

MOUNT PLEASANT CHRISTIAN CHURCH, GREENWOOD, INDIANA

Chin Ministry

American Partner Handbook

10/13/2009

This document contains helpful information regarding services available to the American Partners for Burmese (Chin) refugees in the Indianapolis South Side.

Table of Contents

BACKGROUND & GENERAL INFORMATION.....	3
IMPORTANT DOCUMENTS	4
RESIDENCY & CITIZENSHIP.....	5
RENT, UTILITIES & PHONE.....	5
INITIAL HEALTH SCREENING.....	6
MEDICAL SERVICES & COVERAGE	6
MATERNAL & CHILD HEALTH CARE	8
IMMUNIZATIONS & TB TESTING	9
FOOD	9
CLOTHING MINISTRIES.....	10
TRANSPORTATION	11
LEARNING THE ENGLISH LANGUAGE.....	12
PUBLIC EDUCATION.....	12
EMPLOYMENT	13
LEGAL ASSISTANCE.....	13
CHANGE OF ADDRESS	13
BANKING	13
SHEPHERDING MODEL	14
MPCC COMMUNICATION WITH ITS AMERICAN PARTNERSHIP FAMILIES....	15
APPENDIX I: ENERGY ASSISTANCE PROGRAM.....	16
APPENDIX III: HOW TO GET A DRIVER’S LICENSE.....	17
APPENDIX IV: HOW TO USE THE INDYGO BUS SYSTEM.....	19
APPENDIX VI: CHANGE OF ADDRESS PROCEDURES	20
APPENDIX VII: HOW TO OPEN A BANK ACCOUNT	21

BACKGROUND & GENERAL INFORMATION

The Immigration and Nationality Act defines a refugee as “a person who is unwilling or unable to return to his country of nationality or habitual residence because of persecution or a well-founded fear of persecution on account of race, religion, membership in a particular social group, or political opinion.” While the term “refugee” is often used interchangeably with other terms such as “immigrant,” “migrant,” or “asylee,” there are important distinctions. The critical difference is refugees flee persecution, sometimes for their lives, with little if any prior planning. Hence they can best be viewed as "pushed" from their country of origin rather than "pulled" to a new land for economic or social benefit. The term *refugee* is a distinct legal status that determines eligibility for services.

- **Immigrant** - anyone who migrates to another country to set up a new residence.
- **Refugee** - immigrant who relocates seeking safety in the wake of persecution, political upheaval, or war.
- **Migrants** - typically travel from their homes to other countries in search of work.

Resettlement Agencies (Exodus Immigration, Catholic Charities, etc) provide the following services and benefits for a finite period of time:

- Travel loan to come to the U.S.
- Cash, medical assistance and food stamps
- Basic needs such as housing, essential furnishings, food, clothing
- Community orientation
- Social Security cards
- School registration for children
- Referrals for medical appointments
- Employment services
- English Language classes
- Case Management

Refugees must pay back the cost of the flight to the United States beginning 6 months after arrival. This is an interest-free loan for 3 years unless the refugee defaults, at which time interest does accrue. If there is a financial hardship, a request can be made to decrease the monthly payment amount. Each refugee should have a yellow paper that has their Travel Loan Information, with contact phone numbers. The Travel Loan Company must be contacted to discuss financial hardship. If needed, the Resettlement Agency may be able to assist with loan issues.

Each refugee receives a one-time cash grant of \$425 to help with initial resettlement expenses, such as a rent deposit and food. This money comes from agencies such as Exodus Immigration or Catholic Charities.

Refugees are eligible for assistance, most importantly, Medicaid (referred to as Hoosier Healthwise), food stamps and cash assistance for 8 months after their arrival. After the initial 8 months, the refugee must meet the same qualifications to be eligible for these services as all other citizens. Most all refugees will have had a Refugee Caseworker from the Welfare Department assigned to them during their initial 8 months. Often, “re-determination” paperwork from the Caseworker will be mailed every 6-12 months. It is important that this paperwork be returned in a timely fashion. There are a small group of Caseworkers in Marion County that work with refugees; therefore, when re-applying for benefits, or when benefits are being “re-determined”, it would be helpful to contact their prior Caseworker, or one of the Refugee Caseworkers if there are any problems. More detailed information regarding Hoosier Healthwise and Food Stamps can be found later in this document.

Refugees may also apply for cash assistance through Temporary Assistance to Needy Families, (TANF) (formerly called Aid to Families with Dependent Children), if the family has children under the age of 18 who are deprived of parental support of one or more parents. Additional info on TANF can be found at <http://www.in.gov/fssa/dfr/2684.htm>.

Once they are in the resettlement program, refugees can apply for the Match Grant Program (through Exodus/Catholic Charities). If eligible, they are provided with extended resettlement services for an additional 90-120 days. It is important to note that refugees participating in the Match Grant Program can *not* access cash assistance while they are participating in the Match Grant Program.; however, they can still receive food stamps and Medicaid coverage.

