



June 6, 2024

Supporting Resettlement Workers with Lived Experience

Individual, Organizational, and Policy-Level Strategies

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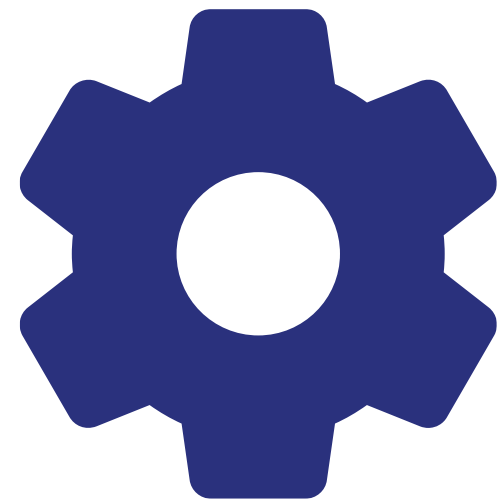
Resources and services presented to you by Switchboard.

Switchboard is a one-stop resource hub for refugee service providers in the United States.





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Here's a quick overview of your settings.

This is a webinar, so you're joining on listen-only mode.





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Connect phone or
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Chat



Raise Hand



Q&A

Leave Meeting



Due to the large number of learners on today's webinar, we've disabled the chat box.





Though disabled for learners, keep an eye on the chat for messages from Switchboard and links to various resources we'll be mentioning throughout.





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Chat



Raise Hand



Q&A

Leave Meeting



You do have the option to send messages to the speakers and co-facilitators via the Q&A.





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by clicking **Q&A** here

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Chat



Raise Hand

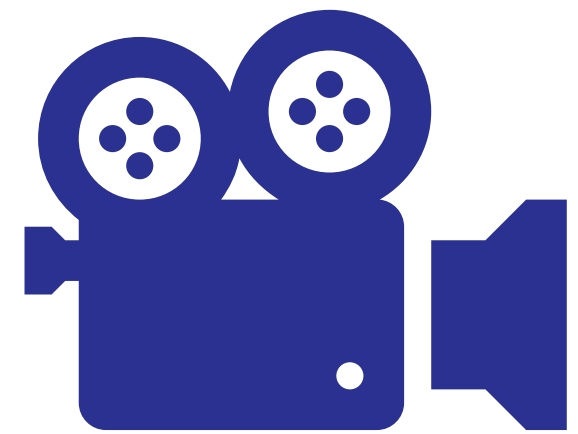


Q&A

Leave Meeting



**Today's webinar will
run for 75 minutes
and is being recorded.**





You'll receive an email with the recording, slides, and recommended resources within 24 hours.

The webinar transcript, along with the recording, will also be posted on the Switchboard website.





Last, we ask that you kindly complete our webinar satisfaction survey at the conclusion of our session.





This short, 5-question survey helps us here at Switchboard continuously improve our training and technical assistance offerings to you all.





Thank you for joining today's training!

We will begin momentarily.

Today's Speakers



Rochelle Frounfelker

Assistant Professor,
Lehigh University
Bethlehem, PA



Farhad Sharifi

Refugee Program Advisor,
Research Program for
Children and Adversity,
Boston College



Chelsea Lafferty

Director Refugee Services,
St. Vincent Catholic Charities,
Lansing, MI

Today's Speakers



Zohra Danish

Afghan Family Strengthening Interventionist,
St. Vincent Catholic Charities,
Lansing, MI



Ali Tarokh

Director of Policy and
Advocacy at Trellus,
Chicago, IL



Caroline Dilts

Program Manager,
Research Program for
Children and Adversity,
Boston College



Learning Objectives

By the end of this session, you will be able to:

1

EXPLAIN

the importance and impact of having a diverse and representative resettlement staff

2

IDENTIFY

the unique challenges experienced by resettlement workers who themselves come from a refugee or newcomer background

3

APPLY

key organizational and individual strategies to support resettlement staff from refugee and newcomer backgrounds

4

PLAN and ADVOCATE

for more equitable systemic policies and organizational practices for resettlement staff from refugee or newcomer backgrounds

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What is your current job role and responsibilities?

