

**PROGRAM OF
SPEAKERS AND RESOURCES**

January 19-29, 2021

Envisioning 2021

PENNSYLVANIA STATEWIDE
REFUGEE RESETTLEMENT
CONSULTATION

**THE PENNSYLVANIA REFUGEE
RESETTLEMENT PROGRAM**

Presented Virtually

2021 CONSULTATION PROGRAM

Letter from the State Refugee Coordinator

Dear Partners in Refugee Work:

On behalf of Pennsylvania's Refugee Resettlement Program, I sincerely thank you for attending and being part of this year's convening of the consultation. Despite the numerous challenges presented by the COVID-19 pandemic, it is evident from your participation that providing refugee services not only continued in 2020 but also created innovative ways of service delivery.

During this two-week event, we tried to diversify agenda topics as much as possible in hopes of providing attendees with both information and tools to make informed decisions. As we continue the work in 2021, I encourage you to act on what you have learned from these sessions by incorporating or improving your current service models to advance opportunities for our refugee populations.

Again, I thank you for being true partners in this noble endeavor, and pledge to remain supportive and transparent in our collective vision for Pennsylvania.

*All the best,
Charlotte*

This document is intended to share the resources, speaker bios, and presentations shared during the 2021 Winter Refugee Consultation.

SPEAKERS LIST

Week 1

Tuesday, January 19—Kickoff Day

- ◆ *Teresa Miller* [Page 5](#)
- ◆ *Charlotte Fry* [Page 6](#)
- ◆ *Jwana Smith* [Page 7](#)

Wednesday, January 20—ARYSE Panel

- ◆ *Jenna Barron* [Page 8](#)
- ◆ *Dr. Jennie Shulze* [Page 9](#)
- ◆ *Mike Sirera* [Page 10](#)
- ◆ *AJ Arnett* [Page 11](#)
- ◆ *Andrew Van Treeck* [Page 12](#)

Thursday, January 21—Health

- ◆ *Dan Jurman* [Page 13](#)
- ◆ *Katrina Becker* [Page 14](#)

Friday, January 22—Social Services

- ◆ *PennDOT Panel* [Page 15](#)
- ◆ *Carl Rubenstein* [Page 16](#)

SPEAKERS LIST

Week 2

Monday, January 25—Health

- ◆ Elizabeth Tilahun.....[Page 17](#)
- ◆ Laurie Longenecker[Page 18](#)
- ◆ Zipporah Ngarama[Page 19](#)
- ◆ Dr. William Hahn.....[Page 20](#)

Tuesday, January 26—Switchboard Panel

- ◆ Switchboard Panel.....[Page 21](#)

Wednesday, January 27—Health

- ◆ Dr. Emily Jentes[Page 23](#)
- ◆ Lydia Laythe[Page 24](#)
 - ◆ Jeannie Martin.....[Page 25](#)
- ◆ Mariam Shalaby & Laura Perez.....[Page 26](#)

◆ Thursday, January 28—Social Services

- ◆ Larry Bartlett.....[Page 27](#)
- ◆ Danielle Grigsby[Page 28](#)

Friday, January 29—Health

- ◆ Marina Lipkovskaya[Page 29](#)
- ◆ Ariel Ressler MacNeill[Page 30](#)
 - ◆ Meagan Hume[Page 31](#)
 - ◆ Dr. Priscilla Ortiz[Page 32](#)
 - ◆ Tanoa Fagan[Page 33](#)

TERESA MILLER

Secretary, Pennsylvania Department of Human Services



DHS Secretary Welcome Address

Secretary of the Pennsylvania Department of Human Services Teresa Miller provided a welcome address to kickoff the consultation.

Teresa Miller has served as Secretary of the Department of Human Services (DHS) since August 2017. In her time at DHS, Miller has focused on collaborating across agencies to advance Governor Wolf's health innovation and workforce development agendas, overseeing the successful launch of managed care for long term care services, and supporting efforts to address social determinants of health such as food security and housing. Prior to leading DHS, Miller served as Pennsylvania's Insurance Commissioner beginning in January 2015. As Insurance Commissioner, Miller prioritized increasing the Insurance Department's consumer protection, outreach, and education efforts. Before coming to Pennsylvania, Miller held positions at the federal Centers for Medicare and Medicaid Services, where she worked on implementation of the Affordable Care Act. Miller also previously served as the administrator of the Oregon Insurance Division. Miller received her J.D. from Willamette University College of Law, and her B.A., magna cum laude, from Pacific Lutheran University.

CHARLOTTE FRY

State Refugee Coordinator, Pennsylvania Department of Human Services
RA-PWREFUGEEPROGRAM@pa.gov



Refugee Resettlement Program Update

State Refugee Coordinator Charlotte Fry presented a recap of events in 2020 and her vision and projections for 2021 and beyond.

