

Community Passport Project

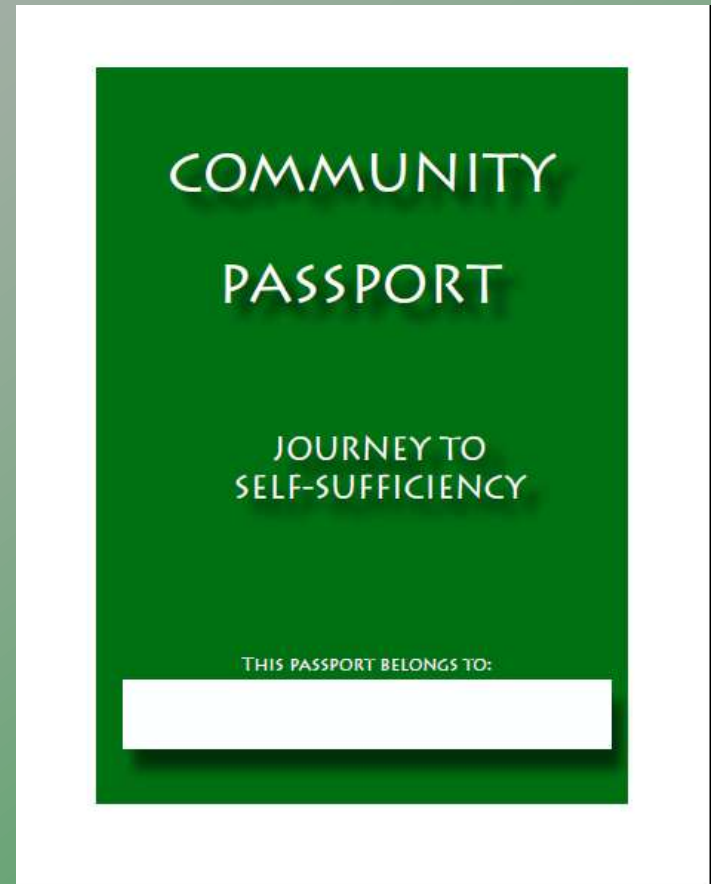
Idaho Office for Refugees

November 2010

Welcome

Contents of This Presentation:

- Overview of how the Community Passport Project
- Section by section description of the Community Passport
- Plan for implementation
- Benefits & limitations



