



### **Ascentria Services for New Americans program information for Concord City Councilors**

- SNA resettles approximately 250 refugees per year. Roughly two-thirds are resettled in Concord and one-third is resettled in Nashua. SNA is striving for 50/50 placements in the upcoming fiscal year. A majority of Congolese refugees make up the caseload.
- SNA provides the following services to refugees:
  - ✓ Airport reception
  - ✓ Housing—we help refugees get established in apartments and we provide the furnishings and household goods. Rental assistance for most refugees is upwards of 6 months.
  - ✓ Case management—we help refugees register and enroll for services for which they are eligible i.e. Food Stamps, Medicaid, WIC, Headstart, Fuel Assistance, subsidized housing etc.
  - ✓ Health case management—initial screening and follow up appointments
  - ✓ Intensive case management—mental health supports
  - ✓ Cultural orientation (approximately 25 hours)
  - ✓ School enrollment for children
  - ✓ School-based services including educational/social supports for students as well as supports for parent engagement
  - ✓ Targeted supportive services for older/elderly refugees
  - ✓ English for Speakers of Other Languages (ESOL)—currently we run seven classes targeting pre-literate to intermediate language learners. Classes are open year-round.
  - ✓ Employment services—including orientation, resume development, assistance with applications and interviews, job readiness training, placement services (also on-boarding services for the employer such as helping with new hire paperwork and new hire orientations), and ongoing supportive services.
  - ✓ Transportation solutions—assist with bus tickets, arrange car-pools, and financially support some refugees to attend driver's education (grant-driven, not comprehensive)
  - ✓ Arrange for interpreter services
  - ✓ Recruit, screen, train volunteers and place with families for ongoing support.
  - ✓ Referrals to community services
  - ✓ Advocacy
- Over the past few years, SNA worked with refugee families for an average of 8-10 months before they became self-sufficient. Current trends reflect an average of 6-8 months before families become self-sufficient.

