

# An Overview of Refugee Resettlement

Carol Tumaylle, MPH  
State Refugee Health Coordinator  
Colorado Refugee Services Program  
Email: [carol.tumaylle@state.co.us](mailto:carol.tumaylle@state.co.us)  
Phone: 303-863-8217



**COLORADO**  
Department of Human Services

# Presentation Summary

- What is a refugee?
- Global perspective
- Clearance process
- Refugee resettlement in the US
- Refugee resettlement in CO
- Refugee health and medical screening

# What is a Refugee?

- A refugee is an individual forced to leave his/her country of origin based upon persecution or fear of persecution due to:
  - race;
  - religion;
  - nationality;
  - or membership in a particular group or political party.
- Refugees are granted legal status of “refugee” by U.S Citizenship and Immigration Services (USCIS).





✓ **Refugees**

✓ **Asylees**

- Meet refugee persecution requirements; present in the US or seek admission at a port of entry

✓ **Unaccompanied Refugee Minors (URMs)**

- children identified overseas who are eligible for resettlement, but do not have a parent or a relative available to provide for their long-term care

✓ **Cuban/Haitian Parolees**

- a discretionary authority that allows for the temporary entry into the US for urgent humanitarian reasons or for significant public benefit (medical; family reunification; civil/criminal court proceedings; other emergent requests)

✓ **Special Immigrant Visas (SIVs)**

- certain Iraqis and Afghans who have worked as translators or interpreters, or who were employed by, or on behalf of, the US government

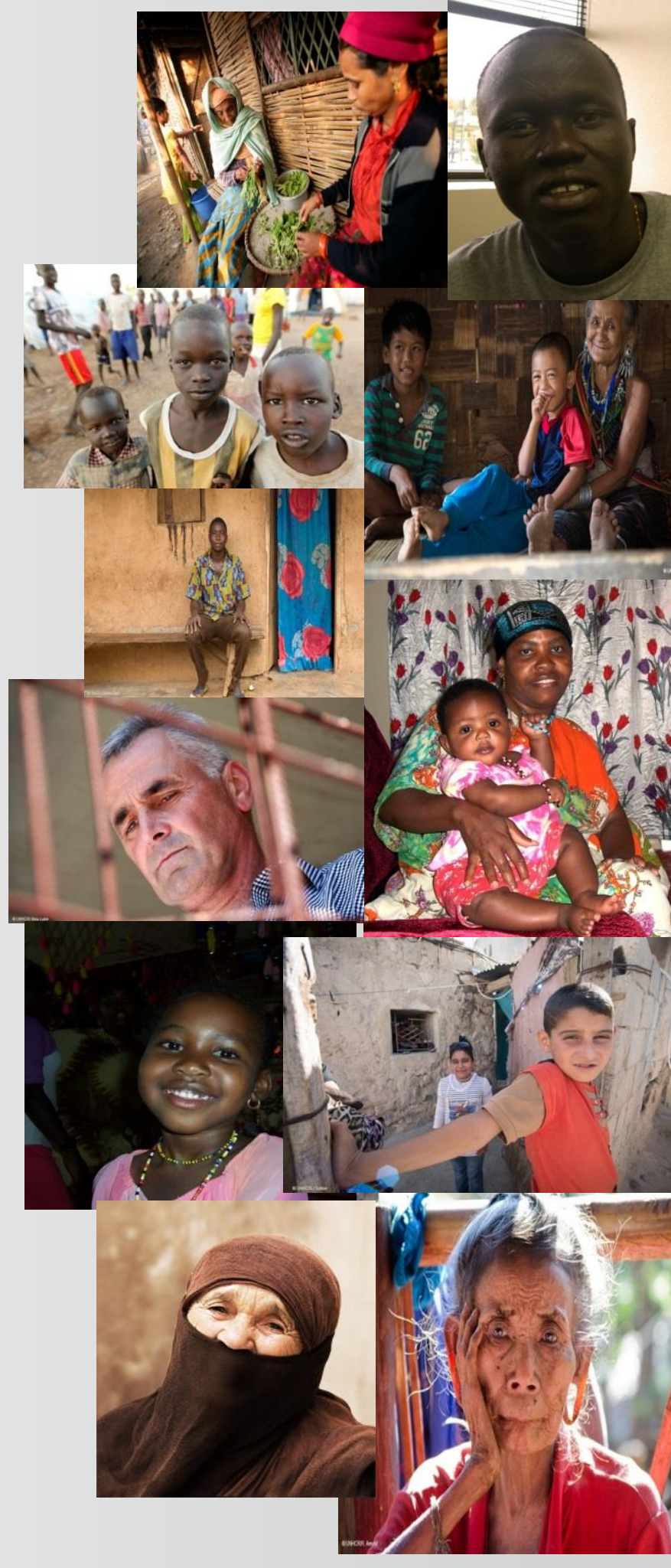
✓ **Victims of Human Trafficking (VOTs)**