As the daughter of a Barbadian Methodist Minister, Ms. Fry grew up all over the Caribbean. Due to the nature of her father's work, Ms. Fry was exposed to people of varying class, race, and cultural practice. Born in Jamaica, she lived briefly in Antigua, but was raised in The Bahamas, and after high school, her family moved to Barbados. She worked in photography and children's ministries for three years then moved to the United States to attend a small liberal arts college in Central PA.

Post-graduation, she worked in the treatment unit of a county prison for many years before taking a position in PA State Government with the Refugee Resettlement Program. She is currently the State Refugee Coordinator for the Commonwealth of Pennsylvania.

Ms. Fry currently resides in Central PA with her husband and two children.

[Presentation Slides](#)

[Video](#)

[Resource Links](#)

[RRP: RefugeesinPA.org](http://RRP:RefugeesinPA.org)

Kickoff Day

Tuesday, January 19, 2021

UPDATE FROM USCIS

Jwana Smith from U.S. Citizenship and Immigration Services provided a recap of USCIS in 2020, including how USCIS has adapted to continue operations through the COVID-19 pandemic.



JWANA SMITH

USCIS Community Relations Coordinator

PhiCommunityRelations@uscis.dhs.gov

Jwana Smith is a Community Relations Officer in the U.S. Citizenship and Immigration Service (USCIS) Philadelphia District Office. She began her 19 year career with Legacy Immigration and Naturalization Service (INS) in Lee's Summit, Missouri. In 2017, she transferred to the Philadelphia District Office and began her current position. Community Relations Officers act as liaison between stakeholders and USCIS. Stakeholders include immigrants, but also community-based organizations, educators, faith-based groups, businesses and educational institutions, other law enforcement entities, local, state and foreign governments, and U.S. Citizens. The goal is to provide accurate and timely information and feedback regarding USCIS programs and policies.

[Presentation Slides](#)

[Video](#)

Resource Links

- [USCIS: Request a disability accommodation](#)
- [NSC: Country Primers on Disabilities](#)

JENNA BARRON

ARYSE Executive Director

jenna@arysepgh.org



ARYSE Panel

Panelists from the ARYSE Pittsburgh discussed their youth mentorship program: the history, purpose, structure, outcomes and successes. Panelists include representatives from Refugee Service Provider JF&CS, ARYSE PGH and Duquesne University.

Jenna Barron is the Founder and Executive Director of ARYSE. She earned a bachelor's degree in Anthropology, Global Studies, and African Studies in 2013 from University of Pittsburgh. Jenna is 2013 Fulbright Scholar (Kenya), 2015 Humanity in Action John Lewis Fellow, New Leaders Council Pittsburgh Alumna, and serves on the board of directors for Global Minds Initiative and PUMP. Most recently, Jenna was recognized as one of Pittsburgh's 40 Under 40. Jenna's work is motivated by a belief that education and the arts can be tools for liberation. She envisions ARYSE as an international model for supporting refugee and immigrant youth in becoming engaged, confident, and celebrated members of society.

[Video](#)

Resource Links

[ARYSE: Alliance for Refugee Youth Support and Education](#)

ARYSE PANEL

Panelists from the ARYSE Pittsburgh discussed their youth mentorship program: the history, purpose, structure, outcomes and successes. Panelists include representatives from Refugee Service Provider JF&CS, ARYSE PGH and Duquesne University.



DR. JENNIE SCHULZE

Associate Professor, Duquesne University
schulzej@duq.edu

Jennie L. Schulze is an Associate Professor of comparative politics and international relations at Duquesne University. Her research focuses on the influence of European institutions and kin-states on minority policies and minority integration in Central and Eastern Europe. She is the author of Strategic Frames: Europe, Russia, and Minority Inclusion in Estonia and Latvia (University of Pittsburgh, 2018), which was awarded the Honorable Mention for the Joseph Rothschild Book Prize in Nationalism and Ethnic Studies in 2019. Her current book project, Cities of Bridges, focuses on refugee resettlement in the US and Germany. She partners with the Alliance for Refugee Youth Support and Education (ARYSE) and Jewish Family and Community Services (JFCS) in delivering an After School Club for high school refugee youth on Duquesne University's campus. She also teaches community engaged courses on the politics of immigration and refugee resettlement.

MIKE SIRERA

ARYSE Program Director, After School Club

mike@arysepgh.org



ARYSE Panel

Panelists from the ARYSE Pittsburgh discussed their youth mentorship program: the history, purpose, structure, outcomes and successes. Panelists include representatives from Refugee Service Provider JF&CS, ARYSE PGH and Duquesne University.

Mike is the Program Director for ARYSE's high school After School Club. Prior to working in out-of-school time programming, Mike worked in Residence Life at Boston University and served two service terms in Compass AmeriCorps, a State AmeriCorps program focused on serving immigrants and refugees. Mike holds a Bachelor of Science degree from the University of Pittsburgh and a Master of Arts degree from Boston College. Mike has grounded each stage of his career in a focus on mentorship and he is thrilled to be continuing that journey with the students and staff at ARYSE.