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What brings you to this Webinar?



1

Resettlement Workers with a Lived Experience

Overview, Definitions, and Statistics



What Do We Mean by “Staff with Lived Experience”?



Resettlement staff who:

- identify as a refugee, immigrant, or newcomer
- underwent or are undergoing the resettlement process themselves



Current State of U.S. Resettlement

- 60,000+ resettled in FY 2023
- Rebuilding the resettlement field post-2021
- Need for skilled workforce to serve influx of new arrivals, many coming from Afghanistan



Economic Impact of Refugees and Newcomers



In 2019, refugee households earned **\$93.6B.**

\$8.7B went to state and local taxes.

\$16.2B went to federal taxes.

Leaving them with **\$68.6B** in spending power.

- Although refugees are a small segment of the US population, they contribute significantly to the economy as earners and taxpayers.
- Approximately 15.2% of refugee workers are employed in health care and social services industries.

Source: American Immigration Council analysis of the 5-year sample from the 2019 American Community Survey

Benefits of a Diverse Workforce

In Refugee Resettlement



**Promotes creativity
and innovation**



**Encourages
professional growth**

**Facilitates better
decision-making**

**Helps provide culturally
appropriate services**



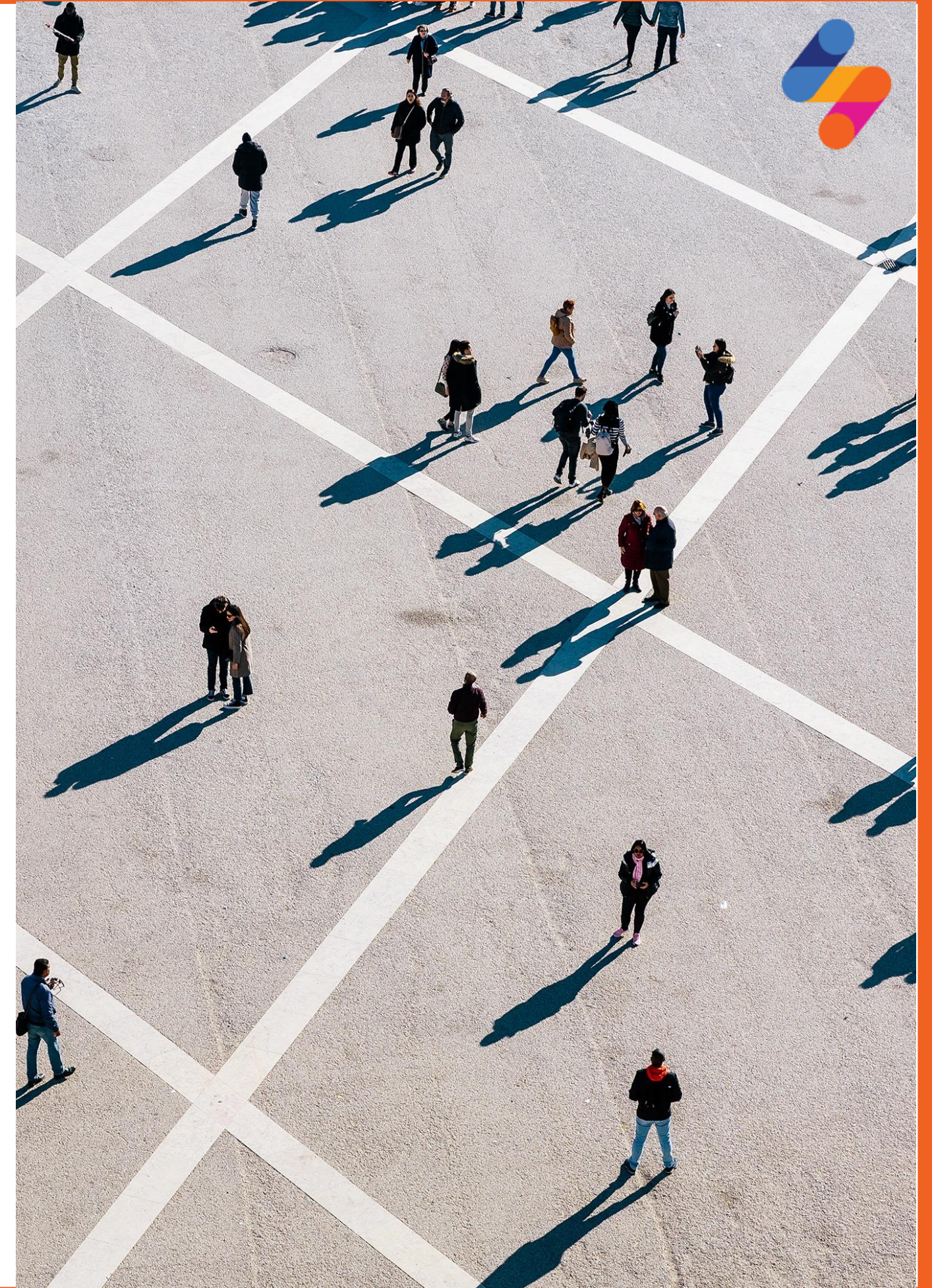
2

Common Challenges for Resettlement Workers

With Lived Experience

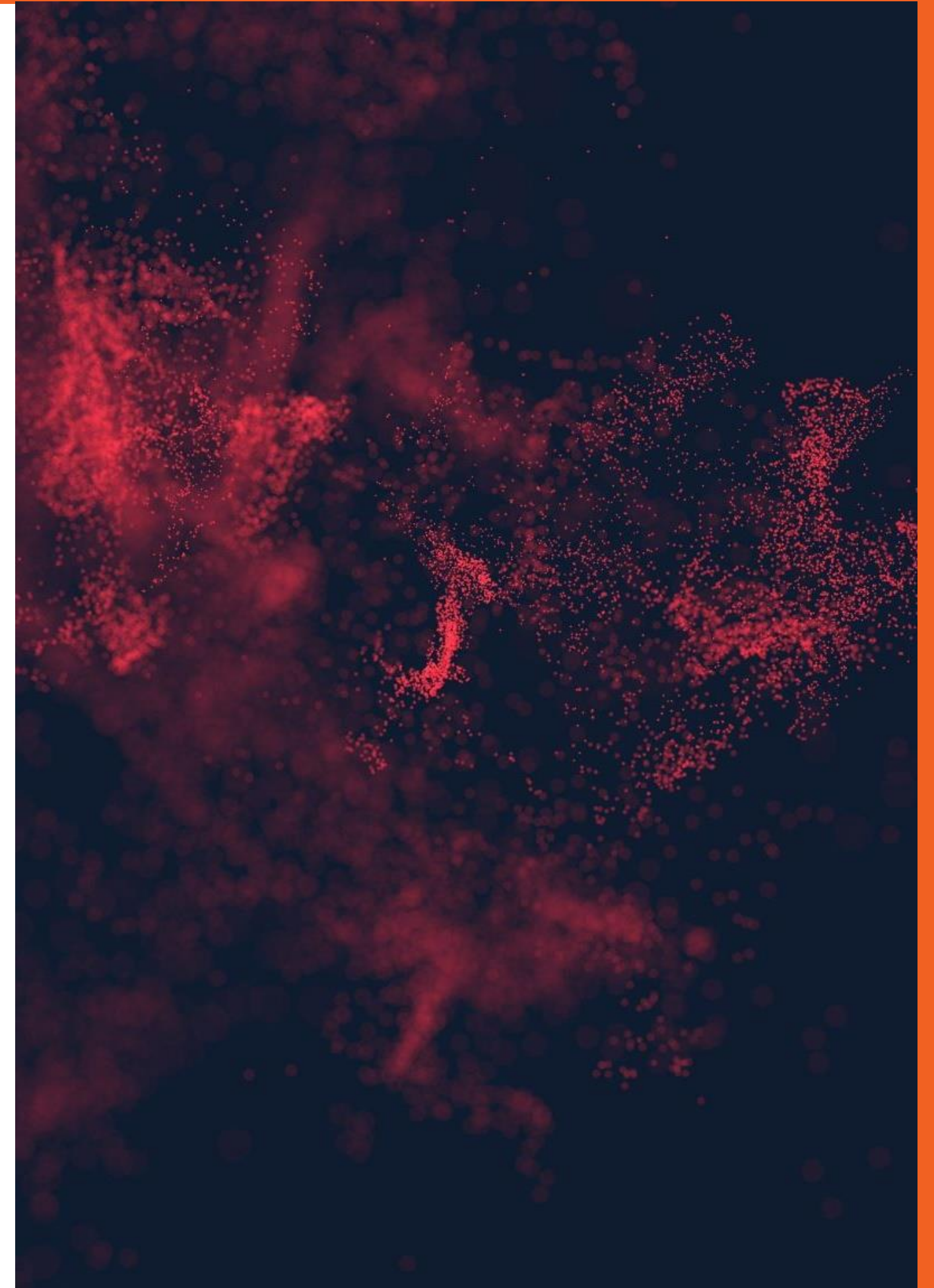
Underemployment

- Refugees frequently work in jobs that do not take advantage of their skills and education



Retraumatization and Vicarious Trauma

- **Retraumatization:** reliving stress reactions experienced as a result of a traumatic event when faced with a new, similar incident