Refugees are “sponsored” by agencies such as **Exodus Immigration (Phone # 921-0836)** and **Catholic Charities (Phone #236-1553)**. These Resettlement Agencies work with the refugee for approx. 6 months. However, if the refugee continues to utilize (registers with) the Resettlement Agency for Employment Training/Placement Services and ESL services, the Agencies may likely assist in some capacity beyond that time period. It is important to note that some refugees have moved to Indianapolis from other areas of the country, in which case they will *not* have a Resettlement Agency Caseworker in the Indianapolis area.

For many refugees, it is challenging to understand that benefits and assistance are NOT entitlements. Once these services run out, or the refugee fails to meet income or other eligibility parameters, additional support from communities, faith-based organizations, and volunteers becomes essential to a successful transition.

IMPORTANT DOCUMENTS

I-94 Card:

An entrance document called the I-94 card is issued upon a refugee’s arrival to the U.S. as proof of their refugee status. The refugee will have this card immediately upon entrance into the U.S. It lists name, date of birth, date of entry into the United States, and country of citizenship. Refugees will need this card to obtain other documents, such as a Social Security card, state identification card, and driver’s license in the state they are going to live. This card is sufficient for employment purposes.

Social Security Card:

One of the first items refugees apply for is a Social Security Card. While this is done by the Resettlement Agency as part of the initial orientation process, the following might be useful as background or in case of questions:

- When applying for a Social Security Card, the refugee will need to take his/her I-94 card and any other travel documents to the nearest Social Security Office.
- Once they apply for the card, it will take approximately two weeks to receive the card in the mail.
- It must specify on the Social Security application that the individual is a “Legal alien, eligible for work”. If asked by a Social Security worker, refugees should always respond that they are a REFUGEE, NOT AN IMMIGRANT. Telling the worker you are an immigrant is incorrect and will result in long delays in receiving the Social Security Cards.
- The Social Security representative must see the I-94 card where it is stamped, “Admitted under Section 207”. This stamp is proof of eligibility for services.

The **Social Security Office** is located downtown:
575 N. Pennsylvania Room 685, Indianapolis, IN 46204
Mon-Fri: 9:00am – 4:00pm
General Information - **Phone #800-772-1213**

RESIDENCY & CITIZENSHIP

Permanent Residency

After living in the United States for one year, refugees may apply to the Immigration and Naturalization Service (INS) for permanent residency (a “Green Card”). It is strongly recommended that refugees refrain from traveling outside of the U.S. until they have their “Green Card,” as they may be denied reentry, especially if they do not have the appropriate travel documents.

Two forms are required for submission: (1) G325A and (2) I-485. These forms can be downloaded and printed from www.uscis.gov. In addition, the following must be included with the submission: (1) copy of complete Vaccination Record, (2) copy of Social Security card, (3) copy of I-94 card, (4) two original passport photos (only the photo - can be done at CVS or Walgreens for approx \$10-15. Be sure to write alien ID# on back of each photo). Mail to: USCIS, Nebraska Service Center, P.O. Box 87209, Lincoln, NE 68501-7209. After receipt, the refugee will receive a letter stating the US government has received their paperwork. Following that, a letter will be sent notifying the refugee of a pre-scheduled appointment time in which they must be fingerprinted downtown. Additionally, for some, an additional letter may be sent informing the refugee of a needed medical appointment. If all required immunizations are not complete, the refugee may receive notice that vaccines must be completed. These vaccines must be performed in a location where a “civil surgeon” can complete the paperwork. St. Francis has a clinic on the southside that can perform this duty if needed. Stacye Lane 300-0099 or Meghan Wilson 856-8750 are MPCC contacts for general questions; however, it is likely you may need to seek the assistance of Chin friends who have successfully obtained a green card and/or Chin church pastors, as both are often willing to assist in green card applications when needed.

If the refugee needs additional help, please contact the Neighborhood Christian Legal Clinic (contact info below).

Citizenship

After five years, refugees can apply for citizenship. Citizenship gives them all the rights that native-born Americans receive, including the right to vote. Contact the **Neighborhood Christian Legal Clinic** for assistance in applying for citizenship. **Phone #429-4131** or www.nclegalclinic.org.

Important Note About Selective Service

All male refugees between **the ages of 18 and 25 years are required by law to register with Selective Service. Selective Service registration must be completed before applying for citizenship. Selective Service registration cards may be picked up at any post office. Call the Central Post Office to find a location near you: Customer Service - Phone #1-800-ASK-USPS.**

More information can be found at: www.uscis.org and www.uscis.gov

RENT, UTILITIES & PHONE

Rent

When they first arrive, refugees are generally settled into an apartment selected by the Resettlement Agency. Rent may be paid for up to 4 months by Resettlement Agencies (this is a case-by-case basis, depending on availability of state grants, some may receive assistance over that time period).

Utilities

Utilities may be paid for up to 4 months by Resettlement Agencies (again, this is a case-by-case basis). After that time, electricity and gas companies offer budget plans to spread the cost of usage equally over 12 months. If financial difficulties prevent making payments, the Energy Assistance Program (EAP) may be able to help. Please see **Appendix I** for additional information.