- victims of certain crimes who have suffered mental or physical abuse and are helpful to law enforcement or government officials in the investigation or prosecution of criminal activity

✓ **Special Immigrant Juveniles (SIJs)**

- under the age of 21; abused, neglected, or abandoned by one or both parents

✓ **Secondary Migrants**



# History of US Resettlement

1948: The Displaced Persons Act

1950's-1960's: Protection extended to those fleeing Communism

1970's: US offers protection to hundreds of thousands of Indochinese.

1980: Refugee Act passes

*Over 3 million refugees resettled in the US since 1975*

# Resettlement Trends\*

- 2011 - 56,424 refugees resettled
- 2012 - 58,000 refugees resettled
- 2013 - 69,730 refugees resettled
- 2014 - 69,987 refugees resettled
- 2015 - 69,933 refugee admissions
- 2016 - 85,000 refugee admissions

Africa . . . . .	25,000
East Asia. . . . .	13,000
Europe and Central Asia . . . . .	4,000
Latin America/Caribbean. . . . .	3,000
Near East/South Asia. . . . .	34,000
Unallocated Reserve . . . . .	6,000

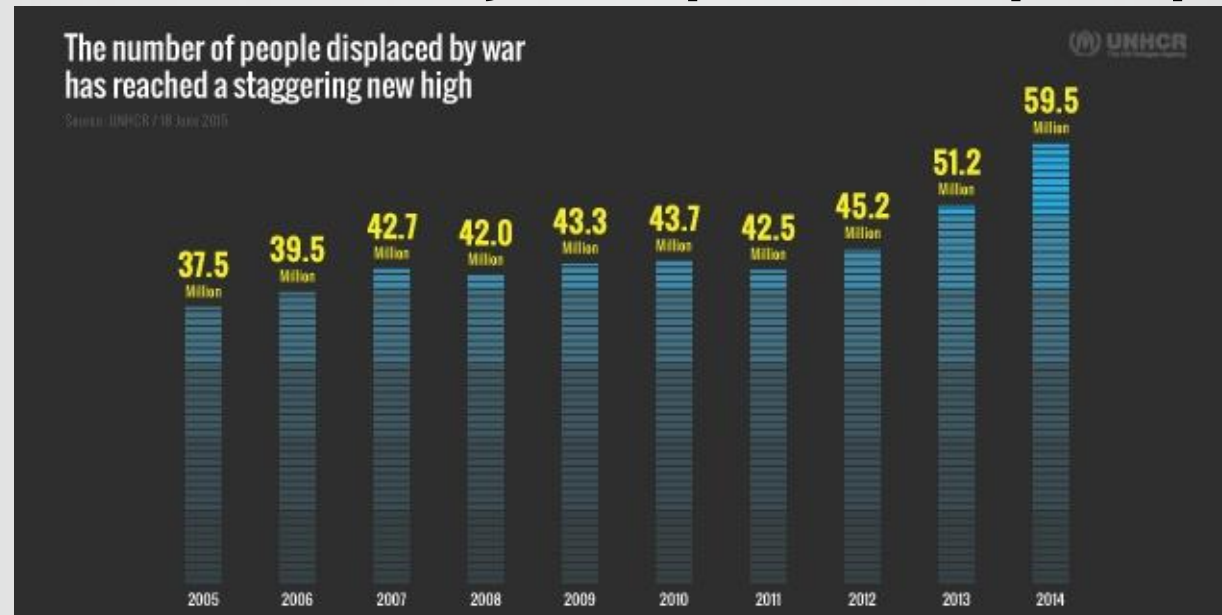
*10,000 for Syrians*

\*An annual Presidential Memorandum "Determination for Refugee Admissions" indicates numbers and authorizations of in-country refugee status.  
See: <https://www.whitehouse.gov/the-press-office/2015/09/29/presidential-determination-presidential-determination-refugee-admissions>



# Global Perspective

- 59.5 million forcibly displaced people worldwide



- 33.3 million internally displaced persons (IDP)
- 
- Syria - 12+ million (7.6 million IDPs; 4 million as refugees)

