

# Welcome

To listen in **Ukrainian** or **Russian**, please select:

- Interpretation > Preferred Language

## Ласкаво просимо

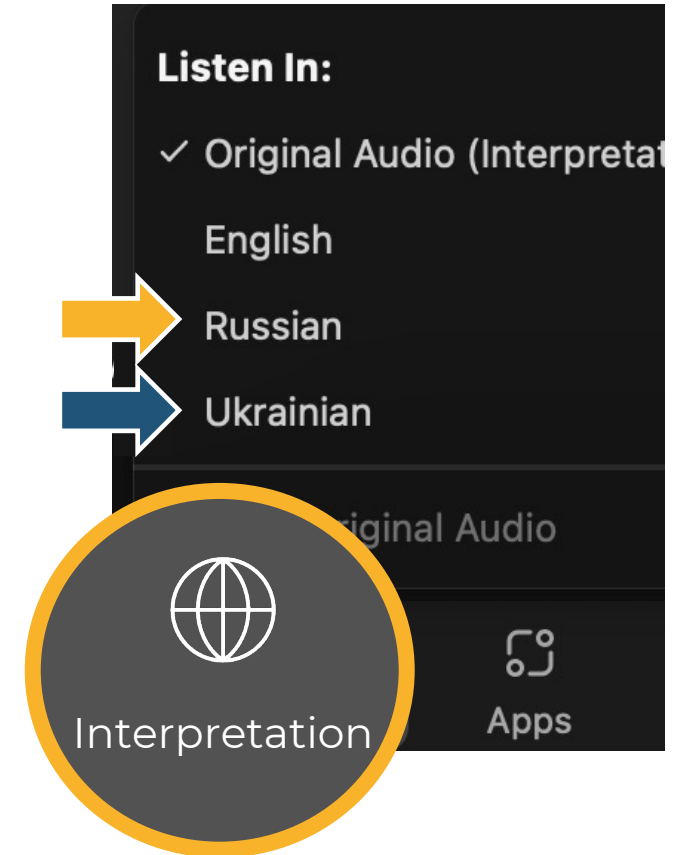
Для прослуховування українською або російською мовою, будь ласка, оберіть:

- Усний переклад
- Мова, якій надається перевага

## Добро пожаловать

Для прослушивания на украинском или русском языке, пожалуйста, выберите:

- Устный перевод
- Предпочитаемый язык



# Getting Help in the First Year:

## State and Local Organizations

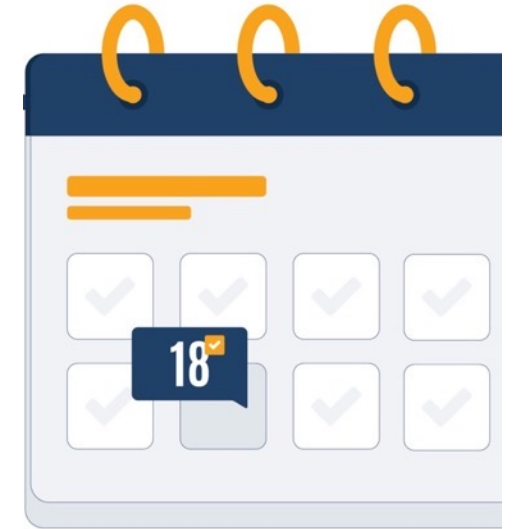
Navigating life in California, for newly arrived Ukrainians

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



# Upcoming Convening Sessions

- On Mondays
- Through August 2024

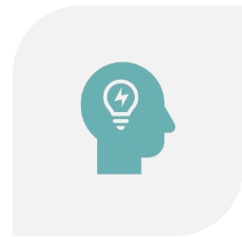


Date	Topic
May 13	Stabilization Jobs: Understanding Employment Programs
June 3	Education: Post Secondary
June 24	Education: K-12
July 15	Health: Stress & Psychosocial Well-being

# Session Reminders



Mute



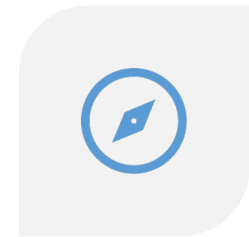
Select  
preferred  
language



Upvote  
Questions



Live Q&As



Survey

# Who you are hearing from today



# Expectation Setting



## Topics

- ✓ Agency/Organization Responsibilities
- ✓ Who can enroll
- ✓ How to enroll
- ✓ Documents needed
- ✓ What to expect

*Will receive PPT (in-language) + links after*



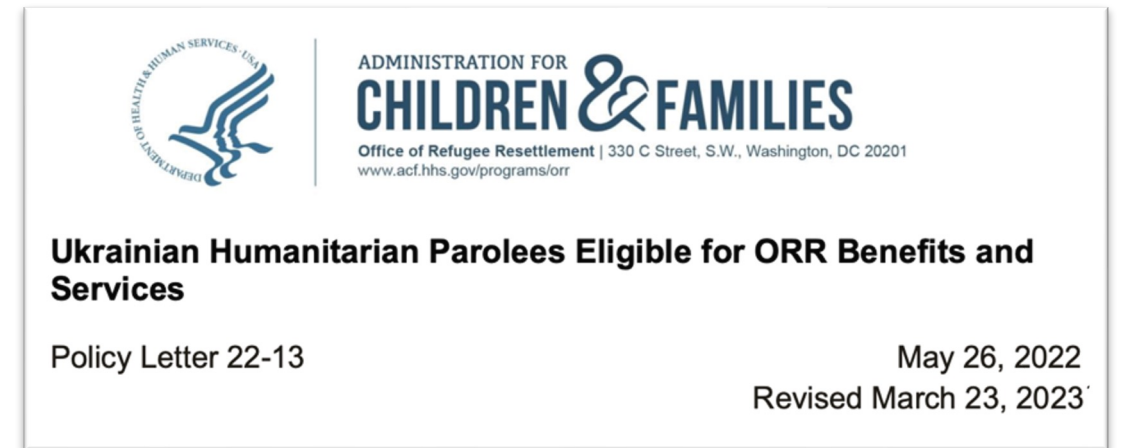
## Not Covered

- x Personal details
- x All situations
- x Topics like immigration status, EAD delays, higher education

