

National Agency	Lutheran Immigration and Refugee Service	Affiliate Code	MILIRS05
Office State	Michigan	Office City	Battle Creek
Office Name	Lutheran Social Services of Michigan (LSSM)		
Office Address	2 West Michigan Avenue, Suite 300, Battle Creek MI 49017		
<b>JOINT SITE</b>		<b>SUB-OFFICE</b>	
If joint site, with which agency or agencies?	N/A	Sub-office	N/A
		Administering affiliate	Troy, MI
<b>R&amp;P PROGRAM AFFILIATE STAFFING</b>			
	R&P FTE paid by R&P	R&P FTE paid by other (not including volunteers)	Total Client/FTE Ratio
FY2015	2.1	0.0	69:1
FY2016	2.5	0.0	70:1

<b>CASELOAD STATISTICS (number of individuals)</b>	FY2014 Actual Arrivals					176
	FY2015 Acknowledged Capacity					145
	FY2015 Anticipated Arrivals					150
<b>PROPOSED FY2016</b>	<b>AF</b>	<b>EA</b>	<b>ECA</b>	<b>LAC</b>	<b>NE/SA</b>	<b>Total</b>
U.S. Tie Capacity	0	80	0	0	30	110
No U.S. Tie Capacity	15	30	0	0	20	65
Total Capacity	15	110	0	0	50	175

<b>FY2014 R&amp;P PERIOD REPORT OUTCOMES</b>			
R&P Period Employment % (individuals):	28%	R&P Period Out-Migration % (individuals):	11%
Total R&P Period Reports Submitted for FY2014 (number of cases/number of individuals):		89 cases/176 individuals	
Number of reports showing <b>social security card application</b> as late or incomplete			9 cases
Number of reports showing <b>enrollment in cash assistance</b> as late or incomplete			9 cases
Number of reports showing <b>enrollment in medical assistance</b> as late or incomplete			9 cases
Number of reports showing <b>enrollment in SNAP (food stamps)</b> as late or incomplete			9 cases
Number of reports showing <b>enrollment in ESL</b> as late or incomplete			8 cases
Number of reports showing <b>enrollment in employment services</b> as late or incomplete			8 cases
Number of reports showing <b>school enrollment of minor child</b> as late or incomplete			2 cases
Number of reports showing <b>health screening</b> as late or incomplete			8 cases
Number of reports showing <b>enrollment in other services as appropriate</b> as late or incomplete			8 cases
Number of reports showing <b>household income not exceeding expenses</b>			0 cases
Number of reports showing that <b>refugee is unable to identify source(s) of household income and expenses</b> after R&P assistance ends			0 cases

<b>RECENT/PROPOSED CASELOAD</b>	
Nationalities served FY2014–FY2015	Burmese (Chin), Cubans, Iraqis
Proposed nationalities FY2016	Burmese (Chin), Cubans, Iraqis, Congolese, Syrians
Languages available on staff to support the proposed caseload	Arabic, Burmese (Chin), French, Kurdish
Languages available from within the community of resettlement to support the proposed caseload	Arabic, Burmese (Chin, Rohingya), French, Kirundi, Spanish, Swahili
Other language resources used	Professional in-person interpretation- used seldom for rare language needs; Telephonic interpretation- available at any time but used infrequently and only when in-person interpreting is not available.
<b>SITE RATIONALE</b>	
Number of other affiliates present	0
Local overall unemployment rate	5.2% unemployment rate, 61.1% employment rate with an economic growth rate of 2%. High demand fields are hospitality with 4.5% growth rate and manufacturing with 3.6% annual growth rate
Available jobs	Food production, hospitality (restaurant and hotel), manufacturing, and retail
Average starting wage	FY2014: \$9.60, 85% FT; 75% benefits after 3 months FY2015: \$9.60, 95% FT; 85% benefits after 3 months
Average monthly rent and availability (Note whether Always, Frequently, Sometimes, or Never Available)	1-Bedroom: <u>\$550</u> Available: <u>Always</u> 2-Bedroom: <u>\$650</u> Available: <u>Always</u> 3-Bedroom: <u>\$860</u> Available: <u>Always</u>
Average wait time for newly arrived refugees to receive a health screening	10 to 14 days
<b>GRIEVANCE AND PSEA POLICY</b>	
Indicate whether you have a grievance policy.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Indicate whether you have incorporated the IASC’s six core principles for PSEA in your organization’s code of conduct for all staff and volunteers.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**1. Health Care Access and Refugees with Special Needs:** LSSM is unable to resettle cases with severe mental health issues, severe physical disabilities, or severe developmental disabilities, due to a lack of housing with disability accessibility at the time of arrival.