I D A H O
OFFICE FOR
REFUGEES

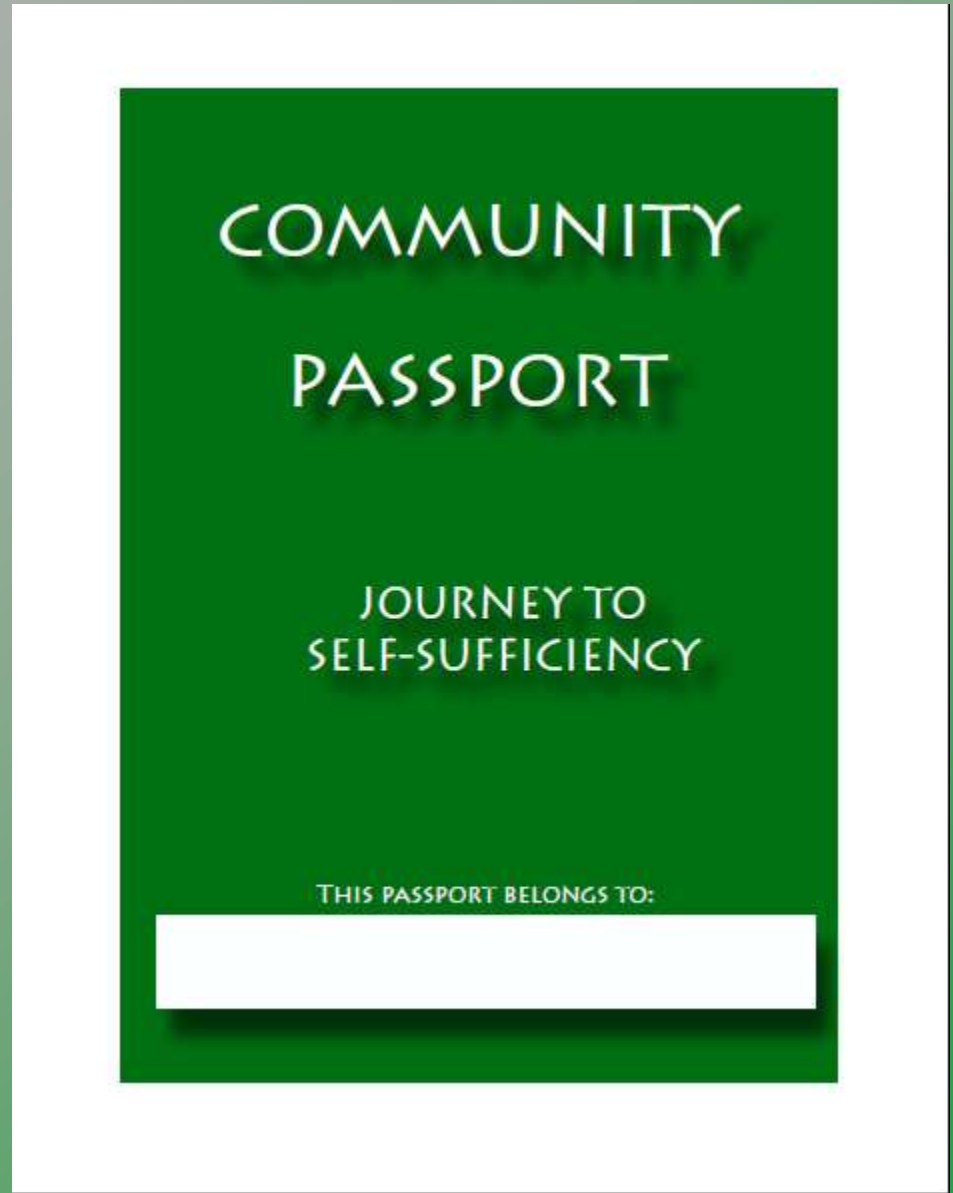
Idaho Office for Refugees November 2010

Welcome

The community passport was developed as a tool for community service providers and refugee clients to better track important information and avoid duplication of services.

We hope this effort will help make better use of service providers time, as well offer a useful booklet for refugee clients to utilize on their journey to self-sufficiency.

We would like to extend our gratitude to the International Rescue Committee of Salt Lake for the idea.



How to Use the Passport

An overview of the passport, what each section entails and how to use it most effectively.

Each section of the passport has a short instruction page for quick reference.

HOW TO USE THIS PASSPORT

The Community Passport is intended to be a tool for refugees and for the service providers who assist refugees in their resettlement and integration process.

The passport has been designed to record and keep important information in a safe place and in a convenient format. It is also a good place for service providers to make notes, document contacts and appointments, and record the status of applications for assistance.

The first section of the passport contains identification and personal information, including key dates, contact information, emergency contact information, languages spoken and household composition. Additional sections include space for tracking applications for subsidized housing, health care appointments and follow-up, and information about other services accessed.

Each section subsequent to the contact information begins with an instruction page as a reference for service providers in filling out their area. The complete User Guide to the Community Passport can be found online at www.idahorefugees.org/passport.

When this passport is presented to an agency, medical service provider or community service provider, it should be reviewed in order to determine the totality of resources accessed by the holder of the passport and to assess the current need for services and support.

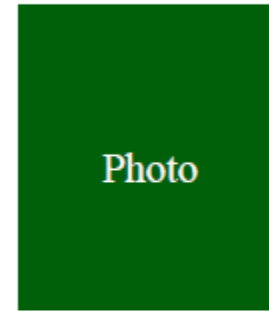
Every service provider is expected to respect and maintain the confidentiality of each client by not including sensitive and/or highly personal information in this document.

Any questions regarding this passport or its use should be directed toward the resettlement agency listed or the Idaho Office for Refugees. Information about the Community Passport may also be found online at www.idahorefugees.org/passport.

COMMUNITY PASSPORT

First Name: _____

Last Name: _____



Street	
City, State, Zip	
Phone	
Landlord Phone	
Date of Birth	
1st Language	
2nd Language	

Address Prior to Entering the United States:

Personal Information

This page will be created by resettlement agencies case managers using a template that can be printed.

All information will be typed on this page to avoid spelling errors, handwriting issues, etc.

Address prior to entering the US is important for Immigration applications

Emergency Contact Information

Emergency Contact Information for someone in the same house and someone outside of the household.

A place to add in a non-emergency contact for the client is also available. This may be a message phone, resettlement agency, neighbor, etc.

