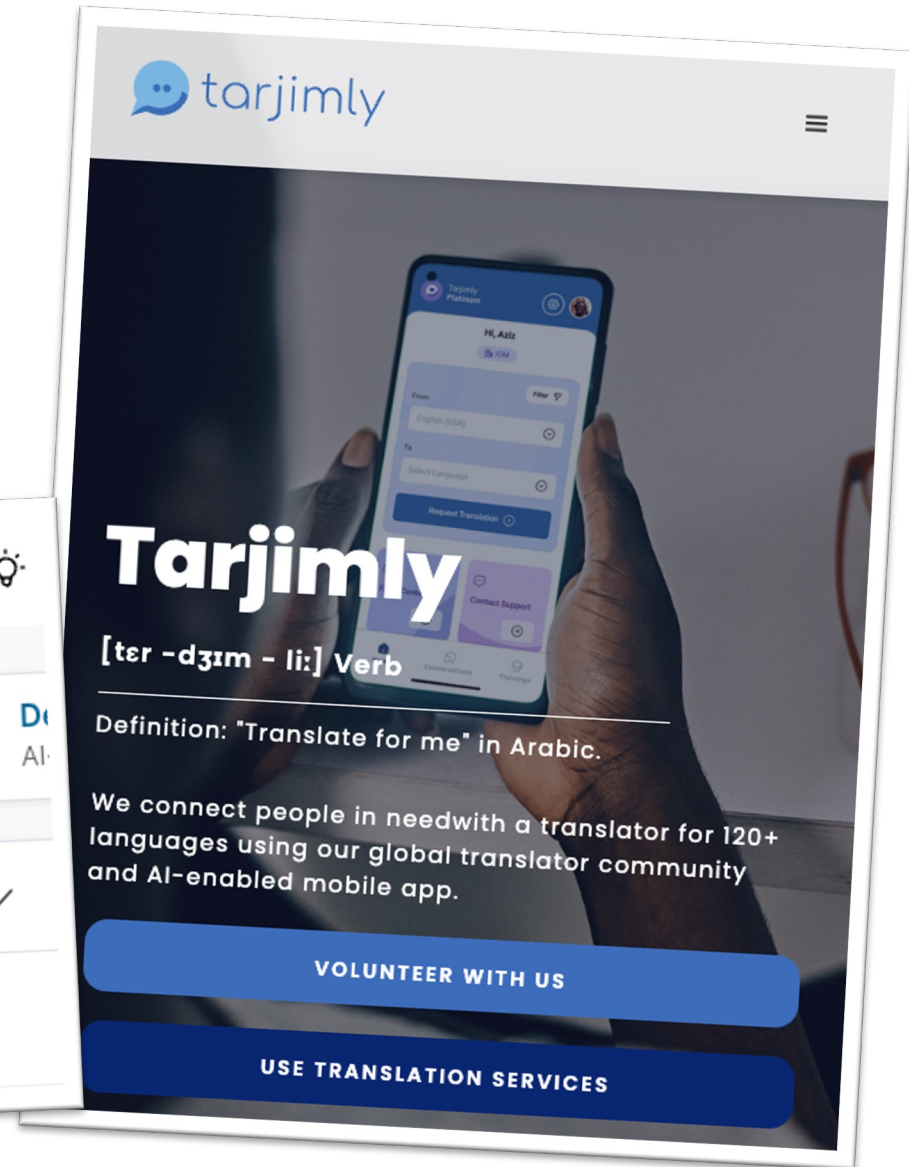
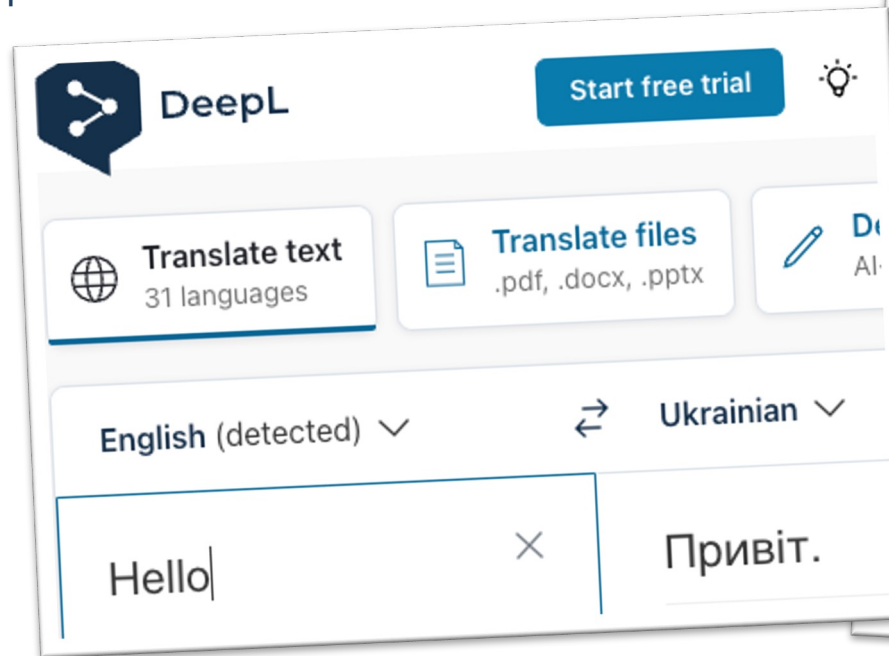
- ✓ Take time to explain what's happening
- ✓ Start from a place of calmness & empathy
- ✓ Use motivational interviewing techniques
trainings available

