



Bridging Refugee Youth & Children's Services

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REPORT: BRYCS Cross-Serving Trainings Atlanta, Georgia

A report on a BRYCS pilot site project collaboration

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Introduction

Bridging Refugee Youth and Children's Services (BRYCS) is a national technical assistance provider working to strengthen the services and systems impacting refugee youth and children. In the summer of 2002, BRYCS worked in collaboration with various organizations in the Atlanta area in developing and implementing two local cross-service trainings. This report provides a comprehensive summary of the training process and outcomes. It is BRYCS' expectation this report will provide not only documentation of the trainings but will serve as a catalyst for future discussion, collaborations, and resource-sharing between public child welfare agencies, refugee service providers and refugee community representatives in the Atlanta area. If you are interested in receiving additional copies of this report, please send an e-mail, with your contact information, to info@brycs.org.

**Report
Atlanta, GA
Cross-Service Trainings
June 26 and July 26, 2002**

I. CROSS-SERVICE TRAINING

Bridging Refugee Youth and Children's Services (BRYCS) developed the concept of a Cross-Service Training through the work of the BRYCS Community Conversations project.¹

Two significant findings from that project were as follows:

- Often a disconnect exists between public child welfare and refugee-serving agencies in how they understand each other's operating systems and in their respective work with families and children.
- The myth within the refugee communities about child protective services "taking children away" has a significant impact on refugee parents and can indirectly affect how they perceive their role as parents in the United States.

As a result, BRYCS saw the need to bring together public child welfare agencies, refugee-serving agencies, and refugee community representatives to educate each other, strengthen dialogue, and build capacity for effectively meeting the needs of refugee families.

A. Definition

Cross-Service Trainings provide a forum for public child welfare agencies, refugee service providers, and refugee community representatives to share information about their operating structure and objectives. The trainings promote resource sharing and cross-agency communication to increase effectiveness in serving refugee families and children.

B. Goals

- To educate each other and learn more about public child welfare and local service systems that work with refugee youth and children and their families
- To discuss ways to share information and collaborate among service systems, specifically around issues affecting refugee families
- To distribute resource materials, network, and strengthen relationships among service providers.

¹ If you are interested in receiving a copy of this report, please send an e-mail to info@brycs.org.

II. PREPARATION

Preparation for the Atlanta Cross-Service Training began in February 2002. After meeting between BRYCS and pilot site representatives in December 2001, representatives from public child welfare and refugee-serving agencies expressed interest in developing a Training focused on DeKalb County, which has the highest concentration of refugee populations in the metro Atlanta area. Although the Training was based in DeKalb County, the metro Atlanta public child welfare system was included.

A. Organizing the Cross-Service Training Taskforce

A key element in planning the Training was the creation of a Taskforce that had representation from public child welfare as well as refugee-serving agencies.² The Taskforce consisted mainly of service providers from Refugee Family Services, Inc., and the DeKalb County Department of Family and Children Services (DFCS). Representatives of other local agencies occasionally participated. The Taskforce met by conference call and frequently communicated through an e-mail list. The original e-mail list was a combination of service providers interested in either the Training or the other BRYCS pilot site project, a needs assessment of refugee youth. Over time, the e-mail list split into two smaller lists related to either the Training or the needs assessment.

The Taskforce was initially called an Advisory Group until roles became more clearly established and it was apparent that “tasks” were clearly required of the participants. Some participants in the Taskforce could not dedicate as much time as others; they preferred to have a role contributing ideas and suggestions and keeping informed of the planning process.

B. Developing the Resource Manual

An important task in preparing for the Training was the development of a resource manual. The manual included agency descriptions of all public child welfare and refugee-serving agencies as well as descriptions of the operating structures of refugee resettlement and public child welfare.

The Taskforce created a template that each agency used to provide information; the templates were submitted electronically to BRYCS program staff. The template was derived from the BRYCS Clearinghouse program description form. Because some agencies felt the template required too much information, several revisions were made.