Disclaimer

This is not a legal form of identification, nor is it required for any refugee client to receive services

EMERGENCY CONTACT INFORMATION

In case of emergency, please contact the following household member:

Name	Relationship	Phone

The following contact person does not live in my home, and can be contacted in an emergency.

Name	Relationship	Phone

For non emergencies, the following person may be contacted:

Name	Relationship	Phone

DISCLAIMER

The use of this passport is entirely voluntary. Refugees in Idaho are not required to possess one nor are they required to show it in order to receive services and assistance from any source.

All information in this passport is the property the passport holder. Agencies and supporting service providers will do all they can to respect the confidentiality of the information contained in it, but the passport holder is responsible for keeping it in a safe place.

This passport is not a legal document, not can it be used as a legal form of Identification.

TITLE VI: LANGUAGE ACCESS

Title VI: Language Access

This page has a brief overview of Title VI of the Civil Rights Act that prohibits agencies who receive public funding from the government to discriminate on the basis of national origin.

In short, it is a reminder to service providers who receive federal funds (i.e. Medicaid) that they are legally bound to provide interpretation services for non-English speaking clients.

Title VI, ^{42 U.S.C. § 2000d et seq.}, was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. As President John F. Kennedy said in 1963:

“Simple justice requires that public funds, to which all taxpayers of all races [colors, and national origins] contribute, not be spent in any fashion which encourages, entrenches, subsidizes or results in racial [color or national origin] discrimination.”

Title VI has been interpreted to mean that individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English are considered limited English proficient (LEP) and have the right to receive language assistance in order to assure meaningful access to services or benefits provided by agencies and service providers that receive Federal funds. Language assistance means oral interpreter services or translations of written material.

For questions about the availability of interpreters or interpreter services, please contact a resettlement agency or the Idaho Office for Refugees.

PASSPORT SUPPORT

The Community Passport Project is a community wide effort that continues to gather support. If you would like your agency to be listed here, please contact the Idaho Office for Refugees.

Passport Support

The Community Passport Project began nearly a year ago , and many agencies have offered ideas, feedback and suggestions to help get us to the product we have today.

We continue to seek out broad support for community service agencies, and would love to include your agency on this list, just let us know!

Idaho Office for Refugees
International Rescue Committee
Agency for New Americans
CSI Refugee Services
Treasure Valley World Relief
El-Ada Community Action Network
Saint Alphonsus Regional Medical Center
Catholic Charities of Idaho
Living Independence Network Corporation
Women & Children's Alliance
Genesis World Mission
Idaho Department of Health & Welfare
English Language Center

Contact Information: Address

Often times, people move frequently in their first few years of resettlement.

This page allows 4 address change records, which is also important for when a client applies for citizenship.

CONTACT INFORMATION:ADDRESS

When applying for citizenship, you must provide your address for all the places you have lived for 10 years.

Keep this information updated.

Date of Change	
Street	
City, St.,Zip	

Date of Change	
Street	
City, St.,Zip	

Date of Change	
Street	
City, St.,Zip	

Date of Change	
Street	
City, St.,Zip	

Date of Change	
Street	
City, St.,Zip	

Contact Information: Notification of Changes

This page lists out the offices that need to be notified if your address or phone number changes, as well as your income or household size.

Logos for some of these agencies are shown below for clients to become familiar with.

CONTACT INFORMATION: NOTIFICATION OF CHANGES

If your contact information, household size, or income changes, you MUST contact the following agencies

Office	Phone
Section 8 Office	
Housing Project: _____	
Housing Project: _____	
Immigration Office	
Idaho Department of Labor	
Social Security Office	
Department of Health & Welfare	
Healthy Connections Provider	
Dentist	
School (if applicable)	



U.S. Citizenship
and Immigration
Services



Important Dates

This page will be filled out by someone working with a client on a particular service.

For example, a resettlement agency case manager would fill out many of these components, as they apply to early resettlement.

Other items, such as Section 8 Application Date may be filled out by a community service worker.

IMPORTANT DATES	
Cash Assistance Ends	
Green Card Application Eligibility	
Lease Agreement End Date	
Section 8 Application Date	
Medicaid Expiration Date	
Food Stamp Reauthorization Date	
WIC End Date	
ICCP End Date	
TAFI/TANF Start Date	
SSI Application Date	

Resettlement Information

This section will have all the initial information for the client's resettlement agency.

After a case is closed for case management, it is still okay to contact the agency if there are questions or special needs.

Key Services

This section includes immediate information such as physician information, English language Learning information, school district for children in the family, how the family gets around, and mental health providers if applicable.