Phone

Most refugees will already have phone service. If you need to set up a new account, call **AT&T - Phone #800-742-8771**. Explain that you are working with someone in a Refugee Resettlement Program, and that the refugee does not speak much English. You will need to give the refugee's social security number and address. Refugees will need to be cautioned that long distance calls are charged by the minute, and are not part of their regular service. You may want to check into Skype for refugees utilizing computers as an alternative for long distance calling as well. Go to www.skype.com.

INITIAL HEALTH SCREENING

The Foreign Born Health Program of the Marion County Health Department screens newly arriving refugees, including medical and dental screenings, examinations and immunizations. Initial examinations are done to assure that communicable disease transmission does not occur within the receiving community. Refugees need to be instructed to keep immunization records for themselves, as well as their children, in a safe place, as they will be needed for school enrollment and employment. Please note this program does not provide referrals, appointments or further care for the refugee, it is strictly screening in nature. For questions, contact the refugee's Caseworker with the Resettlement Agency, or the Marion County Health Department at: **Foreign Born Health Program - Phone #221-2115**.

MEDICAL SERVICES & COVERAGE

Medical services & coverage may be obtained through Medicaid (referred to as Hoosier Healthwise), Health Advantage Program, Community Health Centers or Private (Commercial) Insurance offered through an employer.

MEDICAID/HOOSIER HEALTHWISE

The Medicaid program is now referred to as Hoosier Healthwise. Medicaid is accessed through the Public Assistance Application Process. The State of Indiana makes Medicaid available to all refugees during the first 8 months following arrival into the U.S. After that time period, eligibility is dependent upon income. Coverage may or may not continue for children up until the age of 18 years, depending upon the family's income. It is often the case with refugees that children *do* remain eligible until reaching the age of 18. Please contact the Resettlement Agency if a refugee is denied Medicaid during this 8-month period.

Since most refugees will have already been enrolled in Hoosier Healthwise during their initial 8 months, a Refugee Caseworker will likely have been assigned to their case; therefore, you as the American Partner

may merely need to assist with communication, paperwork received from the Caseworker, etc. If you find you have to become more involved, the following information will be helpful:

To apply for Hoosier Healthwise, the “Application for Assistance Form” must be submitted. The submission of this form will also apply the refugee for cash assistance and food stamps. The form can be found at www.state.in.us/icpr/webfile/formsdiv/30465.pdf.

For information on how & where to apply for Hoosier Healthwise, go to: <http://www.healthcareforhoosiers.com/before how to enroll.html>. After submitting the application form, an interview will be set-up. During the interview process, a Caseworker will be assigned to the refugee.

If all Hoosier Healthwise Program criteria are met, each refugee will be assigned a policy number during the application interview. A few weeks after the interview, each refugee will receive a Hoosier Health Card with the number imprinted on the card. This card should be presented every time the refugee accesses health services. Families must choose a primary care doctor within 30 days of signing up for the program. If they do not, a doctor will be assigned to them. Every member who is in the program must have a primary care doctor. When a family applies for Hoosier Healthwise, they will get a list of doctors to choose from. When they have chosen, they MUST then tell a Benefit Advocate in order to finish the enrollment process. For more info on Hoosier Healthwise, visit www.healthcareforhoosiers.com or <http://www.in.gov/fssa/ompp/2544.htm>. **Contact Phone# 1-800-889-9949.**

For children under 19 & pregnant women, the following form must be completed to apply for Hoosier Healthwise coverage: www.in.gov/icpr/webfile/formsdiv/43202.pdf

Hoosier Healthwise will also cover dental, eye, foot care, and mental health , chiropractic, and family planning. Refugees should ask their doctor about these additional health care needs. It is recommended that you contact the provider prior to an appointment to ensure they currently accept Hoosier Healthwise patients, as provider participation in the program can change quite frequently. You can obtain up-to-date provider info by calling **phone #1-800-433-0746**.

Dental Care:

Wishard Oral Surgery Clinic - 1001 W. 10th Street, Indianapolis, IN 46202 **#630-6873**
IU School of Dentistry - 1121 W. Michigan Street, Indianapolis, IN 46202 **#274-7957**
Kool Smiles (Children Only) - 3658 East Street, Indianapolis, IN 46227 **#781-5667**
Riley Dental Clinic (Children only) - 702 Barnhill Drive, Indianapolis, IN 46202 **#274-3865**
Dr. Mark Ellis (Children only) – 910 Averitt Rd, Greenwood, IN 46143 **#859-9450**

Eye Care:

Abrams Eyecare Associates (Methodist campus) - **Phone #926-6699** - www.abramseyecare.com
Dr. Tavel – **Phone #881-6708**

HEALTH ADVANTAGE PROGRAM

Refugees no longer eligible for Hoosier Healthwise (Medicaid) may qualify for Health Advantage Coverage. Exodus or Catholic Charities can help you assist the refugee with this process. All Marion County residents that fall at or below 200 percent of the *federal* poverty level *and* do not qualify for any other assistance program are eligible.

