



Appendices

Section VI



A WINTER

Appendix A

Sponsor Description

One of the most considerable humanitarian problems of the 2010s has been the Worldwide Refugee and Migrant Crisis. Millions upon millions of immigrants from across the world have fled economic crises and political turmoil. One of the most pivotal, but also most controversial dilemmas of the crisis is on integration. One group trying to help the pivotal information gathering of displaced peoples is the Arizona Department of Economic Security.



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Arizona Department of Economic Security, project logo c. 2020.

The inability for the immigrants to integrate into society is a serious issue that can cause a variety of problems. These issues such as language barriers, lack of basic resources such as medical assistance can cause a systematic divide of the immigrants and the society on a socioeconomic and geopolitical level. This issue is ever more important in the United States as we have seen a number of refugees decline within the new administration. Furthermore, integration is a process in which the two parties: the immigrants and the society, work together to achieve mutual understanding between each other and accept the cultural differences between

them. One can say that the successfulness of the interaction between the two parties is the critical factor that determines whether the integration process is a success or a failure. The mission of the Arizona Department of Economic Security is to create the opportunity for the immigrants and the members of the society to come together. The most effective way to accomplish this mission is to offer resources to the refugees in Arizona. This is currently done through the form of a census. The census is a fantastic methodology in gathering multiple facets of valuable information on the refugee communities in the United States of America.

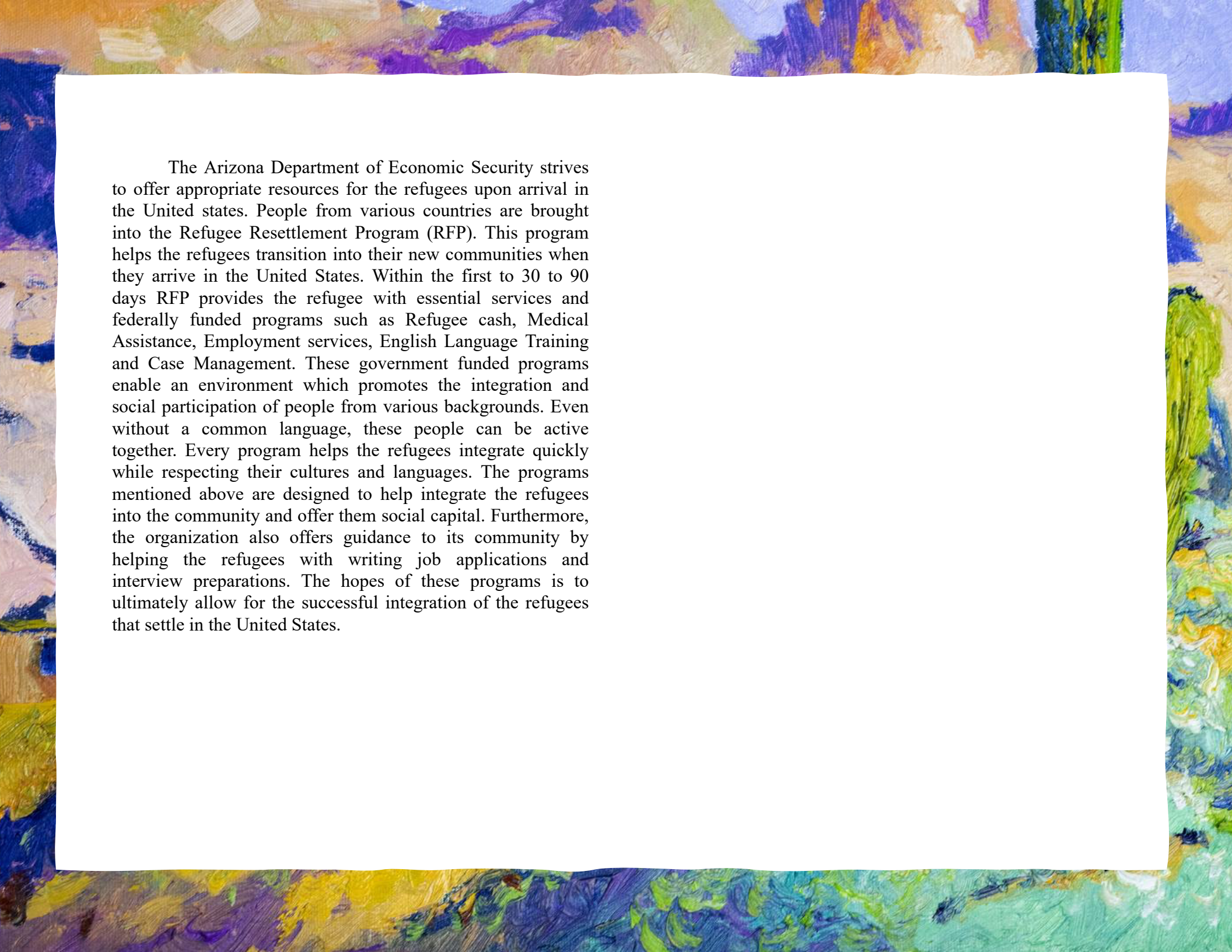
They are:

1. The population size of each refugee group
2. Demographic structure of the refugee groups
3. Marital Status
4. Average household composition and size.
5. Economic status of the refugee groups
6. Educational status and attainments
7. Occupation and labor force participation
8. Living quarter characteristics

This information gathered above can be used to help Arizona governments to properly assess the current situation of the refugee crisis in the United States. This ultimately allows the Arizona government to effectively re-allocate resources to help the refugees currently settling in Arizona to gain access to a multitude of programs that will assist them in the integration process. Some of these programs includes but is not limited to; Refugee Cash Assistance (RCA), Refugee Medical Assistance (RMA), Refugee Health Promotion (RHP), English Language Training (ELT), Unaccompanied Refugee Minors (URM), Case Management and Employment Services, Refugee School Impact (RSI), Services for Older Refugees and AmeriCorps VISTA project.



Arizona@Work, a subsidiary of the Arizona Department of Economic Security “cloud plan” to help for integration of refugees.

The background of the page is an abstract painting with thick, expressive brushstrokes. It features a rich palette of colors including deep blues, purples, yellows, greens, and oranges, creating a textured and vibrant visual effect.

The Arizona Department of Economic Security strives to offer appropriate resources for the refugees upon arrival in the United States. People from various countries are brought into the Refugee Resettlement Program (RFP). This program helps the refugees transition into their new communities when they arrive in the United States. Within the first 30 to 90 days RFP provides the refugee with essential services and federally funded programs such as Refugee cash, Medical Assistance, Employment services, English Language Training and Case Management. These government funded programs enable an environment which promotes the integration and social participation of people from various backgrounds. Even without a common language, these people can be active together. Every program helps the refugees integrate quickly while respecting their cultures and languages. The programs mentioned above are designed to help integrate the refugees into the community and offer them social capital. Furthermore, the organization also offers guidance to its community by helping the refugees with writing job applications and interview preparations. The hopes of these programs is to ultimately allow for the successful integration of the refugees that settle in the United States.

Appendix B

Informed Consent Agreement

This interview is being conducted under the supervision of Dr. S. Stanlick in the Social Science and Policy Studies department of Worcester Polytechnic Institute. The interview will take approximately 30 minutes to complete. We are creating a video to encourage hard to reach communities to participate in the 2020 census.

Your participation is voluntary and you can stop the interview at any time without negative consequences. If you know now that you do not want to participate, please let us know now and we can stop here.

All of your data gathered is confidential. Any personally identifying information that we obtain from the interview will be kept confidential. We will not be collecting any personal identifying data. Your name or your identifying information will not be used in the video until given consent. Furthermore, it should be noted that you have the right to not answer a particular question as you see fit without any repercussions.

There is no direct benefit to you from participating in this interview; however, we hope that the research will benefit others and the society by providing a better understanding of the current

perspective on the participation of hard to reach groups in the 2020 Census and the effectiveness of the census in those communities.

For more information about this research or about the rights of research participants, or in case of research-related injury, you may contact Dr. Stanlick (sstanlick@wpi.edu). At the end, we will also include the contact information for the IRB Chair (Professor Kent Rissmiller, Tel. 508-831-5019, Email: kjr@wpi.edu) and the University Compliance Officer (Jon Bartelson, Tel. 508-831-5725, Email: jonb@wpi.edu).

Your participation in this research is voluntary. Your refusal to participate will not result in any penalty to you or any loss of benefits to which you may otherwise be entitled. You may decide to stop participating in the research at any time without penalty or loss of other benefits. The project investigators retain the right to cancel or postpone the experimental procedures at any time they see fit.