ARYSE PANEL

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AJ ARNETT

Employment Specialist, JFCS Pittsburgh
aarnett@jfcspgh.org
@412Futures_youth on Instagram

AJ Arnett is a Career Consultant and Youth Employment Specialist in the JFCS Development Center. AJ oversees the 412 Futures program, a JFCS program that partners with ARYSE and other community organizations to help immigrant and refugee students explore careers, develop professional skills, and prepare for post-secondary education in the United States. Prior to his work at JFCS, AJ held the positions of PRYSE Academy Co-Director and High School Program Coordinator at ARYSE. AJ earned a Bachelor's degree in International Relations from Duquesne University, where he studied under Dr. Jennie Schulze and was a member of the first After School Club student volunteer cohort.

ANDREW VAN TREECK

*Volunteer Coordinator for JFCS Refugee & Immigrant Services , Pittsburgh
avantreeck@jfcspgh.org*



ARYSE Panel

Panelists from the ARYSE Pittsburgh discussed their youth mentorship program: the history, purpose, structure, outcomes and successes. Panelists include representatives from Refugee Service Provider JF&CS, ARYSE PGH and Duquesne University.

Andrew Van Treeck has been the Volunteer Coordinator for JFCS Refugee & Immigrant Services since 2016. He supports recently arrived refugee families by providing trained mentors to help them learn English and American culture while building relationships that make new families feel welcome. In addition to his work at JFCS, Andrew is a first-year student in the Master of Social Work program at California University of Pennsylvania.

DAN JURMAN

Executive Director, Governor's Office of Advocacy and Reform



Why Being Trauma Informed Matters for All of Us

This presentation discussed why understanding trauma and what it does both to the people we serve and those who serve them, is crucial to our success and prosperity as a commonwealth.

Dan got his start in nonprofit work over 30 years ago providing summer enrichment programming to at-risk youth in places like Camden, Newark and Atlantic City. He has a Bachelor's Degree from Rowan University and a Master's Degree from Lancaster Theological Seminary, where he is now pursuing his Doctorate. In December of 2019, Dan began serving as the first Executive Director of Governor Wolf's new Office of Advocacy and Reform where his focus is working to reform government services to create positive outcomes for people whose circumstances have made them vulnerable. In addition to his volunteer roles in the community, Dan is also an adjunct professor/guest lecturer at the Penn State Hershey Department of Public Health Sciences and just completed three years as an adjunct professor at Lancaster Theological Seminary where he co-taught a course on the intersection between Theology and Poverty.

[Presentation Slides](#)

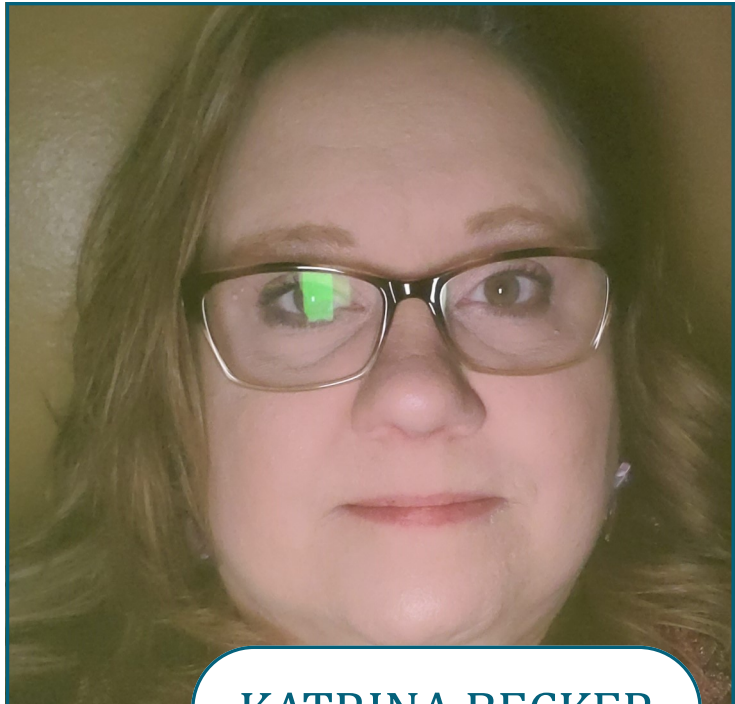
[Video](#)

[Resource Links](#)

[Governor's Office of Advocacy and Reform](#)

SPECIAL NEEDS UNIT

Katrina Becker discussed the Special Needs Unit within the DHS Office of Medical Assistance Programs, and how the program could be utilized by refugee service providers to offer better health care service provision to refugee clients.



KATRINA BECKER

DHS Office of Medical Assistance Programs
Special Needs Unit Supervisor

Katrina Becker works for the PA Office of Medical Assistance programs within the Bureau of Managed Care operations in the Division of Quality and Special Needs Coordination. Katrina supervises the Special Needs Unit within this division. This unit of OMAP staff has oversight over the PA Managed Care Organizations (PA MCO's) Special Needs Units within the HealthChoices Program in PA. In addition to the oversight over the MCO's the Special Needs Unit collaborates with other program offices within the PA Department of Human Services to ensure that PA's Medicaid population receive the care and services they need.