Services include (among many others) routine exams and sports physicals, immunizations, GYN care, referrals to specialty care, lab and X-ray services, prescribed medicine and emergency services.

You may go to any of the 20+ [Health Advantage Provider Sites](#) and tell the staff that you are interested in applying for the Health Advantage Program. You can find information on how to apply for coverage at http://www.hhcorp.org/adv_how.htm.

You will have to choose a primary care site for each member of your family. Please refer to the following website to find provider sites: http://www.hhcorp.org/adv_where.htm.

More information on the Health Advantage program can be found at <http://www.wishard.edu/health-advantage.html> and <http://www.hhcorp.org/adv.htm>

COMMUNITY HEALTH CENTERS

Several Community Health Centers are located throughout the Indianapolis area. The Centers accept Hoosier Healthwise. For individuals who are working, but no longer are covered by Hoosier Healthwise or another insurance program, the Centers will provide health care services on a 'sliding scale'. A sliding scale means the individual's fee is based upon income.

Marion County Health Department Clinic - South District - Phone #221-5700
505 National Avenue, Indianapolis, IN 46227

PRIVATE/COMMERCIAL INSURANCE

It is the hope that adult refugees and their dependents eventually receive health coverage through their employer when/if the refugee secures permanent employment with benefits.

MATERNAL & CHILD HEALTH CARE

Pregnant women may receive prenatal care through either their Hoosier Healthwise coverage, Health Advantage coverage, Marion County Health Centers, or via private insurance (if applicable) as discussed previously. In addition, pregnant women and children under five years old may be eligible for WIC (Women, Infants, & Children). More information regarding WIC can be found on page 9.

The Marion County Health Department also operates the B.A.B.E. incentive program. B.A.B.E. is a community outreach project providing prenatal, post-natal and newborn infant/child services. B.A.B.E. clients may earn vouchers by going to prenatal doctor visits, parenting classes, postpartum check-ups, and immunization appointments. The vouchers may be used for baby/maternity clothing and items such as car seats. The child's and/or mother's primary physician (or Social Services provider) must provide the vouchers, which will then allow the refugee to "purchase" items at various shopping locations. For information on the B.A.B.E., program go to http://www.mchd.com/mch/mch_babe.pdf or contact: Marion County Health Department - Maternal and Child Health
B.A.B.E. Program – Phone #221-3050

Another agency providing infant clothing, diapers and formula to eligible families is the Crisis Pregnancy Center. Contact the following number to determine eligibility for services:
Crisis Pregnancy Center - Infant Supplies - Phone #926-9177
2413 N. Meridian Avenue, Indianapolis, IN 46208

IMMUNIZATIONS & TB TESTING

If not obtained through their physician/physician office, refugees can obtain immunizations and TB testing through the Marion County Health Department on a walk-in basis:

Southside Shot Clinic - Phone #221-5700

505 National Avenue, Indianapolis, IN 46227

Mon, Wed & Fri: 8am-4pm

Tues: 3pm-6pm

Thurs: 8am-12pm

Please note that NO TB skin tests are given on Thursdays

FOOD

WIC (WOMEN, INFANT, CHILDREN):

WIC is for pregnant women, breastfeeding women (up to baby's 1st birthday), non-breastfeeding postpartum women (up to 6 months after birth), and children (up to 5th birthday). Once certified for WIC, participants receive checks for specific foods including milk, cheese, eggs, fruit juices, iron-fortified cereals, dried beans or peanut butter and iron-fortified formula for infants not breastfed. Breastfeeding mothers can receive an expanded food package. An assessment must be made to determine if the applicant is at "nutritional risk". Applicants also must be "income eligible". Families receiving food stamps, Medicaid, and TANF are income eligible for the WIC program.

The main WIC office is located in the Citizens Health Center on College Ave, just north of 16th Street. The building is located behind the church. The address is 1650 N. College Ave, Indianapolis, IN 46202 - **Phone #221-3411**. An appointment must be set for the initial visit. Please see **Appendix II** for information on what to bring to the WIC appointment. During that appointment, you can request to pick up future WIC vouchers at the south location at 935 Hanna Ave, Indianapolis, IN 46227 (located next to Aldi). **Phone #221-5795**. Hanna Avenue hours: Mon, Wed, Thurs & Fri: 8am-5pm; Tues: 8am-7pm.

WIC provides a specific list of "Approved Stores" in which you can purchase food. Also, they have very specific foods (type, name brand, size, etc) that are covered under the WIC program. Please ensure the refugee has this information prior to "purchasing" items. This information will be given during the WIC appointment.

FOOD STAMPS:

Indiana's Food Stamp Program is designed to raise the nutritional level of low income households. It enables low-income families to buy nutritious foods. To qualify, *applicants must meet both non-financial*

and financial requirements. Non-financial requirements include state residency, citizenship/alien status, work registration and cooperation with the IMPACT Program. Financial criteria include income and asset limits. You can get additional information at <http://www.in.gov/fssa/dfr/2691.htm>. Given that established criteria are met, they can continue to receive food stamps.