- **Vicarious trauma:** refers to cognitive shifts in beliefs and thinking that occur in workers in direct practice with survivors of trauma.





Compassion Fatigue

- Burnout and exhaustion resulting from engaging in emotionally demanding work

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What work related challenges have you observed or experienced in relationship to resettlement workers with a lived experience?

① Start presenting to display the poll results on this slide.



3

Hear From our Speakers:
**Key Strategies to Support Resettlement Staff
from Refugee and Newcomer Backgrounds**



4

Workplace Solutions

and Policy-Level Advocacy

Agency-level Support Strategies



1

**Supportive
Organizational
Culture**

2

Workload

3

Work Environment

4

Group Support

5

Supervision

6

**Resources for Self-
Care**

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Identify one systemic policy or organizational practice that supports resettlement staff from refugee backgrounds that you want to start implementing in your organization.

Learning from the Experts



**Rochelle
Frounfelker**

Assistant Professor,
Lehigh University

**Farhad
Sharifi**

Refugee Program Advisor,
Research Program for
Children and Adversity,
Boston College

**Chelsea
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Now you are able to:



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the importance and impact of having a diverse and representative resettlement staff

IDENTIFY

the unique challenges experienced by resettlement workers who themselves come from a refugee or newcomer background

APPLY

key organizational and individual strategies to support resettlement staff from refugee and newcomer backgrounds

PLAN and ADVOCATE

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Help us help you!

Scan the QR code or click the link in the chat to access our feedback survey!

- Five questions
- 60 seconds
- Help us improve future training and technical assistance



Recommended Resources



- Batalova, Jeanne. (2023, June 16). *Refugees and asylees in the United States*. migrationpolicy.org.
<https://www.migrationpolicy.org/article/refugees-and-asylees-united-states#age-gender>
- Gomez, L. E., & Bernet, P. (2019). Diversity improves performance and outcomes. *Journal of the National Medical Association*, 111(4), 383–392. <https://doi.org/10.1016/j.jnma.2019.01.006>
- Lorenz, M. L. (2022). U.S. Refugee Resettlement Is in Ruins—It Is Our Duty to Rebuild It. *Journal of General Internal Medicine*, 37(4), 940–943. <https://doi.org/10.1007/s11606-021-07373-5>
- Stahl, Ashley. (2021, December 17). 3 Benefits of Diversity in The Workplace. *Forbes*.
<https://www.forbes.com/sites/ashleystahl/2021/12/17/3-benefits-of-diversity-in-the-workplace/?sh=473e6d1d22ed>



Recommended Resources



- *Starting Anew: The Economic Impact of Refugees in America* (p. 37). (2023). American Immigration Council.
https://www.americanimmigrationcouncil.org/sites/default/files/research/05.23_refugee_report_v3_0.pdf
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<https://doi.org/10.1002/jts.22279>
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- Bell, H., Kulkarni, S., & Dalton, L. (2003). Organizational Prevention of Vicarious Trauma. *Families in Society: The Journal of Contemporary Social Services, 84*(4), 463–470.
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