# Best possible durable solution...

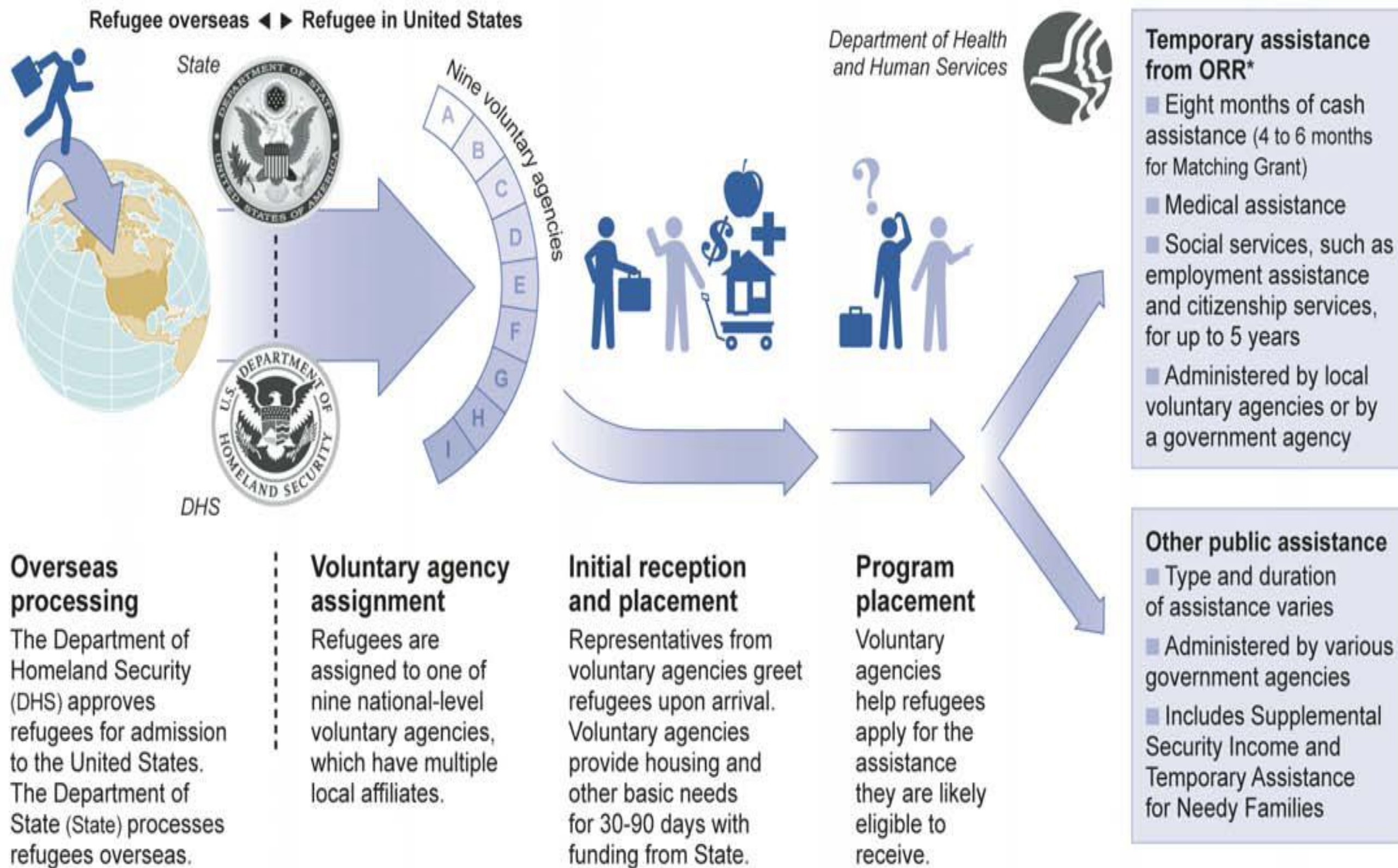
❑ **Voluntary Repatriation** - returning to one's home country  
*If returning home is not feasible because of ongoing instability or conflict, then...*

❑ **Integration** in the second country of asylum - establishing roots in the host or asylum country  
*If the refugee is not sufficiently protected in the original host country or is considered to be particularly vulnerable for various reasons (e.g., disabled/injured, women-at-risk, etc.), then...*

❑ **Resettlement** to a third country - establishing a new life in a new country



# Path of Refugee Resettlement



\*Fully or partially funded and administered by Department of Health and Human Services' Office of Refugee Resettlement (ORR)

# Overseas Processing - Security Clearance: A Detailed, Rigorous Progress

- ❑ Multi-step clearance process
- ❑ Various agencies screen refugees
  - UN High Commissioner for Refugees (UNHCR), Refugee Support Center/Department of State, Department of Defense, Department of Homeland Security, FBI, National Counterterrorism Center, International Organization for Migration (or U.S. Embassy-designated physician)
- ❑ <http://www.rcusa.org/uploads/pdfs/Refugee%20resettlement%20-%20step%20by%20step%20USCRI.pdf>
- ❑ <http://www.uscis.gov/refugeescreening>
- ❑ <https://www.whitehouse.gov/blog/2015/11/20/infographic-screening-process-refugee-entry-united-states>
- ❑ Screening process takes 18-24 months
- ❑ Refugees are the most vetted of any traveler to the U.S.