As with health coverage through Hoosier Healthwise (since the refugee received food stamps during the initial 8 months in the US), a Refugee Caseworker with Marion County would have been assigned to the case and would be a contact person for re-determination and/or reapplying for benefits.

The same form used for Hoosier Healthwise/Medicaid coverage is also used to apply for food stamps: <http://www.in.gov/icpr/webfile/formsdiv/30465.pdf>. Once the application is filed, the refugee will be assigned a Caseworker and an appointment will be scheduled. The Caseworker will discuss needs and assess eligibility for services. This initial interview with the Caseworker will take from 1-1 1/2 hours.

Locations for Family & Social Services Administration can be found at:
<http://www.in.gov/fssa/dfr/3147.htm>

COMMUNITY FOOD PANTRIES:

Living Bread Food Pantry (Mount Pleasant Christian Church)
755 N. Bluff Rd., Greenwood, IN
Thursday 9am-9:40am, 6pm-6:40pm
1st and 3rd Saturday of each month 9:15am-9:40am

The Refuge Food and Clothing
444 Madison Ave., Greenwood, IN
Tuesday 9am-11am, Thursday 6pm-8pm

The Open Door Food and Clothing (Vineyard Community Church)
512 South Madison Ave., Greenwood, IN 46142
Monday 6pm, Wednesday 10am, Last Saturday of the month 10:30am-11:30am

His Hand Extended (TV 42, TBN)
2528 U. S. 31 South, Greenwood, IN
Monday 10:45am, Thursday 10:45am

CLOTHING MINISTRIES

In His Name Clothing Ministry (Mount Pleasant Christian Church)
755 N. Bluff Rd., Greenwood, IN
Monday and Tuesday 9am-11am, Wednesday 6pm-8pm
1st and 3rd Saturday of each month 9am-11am

The Refuge Food and Clothing
444 Madison Ave., Greenwood, IN
Tuesday 9am-11am, Thursday 6pm-8pm

The Open Door Food and Clothing (Vineyard Community Church)

512 South Madison Ave., Greenwood, IN 46142
Monday 6pm, Wednesday 10am, Last Saturday of the month 10:30am-11:30am

His Hand Extended (TV 42, TBN)
2528 U. S. 31 South, Greenwood, IN
Monday & Thursday 10:45am

TRANSPORTATION

DRIVERS LICENSE: License Branch—Bureau Of Motor Vehicles

It is possible for non-English speakers to take the written driver license test with the help of a BMV approved translator. Translators may be requested at the BMV to take the written and/or driving portions of the test, but must be arranged for in advance. Please see **Appendix III** for additional information.

Refugees will need to take their Social Security card, I-94 card, and a bill or any postmarked envelope proving their address in Indiana when taking the test. A complete list of Identification Requirements can be found at <http://www.in.gov/bmv/3573.htm> (please note that new ID requirements are effective 1/1/10).

Differences between a “learners permit” and a valid operator’s (drivers) license will need to be explained. Please be aware that even though a Chin may hold a valid “learners permit”, they may have no experience/training actually driving a car. The learners permit means they have passed the written test only. In addition, it is possible that during the translation process, they were assisted in answering questions, and may not in fact understand/be aware of the “rules of the road” and recognize signage as we might expect.

BMV South Office - 5155 South Meridian, Indianapolis, IN 46227 - **Phone #786-9342**
Sun & Mon: Closed
Tues: 8:30am-7pm
Wed, Thurs & Fri: 8:30am-5pm
Sat: 8:30am-12pm

OTHER MEANS OF TRANSPORTATION:

1. If the refugee is a member of Hoosier Healthwise, transportation to medical appointments can be arranged by calling:
 - If enrolled in the Hoosier Healthwise ‘MedWise’ Plan: **Phone #630-2831**
 - If enrolled in Hoosier Healthwise ‘Managed Health Services’ Plan OR ‘Anthem Plan’ - contact LCP Transportation – **Phone #1-800-508-7230**
 - Please note: In the future, all transportation for Hoosier Healthwise will be provided by LCP Transportation.

Refugees must call 48 hours in advance to schedule a pick-up, and then call again from the physician office when their visit is completed. They will need their Medicaid number, doctor name & address. Transportation is provided Mon-Fri 8:00am – 5:00pm.

2. **IndyGo** is also an option for transportation needs. Bus route information is available online at www.IndyGo.net - **Phone #635-3344**. It is recommended that the refugee be assisted the first time using the bus system. Refer to **Appendix IV** for more information.

3. In addition, **MPCC** has a small pool of volunteers willing to provide transportation to Chin families for medical appointments, etc. These volunteers may or may not be partnered with a Chin family, as some can not make a partnership commitment, but are willing to assist in transportation needs.
4. **Resettlement Agencies** may provide limited transportation to/from work. Check with the refugees' Agency for additional details.