RESETTLEMENT INFORMATION

Date of Arrival	
Nation of Origin	
Resettlement Agency	
Case Manager	
Case Manager Phone	
After Hours Contact Phone	
Date of Passport Issued	

KEY SERVICES

Healthy Connections Provider:

Health Connections Phone:

ESL Classes Location:

ESL Classes Phone:

Employer:

Employer Phone:

School District:

School Name:

School Phone:

Primary Transportation:

Mental Health Provider:

Mental Health Provider Phone:

Preferred Interpreters

This page is not to be filled out by interpreters, but clients and service providers can add information.

If an interpreter is listed here, there is no guarantee that they will be available for the appointment.

The sensitive information check box is important for clients who may have very personal issues that need special attention (i.e. abuse, HIV/AIDS info, mental health concerns)

PREFERRED INTERPRETERS

This section is to be filled out by service providers or clients. Please check the box for interpreters who are trusted for sensitive information and topics.

There is no guarantee that a service provider will use an interpreter that is listed here, as they may not be available or appropriate for the session or appointment.

In Boise, please visit www.boiseinterpreters.com for help locating an interpreter.

Name	
Language	
Phone	<input type="checkbox"/> Sensitive Info
Name	
Language	
Phone	<input type="checkbox"/> Sensitive Info
Name	
Language	
Phone	<input type="checkbox"/> Sensitive Info
Name	
Language	
Phone	<input type="checkbox"/> Sensitive Info
Name	
Language	
Phone	<input type="checkbox"/> Sensitive Info

Housing Assistance Section 8

On page 14, there is an overview of how to use the Housing Assistance Information section most effectively.

If you help someone file for Section 8 Housing, you would complete the top.

If you are another provider who contact the Section 8 program on behalf of a client, you would fill out one of the boxes.

HOUSING ASSISTANCE INFORMATION SECTION 8	
Date of Application	
Person/Agency Who Helped	
Helper Phone Number	
Section 8 Office Number	

Follow up/Update
Date:
Current Month Served:

Follow up/Update
Date:
Current Month Served:

Follow up/Update
Date:
Current Month Served:

Follow up/Update
Date:
Current Month Served:

Follow up/Update
Date:
Current Month Served:

Follow up/Update
Date:
Current Month Served:

Housing Assistance: Affordable Housing Projects

There are four pages dedicated to Affordable Housing Project Applications.

If you help a client apply for a project, you would complete the top section.

If you help a client follow up with a current application, you would fill out one of the boxes below.

HOUSING ASSISTANCE INFORMATION AFFORDABLE HOUSING PROJECT- 1

Project Name/Location	
Project Phone Number	
Date of Application	
Person/Agency Who Helped	
Helper Phone Number	

Follow up/Update
Date:

Follow up/Update
Date:

Follow up/Update
Date:

Follow up/Update
Date:

Follow up/Update
Date:

Follow up/Update
Date:

Housing Assistance: Rent/Utility Assistance

There are 5 pages (10 individual boxes) for this section

There are several different avenues for clients to access rent/utility assistance when needed.

Most often, someone at an agency is helping them locate these resources.

When a resource is used, the person helping should fill out one of the boxes detailing the assistance.

This record of accessed resources, as well as eligible dates to access them again should help avoid duplication, and in turn, save quite a bit of time.

HOUSING ASSISTANCE INFORMATION RENT/UTILITY ASSISTANCE-1

This section includes information on assistance clients have received for rent and/or utility assistance.

Agency	
Contact Name	
Phone	
Date Applied	
Date Approved/Denied	
Amount	
Type of Assistance	
Next Eligible Date	
Other info:	

Agency	
Contact Name	
Phone	
Date Applied	
Date Approved/Denied	
Amount	
Type of Assistance	
Next Eligible Date	
Other info:	

HEALTH CARE/MEDICAL 1

Immunizations

This is a not a substitute for the yellow immunization record. This is a quick glance record for knowing immunizations have been done, and to know when the next series, if applicable, are due.

Initial immunizations were received on: ____/____/____
Next immunizations due date: ____/____/____

Follow-Up Care:
Date:

Follow-Up Care:
Date:

Follow-Up Care:
Date:

Follow-Up Care:
Date:

Follow-Up Care:
Date:

Follow-Up Care:
Date:

Health Care/Medical: Immunizations

This is not a substitute for the official immunization record from a doctor's office.