The resource manual was distributed to all Training participants. Participants generally felt that the manual was helpful and would be an effective way to follow up with agencies after the Training.

² The term “refugee serving agencies” includes mutual assistance associations and ethnic-based agencies as well as community-based organizations.

C. Outreach

A goal in the outreach for the Training was to ensure representation from each DFCS agency, refugee-serving agencies, and community-based agencies. The Taskforce was interested in participation from a range of providers, from directors and administrators to those providing direct services, such as case managers. Mainly, the Taskforce worked through the e-mail list to communicate with other agencies about the Training and to recruit presenters.

D. Defining the Agenda

In defining the agenda, the following priorities were agreed on:

- Provide a thorough explanation of service systems through presentations by public child welfare, refugee resettlement, and mutual assistance associations (MAAs) and provide resources.
- Provide an opportunity for participants to work together in problem solving.
- Provide exercises to map the resources of participating agencies.
- Provide time for participants to generate ideas about next steps in increasing resource sharing and collaboration.

III. SUMMARY OF TRAINING

The Training was well attended: In addition to the presenters, 105 participants attended on June 26, 2002, and 112 participants attended on July 26, 2002. Participants were diverse in terms of type of agency and range of positions and included directors, supervisors, case managers, consultants, and volunteers. Public child welfare representatives came from DeKalb, Cobb, Clayton, Gwinnett, and Fulton counties. Refugee-serving agencies and other agencies, such as schools, health care, and community-based organizations, were mainly from Fulton and DeKalb counties.

The director of the DeKalb County DFCS and the Georgia state refugee coordinator opened the conference with preliminary remarks.

The morning involved presentations from the program side of DeKalb County DFCS, which included the child abuse and neglect, foster care, and adoption units. Two agencies, Lutheran Ministries of Georgia and Refugee Family Services, provided information on refugee resettlement. The Georgia Mutual Assistance Association provided background on the role of mutual assistance associations. Eligibility workers spoke briefly about their work with newcomer populations. The BRYCS program coordinator from LIRS presented on the Unaccompanied Refugee Minors program, special juvenile immigrant status (as requested by the state refugee coordinator), and female genital mutilation.

The afternoon session was interactive and allowed participants to both problem solve and identify collective resources and services. Case studies involving refugee populations were presented to small groups, who were asked what resources they would use to meet each family's needs. This exercise gave participants a sense of the different service capacities within agencies as well as greater understanding about their service challenges. Moving out of this exercise, participants mapped the collective resources of the agencies in the room and placed them into different categories, such as mental health, parenting, neighborhood-based services, education, and respite/child care.

After identifying resources, participants discussed how agencies could better coordinate, collaborate, and share information. The outcomes are noted below.

People actively participated throughout the day and enjoyed meeting each other in person. The June 26 Training lasted from 8:30 a.m. to 4:30 p.m.; it was clear from participant feedback that the long day made it hard for participants to maintain active participation. Consequently, the July 26 Training was shortened by 1 hour. In addition, the number of case studies covered in the July 26 Training was reduced to allow more time to process each case.

A significant change in the July 26 Training was that DFCS invited its contract agencies—the Children and Teenagers Foundation, Pathways Transitional Programs, Transitional Family Services, and Family Ties—to attend. Contract agencies provide direct services in areas such as mental health, parenting, life skills, and substance abuse counseling. The agencies work directly with families and are viewed as critical service providers in the public child welfare system. Many case managers in DFCS spend a significant amount of time in court, and the contract agencies provide the families in the public child welfare system with significant direct treatment as they are referred through DFCS.

IV. OUTCOMES

Participants identified the following outcomes in the June 26 Training. Participants in the July 26 Training when presented with the outcomes of the June training, agreed that the outcomes are important and possible to achieve.

