

**Date**

**Foundation ABC**

**Address**

**Dear Mr. ....**



In 2014, the Foundation ABC made a generous grant to the Jewish Family Services in San Diego after recognizing the organization's efforts in the reception and placement of refugees. The previous grant assisted JFSSD in providing of medical care and other needed services needed to the refugees. The organization has become a source of shelter for numerous people whose countries are in turmoil.

The most important point for the organization is making sure that new refugees get a comfortable place to stay as they wait for their countries to return to normalcy. The Preferred Communities project focuses on the needs of refugees who have various problems, especially during the initial stages of their resettlement programs. The provision of these services and recognition of the plight of the refugees enables them to get assistance. This proposal is an invitation to the Foundation ABC to continue partnering with the Jewish Family Services in San Diego with a \$50,000 grant for the Refugee Reception and Placement program. Through the program, the refugees will receive the much needed aid to ensure that their life is stable while in the refugee camps.

Thank you for taking your time to be part of this honorable course. Your assistance will go a long way in touching refugees' hearts and brightening their lives. Our organization to a great extent depends on assistance from organizations like yours in order to realize our mission. Kindly contact us for

any queries or ideas.

Sincerely,

## **History, mission, vision, its programs**

Jewish Family Service of San Diego is a non-profit organization that has provided comprehensive human care services to people of all ages and faiths since 1918. The early efforts of the founders entailed welcoming new immigrants from other parts of the country, as well as outside the country. At the time, the focus was on immediate needs, such as a warm meal, a sleeping place, and clean clothes for a job interview.

The mission of the Jewish Family Services in San Diego is to “strengthen the individual, enhance the family, and protect the vulnerable with human services based on Jewish values.” With 16 locations in San Diego and Riverside Counties, JFSSD is one of San Diego’s premier social service agencies. Jewish Family Service of San Diego is governed by a Board of Directors and several advisory committees and has over 250 employees serving more than 35,000 people regardless of religion, race, color , and ethnicity each year with over 50 programs, including parenting and youth services, older adult services, and refugee resettlement services. These programs are funded through grants, individual contributions, client fees, and investments. The main goal is moving families toward self-sufficiency, supporting aging with dignity, and fostering community connections. As a result, we provide some services to the physical, emotional, and spiritual well-being of our clients and work to empower each client to reach higher level of functioning.

JFSSD participates in San Diego’s active Refugee Forum that works constantly on fostering relationships among refugee service providers to

ensure that clients are able to access appropriate services, resources, and community education. JFSSD works closely with San Diego County, local employers, local health care providers, school districts, libraries, the police department, and other civic institutions to further the resources available to refugee clients and engage them in their new community.

## **Issues /Preferred communities**

The refugees emanate from different parts of the world, though mainly from Burma, Iraq, Iran, Bhutan, and Somalia. Most of them face similar problems due to histories of severe violence and dislocation that prompts them to flee from their home countries. Additionally, majority of the refugees have spent significant periods in the last decade or more in refugee camps. The living conditions in such camps impose shock and disrupt any impression of normal life.

As a resettlement agency in San Diego, JFSSD greets many refugees who arrive needing long-term, intensive case management to address their medical and/or mental health issues. While we have been able to expand our capacity during the 2010-2012 PC participation, JFSSD has experienced a steady increase of arrivals with multiple family members who are experiencing significant chronic or acute medical and mental health diagnoses. These clients need ongoing attention and substantial time to ensure they are connected to and achieve improved literacy in our healthcare systems, especially the systems that address their needs, including local mental health and specialty services, such as physical and occupational therapy, oncology, and cardio-vascular programs.

Based on available information on the Congolese refugees anticipated to begin arriving, we anticipate these types of cases will increase further. Since

there is an existing community infrastructure to meet the needs of the anticipated Congolese refugees, JFSSD is well-positioned as a resettlement agency in San Diego to expand its services to meet the needs of a new population.

## Preferred Communities Project

"**Preferred Communities** project will provide extended, targeted, specialized, and intensive case management and supportive services to recently arrived refugees." Services will be targeted at refugees identified as having particularly challenging barriers to achieving self-sufficiency during the initial resettlement period. Major **focus will be on:**

- 1) Refugees with serious and complex medical conditions requiring extended treatment;
- 2) Refugees with identifiable mental health problems, especially those that have experienced extreme trauma in their home country and/or country of first asylum, and those identified as at-risk for suicide;
- 3) Refugees living in single-parent households, especially women with multiple children and no adult male in the household.

JFSSD is determined to serve those who have special needs and conditions that require competencies that this agency has developed over many years of leadership and service. **JFSSD** through its department of Refugee Resettlement can accept and administrate intensive case management **for up to 50 special medical case refugee clients**. Because the needs and consequences are significant to the targeted populations, the agency takes very seriously the responsibility to design and deliver comprehensive and intensive case management services for refugees with special conditions.

Preferred Communities will ensure that a case plan is developed around improved health and improved healthcare literacy, expand upon the infrastructure and relationships that were built during the previous PC, including continued membership on the San Diego Refugee Forum's Health Task Force and expansion of the “diagnosis reference library”, to which other affiliates will continue to have access. Direct service will focus on families who have multiple members with needs. One case manager will be responsible for enrollment, coordination, evaluation, documentation and follow up on all services available to these clients. Case managers serving clients with medical conditions will receive ongoing training through program-related policies and procedures. Through Preferred Communities, JFSSD will be able to continue to assist these refugees regardless of length of enrollment. Also, the capacity to interconnect with multi-dimensional resources and support systems locally gives JFSSD special ability and responsibility to deliver the results intended by this Preferred Communities program.