LEARNING THE ENGLISH LANGUAGE

Please use the **Picture Dictionaries** provided by MPCC to facilitate communication with your Chin family. For those knowing little or no English, this is a good place to start.

English classes (ESL classes) are offered free of charge to Chin families:

Saturdays 9:30-11:30am

Southport Presbyterian Church

1427 Southview Dr, Indianapolis, IN 46227

Tom McCoy, Director

Phone #782-0791 or tmccoy@roughnotes.com

Resettlement Agencies also provide some ESL classes if registered with them for such services.

In addition, there are a myriad of **resources on the internet** that American partners can utilize to assist them in teaching English. Some of these websites can be utilized by the Chin to “self-teach” as well.

<http://esl.about.com>

<http://iteslj.org/ESL.html>

<http://iteslj.org/questions/>

<http://iteslj.org/Lessons/Counihan-Activities/TheHome.html>

<http://www.englishclub.com>

<http://www.usingenglish.com/lesson-plans.html>

www.usalearns.org

www.starfall.com (children's site)

(This just a small sampling of what is out there)

DVD's and CD's can also be rented free of charge from **public libraries**. You may find that children's learning CD's and DVD's can even be helpful to adults learning our language.

PUBLIC EDUCATION

If the parent(s) of a student would like an American Partner family member to be a part of communications regarding the education/progress of their child, the “Chin Student Assistance – American Partner Permission Form” must be submitted (see Appendix xx). This can be especially helpful if the parents have not mastered the English language, and do not understand homework assignments and feedback from teachers. A scheduled meeting with the parent and teacher/student counselor is recommended.

High School Students: For those considering post-high school education/training, it is a good idea to ensure they are aware of, and adhering to, graduation timeline requirements (Appendix xx). All sophomores take the PSAT (practice SAT). Starting their junior year, students can take the SAT. Free test

prep for SAT & ACT can be found at www.march2success.com. For those considering post-high school education, it is important to help identify and steer the student into after-school/extra-curricular activities and volunteer opportunities. Work experience may be minimal for the Chin High School population; therefore, activities/organizations/volunteer involvement will be beneficial when going through the application process.

Please see “Planning for your Future – Internet Resources” (Appendix xx) for general Internet resources. We hope to have more information related to financial aid and scholarships for the Chin population available in the future.

EMPLOYMENT

Please refer to **Appendix V** for Manpower Office locations, and other Staffing Services information. In addition, the refugee may continue to work through his/her Resettlement Agency for employment assistance/job training.

LEGAL ASSISTANCE

Contact the Neighborhood Christian Legal Clinic for assistance for legal assistance. **Phone #429-4131** or www.nclegalclinic.org.

CHANGE OF ADDRESS

It is not uncommon for refugees to move locations (apartments, cities, etc). Refer to **Appendix VI** for information on what should be done if a move does occur.

BANKING

Please refer to **Appendix VII** for information regarding opening an account for a refugee.

SHEPHERDING MODEL

A Biblical Context for Group Life

Community with God...

Community with others...

Community happens when people personally and intentionally connect with God and others. Jesus prayed in John 17 that his followers, “would be with me where I am.” When questioned about the greatest commandment Jesus replied in Matthew 22:37-39, “Love the Lord with all your heart and soul and with all your mind. And the second is like it: Love your neighbor as yourself.”

- Each American Partner Family will be matched with a “shepherd” who will (a) introduce them to their Chin family and (b) will be there to regularly support, challenge, inspire and encourage them in a way that instills value and care into their lives. The goal of the shepherding model is to build an environment where those being shepherded are secure in knowing their lives are being cared for.
- These “shepherds” act as a first contact point and are there to assist you with questions, concerns, and any issues that may arise as you build and continue in a relationship with your Chin family. It is our hope that each American Partner Family can make an easier transition into the Chin ministry with the help of these “shepherds”.
- “Shepherds” will also pray for the American and Chin families placed under their care.
- “Shepherds” will also periodically meet with their “sheep” (other American Partner Families) in a group setting to further develop friendship and provide support to one another.

MPCC COMMUNICATION WITH ITS AMERICAN PARTNERSHIP FAMILIES

ORIENTATION MEETINGS – Orientation meetings will be scheduled periodically as new American Partners are added.

SUPPORT/INFO MEETINGS – All MPCC American Partners will be highly encouraged to attend quarterly meetings. Our goal is to get at least one representative from each American family at these meetings.

SHEPHERD MEETINGS – “Shepherds” will also hold more informal gatherings to allow a forum for discussion, encouragement and relationship building. These will be scheduled and hosted by each Shepherd and their respective group of American families.

NEWSLETTER – A quarterly newsletter will also be sent to each American Partner.