## SECURITY SCREENING OF REFUGEES ADMITTED TO THE UNITED STATES: A DETAILED, RIGOROUS PROCESS

Resettlement is considered a durable solution for refugees who cannot return to their countries of origin or integrate into the current country that is hosting them. Resettlement to a country like the U.S. presents a life-saving alternative for a very small number of refugees around the world - less than one half of one percent. Refugees seeking resettlement through the U.S. Refugee Admissions Program (USRAP) must pass through a number of steps aimed at ensuring that they do not pose a security risk.

### —STEP 1

**Refugee Status:** A refugee is someone who has fled from his or her home country and cannot return because he or she has a well-founded fear of persecution based on religion, race, nationality, political opinion or membership in a particular social group. Certain individuals of special humanitarian concern to the U.S. who are within their countries of nationality may also be considered as refugees eligible for admission to the U.S.

### —STEP 2

**Referral to the United States:** A refugee who meets the criteria for resettlement in the U.S. is referred to the USRAP by the United Nations High Commissioner for Refugees (UNHCR), a U.S. embassy, or a trained non-governmental organization. Some refugees, including family members of refugees already in the U.S. and refugees who belong to specific groups identified by the Department of State, may be eligible for direct access to the USRAP and do not need a referral.

### —STEP 3

**Resettlement Support Center:** A Resettlement Support Center (RSC), contracted by the U.S. Department of State, compiles the refugee's personal data and background information for the security clearance process and to present to the U.S. Department of Homeland Security (DHS) for an in-person interview.

### —STEP 4

**Security Clearance Process:** With information collected by the RSC, a number of security checks are conducted. The State Department runs the names of all refugees referred to the United States for resettlement through a standard CLASS (Consular Lookout and Support System) name check. In addition, enhanced interagency security checks were phased in beginning in 2008 and applied to all refugee applicants by 2010.

### —STEP 5

**Security Clearance Process:** Certain refugees undergo an additional security review called a Security Advisory Opinion (SAO). These cases require a positive SAO clearance from a number of U.S. law enforcement and intelligence agencies in order to continue the resettlement process. When required, this step runs concurrently with Step 4.

### —STEP 6

**Security Clearance Process:** Refugees who meet the minimum age requirement have their fingerprints and photograph taken by a trained U.S. government employee, usually on the same day as their DHS interview. The fingerprints are then checked against various U.S. government databases and information on any matches is reviewed by DHS.

### —STEP 7

**In-person Interview:** All refugee applicants are interviewed by an officer from DHS's U.S. Citizenship and Immigration Services (USCIS). A trained officer will conduct a detailed, face-to-face interview with each refugee applicant being considered for resettlement. Based on the information in the refugee's case file and on the interview, the DHS officer will determine if the individual qualifies as a refugee and is admissible under U.S. law.

### —STEP 8

**DHS Approval:** If the USCIS officer finds that the individual qualifies as a refugee and meets other U.S. admission criteria, the officer will conditionally approve the refugee's application for resettlement and submit it to the U.S. Department of State for final processing. Conditional approvals become final once the results of all security checks (Steps 4, 5, and 6) have been received and cleared.

### —STEP 9

**Medical Screening:** All refugee applicants approved for resettlement in the U.S. are required to undergo a medical screening conducted by the International Organization for Migration or a physician designated by the U.S. Embassy.

### —STEP 10

**Matching Refugees with a Sponsor Agency:** Every refugee is assigned to a Resettlement Agency in the U.S., such as the U.S. Committee for Refugees and Immigrants (USCRI). The resettlement agency will place refugees with a local partner agency or field office that will assist them upon their arrival in the U.S.

### —STEP 11

**Cultural Orientation:** In addition, refugees approved for resettlement are offered cultural orientation while waiting for final processing, to prepare them for their journey to the U.S. and initial resettlement.

### —STEP 12

**Admission to the United States:** Upon arrival at one of five U.S. airports designated as ports of entry for refugee admissions, a Customs and Border Protection (CBP) officer will review the refugee's documentation and conduct additional security checks to ensure that the arriving refugee is the same person who was screened and approved for admission to the U.S.