TOOLS & TIPS

Translation Apps

- **Google Translate**
translate in real time using "camera" in app
- **DeepL**
accurate and can process many file types
- **Tarjimly**
paid plan has live & scheduled interpretation

All have **FREE** versions



TOOLS & TIPS: Greetings

English	Ukrainian	Pronunciation
Welcome	Ласкаво просимо	Laskavo prosymo
Glad you are here	Раді вам	Radi vam
Thank you	Дякую	Dyakuuyu
Nice to see you	Приємно вас бачити	Pruyemno vas bachyty
Hello / Hey	Вітаю / привіт	Vitayu / pryvit
Goodbye	До побачення	Do pobachennya

Pronunciation key

a = IPA /ɑ/ as in fAther

i = IPA /i:/ as in sEE

y = IPA /ɪ/ as in Ink.

ya = IPA /jɑ/ as in YAhoo

yu = IPA /ju/ as in YOU

ye = IPA /jɛ/ as in YElow

Bridge Resource

Google Sheets, View only

Ukrainian Support Convenings, Helpful Links

Last Updated:

General Area	Topic	Sub-Topic/ Title	Resource Type	Link	Best for
Public Benefits	Money	CalWORKS, Application	Application	https://benefitsc	Sponsor/ UHP
Public Benefits	Public Benefits	WIC	Application	https://myfamily	Sponsor/ UHP
Public Benefits	Food	CalFresh Application	Application	https://www.get	Sponsor/ UHP
Public Program	Internet & Phone	ACP (Affordable Connectivity Program) - helps pay for	Application	https://getintern	Sponsor/ UHP
Documentation	Immigration Status	Parole Extension	Info	https://www.dhs	Everyone
Documentation	EAD	Employment Authorized	Info	https://www.usc	Gov't Staff
Documentation	Documentaiton	Commonly Used Immigration Documents	Info	https://www.cdc	Service Pr
General	Resettlement Agencies	Resettlement Agencies in CA	Info	California Housit	Everyone
Housing	Trouble Shooting	Tenant Resources	Info	California Tenan	Everyone
Housing	Trouble Shooting	California Tenants Rights & Responsibilities Guide, PDF	Info	https://www.rent	Everyone
Housing	Trouble Shooting	Sacramento Renters Helpline: Sample Letter & Forms	Info	California Right	Service F
Housing	Trouble Shooting	California Right Department: Housing Discrimination	Info	Central Californi	Service
Housing	Trouble Shooting	Central California Legal Services: Housing	Info	https://www.con	Service
Housing	Trouble Shooting	Community Legal Aid	Info	https://www.fair	Service
Housing	Trouble Shooting	Orange County Fair Housing Council: Landlord/ Tenan	Info	https://www.huc	Service
Housing	Trouble Shooting	Public Housing Authority by County	Info	RSS & https://ww	Service
Housing	Adovacy	RSS & Employment Service Providers	Info	All County Welfa	Gov't
Housing	Employment Services	All County Welfare Directors Letter Regarding Eligibilit	Info	https://www.acf	Gov't
Policy	ACWDL	Policy Letter 22-13	Info	https://www.cds	Gov't
Policy	Ukrainian Humanitarian Par	Eligibility of Ukrainian Nationals for Federal and State I	Info	https://www.cds	Gov't
Policy	ACIN I-40-22		Info	https://www.cds	Gov't
Policy	ALL COUNTY WELFARE DI UHP Benefits Eligibility, Revision		Info	https://www.cds	Gov't
Policy	ALL COUNTY WELFARE DI UHP Benefits Eligibility		Info	https://www.dhc	Gov't
Policy	MediCal Eligibility	No.: I 22-16,			