- **Training opportunities:** Define training opportunities where cross-education among systems can continue in smaller, agency-based exchanges.
- **Neighborhood-based service capacity:** How can we work together as service providers to strengthen and make connections in this area with immigrant and refugee families, and how can service providers facilitate this process?
- **Prevention programs:** In the area of prevention, what funding is available to help sustain the well-being of refugee and immigrant families?
- **DFCS representatives:** Identify DFCS representatives who will be willing to serve as liaisons with refugee service providers.
- **CPS investigations/assessment/ongoing services:** When newcomer families enter the child welfare system and family conferences are planned, we need to ensure that the appropriate people, family members, and community representatives are at the table.
- **Mental health/counseling service capacity:** Service providers identified a great need in the area of mental health needing further exploration.
- **Committee formation:** Commit to regularly scheduled meetings with refugee-serving agencies and DFCS. Some agenda items could be mental health, parenting, child care, domestic violence, and discussion of specific resources and strategies for increasing service capacity.

V. EVALUATION

BRYCS received a total of 46 evaluation forms from the two Trainings. Generally, the feedback was positive. The evaluation form was revised between the June and July training to make it easier to fill out in a short amount of time.

To the question “On a scale of 1 to 10, how would you rate the overall effectiveness of the training in fostering collaboration and communication between service providers?” the average rating was 7.9 in the June training. The revised question “How effective was the training for fostering collaboration and partnerships across agencies?” resulted in an average score of 8.2, an 0.3 increase from the first training.³

The following responses to the question “What was helpful about the training?” were frequently received (i.e., mentioned a minimum of three times) following both Trainings:

June Training

- The opportunity to network with other agencies
- Understanding of the process of referring to Department of Family and Children’s Services (DFCS)
- Knowledge of resources and the resource manual
- Knowledge of different services.

July Training

- The opportunity to network with other agencies
- Understanding about how the Department of Family and Children’s Services (DFCS) works
- Knowledge about refugee families
- Knowledge of agencies and services for refugee families
- Resources and resource manual.

Participants suggested additional information they would like in the future. Frequently mentioned was the need for more training. In the June evaluation, the question about additional information needs was open-ended; in the July training, categories were suggested.

June Training—additional information needs:

- Employment programs
- Mental health/Medicaid/women’s issues
- Cultural descriptions
- More specific information on programs
- More handouts
- Other migrant populations.

³ On the evaluation in the July training, a 5-point scale was used, in which 1 represented “not effective” and 5 represented “very effective.” The average rating was 4.1; converting the 4.1 to a 10-point scale results in an 8.2 rating.

July Training—additional information needs (numbers in parentheses indicate the number of mentions in the 27 forms received):

- Information on legal issues in working with refugee and immigrant populations (27)
- Information on specific cultures (10)
- Examples/Personal Stories (10)
- Video resources (8)
- List of local agencies and cultural groups (9)
- Information on BRYCS (4)
- Specific topics (2)—Information about specific refugee populations currently arriving
- Other (0)

VI. CHALLENGES IN IMPLEMENTING THE CROSS-SERVICE TRAININGS

- **Participating Agencies**

Two agencies, DeKalb County DFCS and Refugee Family Services, were key in the development of the training; they provided in-kind staff time as well as direction. Other agencies contributed through their presentations during the training or by periodically taking part in the conference calls leading up to the Training. Planning began in February 2002 and ended with the first Training in June 2002; the process was intensive and required a strong time commitment from agencies. Agency commitment was especially difficult in light of local economic factors influencing agencies, such as the decline in new refugee arrivals and severe budget cuts in county DFCS.

Recommendation for Future Trainings: Present a list of clearly defined preparation tasks and roles in the initial formation of the Taskforce. Agencies can then determine their level of commitment from the outset.