# Assumptions

## You have a status as an *ORR eligible population:*

- ✓ Refugee
- ✓ Asylee
- ✓ **Ukrainian Humanitarian Parolee**  
who arrived on or before Sept. 30, 2023



# Learning Goals



## After this session you will be able to...

- ✓ Identify where to go for which service
- ✓ Understand the different types of agencies
- ✓ Distinguish the functions of different providers
- ✓ Name the ideal sequence of services after arrival
- ✓ Better advocate for yourself with service providers
- ✓ Quickly decide where you should go for medical help

**... know where to go for what you need**



# Getting Help in the First Year Topics

1

**Overview:  
Agency Types**

2

**Tips for  
Engagement**

3

**“Ideal” Client  
Life Cycle**

4

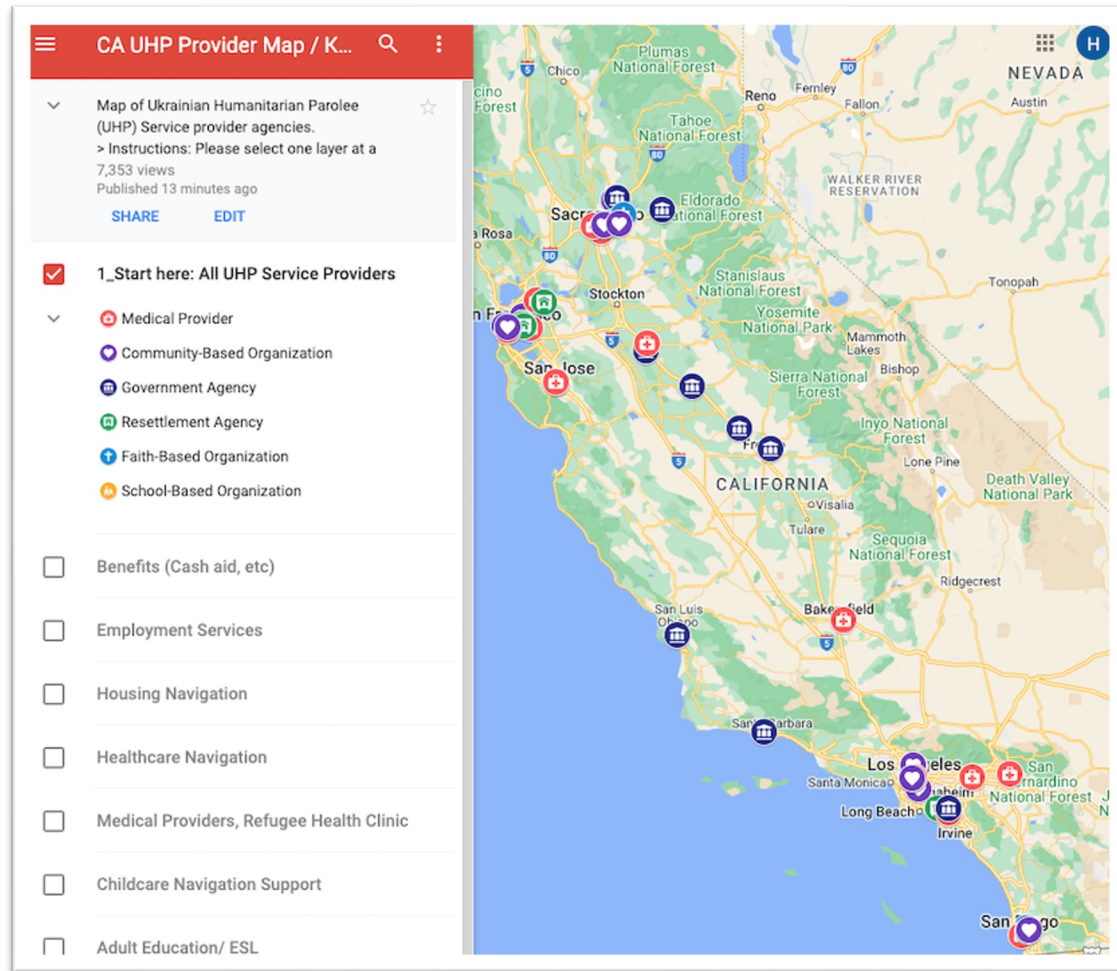
**Additional  
Resources**

# Agency Types

Agency Type	Primary Focus	Other Services
<b>Federal / Public</b> - HHS, ACF, ORR	Determining which programs to fund	Administering Funds to states
<b>State</b> - CDSS/ RPB	Administering funds to counties & providers	Training and TA
<b>County</b> - DHS/ DSS	Enrolling clients in public benefits	Many
<b>Resettlement Agency (RA)</b>	Core services during the first 90 days for eligible populations	Many
<b>Community Based Organizations (CBO)</b>	Various services, after 1st 90 days	Many
<b>Medical Providers</b>	Medical interventions to support household and community health	Home visits, health, nutrition
<b>Employment Services/ Programs (RSS)</b>	Providing newcomers with job skills, employment placement and job retention support	Direct Financial Assistance for qualifying needs
<b>Schools: K-12</b>	Educating minors to obtain High School diploma	Many
<b>Schools: Adult Edu.</b>	Enrolling and educating adult learners	Many



# Public Entities: State and County



# State and County: Public Benefits

## If you are eligible, they administer:

- CalWORKS, RCA
- Employment Services
- WIC
- CalFresh
- MediCal



# To Enroll

We're here to support you with food, cash aid, and health coverage benefits.