## **Programs Goals and Objectives**

The agency's objective is to provide necessary support services while respecting the special conditions and circumstances of clients and taking special precaution to preserve the dignity and confidentiality of each refugee. Staff will also engage in ongoing research and outreach to determine available services for which clients are eligible. These macro activities will allow for a more efficient and appropriate provision of service, as well as ensure that refugees receive services through PC that supplement available services without duplicating already available services through other resources for which clients are eligible.

The program's experience in the resettlement of the refugees has led to the



conclusion that most of the individuals need intensive case management services so that they can defeat the barriers that they come across on account of their trauma histories, family structures, and medical issues. Therefore, the services offered will focus on dealing with barriers such as: a) inadequate interpretation/translation by means of medical interpreters properly trained and skilled in languages spoken the vulnerable refugees; b) inadequate understanding of how to access health services in the USA at affordable costs; c) unfamiliarity with preventative care and professional medical practitioners; d) unfamiliarity of medical service providers with new refugee populations and their special needs.

**The enrollees** of the program will receive intensive case management that is designed in a way that will assist them to be economically self-sufficient and integrated in the society as soon as possible. These services will be provided for up **to one year** after the refugee's enrolment into the program. Enrolment will be permitted after the conclusion of the initial Reception and Placement period. There will be development of three service plans that will articulate a detailed approach to the case and clear program discharge goal. The program and service delivery will take **a strength-based approach**, which will focus on assisting refugees realize their abilities and resiliency in order to overcome additional barriers to integration, which are created by vulnerabilities. The enrollees that have medical conditions will receive help in: **a)** setting and attending appointments with health care professionals, **b)** coordination of care across multiple health providers, **c)** making sure that the refugees follow the instructions given by the medical professionals, such as dosages, nutritional needs, and caring for surgical wounds among others, **d)** translating medical instructions, and **e)** maintaining benefits and receiving care for long-term care.

The enrolled refugees will also extended cultural and community orientation throughout the service period. The tools and techniques applied are

focused on the enhancement of orientation and case management for the refugees. There will also be the provision of linguistically and culturally appropriate services. Therefore, all the services will be provided in a way that is appropriate for the target population.

The program is developed with the assistance of the Department of Health and Human Services Office of Minority Health. The program is expected to hire a full-time Preferred Communities case manager within the first quarter of the project. The enrolment is planned to start immediately and will continue at ongoing basis throughout the program period. Additionally, there will be a need to hire interpreters/translators in necessary languages spoken by refugees in case they cannot speak or understand English well. Also, the funds will be spent on purchasing some equipment, such as wheelchair, walker, as well as on some first need intake supplies. In addition to all the activities described above, there are two more proposed activities to be carried out within the grant budge. They include establishing the Diagnosis Reference Library, which will contain basic information on the conditions affecting the enrollees, and its continuous expansion that will allow sharing information and updates with all affiliates.

## Evaluation Plan

Through regular program, refugees will be able to establish a positive and realistic plan for dealing with the challenges associated with their respective conditions, receive referral for appropriate treatment and identify productive strategies for managing the effects of their special conditions. They will learn to adapt to and cope with their new environment and overcome any feeling of isolation or detachment due to their particular condition. Instead, through the **preferred communities program**, refugees will receive the necessary intensive case management and resettlement

services that will allow them to become economically self-sufficient and socially integrated into the community as soon as possible.

There will be regular measurement of **the standard ORR performance outcomes** including employment rates, employment retention, and average wage, as well as health benefits. In addition, there are other measurable outcomes for measuring impacts of the proposed program on the participants' physical and mental health, their daily skills and practical knowledge of the social and cultural aspects of the U.S., and improvement of academic performance by refugee children served by the program. The JFSSD will use the standard measurement tools that have been developed and utilized in previous Preferred Communities programs. The staff members will perform desk reviews and there will be conference calls within the first year, as well as at the beginning of monitoring period of the affiliates. The evaluation will focus on:

- 1) Employment: within 150 days of enrolment, the work-eligible refugees are expected to be employed;
- 2) Employment retention: at least 70% of the refugees who obtain jobs within the project period are expected to work for a minimum of three months once hired;
- 3) Household sufficiency: within a single month of full-employment, the refugees' household income will make them ineligible for welfare including RCA and TANF;
- 4) Health improvement measures: it is expected that there will be reduced frequency of clinical visits and absence from work and school except for the cases of chronic and life threatening ailments;
- 5) Attendance in cultural orientation activities: a minimum of 85% of the enrollees are expected to attend cultural orientation classes;
- 6) improved academic performance by the children;



7) Ability to navigate systems in the new country.

## **Sustainability Plan**

The program will be run primarily on donations and grants from organizations and individuals. Other than the requested grant, other expected sources of income are donations made by individuals who have been sent some letters and other well-wishers. There will also be the in-kind contributions, including equipment and government support by providing the health professionals. There is also the partnership with other agencies to ensure that there is a smooth flow of operations. Since Preferred Communities is a long-term project, funds are expected to be attained from increasing the number of institutions offering grants for the program, donations from individuals and charity organization, as well as from other activities aimed at increasing awareness.