- **Resource Manual: Production and Updating**

Agencies found it difficult to condense descriptions of their agencies according to the template developed for the resource manual. They suggested several changes, which resulted in several revisions. Some agencies submitted their pamphlets and agency brochures, expecting that BRYCS would complete the template; however, agencies were responsible for editing their template and ensuring that their agency information was current and complete, which required additional time from participating agencies. Additionally, service providers had different computer operating systems and technical capacity, so other challenges were involved in gathering uniform information. Developing the manual required significant time from the BRYCS program coordinator from LIRS at a critical time right before the first training.

Recommendation for Future Trainings: This task should be centralized either in one agency or through an outside contracted agency because it is a time-consuming yet important preparation task. In Atlanta, staff from the Georgia Advisory Council on Refugee Resettlement suggested that the agency could list the profiles on its website; this is still a strong possibility. It is important to identify from the start which agency can take ownership of the manual and update it in the future.

- **Local Relationship Building**

Coordinating all the different schedules of service providers was a challenge. Deciding on the agenda, developing an outreach strategy, and developing the manual were extremely difficult to do via group consensus. It was difficult to bring the Taskforce into one conference call; as a result, feedback was provided through e-mail, which was not always effective and may have slowed the decision-making process. BRYCS working remotely with the local agencies had its drawbacks, and Taskforce members expressed a preference to have some of the meetings in person rather than by conference call.

Recommendation for Future Trainings: Allot more onsite time with the local service providers in planning the Training. Doing so will help energize the Taskforce and provide more opportunity for agencies to meet in-person prior to the Training.

- **Range of Training Participants**

The agencies and the roles of participants within those agencies varied widely, bringing a well-rounded perspective into the training. Through conversations with participants and through the evaluations, it appeared that direct service workers wanted more case studies and specific cultural information. The Training was created to include managers, directors, and case managers in order to touch on all the aspects of service level and decision making. It was difficult to meet all the specific training needs of the participants.

Recommendation for Future Trainings: Each training should span 2 days. The first day could be devoted to providing general information and presentations, and the second day could involve dividing the participants into specialized training groups according to their level of intervention with families and children.

VII. NEXT STEPS

The Training was a beginning, and the expectation is that participating agencies will continue to build on what was started in the training.

A. Building on Outcomes

The outcomes participants suggested at the end of both Trainings serve as a framework for connecting public child welfare and refugee-serving agencies. Participants appeared to be eager to move ahead with the outcomes related to increasing training opportunities and forming a committee to discuss areas of potential collaboration and with resource sharing.

As of this writing, DeKalb County DFCS has sent new staff to Refugee Family Services to learn about refugee families and is continuing with this training arrangement. Additionally, in cases in which DeKalb County DFCS is uncertain about how to work with particular newcomer families, Refugee Family Services has been called for consultation.

B. Curriculum Development and “Train the Trainer” Forum

Developing a training takes time, resources, and commitment from the agencies involved. BRYCS is currently developing a curriculum outlining the process for developing a Training locally. The curriculum will take the lessons learned from Trainings implemented in St. Louis, MO, and Atlanta, GA, and will provide a lead agency with guidance and resources for developing their own Training. BRYCS plans to host a forum to bring together representatives interested in organizing their own Trainings. BRYCS will be available to consult with representatives as they implement the curriculum.

C. Newsletter Distribution

A newsletter about the Trainings in St. Louis, MO and Atlanta, GA will be distributed to all agencies who participated in the Trainings. This will be distributed to participating agencies either in hard copy or electronically. This report will be available electronically to any interested agency.

VIII. CONCLUSION

From the start, public child welfare and refugee-serving agencies in the metro Atlanta area identified the need to implement a Training and were interested in the potential benefits of increasing effectiveness in providing services to refugee families. The planning process allowed service providers to engage in networking and relationship building, which in turn helped create a congenial atmosphere leading up to the day of the Training.

Agencies participating in the Taskforce went above and beyond expectations and provided suggestions, ideas, space, staff time, and energy to the project; they thereby contributed greatly to the Training's success. Many participants expressed that simply having the opportunity to bring all the different service providers into one room for a full day was beneficial.