WEBSITE, EMAIL & FACEBOOK – These three forums will be utilized to communicate throughout the year. It is our intention to have easily available to you a variety of real-time/updated resources. For example:

- Forms – state and county forms to be completed for various programs/government assistance
- Donations – list of items that have been donated, ability to post specific needs of your family, how to contribute financially, etc
- Maps and driving directions to various sites (medical, government offices, etc)
- Lists/locations of medical offices/clinics throughout Indianapolis
- Employment opportunities/resources
- Forum to ask questions and receive answers from other MPCC American Partner families

APPENDIX I: ENERGY ASSISTANCE PROGRAM

Overview

The Energy Assistance Program is a multi-faceted program offering financial assistance to low-income families who qualify. The program is designed to help defray the cost of heat and electricity during the winter months and furnish fans for cooling in hot weather. The summer program also provides air conditioners for those who obtain a medical statement. Elderly and disabled clients can qualify for a credit on their electric bill in lieu of fans. Participants in EAP programs must meet federal and state guidelines in order to qualify for assistance. *Begin scheduling Energy Assistance Program (EAP) appointments in early September for appointment dates that begin in early October.*

To set up an appointment: Call 1-866-565-0197.

Income Eligibility Criteria

Family Size	Maximum Annual Income
1	\$15,600
2	\$21,000
3	\$26,400
4	\$31,800

Locations/Phone Numbers

- 2626 East 46th Street Indianapolis, IN 46205
 - If you are going South on Keystone turn left on 46th Street and it will be immediately on your left-hand side.
 - Office Phone Number: 317-524-6950
 - Try to be the FIRST to go past the door once the client is called back, because if you aren't you will be waiting a very long time.
- Flanner House - 2424 Dr Martin Luther King Jr St. Indianapolis, IN 46208
 - Office Phone Number: 317-925-4231
 - Walk-ins Available on Friday

Bring to the Appointment

1. Proof of income for all family members 18 and older for the last 12 months/Letter from Exodus or Catholic Charities
2. Social Security cards for ALL family members
3. Most recent electric bill
4. Most recent heat bill
5. If at least 1 utility is included in the rent, a copy of the client's current lease
6. Photo ID

At the Appointment

- Sign in when you arrive (the client will need to have all documents at this time).
- The client will need to initial and sign several documents (application, points to remember, statement of waiver for benefit distribution, verification of zero dollar income)
- When the appointment is complete the client will find out if they qualify for the Energy Assistance Program and be able to keep a copy of the application.

APPENDIX III: HOW TO GET A DRIVER'S LICENSE

1. Client must first get a learner's permit, which they must keep for sixty days before they can take the drive test to obtain their driver's license. In order to obtain a permit the client must have the following documents:
 - One primary document (this could include any of the following):
 - i. I-94- this must be legible in order for the BMV to accept it.
 - ii. Employment authorization card
 - iii. Permanent resident card
 - iv. Passport
 - One secondary document:
 - i. A bank card in the client's name with their signature
 - ii. A bank statement dated within the last sixty days
 - iii. A Medicaid or Medicare Card
 - Social security card or letter of eligibility
 - Proof of Residency:
 - i. This may include a letter from welfare, a bill or a benefit statement from the agency, with the client's last name and address. These should be dated within the last sixty days.
 - ii. ***Any document from the list of primary or secondary documents may be used as proof of Indiana residency as well. They must, however, include the applicants name and address. i.e.: A bank statement would be acceptable as both a secondary document and proof of residency because it has the applicants name and address.
2. Once the client has these documents, the next step is to take the written test at the BMV.
 - i. If the client is not fluent in English, you will need to contact the BMV for a list of translators they accept.
 - ii. Some of these translators charge, others are free, you may want to call around to get the best rate. (317) 233-6000 (option # 2) phone number for translator services.
3. Once the written test has been passed, the applicant can get their learner's permit.
 - i. The learner's permit is valid for one year after it is issued
 - ii. The client must wait sixty days until they can schedule their drive test to get their license.
4. After the sixty day waiting period, the client may schedule an appointment for a drive test at their local BMV. (They do not need to retake the written test; it only needs to be taken once.)
 - i. The client must provide a vehicle in good, operating condition in order to take the test.
 - ii. If the client does not pass the test, he or she must wait 14 days to take it again
 - iii. A person can only fail a total of three examination (Written and driving combined)

If any issues are encountered either with service or documentation problems you can contact the regional manager for the BMV. This contact should be used as a last resort only!

Victoria Knowles, Regional Manager
Bureau of Motor Vehicles
Telephone: 317-837-0064 Fax: 317-838-8798 Cell: 317-670-5914 vknowles@bmv.in.gov
Plainfield Branch #115 Region 5
995 Andico Rd
Plainfield, IN 46168

Stephen Leak, Director of Secure Issuance
Indiana Bureau of Motor Vehicles
100 North Senate Ave., Room N440
Indianapolis, In 46204
Ph. 317.234.5305 Fx. 317.233.3135
sleak@bmv.in.gov

APPENDIX IV: HOW TO USE THE INDYGO BUS SYSTEM

Go to [www. IndyGo.net](http://www.IndyGo.net) to determine bus route that you need.