By signing below, you acknowledge that you have been informed about and consent to be a participant in the study described above. Make sure that your questions are answered to your satisfaction before signing. You are entitled to retain a copy of this consent agreement.

Signature: _____ Date: _____

Observation Protocol

Observation study 1: Arizona Refugee Resettlement Program Quarterly Meeting

What is the purpose of the study?

To increase our knowledge on the current status of refugee communities in Arizona. We hope by attending this video conference we will be able to obtain detailed information regarding certain statistics that can aid us in the determination of our project.

What are we looking for?

- I. Statistics on the population of refugees in Arizona
- II. The effectiveness of the programs offered to help the refugees
- III. Any current standing problems that the refugee communities still face
- IV. Other questions that we might not have thought of but may still be relevant for our project.

Who You Will be Exposed To?

- I. Various NGOs and faith based organizations in Arizona
- II. Refugee community leaders/representatives in Arizona
- III. Arizona Refugee Resettlement Project Manager
- IV. Other relevant stakeholders (i.e. other students, professors, etc.)

Observation study 2: Get Out The Count Video Info Session

What is the purpose of the study?

To inform the community on the Arizona Outreach Video Challenge. We hope by attending the webinar we will be informed on our deliverable for our sponsor. We also hope to get more specific details about the video, such as who the target audience is and the goals of the contest for the 2020 Census.

What are we looking for?

- V. Target Audience for the video
- VI. Deadline and Rules for the Video
- VII. Examples of previous census outreach to have a better background

Who You Will be Exposed To?

- V. Various NGOs and faith based organizations in Arizona
- VI. Refugee community
- VII. American Population Group
- VIII. Refugees in US communities

Appendix D

Interview Questions for Network Map

Responses are recorded and indicated by color.

(Tansy K) (Layal Rabat) (Safaa Al Sharbati) (Salem Daoud)

1. How large is the community you work with?

1. "I work with a church: Arizona **Karen** Church" -- Burmese Refugees. ~1000 people in total, but the church has 400 people, 600 extra. 180 Kids -- very kid focused.
2. 300,000 Asian Americans and pacific islanders, 70% foreign born, geographic clusters
3. 60,000 - Iraqi and refugee communities
4. 22 families, 167 people in Arizona

2. Can you tell us a bit about your organization, your mission and programs ?

1. Karen people are closely tied to the Baptist church. Active for spiritual needs but also physical needs. Four pastors. Is a communication leader. Pastor Amy -- in english. Bible study, Within communities, there are appointed leaders for the church, which is location based. Kid pick ups for get-back-to-school.
2. Public health, direct services, help enroll people in health care, language access, education on rights to interpreters. Nine different programs. Two programs for enrollment for Health insurance (Medicaid & CHIP), Oral Health Advocacy (On the state and national level, Grass-Roots Community, Census outreach, General Health Surveys, Encouragement for the vaccination for HPV.
3. Small organization to better serve the people, reception and placement: Funded by department of state, brings refugees from overseas to United state(Logistics of meeting the refugees and providing certain services for a limited amount of time)
4. Help people, meet together, have religious parties, make special family meals, go to parks, call 4 or 5 families in the community everyday during COVID-19 pandemic

3. What is your organization's preferred way of contacting people?

(Whatsapp, Messenger, Instagram?)

1. Uses a lot of Zoom calls during COVID-19 pandemic. Messenger / group chats. Everyday posting on facebook -- 10 minute encouragement and blessing. Also every day 8 am congregation over zoom. Door Drop-offs (letters etc).
2. Word of mouth and building relationships with community organizations, partnerships, ethnic media outlets, mass texting programs, but it is expensive,
3. Contact refugees through an assigned case manager, phone. 24 hour phone used by the director.
4. Visit in person, call and talk to families

4. What language and mode of communication does your organization communicate in for better targeted outreach? (Mode of Communication: Pictures, Video, Visual, translated, etc)

1. Lots of translations -- family COVID-19 education. Most communication done in Karen; however also in English for younger people.
2. Flyers, Ethnic Media Outlets, Face to Face. Around 30 different languages. Use translators from each refugee's communities or contractors. (<https://www.facebook.com/azaanhpiforequity/>)
3. Weekly communication with community leaders, conference calls
4. Kormaji, and Kurdish, Yaziti? (North Iraq)