## What do you want to do today?



### Apply for benefits



Learn more about food, cash aid, and health coverage programs



### Manage my benefits



Upload documents, submit renewals, and more



### Set up an account as a Community Based Organization



### Explore support and BenefitsCal resources

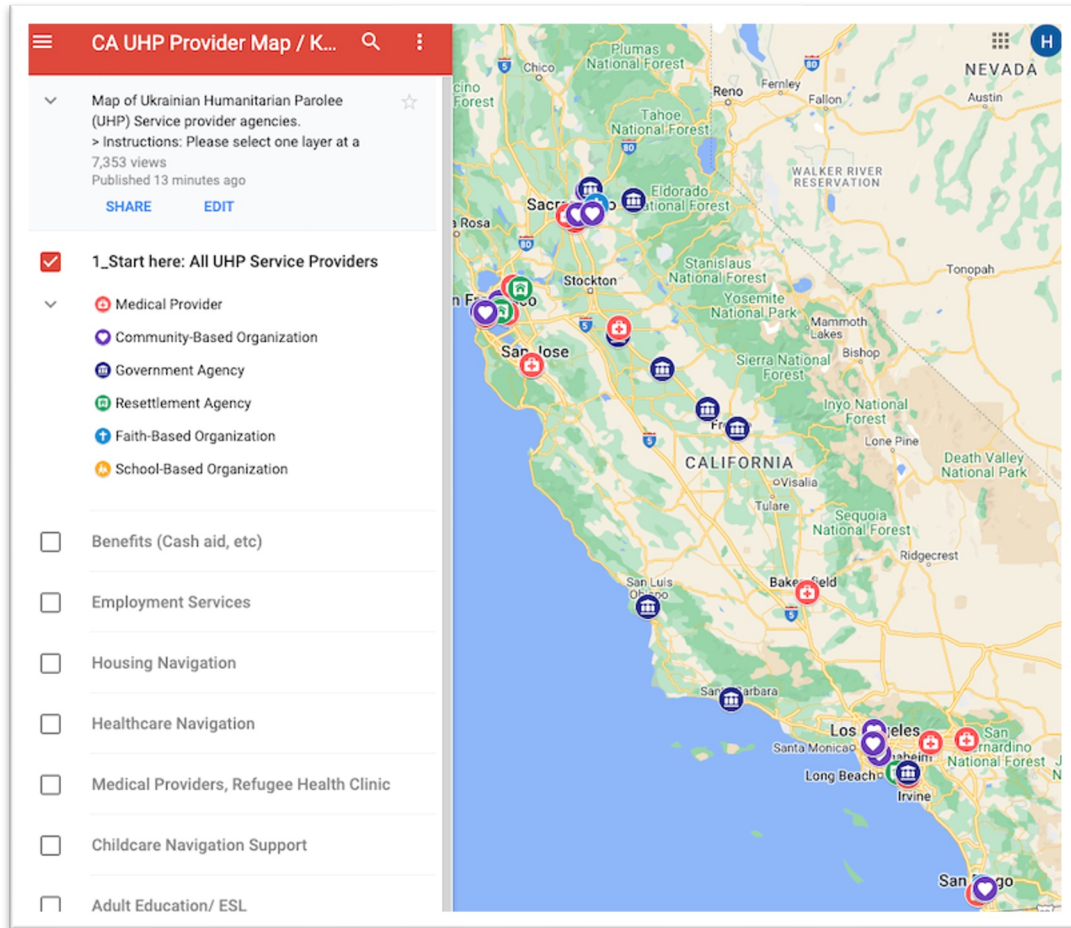


***Need to enroll?***

***Go to:***

[https://benefitscal.com/  
ApplyForBenefits/begin/  
ABOVR](https://benefitscal.com/ApplyForBenefits/begin/ABOVR)

# Resettlement Agencies (RAs)



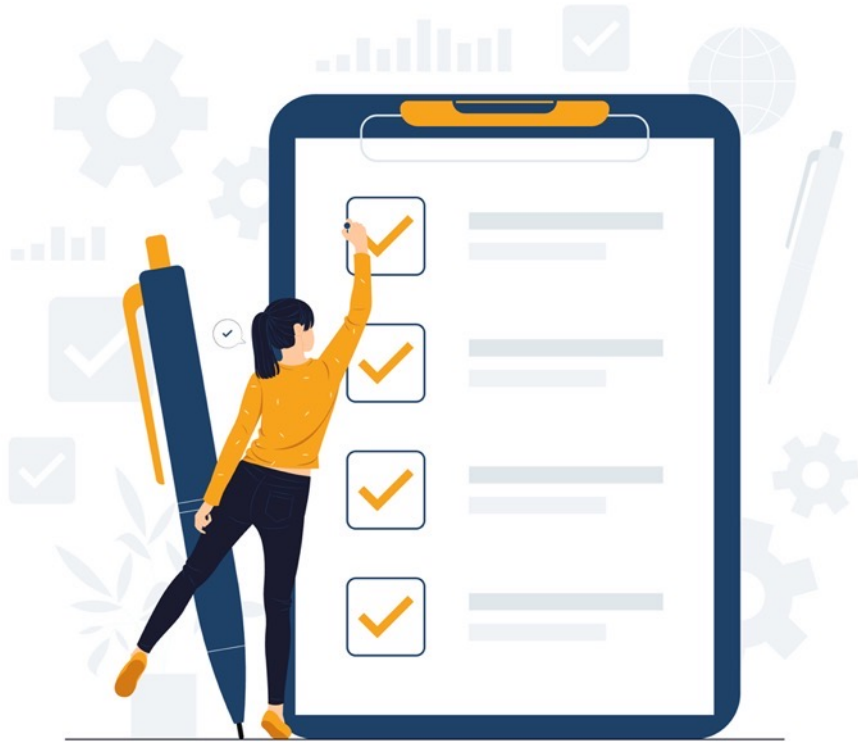
**JEWISH FAMILY & COMMUNITY SERVICES**  
EAST BAY