U.S. COMMITTEE FOR REFUGEES AND IMMIGRANTS

2231 Crystal Drive, Suite 350 • Arlington, VA 22202 • Tel: (703) 310.1130 • Fax: (703) 769.4241

[www.refugees.org](http://www.refugees.org)

# Overseas Processing - “Step 9”

## Overseas Refugee Medical Screening

Medical Assessment of US-Bound Refugees\*\*

### Visa Medical Examination

- 6 months before departure
- All refugees
- Screening for inadmissible health-related conditions



### Pre-Departure Medical Screening

- 3 weeks before departure
- Refugees with Class B1 TB\*

\* Class B1 TB refers to TB fully treated by directly observed therapy, or abnormal chest x-ray with negative sputum smears and cultures, or extrapulmonary TB



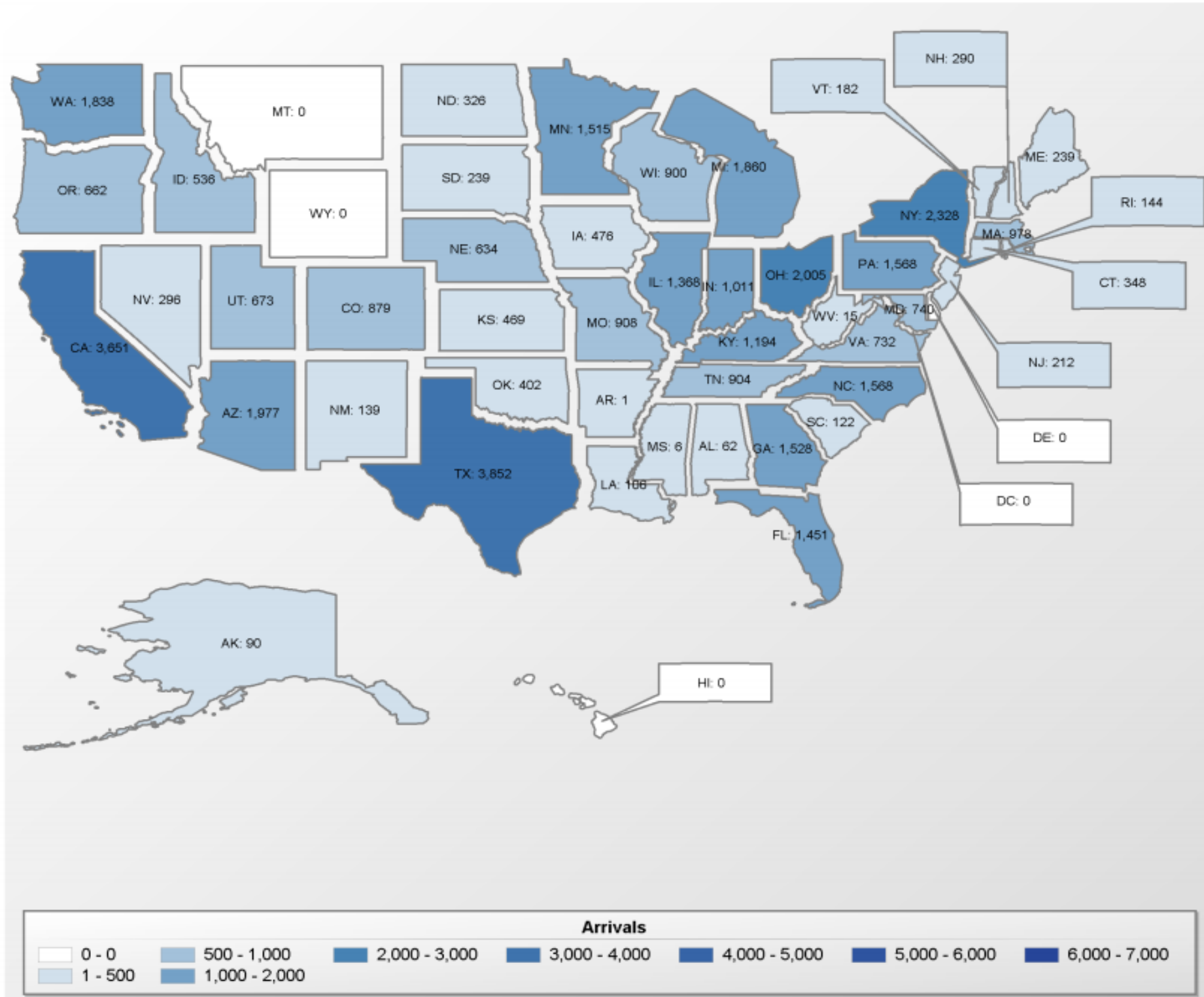
### Fit to Fly Pre-Embarkation Checks

- 24 to 48 hours before departure
- All refugees
- Screening for lice
- Presumptive treatment of intestinal parasites