[Presentation Slides](#)

[Video](#)

[Resource Links](#)

[Informational Flyer](#)

PENNDOT PANEL

Updates and discussion on current PennDOT initiatives to better serve refugee clients. Following the discussion will be an open Q&A to answer any of your PennDOT questions concerning the PA refugee population.



PENNDOT PANEL

Ronald Beatty Arroyo Diosdado

Joshua Bartash

Joshua Bartash—PennDOT Equal Opportunity Specialist

Ronald Beatty—Division Chief, Driver and Vehicle Services

Arroyo Diosdado—License Control Division Manager, Driver and Vehicle Services

Resource Links

[Video](#)

- [Identification and Legal Presence Requirements for Non-United States Citizens](#)
- [Contact Info](#)
- [PennDOT Title VI Nondiscrimination Page](#)

CARL RUBENSTEIN

Division Director for Refugee Assistance, Office of Refugee Resettlement



ORR Updates

ORR Division Director for Refugee Assistance, Carl Rubenstein provided updates on the work of the Office of Refugee Resettlement, with a recap of 2020 and overview of current initiatives planned for FY 21.

Since 2015, Carl Rubenstein has been serving as the Office of Refugee Resettlement (ORR) Division Director for Refugee Assistance (DRA) which is responsible for oversight of the State Administered and State Replacement Designee Refugee Assistance Programs . Carl has worked for the Federal Department of Health and Human Services, Administration for Children and Families (ACF) for the past 28 years including 26 years with ORR. Prior to his Federal employment, he worked as a Refugee Analyst for the Commonwealth of Pennsylvania's Refugee Resettlement Program. He received MA degrees in Governmental Administration and International Relations from the University of Pennsylvania, and a JD degree from the Temple University School of Law including a summer semester at Tel-Aviv University Law School. On a personal note, he is married and has two sons ages thirteen and ten.

[Presentation Slides](#)

[Video](#)

[Resource Links](#)

[Office of Refugee Resettlement](#)

DHS Deputy Secretary's Address

DHS Office of Income Maintenance Deputy Secretary Elizabeth Tilahun provided a recap of OIM in 2020, along with her vision for the coming year.



ELIZABETH TILAHUN

Deputy Secretary of Office of Income Maintenance
PA Department of Human Services

Elizabeth Tilahun is the Deputy Secretary of the Office of Income Maintenance at Pennsylvania Department of Human Services. This office offers critical supports to Pennsylvanians in need of assistance. Through the administration and delivery of programs such as the Supplemental Nutrition Assistance Program (SNAP), Medical Assistance or Medicaid, Low Income Heating Assistance Program (LIHEAP), and Temporary Assistance for Needy Families (TANF) we ensure that our fellow citizens who live with less have access to basic necessities. Our goal is to mitigate the deleterious effects of poverty in the lives of our neighbors and our hope is that we are able to do so by preserving the dignity of all people who come to us seeking assistance.

[Video](#)

[Resource Links](#)

[Pennsylvania Department of Human Services](#)

LAURIE LONGENECKER

UPENN Nurse Care Coordinator



Supporting Pregnant Refugees from Africa through Healthy Beginnings Plus

Healthy Beginnings Plus expands maternity services reimbursed by the MA Program. The intent of Healthy Beginnings Plus is to render services that meet women's psychosocial needs in addition to rendering traditional medical/obstetric services.

Laurie Longenecker RN BSN is from Lancaster, PA. Her work experience as a nurse has included time in oncology, cardiothoracic surgery and home health care. For the past seven years, she has worked in prenatal case management at Penn Medicine Lancaster General's Healthy Beginnings Plus program. Her caseload is primarily drawn from Lancaster Health Center- an FQHC and a hub for refugee health in Lancaster.

Laurie is a graduate of Eastern Mennonite University, Harrisonburg VA. She lives in Lancaster with her husband, Lynn and their three teenage children. She has been active as a volunteer with her church in accompanying an Ethiopian family in their long term resettlement process in Lancaster.

[Presentation Slides](#)