**LAO FAMILY COMMUNITY DEVELOPMENT**



# Resettlement Agencies



## Responsible for:

- Initial Housing
- Connection to other services
  - Enrollment in education
  - Employment
- Financial Resources
- Providing basic services

# Community Based Organizations

## Non-profit Type

- CBOs and Ethnic-Community Based Organizations (ECBO)s

## ECBOs/ CBOs, may or may not:

- Receive public funding
- Have formal accountability measures
- Have eligibility criteria
- Provide social services
  - **Serving refugees ≠ Resettlement Agency**
- Have paid and/or trained staff





# Medical Providers

## Health Screenings and Immunizations

- Required for school enrollment

## MediCal Tips

- Can request a specific provider upon application
- Interpreters must be provided (can take 2 weeks to schedule)
- Dental and eye insurance is separate and must be requested upon application
- Mental Health services are available



# Sick or Injured? Go to the right location...



## Primary Care

Intended for non-urgent issues, routine and preventive care, and treatment of ongoing health needs



## Urgent Care

Designed to evaluate and treat minor illnesses or minor injuries






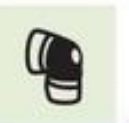







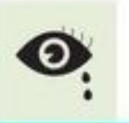



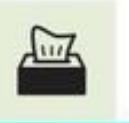


## Emergency Care

Should be sought anytime a condition is life-threatening

# Need to be seen today?

**ER** **EMERGENCY ROOM** **VS** **URGENT CARE** **UC**

ER	UC
 Severe Abdominal or Chest Pain	 Allergic Reactions
 Babies Needing Immediate Care	 Broken Bones
 Serious Eye or Head Injuries	 Sprains & Strains
 Severe Burns	 Cuts Requiring Stitches
 Stroke Symptoms (Numbness, Paralysis, Slurred Speech, etc.)	 Mild Fevers
 Significant Difficulty Breathing	 Minor Burns
 Heart Attack Symptoms	 Pink Eye
 High Fevers	 Animal or Insect Bite
 Suspected Drug Overdose or Poisoning	 Cold & Flu Symptoms

\$\$\$\$\$      \$\$

# Employment Service Providers (RSS)

Locate the closest provider

CA UHP Provider Map / K...

visit SupportGuide.org  
Map of Ukrainian Humanitarian Parolee (UHP) Service provider agencies.  
37,874 views  
Published 12 days ago  
[SHARE](#) [EDIT](#)

- 1\_Start here: All UHP Service Providers
- HAU (Housing Assistance for Ukrainians)
- Benefits (Cash aid, etc)
- Housing Navigation
- Employment Services**
  - Yes
  - Not offered
- Medical Providers, Refugee Health Clinic
- Healthcare Navigation
- Adult Education/ ESL
- Legal Services

Google My Maps

[CDSS Programs](#) | [Refugees](#) | [Guidance](#) | [Counties Providers](#) | [Service Providers List](#) | [Job Training](#)

## Jobs & Training Providers

[Alameda](#) | [Contra Costa](#) | [Fresno](#) | [Los Angeles](#) | [Merced](#) | [Orange](#) | [Sacramento](#) | [San Diego](#) | [San Francisco](#) | [San Joaquin](#) | [Santa Clara](#) | [Stanislaus](#)

# Employment: Who can help me find a job?



## RSS Providers & Local Organizations

- Documents: A#, Passport, Proof of Financial resources
- Culturally appropriate services
- Documents: A#, proof of ORR eligibility

## Local Job Centers

- English/ Spanish
- Degree Evaluation
- Documents: A#, Passport, Proof of Financial Resources

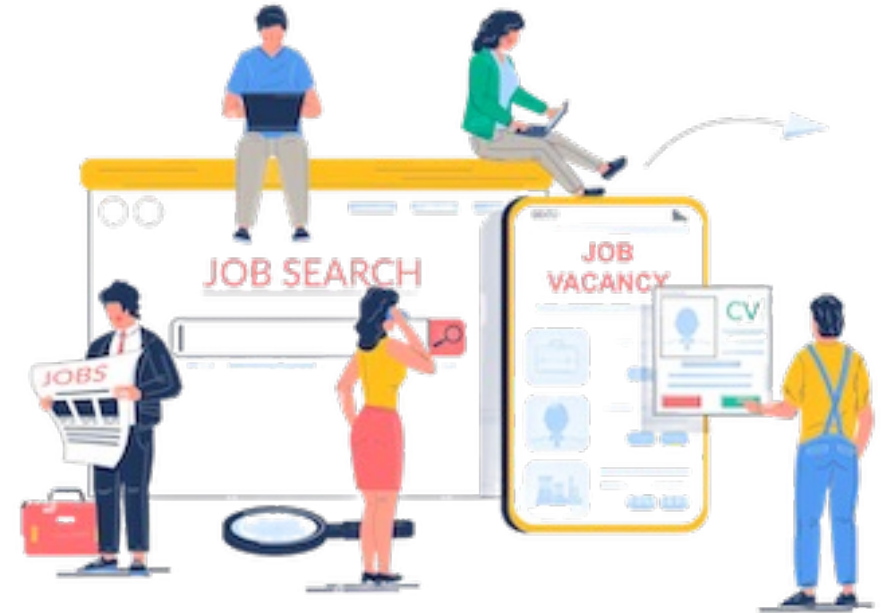
## CSBG/FSS Providers

- Proof of Residency, Proof of Financial Resources

# Employment Service Providers (RSS)

## RSS Activities & Supports:

- Job Readiness Classes
- Vocational English Improvement
- Job search & Resume Help
- Interview Prep & New Hire Paperwork Support
- Financial Assistance for required job-related items (ie. special boots, etc)
- Retention Support