Department of State  
Bureau of Population, Refugees, and Migration  
Office of Admissions - Refugee Processing Center  
Refugee Arrivals by State  
From October 1, 2015 through May 31, 2016

Cases: 16,155 Individuals: 41,424

Arrivals by State





# Colorado Dashboard

## Demographic Data

- About 2% of the refugees\* resettling in U.S. come to Colorado.
  - 2410 in 2013
  - 2496 in 2014
  - 2250 in 2015
  - 1980-2015 stats (55000+): <https://drive.google.com/a/state.co.us/file/d/0B-9dBwl5XFYdWHZRU1Rlai13Y3c/view>
- 75-80% are joining families already here
- Largest refugee and refugee-eligible populations in Colorado

Country	Percentage of Total Refugee Arrivals to Colorado (FY2015)
Burma (636)	27.0
Iraq (332)	14.0
Somalia (324)	13.7
Democratic Republic of the Congo (224)	9.5
Bhutan (191)	8.0
Cuba (163)	7.0
Afghanistan (155)	6.6
Other (each less than 50) (334)	14.2

- Languages - 35+ different languages spoken

*\*includes all refugee-eligible groups (such as SIV, URM, VOT)*

# Goals of Refugee Resettlement

- Early employment through job training and education
- Avoidance of poverty and welfare dependence
- Successful community integration
  - language, health and wellbeing, economic security and mobility, civic involvement and participation, community building and cultural interaction
  - RISE Study: <https://sites.google.com/a/state.co.us/cdhs-refugee/refugees/about-refugees>



# Who Does Refugee Resettlement Work in Colorado?

- Colorado Department of Human Services / Colorado Refugee Services Program (State coordinating agency)
- Colorado Alliance for Refugee Employment and Self-Sufficiency (CARES Network)

*Mission of Colorado resettlement programs: promote effective resettlement and rapid self-sufficiency*

# SERVICE PLAN OVERVIEW

2015

## Core Services



- THE AFRICAN COMMUNITY CENTER
- LUTHERAN FAMILY SERVICES

refugees arrive in Colorado and are welcomed by their resettlement agency. They are settled into their new home and introduced to Colorado through

resettlement staff including case managers, career counselors, job developers, health coordinators, and Family Stabilization Specialists.

refugees attend cultural orientation which helps with learning transportation, finances, employment, and health



- EMILY GRIFFITH TECHNICAL COLLEGE
- RIGHT TO READ-GREELEY



- MCPH
- DENVER HEALTH
- PEAK VISTA COMMUNITY HEALTH
- SUNRISE MEDICAL CLINIC

refugees attend english classes with opportunities for scholarships for vocational training programs

resettlement staff develop jobs and refugees attend job classes that help with choosing between employment options

medical and mental health screenings take place within the first 90 days of arrival

## Continuing services



- COLORADO AFRICAN ORGANIZATION



- DENVER REGIONAL CHURCH OF DENVERMOUNT
- LUTHERAN FAMILY SERVICES
- JEWISH FAMILY SERVICES

elders & youth are supported through their unique challenges



mental health counseling is available to all refugees including a sewing and handcraft cooperative

- WE MADE THIS
- JEWISH FAMILY SERVICES

ethnic based community organizations provide ongoing support for refugees in their homes and schools

improved job placements occur through the resettlement agency staff, medical professional career counseling, and continuing education through ESL providers

- COLORADO WELCOME BACK
- EMILY GRIFFITH TECHNICAL COLLEGE

legal services allow refugees to navigate the complex systems including family reunification and citizenship

- LUTHERAN FAMILY SERVICES

# Who are the Resettlement Agencies in Colorado?

## Lutheran Family Services

1600 Downing Street, Suite 600

Phone: 303-980-5400

Email: [david.cornish@lfsrm.org](mailto:david.cornish@lfsrm.org)

## African Community Center

5250 Leetsdale Drive

Phone: 303-399-4500

Email: [kate@acc-den.org](mailto:kate@acc-den.org)

## International Rescue Committee (Fall 2016)





# Resettlement Agencies

## Intensive Case Management (“menu”; individualized; 8 months)

### *Case Management Services*

- Act as advocates and support system
- Welcome clients at the airport
- Assist in finding safe housing
- Refer for medical assistance
- Enroll children in school
- Enroll families in eligible government programs (social security, food stamps, Medicaid)
- Facilitate initial medical screening appointments

### *Housing*

- Locate suitable initial housing
- Fill out applications
- Provide a small supply of household furnishings

