

**Topic:** Role of the Resettlement Agency  
(IOM Middle East)

**Activity:** Role of the Resettlement Agency: Quiz

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<b>Introduction</b>	Trainers counsel participants to listen to the advice of their resettlement agency rather than the advice of anchor relatives, friends, work colleagues and others. Refugees should view their relationship with the resettlement agency as a partnership, in which both the agency and the individual/family working together to assist in the process of resettlement and self-sufficiency. Refugees must keep their expectations to a minimum and understand that they are ultimately responsible for themselves.
<b>Objective</b>	Participants will understand that all people from the U.S. are expected to support themselves, and that refugees are no different in this respect.  Participants will understand that the resettlement agency is a good source of information and advice.
<b>Time</b>	45 minutes
<b>Materials</b>	<ul style="list-style-type: none"><li>• Writing board</li><li>• <i>Welcome to the United States</i> DVD/video</li></ul>
<b>Practice</b>	<ol style="list-style-type: none"><li>1. Show the <i>Welcome to the United States</i> DVD/video.</li><li>2. Start the quiz (see sample questions below).</li><li>3. At the end of this exercise, refugees should have a better understanding of the role of the resettlement agency, their anchor relatives, volunteers and friends. Refugees should also have reasonable expectations of their resettlement agency.</li></ol>
<b>Variations</b>	<ol style="list-style-type: none"><li>1. Start the quiz to gauge the expectations of refugees first, and then show the DVD/video.</li></ol>

Sample Quiz Questions:

1. Airport Reception: Who will receive you at the airport of your final destination?
  - a. Facilitators pick a participant randomly to answer. If the answer is the resettlement agency's caseworker, trainers point out that for anchor cases, the anchor relative will most likely receive them at the airport of their final destination.
2. Initial Housing: Who will provide you with initial housing?
  - a. Trainers emphasize that the resettlement agency ensures the provision of housing for the first 30 days; after that, refugees are responsible for paying their own housing.
3. Household Furnishings and Clothing: Who will provide you with the initial apartment furniture and clothing?

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- a. The resettlement agency will provide basic furnishing and seasonably appropriate clothing, but refugees' expectations should be low. Refugees are advised to take winter clothing they are going to a state which has a cold winter climate.
4. Financial Assistance: Who will pay for your expenses?
    - a. Most applicants put this responsibility solely on the resettlement agency. Facilitators explain that resettlement agencies assume the responsibility of covering all necessary expenses for the first 30 days of resettlement. Agencies handle this obligation in different ways. Some agencies will pay directly for necessary expenses, while others will transfer responsibilities for paying expenses by giving money directly to refugees or their relatives.
  5. Social Security Card: Who will help you apply for a social security card?
    - a. Trainers explain that the resettlement agency staff will help refugees complete this service, but an anchor relative or a volunteer might be asked to assist the refugees.
  6. Community Services: Who will help you apply for food stamps, health insurance, ESL classes, and cash assistance?
    - a. Resettlement agencies will introduce refugees to the array of community services available in their communities. Agencies will also assist refugees in applying for the necessary community services, but the refugees are ultimately responsible for making sure they have applied for all services in which they are eligible.
  7. Medical Exam or Follow-Up Medical Care: Who will help you schedule and pay for your initial medical screening after arrival?
    - a. Resettlement agencies will help to schedule a post-arrival medical exam for all refugees, but anchor relatives normally will help the resettlement agency.
  8. Work: Who will help you find your first job in the U.S.?
    - a. Resettlement agencies will assist in finding initial employment for refugees. However, resettlement agencies do not promise a job to new arrivals. Refugees need to take the initiative to find work for themselves. Refugees should not depend solely on resettlement agencies for employment opportunities.
  9. ESL and School Registration: Who will assist you in applying and registering for these services?
    - a. Resettlement agencies will assist in enrolling children in local schools. This is a priority and will be done as quickly as possible. Children will need vaccinations before beginning school. Adults are encouraged to attend ESL classes immediately after arrival.
  10. Degree Certification and Accreditation: Who will help you recertify your college degrees?
    - a. Most applicants respond that the resettlement agency will. Trainers should correct the refugees and explain that the resettlement agencies are not responsible for helping refugees with recertification. Refugees should rely on themselves, anchor relatives and friends to accomplish this service.

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