5. Who are the main people in your organization in charge of relaying information to your communities(Contact info)?

1. Tansy K, Pastor Kawpoelah Beney "Pastor Lah", Pastor Ehhtoowah Hso "Pastor Wa", Pastor Tha Hser Tun , Pastor Amy Rodriguez | akbctahsertun@gmail.com akbcsawlah23@gmail.com
2. Everyone takes turns, outreach coordinator, small organization, Layal Rabat main contact. (layal@apcaaz.org)
3. State program coordinator and (temp) contact the director safaa.alsharbati@airsaz.org
4. Salem(sdaoud58@gmail.com) is in charge of calling most of the families

6. What is the response rate, and how often do you communicate ?

1. Communication has increased due to COVID-19. Regular phone calls. Leadership is emails.
2. Building connections and trust takes time in the communities, Focus on long term collaborations, depends on the program, connect with the community on an individual basis (500 Families) seeking appointments for different services. Not regular communication
3. Fast Response Rate. Usually gets results in about a week or two.
4. Immediate response on both sides

7. What kind of information does your community get out of their relationships(Eg, news, socializing, religious..)?

1. Religious organization. Employment / benefits / labor. Legal and bank help (bills, mortgages, etc). Information for lively/health needs. Weekly unemployment claims help.
2. Mostly public health based help and education, give referrals when asked.
3. Help with the integration process, refugees get assigned a case manager that helps that with each part of the integration process, they also provide many services such as help with unemployment
4. Everything

8. What do you think that could be improved in your communication?

1. "Learn to mute on zoom :)" -- getting more information and education for COVID-19 al a. social distancing / masks.
2. Build up team more so they can hire more people from the communities that they serve, have more outreach with communities, and it is difficult to maintain an updated network map. More points of entry for the refugee themselves to communicate.
3. Lack of technology knowledge(email, computers...) to make their jobs easier. Implement a joint program with 10 communities to start
4. No problem?

9. What other organizations do you partner with in Arizona ?

1. N/A
2. Arizona Oral Health Coalition. Arizona Dental Association, Arizona Hygiene Association. Native American, Black American communities, Asian American Pacific Islanders, members of the Muslim community. (Always finding ways to use fundings to partner with smaller organizations)
3. Ethnic community based programs, Somali Association in Arizona, Iraqi community association, Congolese Community organization(3), Sudasene Organizations and Burmase Organization.
4. Catholic Church, Lutheran Church, ARZ

Appendix E

Interview Questions for Ex-Refugee

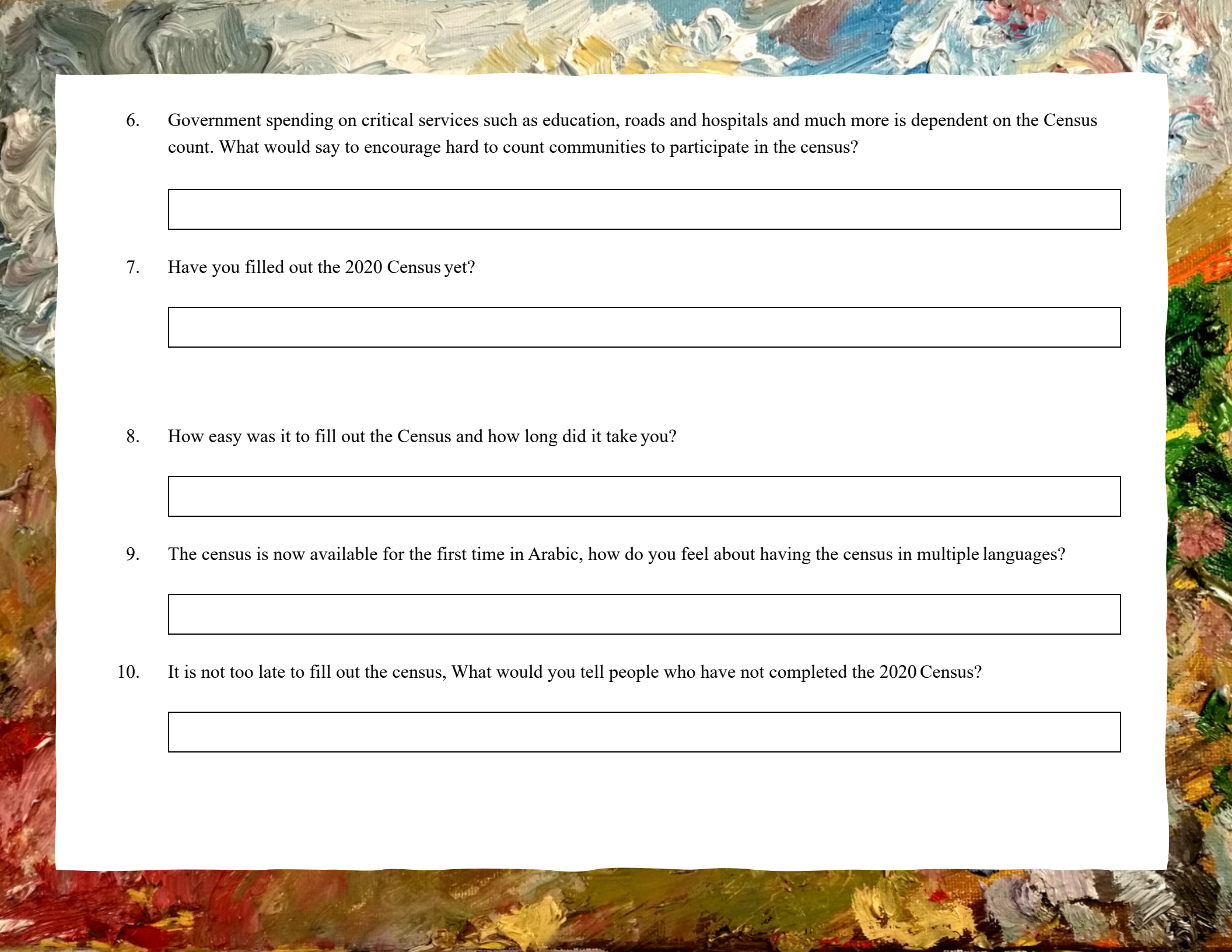
1. What prompted you to leave your home country?