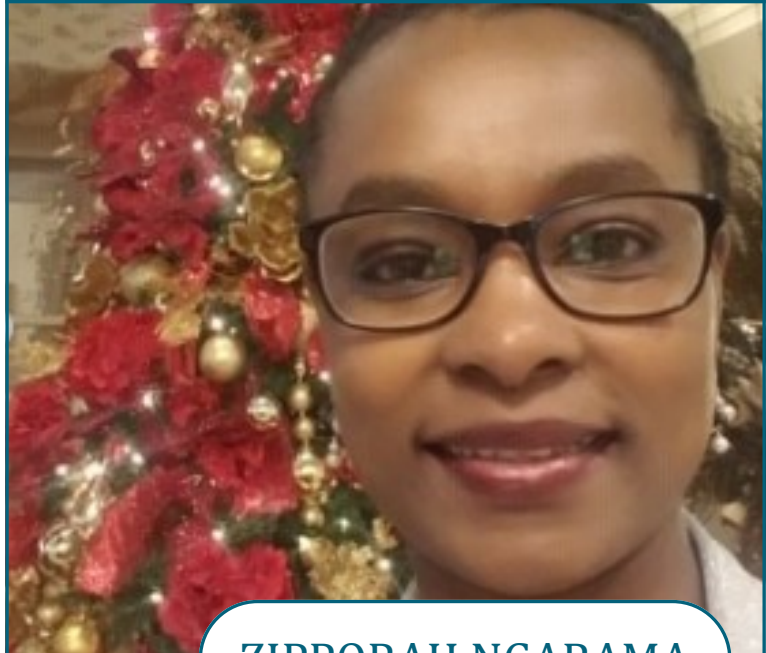
[Video](#)

[Resource Links](#)

[Healthy Beginnings Plus at Lancaster General Health](#)

**Supporting Pregnant
Refugees from Africa
through Healthy Beginnings
Plus Program**

Healthy Beginnings Plus expands maternity services that can be reimbursed by the MA Program. The intent of Healthy Beginnings Plus is to render services that meet women's psychosocial needs in addition to rendering traditional medical/obstetric services.



ZIPPORAH NGARAMA

Social Worker, UPENN

Zipporah “Zippy” Onyimbo-Ngarama MSW, LSW, was born and raised in Kenya. She primarily came to USA to attend college where she also met her husband, Joel Ngarama. Joel and Zippy have a son and two daughters. Zippy’s career track includes working in the child and adult mental health care field, human resource consultancy and office management. She currently works as a Licensed Social Worker in Lancaster serving pregnant women from a variety of cultural and socioeconomic backgrounds. Zippy is a certified English/Swahili Medical Interpreter. She also serves as an advisory board member for Millersville University School of Social Work, Bethany Christian Services and Grape Leaf Empowerment Center. Zippy holds a Certificate in Discipleship in Ministry from Rosedale Bible Institute, a Bachelor’s Degree in Social Work with a Minor in International Studies from Millersville University and a Master’s degree in Social Work Administration/ Social Management and Planning Concentration from Temple University.

COVID-19 VACCINATION

COVID-19 Vaccine updates and information, as it applies to the refugee resettlement program.



DR. WILLIAM HAHN

Protocol Chair for COVID-19
Prevention Network Clinical Trial

Dr. Hahn is an attending Physician at Harborview Medical Center in Seattle, WA. He is also serving as a clinical instructor at the University of Washington in Seattle. Dr. Hahn is the Protocol Team Lead for AztraZeneca's Phase III COVID Vaccine Efficacy Trial and HIV Vaccine Clinical Trials Network. Dr. Hahn received his MD from the State University of New York Upstate Medical University in Syracuse. He completed his residency in internal medicine at Brown University, Providence, Rhode Island. He also completed his fellowship in infectious disease at the University of Washington, Seattle. He currently serves as a member of several professional organizations including the American College of Physicians, Infectious Disease Society of America, American Society of Tropical Medicine and Hygiene and American Association of Immunology. He also has several peer-reviewed medical journal articles to his credit.

Video

Resource Links

- [ACOG: Vaccinating Pregnant and Lactating Patients Against COVID-19](#)
- [SMFM: Society for Maternal-Fetal Medicine \(SMFM\) Statement: SARS-CoV-2 Vaccination in Pregnancy](#)

SWITCHBOARD PANEL

Switchboard Panel Moderated by Daniel Wilkinson



Matching Client Skills to Career Pathways

A discussion of strategies for supporting the career pathways of middle and high-skilled clients. Panelists will highlight best practices, existing resources, and new developments in local and/or national efforts to help refugees and immigrants obtain work that fits their experience, skills and interests.

- ***Khem Subedi, Community Education Coordinator, IU13 (Lancaster, PA), khem_subedi@iu13.org***
- ***Luisela Arevalo-Sugalski, Career Coach, Nationalities Service Center (Philadelphia, PA), lsugalski@nscphila.org***
- ***Mariam Nek, Director of Workforce Development, The Welcoming Center (Philadelphia, PA), Mariam@welcomingcenter.org***
- ***Senay Gebremedhin, Global Talent Bridge Program Manager, World Education Services (National), sgebreme@wes.org***
- ***Daniel Wilkinson, Program Manager for Economic Empowerment, Switchboard, dwilkinson@lirs.org***
- ***Saba Imran, Program Coordinator for Economic Empowerment, Switchboard, simran@lirs.org***

[Presentation Slides](#)

[Video](#)

[Resource Links](#)

Full list of shared resources on next page

Matching Client Skills to Career Pathways

Virtual Panel Discussion for PA Refugee Employment Service Providers

Resources

Upwardly Global (National)