# Getting Help in the First Year Topics

1

**Overview:  
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**Tips for  
Engagement**

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**“Ideal” Client  
Life Cycle**

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**Additional  
Resources**

# Tips

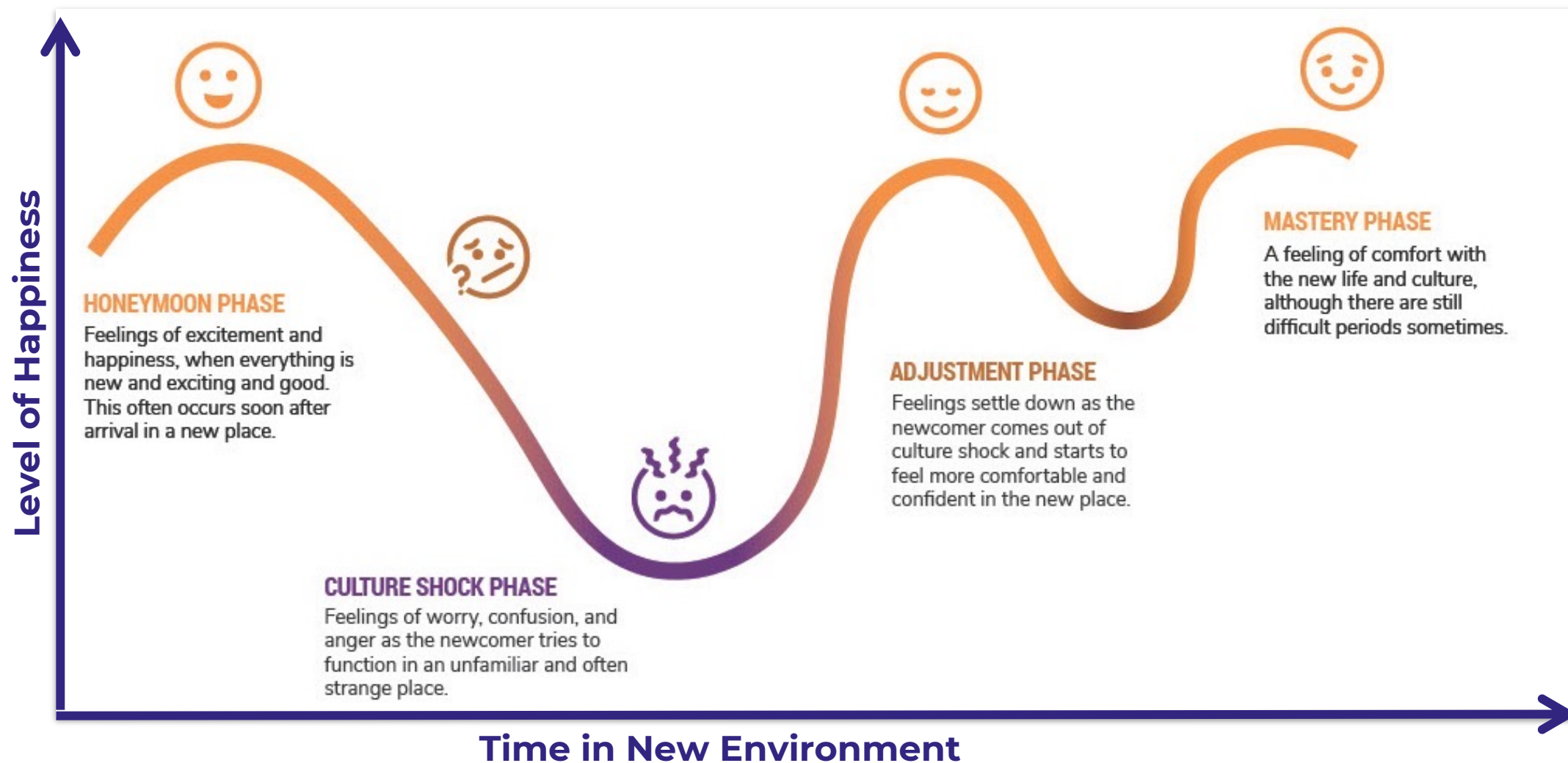


## It's important to remember...

- Patience: expectation vs. reality
  - Case Worker work loads
  - Emergency vs. not Emergency
- Agency financial limitations
- Time limits on benefits
  - 90 days, 210 days, 5 years...
- Role of a volunteer



# Normalizing the Experience



# Before we continue:

## What questions do you have?



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# “Ideal” Client Life Cycle: Case Example



**Client receives Ukrainian Humanitarian Parole**

**Client visits County Office**

- Cash Assistance
- Food Stamps
- MediCal
- Referral for Employment Services

**Client engages with Eligible Services**

# “Ideal” Client Life Cycle: Case Example

## Eligible Services



- ✓ Enrolled in Employment Services
- ✓ Enrolled in ESL (waiting list)
- ✓ Referred to Health Department for screenings and vaccinations
- ✓ Children enrolled in K-12
- ✓ Transportation Education
- ✓ Cultural Education

# Education: Adult Ed.

## Adult Education

- *ESL: Libraries, Community Colleges*
- *Community Colleges*
- *Certificates & Licenses*
- *Upskilling*