2. What was one of the biggest barriers faced when you entered the United States?

3. As a business owner in your community, what challenges have you faced?

4. In your community, what programs or services have benefited you the most in resettling in the United States?

5. Do you know what the 2020 Census is?

- 
6. Government spending on critical services such as education, roads and hospitals and much more is dependent on the Census count. What would say to encourage hard to count communities to participate in the census?

7. Have you filled out the 2020 Census yet?

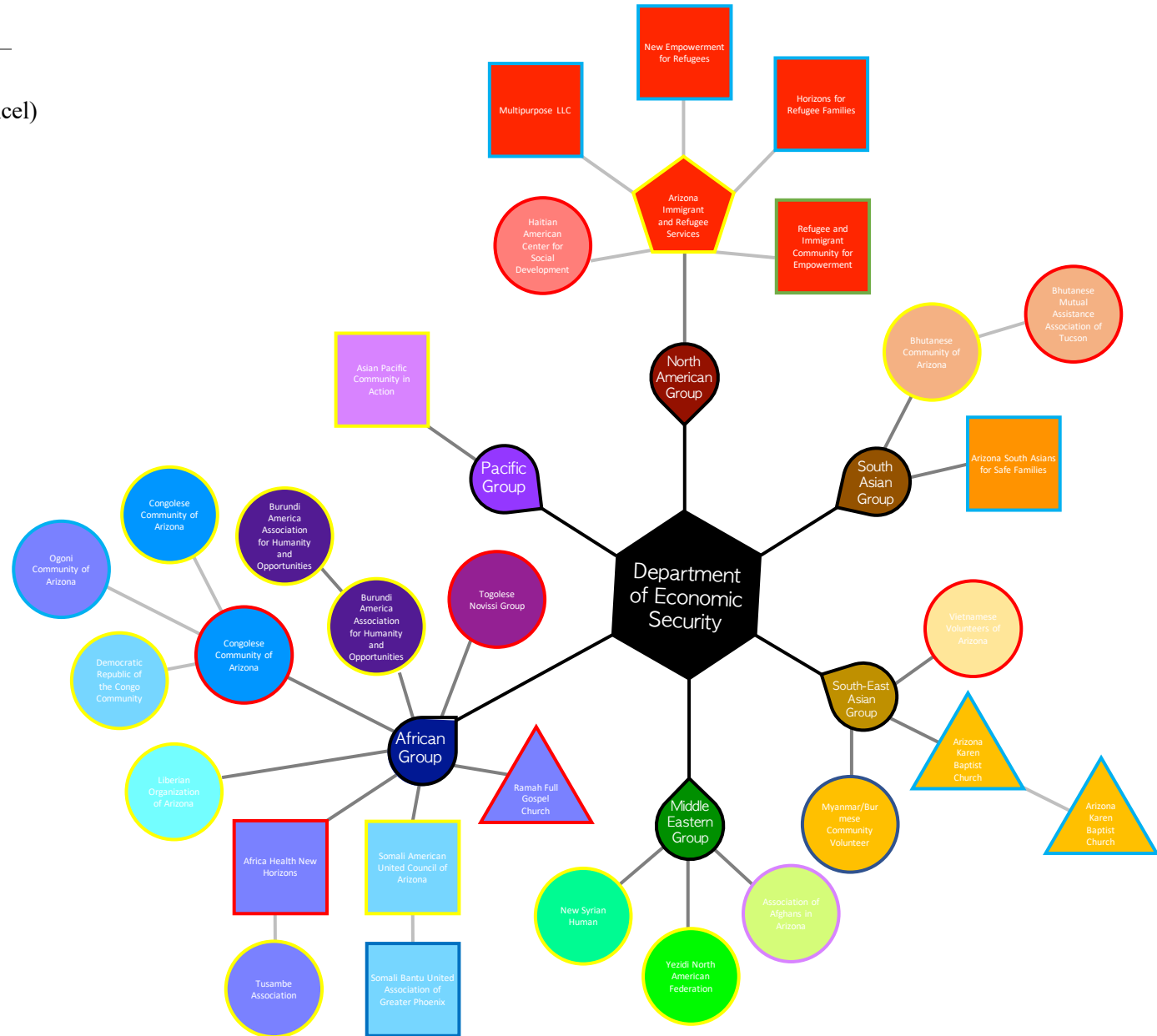
8. How easy was it to fill out the Census and how long did it take you?