### *Employment Services*

- Support clients in becoming self-sufficient and productive members of society
- Assist clients in preparing for, locating, and keeping a job
- Help clients develop workplace skills through training programs

### *Cultural Adjustment Services*

- Help refugees overcome culture shock through cultural adjustment workshops
- Match clients with American volunteers/mentors

# Role of the Resettlement Agencies in Refugee Health

- Education
- Coordination around medical screening
- Health advocacy

# Health Orientation Resettlement Agencies

## Education

- Streamlined health orientation provided shortly after arrival to the U.S. that covers the following topics:
  - Medicaid
  - Medical screenings (importance of these visits)
  - Personal hygiene
  - 911
  - Resources for specific health conditions/needs
  - Open-door and confidential resource for challenges of beginning a new life in the U.S.
- Personalized
  - Length of time in the U.S.
  - Access to transportation
  - Knowledge of public transportation
  - Health issues
  - Education level
  - English-speaking ability
  - Capacity of known support network within community

# Coordination and Advocacy Resettlement Agencies

## Medical Screening

- Coordination with screening sites to schedule screening appointments
- Ensure transportation to initial class B or class B/TB appointments; screening appointments; post-screening immunization appointment at county health department; other appointments if special or unique circumstances

## Health Advocacy

- Assistance to connect to medical care prior to screening
- Assistance to navigate health system and connection to mainstream resources

# Domestic Refugee Medical Screening

- All newly arrived refugees or newly identified asylees receive a medical screening within 90 days of their arrival to:
  - Ensure follow-up of Class A & B health conditions identified overseas
  - Identify persons with diseases of potential public health importance
  - Identify personal health conditions that adversely impact effective resettlement (e.g. job placement, language training, or school attendance)





# Medical Classification

*October 1, 2015 and January 31, 2016*

Medical Classification	Number (notifications)
Class A*	0
Class B	120
Class B/TB	34
No Special Class	376
Not Classified	145
<b><i>total</i></b>	<b><i>675</i></b>

\*Class A or inadmissible health conditions include communicable diseases of public health significance (tuberculosis [TB], syphilis and other sexually transmitted infections, and Hansen's Disease [leprosy]), drug addiction, and physical or mental disorders with harmful behaviors. Refugees with Class A conditions are prevented from travel to the U.S. unless they undergo treatment and no longer pose harm (for example, complete treatment for TB).

# Domestic Refugee Medical Screening

## Screening and Assessment

(with in-person interpretation)

- Health (head to toe) and mental health intake
- Vital signs
- Lab testing: TB, HIV, Hepatitis B/C, lead, and parasite
- Pregnancy status
- Physical examination
- Women's health exam
- Immunizations
- Referrals for follow-up care and treatment
- Education

# Domestic Refugee Medical Screening Sites

- Four screening sites  
Metro area - Denver Health (1001 S. Yosemite)  
Metro area - MCPN (1666 Elmira)  
Colorado Springs - Peak Vista  
Evans/Ft. Morgan/Greeley - Sunrise
- Site closest to refugee residence
- Numbers screened 10/2015-1/2016

Screening Site	Number Screened
Sunrise	48
Peak Vista	91
Denver Health/Lowry	105
MCPN/Elmira	423
Garfield/Mesa Counties	4
Unknown county	4
<b><i>total</i></b>	<b>675</b>



# Domestic Refugee Medical Screening Results

✓ 1400+ referrals for 675 refugees screened

- Primary care - 661
- Dental - 412
- Public health - 124
- Vision - 46
- Mental health - 67
- None - 121

✓ Top 5 health needs

Under 18 Years	18 Years or Older
Routine primary care	Routine primary care
Dental	Dental
Other, Miscellaneous (pediatrics, dermatology, WIC, hematology/oncology, audiology, orthopedics)	TB/positive TST
TB/positive TST	Mental health
Eye/vision	Eye/vision

# Health Benefits and Resources

## Medicaid

### ■ Refugees are eligible for Medicaid

- Affordable Care Act and expanded Medicaid in Colorado
- 3 Medicaid programs: Accountable Care Collaborative/Regional Care Collaborative Organization (ACC/RCCO); FFS Medicaid (open); Denver Health Choice Medicaid
- Eligibility tied to clients address, making it county-based
- Eligible members can go to any Medicaid provider associated with their Medicaid program
- Application completed by resettlement agency within 7 days of refugee arrival

### ■ Benefits and services (all 3 Medicaid programs)

- Primary care
- Preventive and wellness services
- Prescription drugs
- Outpatient care
- Dental services
- Emergency care

- Hospitalization
- Laboratory services
- Maternity care
- Newborn care
- Rehabilitative services
- Behavioral health