1. Go to ***Fixed Route*** tab on left hand side and click ***System & Route Maps***
 - a. Here is a specific link for the SYSTEM MAP:
http://www.indygo.net/PDF/maps/200604-IndyGo_System_Map.pdf.
1. Determine the INDIVIDUAL ROUTE that you need by using the location of the client's destination.
2. Once you find the individual route, locate individual map and timetable (at bottom of System and Route Maps page) to find a schedule.

To purchase a bus pass:

1. It is best to go to the IndyGO customer service office located at:
222 E. Market St. Indianapolis, IN 46204
2. Or you can purchase a bus pass online through the IndyGO website
3. It is best to buy either a *7-day pass* or a *30-day pass*.

Once you get the bus pass you need to make sure to explain to your clients which stop to go to along the route so they can get to their destination on time.

If you are still unsure as to how the system works, the individuals working at the customer service office are very helpful.

APPENDIX VI: CHANGE OF ADDRESS PROCEDURES

FORMS TO BE FILLED OUT:

1. Immigration Form
Requires client signature
Send to:
 US. Department of Justice
 Immigration and Naturalization Services
 HQ REC
 ULLICO 3rd Floor
 Washington, D.C. 20536
2. Welfare Form
Requires client signature
Send to Pam Harrison
3. Post Office Form
Pick up a form at the local post office
Requires client signature

NOTIFY:

1. EMM- 1-800-334-7626
 - Call and ask to talk to someone regarding Travel Loans
 - Report changes of address
 - When lowering Travel Loan monthly amount, explain reasons the full amount cannot be paid. A new monthly amount will be given.
2. CWS- 1-212-870-3361
 - This is a direct line to the person in charge of CWS travel loans in New York (Keith Nichol)
 - Report changes of address to him
 - When lowering Travel Loan monthly amount explain reasons the full amount cannot be paid and try to negotiate a new amount.
3. AT&T: Call phone number on their bill- you will need their account number (their phone number and a 4 digit number after it located on the bill)
4. IPL: Call or in person if the bill is not in their name yet

APPENDIX VII: HOW TO OPEN A BANK ACCOUNT

- ✓ Clients need to set-up a free personal checking account.

Documents needed to open a checking account:

1. Social Security Card
 2. Proof of Address – utility bill, letter from welfare, or apartment lease with name on it
 3. I-94
 4. Picture ID (Employment Authorization Card (work permit)/Driver’s License/State ID)
 5. Medicaid or Food Stamp Card with name on it
 6. Minimum deposit of \$25 (sometimes required)
- ✓ Most clients will not have a state ID or a drivers license. It is usually best to take as many forms of ID as possible, even though only one or two pieces are required (depending on the bank).
 - ✓ Bring as many pieces of mail with name and address on it (bill, lease, letter from welfare, etc.)
 - ✓ Some banks are unfamiliar with I-94’s so they may initially not accept it as a form of ID. If a bank tells you that an I-94 is not acceptable, ask them to call a branch that is familiar with establishing accounts for refugees because it is a legitimate form of ID that is governmentally issued.
(Southport Branch)
 - ✓ Must use debit card to buy things at least 5 times per month or client will be charged \$6 per month for not using it. If client does direct deposit through their employment, they are exempt from this rule.

Southside:

National City Bank offers two types of free checking accounts. The “Free Checking” account is a basic checking account that has no minimum balance requirement and no maintenance fees. The “Free Checking Plus” account has no minimum balance requirement, no maintenance fees, and includes free checks for customers who set up direct deposit. Both accounts require a \$50 minimum deposit to open the account.

- *Don’t go to Regions Bank on Stop 11 & Madison Ave*

Chase Bank (Southport Rd. & Madison Ave)
7001 S Madison Ave
Indianapolis, IN 46227
(317) 321-7227

National City (by Krispy Kreme Donuts; US31 & Stop 11)
8733 US Highway 31 S
Indianapolis, IN 46227
Ph: 317-887-8840
Hours: Mon-Thu 9am-5pm, Fri 9am-6pm, Sat 9am-12pm
****Has a Burmese Bank Teller to help with interpretation**

National City
6912 Madison Avenue
Indianapolis, IN 46227
Ph: 317-756-5181
Hours: Mon-Thu 9am-5pm, Fri 9am-6pm, CLOSED Saturdays

APPENDIX VII (cont)

Be sure to:

- Double check that clients have everything they need to open an account before leaving their home
- Order checks (cheapest possible) at the time the account is opened
- Explain that checks and ATM/Debit cards will be mailed to the client
- Explain that they will not receive checks from their employer anymore because they will be sent to the bank if they choose direct deposit.
- Explain that the direct deposit form needs to be given to the employer to complete (Some banks have established relationships with certain companies/employers and this form may not be necessary in these cases.)

May have difficulty with:

- Explaining what a PIN number is
- Making sure clients know they need to choose a PIN number they will remember
- Explaining how direct deposit works. Some clients do not like the idea of having their money sent to someone else and prefer taking their checks to the bank themselves.