9. The census is now available for the first time in Arabic, how do you feel about having the census in multiple languages?

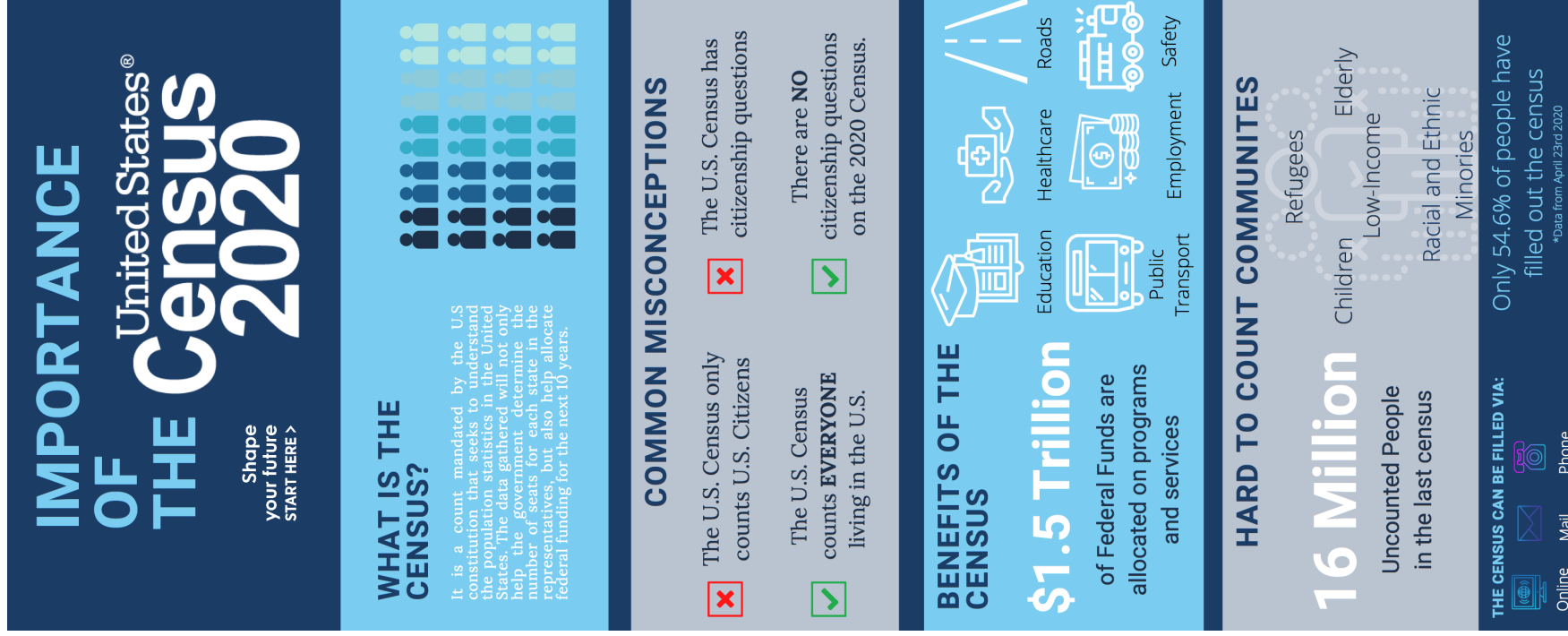
10. It is not too late to fill out the census, What would you tell people who have not completed the 2020 Census?