- Free public resources: <https://www.upwardlyglobal.org/career-resources/>
- Jobversity free resources: <https://jobversity.upwardlyglobal.org/>

Switchboard (National)

- Job Counseling for Career Pathways Toolkit: <https://switchboardta.org/resource/toolkit-job-counseling-for-career-pathways/>
- Launching and Strengthening Career Pathways Programs Toolkit: <https://switchboardta.org/resource/toolkit-launching-and-strengthening-career-pathways-programs/>

Other Resources

- A free cell phone app that teaches English in small 3-minute sessions. Available in English and Spanish only: www.Cell-Ed.com
- USAHello: <https://usahello.org/>
- Lancaster County works with an extensive pull of employers, workforce and provide English as a second language is [Tec Centro](#). A department within the Spanish American Civic Association (SACA).
- New Pennsylvanians Licensure Survey: <https://www.surveymonkey.com/r/NewPALicenseSurvey>

The Welcoming Center Philadelphia, PA

- FOCUS (Foundations and Communication in the U.S) Program at the Welcoming Center Contact: Mariam Nek (Mariam@welcomingcenter.org)
- Welcoming Center's Career Guides for International Professionals, for Pennsylvania Providers: <http://welcomingcenter.org/publications/#1495053415274-a18a426f-0701>

WES Global Talent Bridge (National)

- WES's career pathways guides (National): <https://www.wes.org/advisor-e-guides/>
- Gateway that is in a testing phase operating in a limited capacity for such clients. <https://www.wes.org/partners/global-talent-bridge/wes-gateway-overview/>
- Subscribe to WES Global Talent Bridge's blog to find resources and continue to stay engaged: <https://www.wes.org/partners/global-talent-bridge/>

Nationalities Service Center Philadelphia , PA

- NSC Employment Services: <https://nscemployment.wixsite.com/mysite>
- NSC YouTube Channel: <https://www.youtube.com/channel/UCi7-cpVszbMPQZbFadZNciQ/videos>

General CDC Refugee Program Activities During COVID-19

Emily Jentes is the Lead of the Domestic Team in the Immigrant, Refugee, and Migrant Health (IRMH) Branch at CDC. She will join us to discuss general CDC Refugee Program activities during the COVID-19 pandemic.

 Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™

Immigrant and Refugee Health

DR. EMILY JENTES

Lead of the Domestic Team in the Immigrant, Refugee, and Migrant Health (IRMH) Branch at CDC

Dr. Emily Jentes is the Lead of the Domestic Team in the Immigrant, Refugee, and Migrant Health (IRMH) Branch at CDC. She earned her BS in Biology at Truman State University, MPH in Epidemiology from Emory University, and her Ph.D. in Parasitology from Tulane University. From 2008-2010, Emily served as a CDC Epidemic Intelligence Service Officer in the Division of Global Migration and Quarantine at CDC, where she worked on projects both with the IRMH and Travelers' Health Branches. From 2010-2015, she served as a senior epidemiologist in the Travelers' Health Branch. Emily joined IRMH in September of 2015. She has both domestic and international research and epidemiology experience in public health, and is the technical officer for the CDC Centers for Excellence in Newcomer Health cooperative agreement. Her research has primarily focused on tropical medicine, vector-borne and zoonotic diseases, and refugee health projects in Guinea, Thailand, and Kenya.

[Presentation Slides](#)

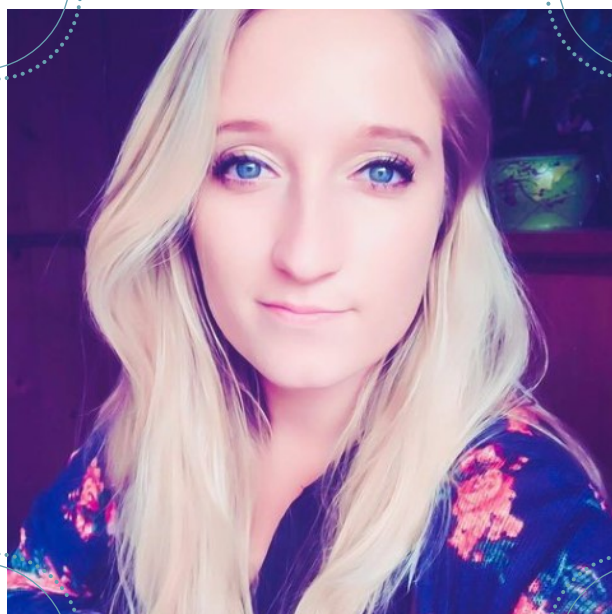
[Resource Links](#)

[Video](#)

- [CDC: COVID-19 Refugee Health Infographic](#)

LYDIA LAYTHE

USCRI Erie



School Year Transitions in the COVID-19 Era

School Year Transitions in the COVID-19 Era enabled USCRI Erie programs to support improved language access for refugee families regarding school-related material, through translated documents and videos; as well as improved refugee student and family engagement in new online learning platforms