## Universities

- *Public vs Private*
- *Timeline of Goals*
- *Expense & Financial Aid*



California  
Community  
Colleges

# Education: Primary

	 Traditional Public Schools	 Public Charter Schools	 Magnet Public Schools	 Online Learning	 Private Schools	 Home Education
<b>COST</b>	free	free	free	free	free to some	varies
<b>IN CALIFORNIA...</b>	<p>Traditional public schools are available for families throughout the state. States that allow families access to their choice of traditional public schools offer what's called "open enrollment."</p> <p>In California, parents of students who are assigned to low-performing schools may be able to transfer their children to another school in their district or outside their district, based on the state's limited open enrollment laws.</p>	<p>Charter schools are public schools that are allowed the freedom to innovate while being held accountable for student achievement.</p> <p>Public charter schools are available for families across California. These schools can be opened after they are authorized by school districts or an independent statewide approval board.</p>	<p>Public magnet schools are permitted in all 50 states and focus on specific themes, such as math, science, technology, or the performing arts.</p> <p>California has many magnet schools throughout the state.</p>	<p>Online public schools are permanent, fully-online, and free educational options that teach students through digital classes.</p> <p>California has more than 30 online charter schools, giving every student a fully online option. Some of the largest of these schools are California Connections Academy, California Virtual Academies, California Pacific Charter Schools, and Method Online School. Additionally, some districts have created their own online schools.</p>	<p>Private schools are widely available, charge tuition, and may be faith-based or independent. Many private schools or nonprofit organizations offer scholarships.</p> <p>There are no state-run scholarship options in California, but private scholarships may be available.</p>	<p>All parents in California have the freedom to homeschool their children.</p> <p>Parents must provide an annual notification to the state (or school district) of their intent to homeschool. The state requires homeschooling parents to teach certain subjects, but does not require homeschoolers to take standardized tests.</p>

## Primary School (K-12)

- *School Types*
- *Requirements for enrollment*
- *Parent Expectations*

\*For more information, visit [schoolchoiceweek.com/guide-school-choice-california](http://schoolchoiceweek.com/guide-school-choice-california)



# Education: Primary Schools

## Public School Districts

- Family Engagement Dept.
- School Counselors
- Teachers
- Administrative Staff

## After school activities

- Sports & Academic-related
- Often require some type of payment



# Immigration Legal Services (ILS)

## ILS Providers

- See UHP Provider Map

## Legal Services

- CDSS RPB Website
- Fee for Service
- USCIS webpage

The screenshot shows the 'CA UHP Provider Map / K...' interface. On the left, a list of services is displayed with checkboxes. The 'Legal Services' checkbox is checked and highlighted with a red checkmark. Below it, a dropdown menu shows 'Yes' selected. On the right, a map of California shows various cities with black circular icons containing a white 'S' and a scale bar. A red navigation bar at the top contains a menu icon, the title, a search icon, and a settings icon. Below the title, there is a description of the map, view count, and publication time, along with 'SHARE' and 'EDIT' buttons.

Service	Selected
1_Start here: All UHP Service Providers	<input type="checkbox"/>
HAU (Housing Assistance for Ukrainians)	<input type="checkbox"/>
Benefits (Cash aid, etc)	<input type="checkbox"/>
Housing Navigation	<input type="checkbox"/>
Employment Services	<input type="checkbox"/>
Medical Providers, Refugee Health Clinic	<input type="checkbox"/>
Healthcare Navigation	<input type="checkbox"/>
Adult Education/ ESL	<input type="checkbox"/>
<b>Legal Services</b>	<input checked="" type="checkbox"/>
Yes	<input checked="" type="checkbox"/>
Not Offered	<input type="checkbox"/>

**Legal Help Providers**

CDSS Programs | Refugees | Guidance | Counties Providers | Service Providers List | Legal Help

[Alameda](#) | [Contra Costa](#) | [Los Angeles](#) | [Orange](#) | [Sacramento](#) | [San Bernardino](#) | [San Diego](#) | [San Francisco](#) | [San Joaquin](#) | [Santa Clara](#) | [Stanislaus](#)