Participants also indicated the role of BRYCS as a third party steering the process was effective in creating a neutral point between various service systems. Service providers are extremely busy and do not have the time to organize a Training of this magnitude themselves. BRYCS provided a venue to help initiate dialogue on cross-system collaboration and resource sharing.

Participants were very receptive to working together because of the common agreement that the goal of the Training was to increase effectiveness in serving refugee families. It was evident that many agencies could potentially collaborate and share resources with each other, particularly in the area of neighborhood-based services and prevention programs. As mentioned earlier, DeKalb County DFCS is already sending new staff to Refugee Family Services for orientation on refugee families. This development is positive and shows that agencies are committed to continuing with the service relationships strengthened through the Training.

IX. ADDITIONAL INFORMATION

A. Agenda

BRYCS Cross-Service Training
July 26, 2002
8:30AM-4:00 PM
Maloof Auditorium
1300 Commerce Drive
Decatur, GA

The goal of the BRYCS cross-service training is to provide an opportunity for child welfare agencies, refugee service providers, and refugee community representatives to share information about their agency's operating structures and objectives, promote resource sharing and increase collaboration and communication to effectively meet the needs of refugee families.

8:45-9:15—Opening

1. Introductory remarks from State Refugee Coordinator—Jasmine Majid
2. DeKalb County Child Welfare Director—Wayne Drummond
3. BRYCS Program Coordinator—Kerry McCarthy

9:15-9:30 Becoming a refugee

UNHCR video "To Be a Refugee"

9:30-10:00 Refugee Populations in Atlanta—Who, Where, What, Why and How Are They Doing? (Bobby King, Newcomer's Network and Kay Trendall, Lutheran Ministries of GA)

Presenters will provide information about refugees in Atlanta and discuss the role of resettlement agencies in DeKalb county. In addition, presenters will discuss some of the challenges refugee families may have and how refugee service providers are addressing them.

BREAK—10:00-10:15 (Refreshments provided)

10:15-11:30 Child Welfare—How does it work?:

Angie Edwards,(Introductions) Marie Barrett, (APS) Kimberly Mobley,(Intake and Investigations), Irene Johnson (CPS Ongoing) Constance Wooden Smith (Foster Care) Veronica Williams, (Resource Development), Debbie Wengrow, (Adoptions)

Presenters will take audience through the process a family undergoes when they enter into the child welfare system, and their accountability/responsibility structures.

11:30-12:30 Services for refugees -What's available?

1. DHR, Program Consultant, Adelia Roseboro, will speak on the continuum of services available for refugee populations.
2. Mutual Assistance Associations—Obaid Rasoul, Chairman of Georgia Mutual Assistance Association Consortium Board.
3. BRYCS Program Coordinator, LIRS, Kerry McCarthy
Unaccompanied Refugee Minor Program, Special Immigrant Juvenile Status and Guardianship.
4. DFCS Representatives
Multi-County Refugee Resettlement Unit

12:30-1:30 Lunch (Provided for everyone)

1:30-3:00

Case scenarios and service identification (Interactive session)—Facilitators Kerry McCarthy and DFCS representative, Constance Wooden Smith

Participants will be divided into groups with equal representation of refugee service providers and DFCS workers in each group and given the task of brainstorming ways to handle particular cases/scenarios. Through this activity, participants will learn more about additional resources and services and talk about additional ways to serve a family more effectively.

The case scenarios will be presented to the larger group to discuss resources and services and identify areas for increasing service capacity.

Break—3:00-3:15 (Refreshments provided)

3:15-4:00 Next steps (Facilitators—Kerry McCarthy and Constance Wooden Smith)

What we learned and next steps.

This section will recap day's events and summarize, through participants' responses, what was learned in the day.

Next steps/possibilities will be suggested from everyone.