Lydia Laythe is the Trauma & Addiction Program Coordinator at the US Committee for Refugees and Immigrants' Erie Field Office. Before working at USCRI Erie, Lydia worked as a trauma therapist to children and adolescents in a school setting and to previously incarcerated men in a traditional outpatient mental health treatment setting. Lydia co-organizes a civic engagement group called French Creek Indivisible, co-hosts a local podcast called "Our Erie," coordinates the social media for a California-based photography series called "Immigrants Are Us," and is a councilperson on Washington Township Council (in Erie County). Lydia is also a member of CeaseFirePA and the Green New Deal Coalition. Lydia has a Master's degree in social work, is trained in Trauma-Focused Cognitive Behavioral Therapy, and has presented on topics of cultural humility, privilege, trauma, the #MeToo movement, gun violence, and the roots of racism in the United States.

[Presentation Slides](#)

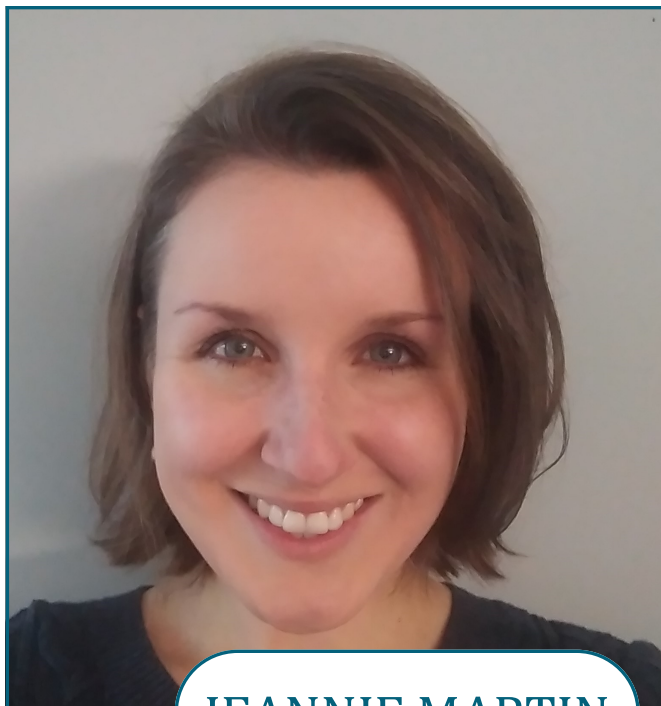
[Video](#)

[Resource Links](#)

[USCRI Erie](#)

Health Literacy Program

This program provides extended health orientation to 4 refugee families in the Lancaster community. Class sessions focus on Nutrition, Parenting and Child Rearing, Healthy Relationships and Medical Navigation.



JEANNIE MARTIN

Intensive Case Management and Navigation
Supervisor at Church World Service-Lancaster

Jeanne Martin-Sczechowicz began working with refugees in March 2016 in the Intensive Case Manager and Navigation Program at CWS. In this role, she helps guide and support individuals who are experiencing a challenging life event as they link to available resources in their new community. She also helps lead an alternative wellness activity; a Women's Sewing Group for refugee and immigrant women to help promote their own growth and learning. Jeanne received her Bachelor's degree in Social Work from West Chester University and has spent time in both Rwanda and Vietnam, working and volunteering with local NGO's focused on ESL learning, and empowerment of vulnerable populations. Prior to her role at CWS, Jeanne worked as the Volunteer Program Manager with the Good+ Foundation, previously titled Baby Buggy, in New York, New York. In this role, she helped forward new and gently used baby gear to families and community-based organizations in need through the harnessing of interested volunteer support. Jeanne admires the great resiliency of the individuals she works with and the contributions they bring to the greater community.

[Presentation Slides](#)

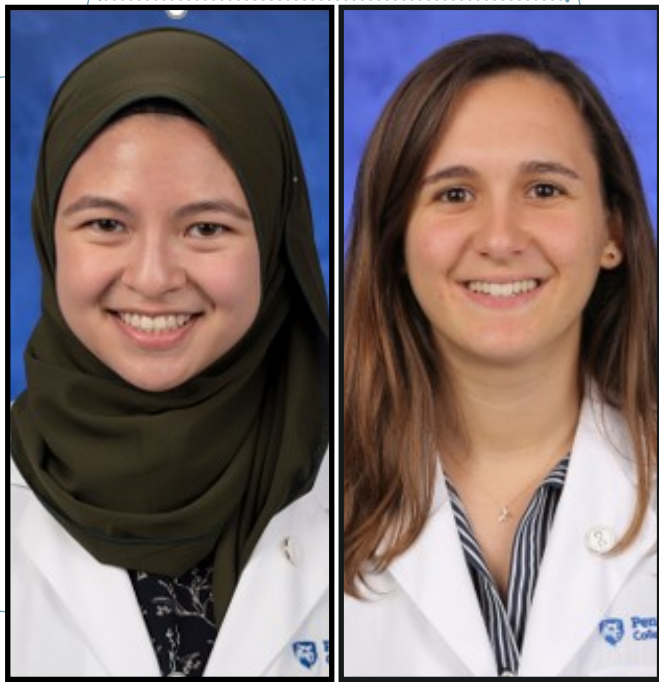
[Video](#)