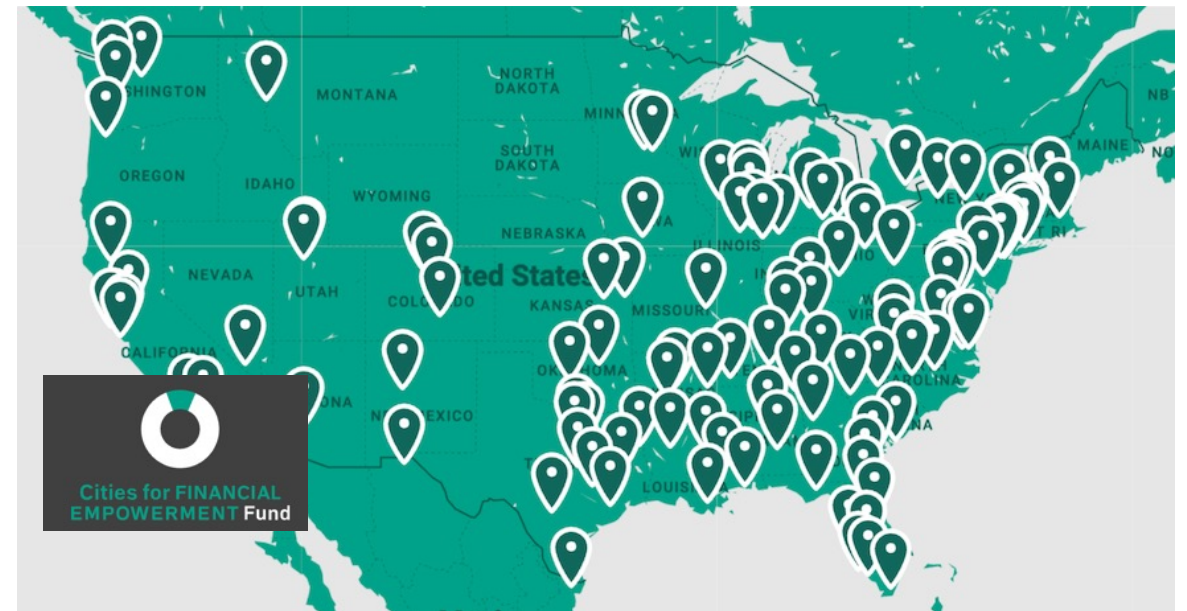


# Establish a Bank Account in the US

## Most Common Bank per state



## BankOn & Financial Empowerment Locations



# Learn about Credit Scores & Loans



**CREDIT SCORE RANGE**

**Credit Scores dramatically impact your financial mobility** and ability to access important resources like a car, house, or loan

Learn more at [irc-ceo.org](http://irc-ceo.org)

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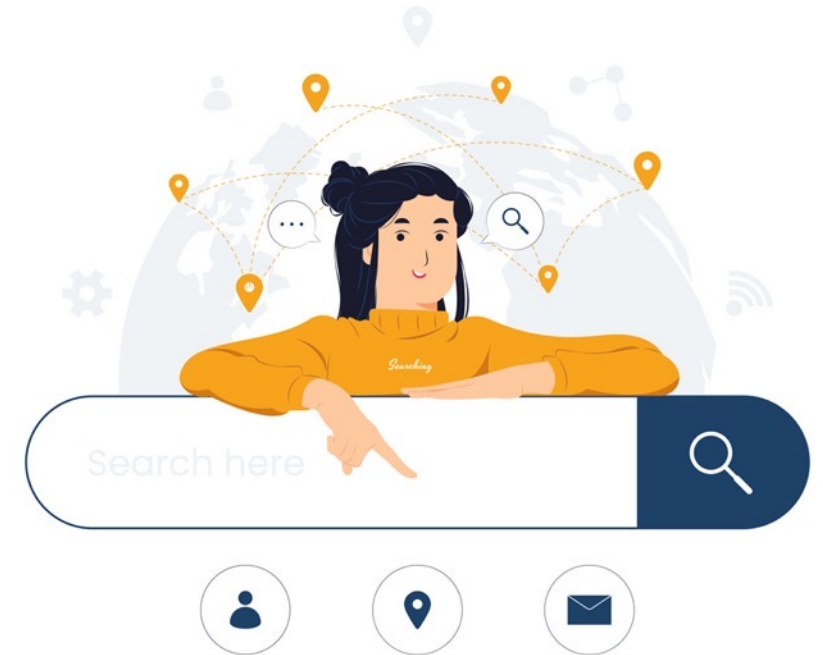
**“Ideal” Client  
Life Cycle**

4

**Additional  
Resources**

# General Resources for Ukrainians in California

- ✓ **Nova Ukraine Refugee Portal**
- ✓ **SupportGuide.org**
- ✓ **California Department of Social Services**  
Refugee Programs Bureau (RPB)
- ✓ **California Department of Public Health**  
Office of Refugee Health



# Employment: Resources

CA.GOV Official Site of the State of California

**CalJOBS**<sup>SM</sup>  
Helping Californians get back to work.

Sign In / Register  
En Español

Search Jobs ▾ Job Title, Company, Occupation or Military Code City, State, County, Region, Zip, Remote or Hybrid

[ Additional Search Options ]

Enter a keyword and/or location to find jobs.

600 New jobs available today [+ View Jobs](#)

716,749 Current Openings [+ View Most Recent](#)

5.7 Unemployment Rate [+ View Details](#)

4, Resumes [+ Upload](#)

**Job Seekers** [★ Explore CalJOBS](#)

**Employers** [Find a Candidate](#)

**Training** [Create a Provider](#)

**OFFICE OF REFUGEE RESETTLEMENT**  
*An Office of the Administration for Children & Families*

About Resettlement Services Unaccompanied Children

Home > Office of Refugee Resettlement (ORR) > Programs > Resettlement Services > Refugee Career Pathways Grants

## Refugee Career Pathways Grants

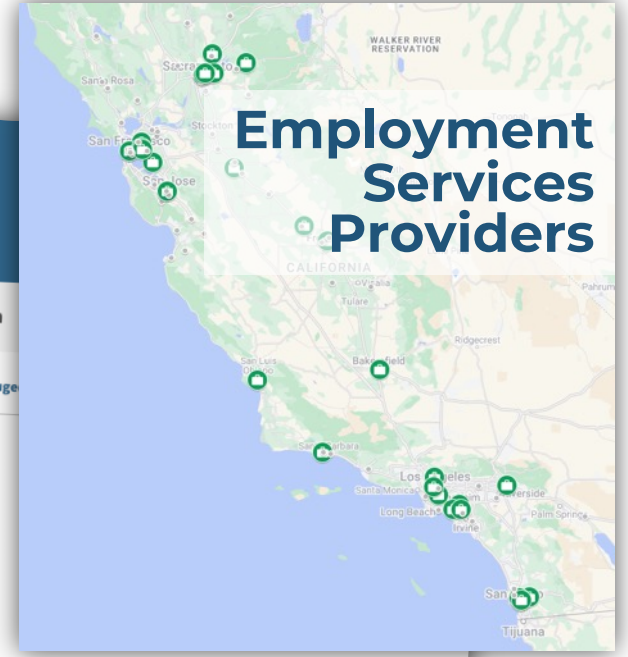
[Listen](#)

Current as of: November 14, 2022

### Refugee Career Pathways Grants

The below grant recipients offer RCP programming to all ORR-eligible populations.