Today's Cross-Service Training is part of a BRYCS pilot site project in Atlanta which also includes a Refugee Youth Needs Assessment. This training was developed through a collaborative process involving the following local agencies who gave considerable time, input resources to make this training possible:

- DeKalb County Dept. of Family and Children Services
- Georgia Department of Human Resources-Refugee Resettlement Program
- International Rescue Committee
- Lutheran Ministries of Georgia
- Refugee Family Services, Inc.
(Formerly known as Newcomer's Network)

Special thanks to Georgia Mutual Assistance Association Consortium (GMMAC) for hosting the first pilot site project meeting which brought together many local service providers.

B. Feedback from State Refugee Coordinator's Office

Response from Georgia State Refugee Coordinator's Office Adelia Roseboro, Family and Children Specialist

What do you think was effective about the training?

I believe the Cross-service training was an effective beginning to bring together a cross section of individuals working with the refugee youth populations, who otherwise might not have had the opportunity to share their experiences and discussions of concern.

What can be improved upon?

Certainly to keep the dialogue open between those who took part in the training and to reach out to include others who were not in attendance

What do you think will be different in terms of service delivery as a result of this training?

I thought there was a wealth of resources at the two trainings. There was an exchange of ideas and knowledge that went on. Perhaps, you have developed a database for the attendees. So if and when a situation arises, and the service provider needs some type of assistance, they can call upon their resources.

What recommendations do you have future training such as these?

Try to include additional service providers and staff who were unable to attend or who were not invited before. Ask those who have already attended to suggest or name another person to bring for the next meeting.

C. Feedback from DFCS

Response from DeKalb County DFCS

Constance E. Wooden-Smith, MSW, Social Services Training Unit

We completed two sessions of refugee cross-training between DFCS social services staff, Refugee Services, and Contract providers for child welfare wrap-around providers. The training was very beneficial to all parties and has provided us with a vehicle to increase our training and knowledge.

For DeKalb DFCS, we were able to accomplish the following:

- Increase knowledge about how refugees enter the United States
- Refugee responsibilities and what services are provided to them
- What some of the concerns and issues are as they relate to adjustment in this country and how they are addressed by the refugee providers; an example is:
 - How to furnish a house with resettlement funds
 - Language barriers and interpretations
 - What happens with family break-downs and issues with minors
 - Domestic violence and the role changes.
- Agency expectations for DFCS when relating to a refugee family, such as including the refugee agency when working on an investigation
- Use of refugee unit in DFCS to assist with getting history on how a family entered this country and who was included in the household.

Next Steps:

- Developing a protocol in how to handle refugee cases
- Using the refugee community and the State Refugee Unit to help us in managing refugee cases with child welfare
- Continue the relationship with the refugee agencies so that our staff will be better informed—we have already had one group of new workers to visit with Refugee Family Services.

D. Letter to DFCS from Refugee-Serving Agencies

Dear Mr. Drummond and Ms. Wooden-Smith:

We really appreciated the presentation from the staff of DeKalb DFCS at the BRYCS cross training on June 26. DFCS offers many valuable services to the community and we are all aware of how helpful they are to the refugees we serve. The June 26 meeting was particularly useful because, for the first time, we received a good overview and better understanding of the way DFCS functions. As a result, we are confident that the refugee service providing agencies and DFCS will find more and better ways to work together to benefit our clients.

The following suggestion is one that we hope you will consider. Occasionally there are misunderstandings between DFCS workers and refugee service caseworkers on how to best assist a client. This is probably due to several factors. The refugee caseworker might not understand DFCS rules and regulations. Even though DFCS employs bilingual workers, there still might be a language barrier or cultural misunderstanding. Both DFCS workers and refugee service agency caseworkers work under considerable stress. We are suggesting a mechanism for solving conflicts or misunderstandings that might arise between our agencies. Perhaps DFCS could designate an individual or team to look into or mediate conflicts that arise. A quarterly meeting between DFCS and refugee agencies to explain new policies and clarify procedures that are causing misunderstanding might also be helpful. An example of an issue that could use some clarification is the role of the DFCS interpreter and the refugee caseworker who brings in a client.

