

# SERVING REFUGEE CLIENTS IN MENASHA

## NEWLY ARRIVED REFUGEES:

Individuals who arrived in Menasha as their first place of resettlement have been resettled by **World Relief Fox Valley** (WRFV). WRFV is a standalone refugee resettlement agency, meaning it is the only resettlement agency in the Fox Valley service area. All newly arrived refugee clients are assigned a caseworker at WRFV for their first 90 days in country, per the federal Department of State's Reception and Placement (R&P) program guidelines.

## WORLD RELIEF'S ROLE:



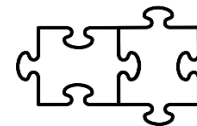
### WELCOME

- Secure initial housing
- Furnish home upon arrival
- Airport reception



### EDUCATION

- Cultural/community orientations
- Life skills training



### CONNECTIONS

- Referrals to community agencies and resources
- Pairing with volunteers

## LIMITS OF WORLD RELIEF'S ROLE:

- ⊗ Not an interpreter service
- ⊗ Not a transportation service
- ⊗ No emergency funds available
- ⊗ Cannot provide long-term case management
- ⊗ Limited office hours due to two locations (Appleton and Oshkosh)

## SECONDARY MIGRANTS:

Individuals who were resettled as refugees in other parts of the country or state who relocate to Menasha are called **secondary migrants**. Secondary migrants received initial assistance through a resettlement agency in their first placement city. They are **not** entitled to benefits through the R&P program once they arrive in Menasha. WRFV can assist secondary migrants in some areas but does not have the capacity to assist with housing.

**RESOURCES & SERVICES:**

WRFV’s most important role is connecting newly arrived refugee clients and secondary migrants to resources and services that already exist in the community. Below you will find partner agencies that provide resources and services to individuals with refugee status.

<b>AGENCY</b>	<b>RESOURCE/SERVICE</b>	<b>AGENCY CONTACT</b>	<b>BUS #</b>
COTS	Safe/affordable transitional housing with access to food, household needs, training on basic living skills to help transition to independent living	Jenn Janness 1003 W College Ave Appleton, WI 54914 920-843-7269 jjanness@appletoncots.org	15
Forward Service Corporation	FSET (FoodShare Employment Training) – available to unemployed or underemployed individuals receiving FoodShare seeking employment	Hannah Kinderman FSET Program Case Manager 920-886-7116 hkinderman@fsc-corp.org	1
	RtL (Road to Livelihood) – holistic family support/education on self-sufficiency through employment	Kathryn Noll-Arias RtL Case Manager 1050 Midway Rd Menasha, WI 54952 920-886-7113 karias@fsc-corp.org	
	W2 (Wisconsin Works) – employment and cash assistance program for families with minor children	Marisa Pentek W2 Case Manager/FEP 920-886-7108 mpentek@fsc-corp.org	
Fox Valley Literacy Council	Adult English literacy through tutoring and group classes, including pre-literacy and US citizenship interview/exam preparation	Heather Chantelois Adult Education Coordinator 130 E Franklin St Appleton, WI 54911 920-991-9840 hchantelois@fvlc.net Hours: M-Th 9am-8pm	One block from Transit
Fox Valley Technical College	English basic skills community classes through ELL program	Elizabeth Merrill ELL Program & Assessment Specialist 1825 N Bluemound Dr Appleton, WI 54912 920-236-6187 merrille@fvtc.edu	12
LEAVEN	Limited emergency assistance for basic needs (rent, security deposits, utilities, car repairs, medical insurance premiums, vouchers for other needs, etc.)	Liz Schneider Client Services Director 1475 Opportunity Way Menasha, WI 54952 920-738-9635 Liz.schneider@leavenfoxcities.org	1
Menasha Joint School District	Education/ELL support for students with refugee backgrounds	Gretchen Lettau Coordinator for ELL & Instructional Equity 920-967-1457 lettaum@mjsd.k12.wi.us	N/A

Winnebago County Human Services	FoodShare, Medicaid, BadgerCare Plus, Caretaker Supplement, Child Care Assistance	Morgan Chivington or Leah Pellegrini Economic Support Specialists 211 N Commercial St Neenah, WI 54956 esleadworker@co.winnebago.wi.us 1-888-256-4563 (ask for interpreter) <i>*client needs name, DOB, SSN</i>	30
World Relief	Initial assistance for new arrivals, employment services, extended case management for certain vulnerable cases	James Rashid Refugee Services Manager 510 E Wisconsin Ave Appleton, WI 54911 jrashid@wr.org	16
<b>OTHER AVAILABLE RESOURCES &amp; SERVICES</b>			
Community Clothes Closet	Free clothing (eligibility applies)	1465 Opportunity Way #B Menasha, WI 54952 920-731-7834	1
St. Joseph Food Program	Food assistance (eligibility applies)	1465 Opportunity Way Menasha, WI 54952 920-734-9461	1
LEAVEN's Community Resource Center (on-site partners)	Catholic Charities, Christine Anne Domestic Abuse Services, COTS, Energy Services, Feeding America, Fox Valley Tech, Kimberly Clark free legal advice, Legal Action of Wisconsin, Partnership Community Health Center, Riverview Gardens, Spanish Resource Advocate available, St. Vincent de Paul, Workforce Development	1475 Opportunity Way Menasha, WI 54952	1
Forward Service Corp & World Relief's Job Club	Weekly employment assistance and education (for participants in either Forward Service Corp's or World Relief's employment programs)	1050 Midway Rd Menasha, WI 54952 Fridays 1-3pm	1

For suggestions with edits or additions to this listing, please contact:

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## **TIPS FOR WORKING WITH REFUGEE CLIENTS:**

1. Avoid asking yes/no questions in favor of questions that check for understanding.
  - Communication styles vary from culture to culture, and in many non-American cultures there are a variety of reasons why a “yes” might not always mean “yes.”
  - Example:
    - Don’t say: “Do you know how to get to the grocery store by bus?”
    - Do say: “Tell me step-by-step how to get to the grocery store by bus.”
2. Be aware of behaviors/beliefs influenced by culture or refugee experience.
  - In many non-American cultures, time is flexible and fluid rather than fixed and measurable – this does NOT mean clients are lazy or do not care about appointments.
  - Due to the unstable nature of the refugee experience overseas and inability to work in camps, many refugee clients have grown to rely on government/NGO assistance – for this reason it’s common for refugee clients to ask all agencies working with them for assistance even for needs that are already met.
3. Direct refugee clients to their World Relief caseworker if they arrived within the past six months with questions regarding their resettlement – refugee clients know how to reach their caseworkers and do not need outside referrals.
4. Refugee clients qualify for many of the same services available to the mainstream population – if your agency encounters an individual with refugee status in need of one of the resources listed in the table above, please assist in making the referral with the contact information provided.