Appendix F

Network Map (Visual and Excel)



Last Name	First Name	Organization	Outreach Person	Region	Country Affiliation	Email	Type of Organization	City Location	Primary Language Spoken	Phone Number	Existing Communication Forms
Mbasumutima	Kigabo	Africa Health New Horizons	Abdul	Africa	NA	modeste.kigabo@gmail.com	Community Based	Avondale	French, Kinyarwanda	623-444-0928	no answer/left VM sent email
Kadue	Tansy	Arizona Karen Baptist Church	Joelle	South East Asia	Myanmar	akbetansy@gmail.com	Faith Based	Phoenix	Burmese		FB & Messenger chats. Deacons are in charge of
Lah	Saw	Arizona Karen Baptist Church	Joelle	South East Asia	Myanmar	akbsawlah23@gmail.com	Faith Based	Phoenix	Burmese		" "
Somayaji	Vallari	Arizona South Asians for Safe Families	Joelle	South Asia	NA	vallaris@asafsf.org	Community Based	Scottsdale	Hindi, Bengali, Nepali	480-747-7247	No Answer, VM full. Sent Email 3/18 @1:30p
Rabat	Layal	Asian Pacific Community in Action	Katie	Pacific	NA	layal@apcaaz.org	Community Based	Phoenix	Hawai'ian	602-265-4598	https://www.facebook.com/groups/144504496872461
Charoosaie	Shahla	Association of Afghans in Arizona	Asmeen	Middle East	Afghanistan	Scharoosaie@yahoo.com	Ethnic Based	Phoenix	Pashto, Dari	480-236-5865	Facebook and Viber
Gurung	Som	Bhutanese Community of Arizona	Katie	South Asia	Bhutan	gurungsomraj20@yahoo.com	Ethnic Based	Phoenix	Dzongkha		Facebook Messenger and Phone Calls
Rizal	Puspa	Bhutanese Mutual Assistance Association of Tucson (BMAAT)	Abdul	South Asia	Bhutan	pusparizal2013@gmail.com	Ethnic Based	Tucson	Dzongkha		sent email
Baransaka	Deogratias	Burundi- America Association for Humanity and Opportunities	Katie	Africa	Burundi	dbaransaka@cox.net	Ethnic Based	Glendale	Kirundi	623-760-8378	Will get back to me after he discusses with other members
Ntibushemeye	Vital	Burundi- America Association for Humanity and Opportunities	Katie	Africa	Burundi	ntibushemeye@yahoo.com	Ethnic Based	Glendale	Kirundi	602-570-5645	Will get back to me after he discusses with other members
Masoya	Patrick	Congolese Community of Arizona	Abdul	Africa	ROC	pmasoya@gmail.com	Ethnic Based	Phoenix	Swahili, French	602-845-0402	no answer/left VM sent email
Kabash	John	Congolese Community of AZ	Katie	Africa	ROC	kabashj@gmail.com	Ethnic Based	Phoenix	Swahili, French	480-544-8617	WhatsApp Wants to make a video
Kapinga	Joyce	DR Congo Community	Katie	Africa	DRC	kapingajoyce@yahoo.com	Ethnic Based	Phoenix	Swahili, French	602-575-1256	WhatsApp
Daoud	Salem	Yezidi North American Federation	Katie	Middle East	Kurdish	sdaoud58@gmail.com	Ethnic Based	Phoenix	Kurdish	623-299-0235	Phone Calls
Montreuil	Rodney	Haitian American Center for Social Development	Abdul	North America	Haiti	mym226@aol.com	Ethnic Based	Phoenix	Creole, French	480-376-5108	whatapp/facebook
Abdi	Abdi	Horizons for Refugee Families	Joelle	North America	NA	abditucson@gmail.com	Community Based	Tucson	English	520-229-7194	No Answer, Left VM, sent email 3/18 @1:30
Andersson	Henrietta	Liberian Organization of Arizona	Katie	Africa	Liberia	HenrieAndersson6@gmail.com	Ethnic Based	Phoenix	English	602-692-6733	Facebook, Email, Text, WhatsApp
Habeza	Jean Claude	Multipurpose LLC	Joelle	North America	NA	claudhealthcare@gmail.com	Community Based	Phoenix	Kinyarwanda		Phone Conferencing (No sure what platform specifically)