GRANTEE	CITY	STATE
<a href="#">Arizona State University</a>	Tempe	AZ
<a href="#">Bluegrass Community &amp; Technical College</a>	Lexington	KY
<a href="#">Gulf Coast Jewish Family and Community Services</a>	Clearwater	FL
<a href="#">HIAS</a>	Ann Arbor/Philadelphia	MI/PA
<a href="#">Immigrant and Refugee Community Organization</a>	Portland	OR
<a href="#">International Institute of Buffalo</a>	Buffalo	NY
<a href="#">IRC</a>	Dallas	TX
<a href="#">IRC</a>	San Diego	CA
<a href="#">IRC</a>	Oakland	CA



# Nova Ukraine Resources



## Content

[Welfare Benefits](#)

[How to Apply](#)

[Health Insurance](#)

[Local Resources](#)

[Where to Learn English](#)

[Other Resources](#)

[↑ TOP](#)

## Welfare Benefits

Ukrainian parolees with no income or low income

### Medical Insurance (Medi-Cal)

Medicaid is government-funded health insurance. Ukrainian parolees are eligible for Medicaid if your family's income is at or below 138% of the [federal poverty level](#).

Ukrainian parolees receive full Medicaid coverage. Health services and prescription drugs are covered. Almost every visit to a specialist or procedure requires a referral and prior approval of the



# Available Resources

CA UHP Provider Map / K...

visit SupportGuide.org  
Map of Ukrainian Humanitarian Parolee (UHP) Service provider agencies.  
33,341 views  
Published 16 minutes ago  
[SHARE](#) [EDIT](#)

1\_Start here: All UHP Service Providers

- Food Bank
- Legal Services
- Community-Based Organization
- Resettlement Agency
- Government Agency
- Medical Provider
- School-Based Organization
- Faith-Based Organization

HAU (Housing Assistance for Ukrainians)

Benefits (Cash aid, etc)

Housing Navigation

Employment Services

Email Us [Home](#) [Webinars](#) [Resource Finder](#)

support guide .org

## Resource Finder

Resources for California Newcomers

*There are numerous resources out there, but finding the ones you need, when you need them can be a daunting task. We've curated a list of the most helpful links and resources for California newcomers, and the caseworkers and community members who support them.*

**Filter**

Use the filters below to find the best fit resources.

**Best For**

Everyone

**2-1-1: Find Services in your Zip Code**

2-1-1 is a free and confidential service that helps people across North America find the local resources they need. 2-1-1 makes it easy to find food, housing, job training, after-school programs and much more.

[Visit Resource](#)

**Source:** 2-1-1 and United Way

**Best for:** UHPs & Sponsors

**Affordable Apartments by County**

**Source:**

**Have a Resource to Share?**

Link to Resource \*

Brief Description \*

What topics does it address?

Who is the resource for?



# Summary: **Select the right agency**



- **RAs:** initial resettlement
- **CBO:** various semi-funded services
- **Employment Services (RSS):** Rapid job placement
- **DHS/DHA:** benefits eligibility & provision
- **Medical:** appropriate intervention
- **Schools:** knowledge achievement

*Ask what their expectations of YOU are and why.  
Ask to understand your “rights and responsibilities”*

# Summary: *Your keys to success*

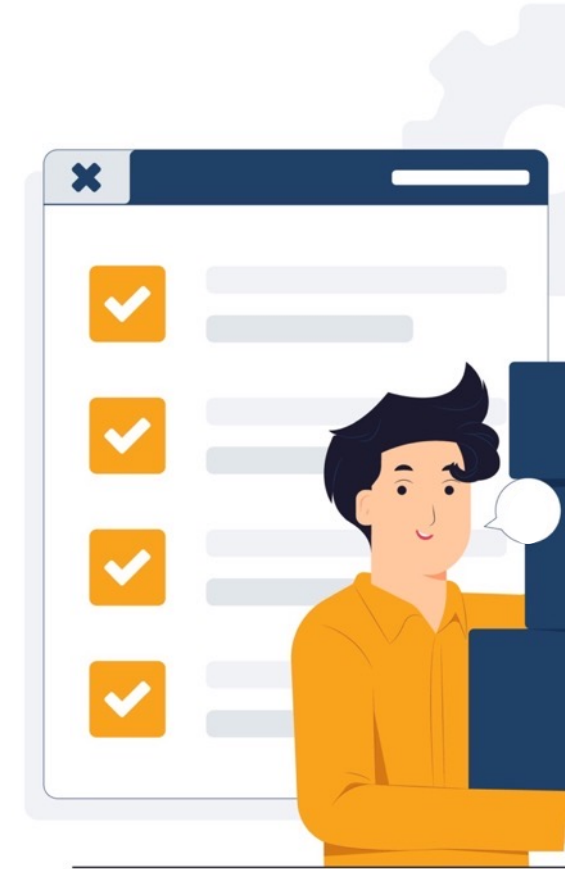


- **Seek understanding / Ask:** the program or agency's goals and *your goals* may not be the same. Talk about it!
- **Patience:** ask what your expectations should be
- **Provide eligibility documents**
- **Communicate:** Regular interaction with caseworker(s)
- **Advocate:** if you think there was a mistake made, bring it up, and be ready to “demonstrate” why a different decision should be made
- Think of service-providing agency as a partner

# 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



# Questions & Answers





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

Email the hosts: [UHPinfo@solveraconsult.com](mailto:UHPinfo@solveraconsult.com),  
[RPBTTAU@cdss.ca.gov](mailto:RPBTTAU@cdss.ca.gov)