Marge Flaherty, the Director of GMAAC, a local refugee service agency, worked in a DFCS unit in the early 80's that had a specialized caseload of refugees and it functioned very well. Ms. Flaherty, would be glad to share with your agency how her program worked.

We look forward to meeting with you again at the July 26 BRYCS training and hopefully we'll have time then to discuss some of the ideas mentioned above. Thank you again for the valuable information your staff shared at the last cross training and for the dedicated service they provide for DeKalb County.

Sincerely,

Marge Flaherty
Executive Director
Georgia Mutual Assistance Association

Bobby King
Executive Director
Refugee Family Services

E. Resource Manual (Separate Document)

F. Template for Agency Profiles

Program Description Template

For: Developing a resource manual to be distributed to participants in cross-service training.

Intention: Other service providers can learn about who you are, what you do and your resources.

Program: (*formal name, ex. “Family and Schools Together”; or informal or generic “Parenting Program” – whichever is available*)

Date Program Started:

Organization Name: (*ex. “YMCA International Services”*)

Organization Address:

Contact: (*title only, no personal names; ex. “Youth Outreach Coordinator”*)

Telephone:

Fax Number:

Email:

Web site:

Type of Organization: (*Ex. Resettlement agency, community-based agency, etc.*)

Staffing: (*include how many staff, title and contact information*)

Goals/ Objectives/ Purpose of the Program: (Ex. Mission statement)

Description: (*include how the program is structured, format, content covered, strengths, evaluation process, follow-up; ex. “8 weekly 1 hour classes at the YMCA covering a different topic each week. Topics include substance abuse, gangs...Role playing and handouts are used to supplement class discussions and videos...Translators are provided...”*)

Resources: (*materials used in the program; ex. curriculum guides or videos; provide details whenever possible*)

Groups Served: (*audience for the program; ages, ethnicity; ex. Multiethnic groups of parents and their children (ages 6-12) that include Sudanese, Afghans, etc.*)

Geographic Area Served: (*ex. Houston metropolitan area*)

Funding: (*ex. matching federal dollars and in-kind dollars*)

Languages Spoken by Staff:

G. Cross-Service Training: Stages

Stage I. Information Collection

Child welfare agencies, refugee serving agencies, and refugee community associations

- A. Identify people within child welfare and eligibility services to participate in training.
- B. Identify coordinating team for cross-service with representatives.

Stage II. Material and Training Development

- A. Develop evaluation tool.
- B. Set training agenda: consolidate information from Stage I into one manual:
 - Key things to know when working with a refugee family
 - Key things to know when working with child welfare agencies
 - Identified resources
 - Create one blueprint for the county system, plugging in service agencies participating in training.

Stage III. Training Implementation

Stage IV. Follow Up (Ongoing)

- A. Establish protocol for updating manual and continuing with training.
- B. Write report on development and implementation of training.
- C. Identify key contact people to ensure training continuity.

H. Participating Agencies

Christian Council of Metropolitan Atlanta, Refugee Ministries
Catholic Social Services
Cobb County
Clayton County DFCS
DeKalb County Board of Health-Refugee Health Service
DeKalb County DFCS
DeKalb County DFCS Contract Agencies
DeKalb County Juvenile Court
DeKalb County School System-Social Work Department
Department of Human Resources - Refugee Resettlement Program
Dulaney House Emergency Shelter
Fulton County DFCS
Fulton County DFCS/Multi County Refugee Unit
Georgia Mutual Assistance Association Consortium
International Rescue Committee
Jewish Family and Career Services
Lutheran Ministries of Georgia
Refugee Family Services, Inc.
SHARE
Somali Bantu Community Organization, Inc.
World Relief

I. Cross-Service Training Newsletter

(If you are interested in receiving a copy of this newsletter please send your mailing address to info@brycs.org and please be sure to specify that you would like to receive the newsletter.)