Shahin	Mouhamad Jamil	New Syrian Human	Katie	Middle East	Syrian	j.shahin@newsyrianhuman.org	Ethnic Based	Phoenix	Arabic	602-596-2205	Facebook, WhatsApp, Phone
Kayenda	Hypolite	Ramah Full Gospel Church	Abdul	Africa	NA	barnea31@msn.com	Faith Based	Glendale	N/A	602-332-5105	no answer/left VM sent email
Algarawi	Jabir	Refugee and Immigrant Community for Empowerment	Muktar	North America	NA	algarawi@cox.net	Community Based	Phoenix	N/A	602-486-1189	Facebook
Abukar	Mohamed Ali	Somali American United Council of Arizona	Katie	Africa	Somalian	m.abukar@cox.net	Community Based	Phoenix	Somali, Arabic	602 710 6911	WhatsApp, In Person, Text/Call
Ahmed	Adan	Somali Bantu United Association of Greater Phoenix	Joelle	Africa	Somalian	adansahmed@yahoo.com	Ethnic Based	Phoenix	Somali, Arabic	480-463-0278	No Answer, Left VM, sent email 3/18 @2p
Gomez	Arlette	Togolese Novissi Group	Abdul	Africa	Togo	arlygom@yahoo.fr	Ethnic Based	Phoenix	French, Ewe, Kabiye	602-515-3133	no answer/left VM sent email
Mwinde	Makyambe	Tusambe Association	Katie	Africa	NA	tusambega.secretary@gmail.com	Ethnic Based	Phoenix	N/A	520-599-6728 602-802-9656	WhatsApp and Email
Bui	Nga	Vietnamese Volunteers of AZ	Abdul	South East Asia	Vietnam	Dan.Bui@Maricopa.gov	Ethnic Based	Glendale	Vietnamese	602.506.1288	no answer/left VM sent email
Al Sharbati	Safaa	Arizona Immigrant and Refugee Services	Katie	North America	NA	safaa.alsharbati@airsaz.org	Government Based	Phoenix	English		
Myint	Adrian	Myanmar/Burmese Community Volunteer		South East Asia	Myanmar	ayemyintaz@gmail.com	Ethnic Based	Phoenix	Burmese		
Etienne	Ahayo	New Empowerment for Refugees		North America	NA	etienneahayo@gmail.com	Community Based	Glendale	English		
Kaborloomene	Sumene	Ogoni Community of Arizona		Africa	Niger	suggi4real@gmail.com	Ethnic Based	Phoenix	Khana	602-332-3448	
Morris	Katie	Arizona Department of Economic Security (Arizona Refugee Resettlement Program)	Katie, Abdul, Joelle, Asmeen	North America	NA		Government Based	Phoenix	English		



Appendix H

Contributions

Christian Adler	Nicole Bodinizzo	Julien Mugabo	Joseph Shih
<ul style="list-style-type: none">• Edited the video content received by Nabil's daughter• Incorporated subtitles for the video• Conducted group interviews• Project Designer for booklet and slides• Primary Writer of background section of booklet• Primary editor of methods section• Created visual for network map	<ul style="list-style-type: none">• Managed team time and made sure assignments were done on time• Conducted group interviews• Primary Writer of background section booklet• Primary editor of methods and introduction• Created infographic• Mandatory fun correspondent• Compiled information for network map	<ul style="list-style-type: none">• Contact person for network map interviews• Conducted group interviews• Primary Writer of methods section of booklet• Primary editor of background section• Created infographic• Mandatory fun correspondent• Compiled information for network map	<ul style="list-style-type: none">• Completed the IRB form for the team• Contact person for partnerships made with AAO and SAUC• Conducted group interviews• Primary Writer of methods section of booklet• Primary editor of background• Created infographic• Mandatory fun correspondent