

## VOCABULARY LIST (For Interpreters)

**Self-Sufficiency** – A point in resettlement when refugees are capable of caring for themselves and for the needs of dependent family members. At this point they have the ability to communicate for themselves (or to access interpreters on their own) regarding their jobs, health care needs, and community life.

**Compliance/Non-compliance** – As part of the agreement between the agency, the state, and the refugee client, the client works with his case manager to develop a “Family Self-sufficiency Plan”. This plan identifies steps towards achieving self-sufficiency. To be in a state of “**compliance**” the client must at all times be actively taking the steps identified as his mandatory participation. If at any time the client is not fully active in the identified responsibilities, he is considered “**non-compliant**” and risks becoming ineligible for benefits such as cash assistance.

**Participation** – The responsibility of the refugee client to be actively involved in his resettlement. The refugee client must sign a “Participation Agreement” and maintain an active involvement throughout his resettlement experience until his case has been closed by the agency. It is the client’s responsibility to inform his case manager **prior** to being unable to participate in any required activity.

**Case Closure** – When the client has become self-sufficient, the agency closes his case and notifies all community associations (health & welfare, doctors, et cetera).

**Resettlement Plan** – Also known as: “Family self-sufficiency Plan.” The refugee client and the Case Manager discuss and agree on this action plan together and then review and refer back to it regularly to measure the client’s progress towards self-sufficiency.

**Quest Card** – A debit card issued to the client by Health & Welfare. Also known as “food stamps”, the Quest card can be used to purchase food items only – no paper products, ready-to-eat deli items, cigarettes, liquor, or personal hygiene items. The client sets up a “PIN” (personal identification number) number at Health and Welfare at the time the card is issued and debits the card for purchases at major grocers. Health & Welfare issues a cash amount to the card as a deposit each month the client is eligible to receive it.

**WIC** – The Women, Infants & Children program provides those eligible (low income, pregnant or nursing women, infants & children under 5 years old) with important education, counseling, and monetary support for the purchase of nutritious foods.

**CDH** – Central District Health. Every refugee client is referred to Central District Health for a health screening. Immunizations are given, blood samples are drawn, and an interview with a registered nurse takes place. CDH gives a referral to the agency regarding any needed medical follow-up.

**Job Developer** – The agency staff person who matches clients with available jobs. The job developer assesses a client’s employment history, provides employment-related training, and, after job placement, works with employers and clients to build and maintain a positive working relationship.

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**Match Grant** – A benefits program offered through the agency for clients who are in good health, desire early employment, and will keep required and extensive records of volunteerism and donations throughout the four-month program.

**Volunteer Log** – A logbook that is given to Match Grant clients for the purpose of recording all donations received and all volunteer activity. Required information includes what type of activity took place, how many miles and hours the volunteer spent on that activity, the volunteer's signature and printed name, along with volunteer address and telephone number. The log must be turned in to the Case Manager and is required of the client in order to continue on the Match Grant program.

**Medicaid** – A program through Health and Welfare to help those with very low income to receive medical and dental services. A plastic card is given for each member of the family and the adults of the family must sign it immediately and carry it in their wallet. There are few providers who accept Medicaid, therefore it should be verified that they will accept it prior to setting an appointment – otherwise the patient must pay the bill. The Medicaid card will cover most pharmacy prescriptions ordered by physicians, vision care for an eye exam, and one pair of glasses per two years. It **will not** pay for contact lenses, orthodontics (braces), some dentures, and some medications. The client can ask the doctor for free samples of medications for which Medicaid will not pay (such as Tylenol).

**Appointments** – It is important to be ON TIME whether the appointment is with a Case Manager, doctor, Job Developer, English tutor, or volunteer. Many times a doctor will not see a patient who arrives late – the doctor will consider it a missed appointment and will not re-schedule. It is helpful for a client to collect a business card every time he goes into a business to meet with someone. He should use the back of the card to record important information about the appointment, then keep the card in his wallet for future reference.

**Volunteers/English Tutors** – People from local churches and the community who are willing to give of their time and life experience to help refugees. Volunteers and tutors are not paid for their time and services. Agencies work hard to recruit and train reliable volunteers. It is very important that clients demonstrate respect and appreciation for these people so they enjoy serving and are willing to continue. Volunteers help with transportation, shopping, and many other refugee needs. Clients receiving English tutors should be courteous, always ready to begin the class on time, and should have arranged for childcare, as appropriate. During tutoring sessions, clients should give full attention to learning, and not eat, watch television, or receive visitors.

**Medical Case Manager** – A World Relief staff member who schedules appointments, interpreters, and sometimes transportation for clients' medical, dental and vision needs. Often a volunteer or cab will provide the transportation. It is extremely important that the client and all family members be prepared ½ hour before the appointed pick up time – and be ready to go if the transportation comes early. The Medical Case Manager's services are available only while the client's case is an open case.