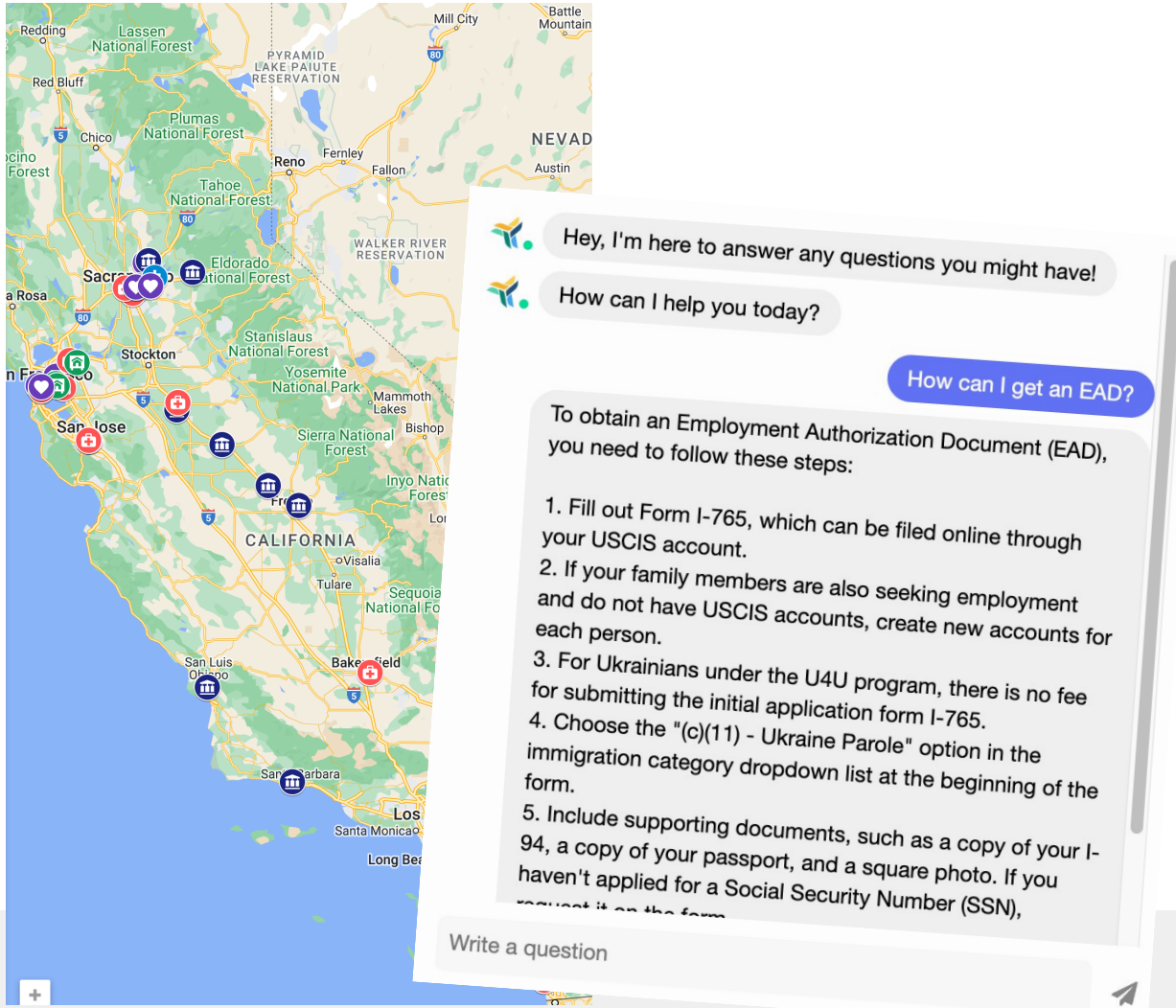
Frequently Asked Questions & Support Resources