**2. Public Outreach:** Efforts for FY 2015 include meetings and presentations to churches and religious/ethnic institutions, resulting in a 10% increase in volunteerism. LSSM leads the Battle Creek Refugee Task Force, a bimonthly meeting with LSSM, the State Refugee Coordinator, health providers, ethnic leaders, and schools. LSSM also initiated outreach to faith and ethnic community groups in Kalamazoo, resulting in a new partnership with one mosque and two

churches expressing an interest in co-sponsorship. Additional outreach efforts helped locate Syrian community through the Islamic center, volunteers from Western Michigan University and a new apartment property in Kalamazoo all interested in working with new refugee populations. LSSM's Advancement Department promotes R&P program through dinners, social media, and press releases. The FY 2016 strategy includes outreach to faith communities and universities and ongoing collaboration with LSSM Advancement. Issues facing resettlement are access to language support for a diversified caseload and expansion of housing opportunities to the Kalamazoo area. These issues are discussed at each task force meeting with action items assigned to participants. As a result landlord relationships are developing in Kalamazoo and bilingual volunteers have been recruited.

**3. Financial Resources:** In FY 2014 and FY 2015, LSSM raised support from congregations and individuals, and gifts from corporate partners. Financial support raised was utilized toward emergent needs such as rent, furnishings, utilities, and transportation. In-kind goods and services contributed were in the form of furniture, household items, and space provision for ESL and donation storage. During FY 2014 and FY 2015 LSSM conducted a fundraising campaign, outreaching to over four thousand individuals, vendor partners, former clients, and US Ties to earn more than \$2,000. LSSM will continue a similar strategy to raise and utilize support in FY 2016 and expects an increase in contributions from individuals and congregations.

<b>Projected Contributions to the R&amp;P Program</b>						
<b>Type of Donor</b>	<b>FY2014 Actual Cash</b>	<b>FY2014 Actual In-kind Value</b>	<b>FY2015 Estimated Cash</b>	<b>FY2015 Estimated In-kind Value</b>	<b>FY2016 Projected Cash</b>	<b>FY2016 Projected In-kind Value</b>
Foundations/Corporations	\$21,000	\$3,850	\$22,500	\$3,500	\$25,000	\$4,000
Faith-based/Community-based Organizations	\$800	\$3,000	\$2,000	\$3,000	\$2,500	\$4,000
Fees for Service	\$0	\$0	\$0	\$0	\$0	\$0
Individuals	\$7,000	\$6,500	\$8,500	\$15,600	\$9,000	\$18,500
Volunteer Hours/Miles	\$0	\$27,000	\$0	\$27,500	\$0	\$28,000
State/County/Local Government	\$0	\$0	\$0	\$0	\$0	\$0
Headquarters	\$0	\$0	\$0	\$0	\$0	\$0
Affiliate/Sub-office	\$0	\$0	\$0	\$0	\$0	\$0
Other	\$0	\$0	\$0	\$0	\$0	\$0
<b>TOTALS</b>	\$28,800	\$40,350	\$33,000	\$49,600	\$36,500	\$54,500
<b>TOTALS PER CAPITA</b>	\$164	\$229	\$220	\$330	\$208	\$311