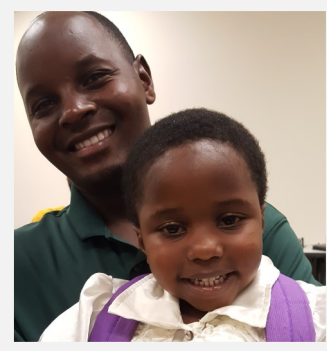


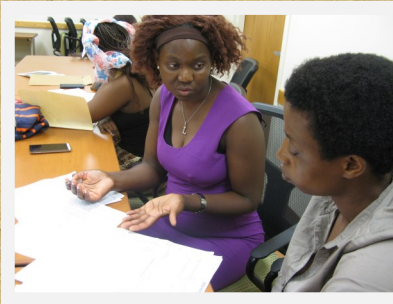
# The Center for New Americans - What We Do



## Refugee Resettlement

Refugee Resettlement handles the tasks of helping recently arrived clients establish their new lives in Central New York. This is accomplished by assisting refugees with a variety of basic needs such as arranging for housing, essential furnishings and food; providing seasonal clothing as needed; enrolling adults in English classes and children in school; ensuring that necessary medical care is received (including health screenings); assisting with applications for social security cards and appropriate benefits such as food stamps and cash assistance. The center also provides interpretation as needed for all the services provided as well as cultural orientation to help clients learn about life in their new home. CNA has settled refugees for more than 30 years and receives an average of 500 refugees annually from countries such as Afghanistan, Burma, Bhutan, Cuba Democratic Republic of Congo, Ethiopia, Iraq, Somalia, Sudan and the Ukraine. Refugee Resettlement

works to encourage the community to come together with new families and welcome them. We provide opportunities for faith and civic groups to assist families and work with over 75 faith partners and groups. CNA also provides public education about refugees and immigrants.



## Employment Services

Through the employment services programs, CNA supports clients in their goals to become self-sufficient. Clients receive job readiness training and interview skills, assistance with resume writing and job applications. Employment specialists also find jobs and place clients with over 50 employers with whom CNA has relationships. Staff also provides transitional employment supports such as ensuring that clients have proper work attire and transporting them to interviews or to the first day to introduce the clients to their managers. Clients and employers receive ongoing support to address employment issues or challenges. This program places at least 250 clients in jobs annually, which represents a job placement

rate of over 65%. The Match Grant program provides more intensive supports and focuses on securing employment within 4 – 6 months of a client's arrival. It serves 125 individuals a year, almost 90% of whom attain employment within the first four to six months.



## Community Integration

The Community Integration Program supports clients in the Safety Net Focus Area, addressing the target issue of crisis management and prevention. Staff and volunteers helped refugees with basic needs of housing, medical crises, home-to-school communication, domestic violence, income management, and eviction prevention. Staff and volunteers work directly with refugees to identify resources, problem-solve and support the client and/or refer clients to address existing crises. This includes the provision of services within the agency, and referrals to other agencies and programs. Community Integration staff also assist refugees in developing plans to prevent future crises. This program works with over 800 clients a year.



## Immigration

CNA also provides immigration services and consultation to help clients in taking the right steps towards filing for adjustment of status to include helping clients complete green card applications, employment authorizations applications, and citizenship applications. Clients also receive assistance with the family reunification process that allows for clients to bring their immediate relatives to the United States. CNA also facilitates monthly immigration clinics with local immigration attorneys and provides referrals as necessary for complex cases.

## Mental Health & Wellness

The Mental Health & Wellness program provides vulnerable refugee individuals and families with culturally appropriate mental and emotional health support. Services include: group support programs and activities designed to address targeted and specific group needs and challenges; individual assessments; crisis intervention counseling and mediation; home visits;

guided referrals and follow up. Trained mental health interpreters and peer helpers are present throughout the resettlement process for refugee clients with limited English language proficiency. This program serves over 200 clients a year.

## ESL & Literacy

Staff and a cadre of dedicated volunteers provide a variety of English as a Second Language programs to help clients learn English, which is the first step to successful integration and better employment prospects. Volunteers work with small groups or provide one-on-one individual lessons that cover speaking, reading, writing and listening skills. We also provide civics classes that equip students with knowledge and experiences needed to better adapt to the U.S. culture and society. Additionally, CNA offers a *Jump Up Story Circles*, a family literacy program for parents and children under 5 years that improves literacy skills and prepares children for kindergarten. Over 100 individuals are served annually through this program.