Ukrainian Humanitarian Parolees & Sponsors

Topic	Sub-Topic	Question	Response / Steps
Eligibility/ Documentation	Eligibility	What documents are required for UHPs to enroll in public benefits (CalWORKS, RCA, and/or WIC)?	See Req'd Documents
Eligibility/ Documentation	Situation: I-94	What if information on my I-94 is incorrect? Where can I go to fix it?	Please schedule an app
Extension Related	Extension	What guidance was provided to those paroled before U4U/ those who only received 1 year parole?	Per DHS, Individuals par considered for an extens extension of their perioo estimates it will take app based on the date of par
Public Benefits	Cash Assistance	Are UHPs eligible for public benefits and cash assistance?	Yes! Please go to https://
Public Benefits	Medical	Are UHPs eligible for Medical	Yes! To learn more about https://

New Resource Hub

Currently in development



Preview—Centralized Resource Hub

Solvera is creating a platform to centralize resources available to UHPs, sponsors, and those serving them.

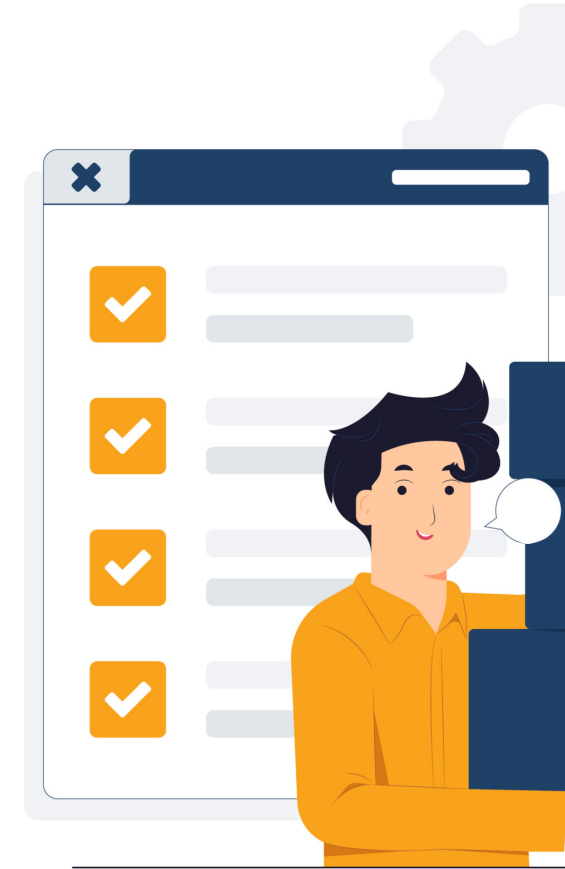
Resource Hub will be:

- Searchable by service & location
- Interactive, in-language, & accessible
- Updated directly by providers
- Available FMI in future sessions

Next Steps

After this session you will receive:

- ✓ The slide deck
- ✓ Referenced links
- ✓ Survey to provide feedback on today's session
 - Ask additional questions
 - Suggest future topics



Question & Answers





Complete a **Feedback Survey** & Request **Future Session Topics**

Email the hosts: UHPinfo@solveraconsult.com,
RPBTTAU@cdss.ca.gov