

National Agency	Lutheran Immigration and Refugee Service	Affiliate Code	MILIRS04
Office State	Michigan	Office City	Grand Rapids
Office Name	Lutheran Social Services of Michigan (LSSM)		
Office Address	207 East Fulton Street, Grand Rapids MI 49503		
JOINT SITE		SUB-OFFICE	
If joint site, with which agency or agencies?	EMM	Sub-office	N/A
		Administering affiliate	Troy, MI
R&P PROGRAM AFFILIATE STAFFING			
	R&P FTE paid by R&P	R&P FTE paid by other (not including volunteers)	Total Client/FTE Ratio
FY2015	3.87	0.0	72:1
FY2016	4.00	0.0	75:1

CASELOAD STATISTICS (number of individuals)	FY2014 Actual Arrivals					280
	FY2015 Acknowledged Capacity					290
	FY2015 Anticipated Arrivals					280
PROPOSED FY2016	AF	EA	ECA	LAC	NE/SA	Total
U.S. Tie Capacity	55	50	0	5	40	150
No U.S. Tie Capacity	85	30	0	0	35	150
Total Capacity	140	80	0	5	75	300

FY2014 R&P PERIOD REPORT OUTCOMES			
R&P Period Employment % (individuals):	41%	R&P Period Out-Migration % (individuals):	13%
Total R&P Period Reports Submitted for FY2014 (number of cases/number of individuals):		110 cases/280 individuals	
Number of reports showing social security card application as late or incomplete			4 cases
Number of reports showing enrollment in cash assistance as late or incomplete			6 cases
Number of reports showing enrollment in medical assistance as late or incomplete			7 cases
Number of reports showing enrollment in SNAP (food stamps) as late or incomplete			6 cases
Number of reports showing enrollment in ESL as late or incomplete			5 cases
Number of reports showing enrollment in employment services as late or incomplete			6 cases
Number of reports showing school enrollment of minor child as late or incomplete			6 cases
Number of reports showing health screening as late or incomplete			6 cases
Number of reports showing enrollment in other services as appropriate as late or incomplete			6 cases
Number of reports showing household income not exceeding expenses			0 cases
Number of reports showing that refugee is unable to identify source(s) of household income and expenses after R&P assistance ends			0 cases

RECENT/PROPOSED CASELOAD	
Nationalities served FY2014–FY2015	Bhutanese, Burmese (Chin, Karen, Rohingya), Congolese, Cuban, Eritrean, Ethiopian, Iranian, Iraqi, Rwandan, Somali, Sri Lankan, Sudanese, Syrian
Proposed nationalities FY2016	Bhutanese, Burmese (Chin, Karen, Rohingya), Congolese, Cuban, Eritrean, Ethiopian, Iranian, Iraqi, Rwandan, Somali, Sudanese, Syrian
Languages available on staff to support the proposed caseload	Arabic, Burmese (Chin), French, Hindi, Kinyarwanda, Lingala, Nepali, Somali, Spanish, Swahili
Languages available from within the community of resettlement to support the proposed caseload	Arabic, Burmese (Chin, Karen, Rohingya), Farsi, Kirundi, Nepali, Somali, Spanish, Swahili, Tigrinya
Other language resources used	LSSM subcontracts with telephonic interpretation to meet unanticipated/unique language needs
SITE RATIONALE	
Number of other affiliates present	1
Local overall unemployment rate	3.9% unemployment rate, 3% economic growth rate Health care and manufacturing are high demand fields with 4% annual growth rate.
Available jobs	Food production (agricultural, industrial), hospitality (hotel/housekeeping), healthcare, manufacturing
Average starting wage	FY2014: \$9.25 FY2015: \$9.50, 85% FT, 75% benefits after 90 days
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>\$680</u> Available: <u>Always</u> 3-Bedroom: <u>\$850</u> Available: <u>Frequently</u>
Average wait time for newly arrived refugees to receive a health screening	25 to 30 days
GRIEVANCE AND PSEA POLICY	
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 can resettle refugee clients with any health or mental health condition, as well as other special needs.

2. **Public Outreach:** Efforts for FY 2015 include meetings and presentations to churches, religious and ethnic institutions, resulting in 15% increase in co-sponsorship and volunteerism. LSSM worked with universities and led three presentations resulting in refugee awareness for 300 students and faculty. LSSM organized a Syrian Symposium, bringing over 120 individuals together to learn about Syrians and other refugee groups. LSSM leads the Freedom Flight Refugee

Task Force (FFRTF), a bimonthly meeting of resettlement agencies, State Refugee Coordinator, health providers, ethnic leaders, and schools. These meetings have helped strengthen collaboration, partnership and connections to resources. LSSM’s Advancement Department promotes the R&P program through dinners, social media, and press releases. FY 2016 strategy includes continued outreach to faith communities and universities for co-sponsorship and volunteers, and ongoing collaboration with LSSM’s Advancement Department. LSSM will continue to lead the FFRTF. Key issues facing resettlement are competition for housing and access to medical care. To address these challenges, LSSM participates in two FFRTF sub-committees: (1) the Housing Sub-committee implemented to link to new housing opportunities and resulted in LSSM membership in a Property Manager’s Association network. And, (2) the Refugee Health Collaborative-ongoing since 2012 to equip health providers in serving refugees.

3. Financial Resources: In FY 2014 and 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 4,000 individuals, vendor partners, former clients, and US Ties to earn more than \$3,000. LSSM will continue a similar strategy to raise and utilize support in FY 2016 and expects an increase in contributions from individuals and congregations.

Projected Contributions to the R&P Program						
Type of Donor	FY2014 Actual Cash	FY2014 Actual In-kind Value	FY2015 Estimated Cash	FY2015 Estimated In-kind Value	FY2016 Projected Cash	FY2016 Projected In-kind Value
Foundations/Corporations	\$7,000	\$0	\$9,000	\$0	\$10,000	\$3,000
Faith-based/Community-based Organizations	\$14,000	\$24,000	\$16,000	\$27,000	\$16,000	\$30,000
Fees for Service	\$0	\$0	\$0	\$0	\$0	\$0
Individuals	\$9,000	\$6,000	\$9,200	\$7,500	\$11,000	\$9,000
Volunteer Hours/Miles	\$0	\$33,000	\$0	\$32,000	\$0	\$35,000
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
TOTALS	\$30,000	\$63,000	\$34,200	\$66,500	\$37,000	\$77,000
TOTALS PER CAPITA	\$107	\$225	\$122	\$238	\$140	\$291