- Details on Medicaid coverage at: <https://www.colorado.gov/hcpf/colorado-medicaid-benefits-services-overview>
- See <http://www.denverhealthmedicaid.org/> for Denver Health Choice Medicaid details



# Health Benefits and Resources

## Mental Health

- Family Stabilization Specialist (resettlement agency)
  - Domestic violence, risk of suicide, substance abuse, crime victims, child welfare
- Integrated health system at FQHCs
- Community mental health centers of Colorado
  - Website: <http://www.colorado.gov/cs/Satellite/CDHS-BehavioralHealth/CBON/1251581449824>
- Medicaid-affiliated behavioral health providers
- Colorado Crisis Services
  - 1-844-493-TALK (8255)
  - [www.ColoradoCrisisServices.org](http://www.ColoradoCrisisServices.org)

# Patient Navigation and Care Coordination

## ■ Clinic-based programs

- CoRWC – patient navigators
- AuMH and Denver Health / A35
- MCPN - patient navigators, care coordinators
- Rocky Mountain Youth - care navigators

## ■ RCCO

- If ACC, refugees are connected to a RCCO
  - The RCCO makes sure everyone involved in individuals' care are working as a team
  - A RCCO can:
    - Connect a client to Medicaid providers and specialists
    - Help a client's health care providers communicate with each other, so the care is coordinated
    - Help a client get the right care after coming home from the hospital or a nursing facility
    - Help a client with changes like moving from children's health to adult health services
    - Help a client find community and social services in the area

## ■ Others!

# Additional Resources

- <http://www.acf.hhs.gov/programs/orr>
- <http://refugeehealthta.org/about-us/>
- BRYCS: <http://www.brycs.org/>
- <https://www.wrapsnet.org/default.aspx>
- <https://healthreach.nlm.nih.gov/> - Refugee Health Information Network (RHIN) Multilingual information for health professionals, refugees and asylees (in print, audio and video formats). 89 languages.
- <https://ethnomed.org/> - EthnoMed Cultural Competency Resources and Patient Education Materials for: Amharic, Cambodian, Chinese, Eritrean, Ethiopian, Oromo, Somali, Spanish, Tigrean, Vietnamese and others.
- <https://www.healthinfotranslations.org/> - Use the drop-down box to choose a language - Chinese Simplified and Traditional, French, Japanese, Korean, Russian, Somali, Spanish, Ukrainian, Hindi, Vietnamese, and Arabic
- <http://www.healthtranslations.vic.gov.au/> - Health Translations Online Directory From Australia - this database contains links to government, hospital, community health center and other agency online multilingual resources in numerous languages.
- <https://www.store.healthyroadsmedia.org/> - Healthy Roads Media - provides audio, written and multimedia versions of resources in languages including English, Spanish, Vietnamese, Arabic, Somali, Bosnian, Russian, Hmong, and Khmer.
- HIV AIDS and Hepatitis C Website From Australia, this website provides HIV/AIDS and hepatitis C information in the following languages: Amharic, Arabic, Bosnian, Burmese, Chinese, Croatian, English, Indonesian, Italian, Khmer, Portuguese, Serbian, Somali, Spanish, Tagalog, Thai, Turkish, and Vietnamese.
- <http://www.immunize.org/handouts/> - Immunization Action Coalition - Print Materials in Other Languages Vaccine Information Sheets, produced by the Center for Disease Control, are available in over 30 languages.
- <http://www2.massgeneral.org/interpreters/pointtalk.asp> - Mass General Hospital's Point to Talk Booklets
- <http://healthfinder.gov/>
- <http://ncemch.org/> - Maternal and Child Health Library at Georgetown University Non-English Materials and Resources
- <https://www.nlm.nih.gov/medlineplus/> - MedlinePlus Health Information in Multiple Languages Information in over 48 languages from the National Library of Medicine's premier consumer health website.
- <http://nnlm.gov/bhic/2013/01/23/new-americans-health-information-portal-nahip/> - New Americans Health Information Portal - information in various languages, includes audio, multimedia, podcast and video format.
- <http://www.mhcs.health.nsw.gov.au/> - New South Wales Multicultural Health Communication Service - a resource with numerous health topics that provide health information in many languages.
- <http://spiral.tufts.edu/> - SPIRAL: Selected Patient Information Resources in Asian Languages7 languages
- <http://refugees.org/> - U.S. Committee for Refugees and Immigrants - general refugee resettlement information; culturally appropriate material for consumers and health care-related professionals, in many languages.
- <http://www.startts.org.au/media/Resource-Working-with-Refugees-Social-Worker-Guide.pdf>