This shows when immunizations were received, and if there are any need for follow-up, more shots, etc.

Health Care/Medical

There are 10 pages dedicated to recording contact with various medical and mental health providers.

On each page, there is a place for the provider to fill in their information. Subsequent visits with each listed provider should be documented in one of the fill in boxes below.

After 6 visits, a new page can be started for that provider.

Information on these pages should be very general to protect the client's privacy.

HEALTH/MEDICAL CARE 2	
Provider Name	
Speciality	
Affiliation	
Phone	
Visit/Appt/Contact	Visit/Appt/Contact
Date:	Date:
Visit/Appt/Contact	Visit/Appt/Contact
Date:	Date:
Visit/Appt/Contact	Visit/Appt/Contact
Date:	Date:

Service Provider: Other

There are 10 pages dedicated for “Service Provider: Other.”

Clients often come in contact with many different service providers.

These pages are meant for services that do not fall into one of the previous categories.

For example, an agency that meets with a client for disability services, psychosocial rehab services, vocational rehab, etc. would utilize this section to record the contact.

SERVICE PROVIDER-OTHER 1	
Provider Name	
Type of Service	
Agency	
Phone	

Open: __/__/__ Closed __/__/__ One time Service

Visit/Appt/Contact	Visit/Appt/Contact
Date:	Date:
Visit/Appt/Contact	Visit/Appt/Contact
Date:	Date:
Visit/Appt/Contact	Visit/Appt/Contact
Date:	Date:

Helpful Resources

On this page is a list of resource agencies that clients may find helpful.

There are several spaces to add in specific resource agencies as they become known or needed to the client.

HELPFUL RESOURCES

Name	Phone
Idaho Foodbank	208.336.9643
EI-Ada Rental & Community Assistance	208.345.2820
Catholic Charities of Idaho	208.345.6031
Jesse Tree	208.383.9486
St Vincent de Paul	208.466.3400
Salvation Army	208.343.5429
Women & Children's Alliance	208.343.3688
EI -Ada Utility Assistance	208.377.0700
Health & Welfare Navigators	2-1-1
Ada County Indigent Services	208.287.7960

Final Page: Back cover

Production Information
Where to turn it in if it is lost

THE COMMUNITY PASSPORT INITIATIVE IS
PRODUCED BY THE IDAHO OFFICE FOR
REFUGEES WITH SUPPORT FROM THE AGENCY
FOR NEW AMERICANS,
CSI REFUGEE SERVICES, INTERNATIONAL
RESCUE COMMITTEE, AND TREASURE VALLEY
WORLD RELIEF.

IF YOU FIND THIS DOCUMENT,
PLEASE RETURN IT TO:
IDAHO OFFICE FOR REFUGEES
1607 W JEFFERSON, BOISE, ID 83702
PHONE: 208.336.4222

Plan for Implementation

Phase 1: January 2010-September 2010

Structural Development & Feedback

- Drafted Community Passport and sent it via email to as many service agencies as possible
- Visited several agencies to discuss the Community Passport in person
- Held focus groups to get input from the refugee community

Phase 2: September 2010-October 2010

Final Drafting

- Incorporated ideas and feedback in to final document
- Not all ideas were feasible, but we did our best to include all possibilities
- Sent back out via email to service providers to see progress, offer any more feedback.

Phase 3: December 1, 2010-March 1, 2011

Piloting the Passport

- This project will have a 3-month pilot period
- During this phase, three groups of refugees will receive the Community Passport to try out:
 - New Arrivals during the month of December
 - 8-month closures in December
 - People who arrived in Sept 2011
- The pilot will only include adults, and minors who, for any reason, are in contact with various service providers to fill their needs.

Phase 4: March 2011

Evaluation

- After the pilot phase, all refugees who were part of the pilot will be contacted for feedback.
- Community agencies will be invited to fill out a survey about utilization of the passport.

Plan for Implementation (Continued)

Phase 5: April 2011

Full Implementation

- All necessary changes are made
- All newly arriving refugees will receive a Community Passport
- All refugees who arrived in the recent 8 months will receive one.

Important Notes

- Refugees will not be required to use the passport
- Refugees will receive information about the passport translated in their native language
- A User Guide will be posted on the Idaho Office for Refugees website

Special Thanks

- The Salt Lake International Rescue Committee for sharing their Passport with us a year ago
- Allied Graphics for quickly turning around a great product for us
- All the individuals and agencies that helped make this passport into the product we have today