[Resource Links](#)

[CWS Lancaster](#)

MARIAM SHALABY & LAURA PEREZ

Penn State College of Medicine—Refugee Initiative



School Year Transitions in the COVID-19 Era

Supporting improved language access for refugee families regarding school-related material, and improving refugee student and family engagement in new online learning platforms through personalized supports for students and parents. Lydia focused on the role trauma informed and culturally sensitive considerations played in this specific support amidst COVID-19

Mariam Shalaby and Laura Perez are leaders of the Refugee Initiative, a medical student organization at the Penn State College of Medicine that serves ten refugee families in the Harrisburg area. The organization provides healthy produce, tutoring services, and social services to the families in their organization. Laura and Mariam are passionate about improving access to health for underserved populations, especially those new to the United States.

Original Video Presentation:

<https://psu.app.box.com/s/6maei7kqrlld3ghizn495z72antye64oh>

Update from the Bureau of Population, Refugees and Migration

Larry Bartlett from the Bureau of Population, Refugees and Migration will join us to discuss progress and accomplishments from 2020, and future projections for 2021 and beyond.



LARRY BARTLETT

Director, Bureau of Population,
Refugees and Migration

Mr. Bartlett is a career member of the Senior Executive Service and has served since 2010 as Director of the Refugee Admissions Office of the U.S. Department of State's Bureau of Population, Refugees and Migration (PRM). During his tenure the program led the international community by resettling over 700,000 refugees for permanent resettlement to the United States. Prior to joining the State Department Mr. Bartlett served as U.S. Peace Corps Country Director in Jordan and Bulgaria. He served as a Peace Corps Volunteer in Yemen helping implement the first national immunization program. He is the recipient of the Warren Christopher Award for Outstanding Achievement in Global Affairs and the Presidential Rank Award in the Senior Executive Service.

[Presentation Slides](#)

[Video](#)

[Resource Links](#)

[Bureau of Population, Refugees, and Migration](#)

REFUGEE ADVOCACY ON THE HILL

Danielle Grigsby gave an update on RCUSA's ongoing efforts to protect and welcome refugees, asylees, asylum-seekers, and other forcibly displaced populations. RCUSA is a diverse coalition advocating for just and humane laws and policies, and the promotion of dialogue and communication among government, civil society, and those who need protection and welcome.



DANIELLE GRIGSBY

Refugee Council USA
info@rcusa.org

Danielle Grigsby is the Interim Executive Director of Refugee Council USA (RCUSA) after serving as the Director of Programs for 2-years. Prior to joining RCUSA, Danielle worked as a Project Supervisor at the Resettlement Support Center-Africa in Kenya, facilitating resettlement of refugees to the USA. Danielle also worked on Internally-Displaced Persons issues in Nigeria for the US Department of State, on coalition advocacy work for refugees across the Asia-Pacific based out of Bangkok, Thailand, as a refugee resettlement Case Manager for the International Rescue Committee, and for UNHCR-implementing partners providing protective services to Afghan and sub-Saharan African refugees in Moscow, Russia. Danielle also served as a Peace Corps volunteer in sub-Saharan Africa before obtaining a Masters of Social Work from Boston College and completing graduate studies in Forced Migration at Oxford University, UK and Journalism at Harvard University; she has dual-Bachelor's degrees in Political Science and History from Weber State University.

[Video](#)

Resource Links

- [CMS NY and RCUSA release report to help rebuild US refugee resettlement](#)
- [Refugee Advocacy Lab](#)

MARINA LIPKOVSKAYA

Executive Director, New World Association, Philadelphia



The Importance of Health Literacy

Marina Spoke on the importance of having health literacy classes for refugees; described the role of the instruction in improving refugees' English language and computer literacy skills, and enabling them to understand health related information and access health services independently.

Marina Lipkovskaya, Executive Director of the New World Association since 2006, came to the United States of America from the Ukraine in 2003 and immediately started to work with immigrant communities, first as an ESL teacher and program coordinator at SEAMAAC, then as a MoveUp ESL teacher at New World Association NWA). For about 14 years she has been coordinating NWA's services to assist adults in improving their basic skills, completing secondary education, transitioning to postsecondary education and training, assists clients to connect with employers and maintains partnership relationships with agencies that work with immigrant and refugee population in Philadelphia Ms. Lipkovskaya is a Board of Immigration Appeals accredited representative and provides immigration counseling and assistance with applications . She was honored with the Golden Door Award, by HIAS PA in 2016.

[Video](#)

[Resource Links](#)
[New World Association](#)

ARIEL RESSLER MACNEILL



Culturally Responsive Nutrition Education and Food Access for Refugee Populations

The project aims to promote healthy nutrition among NSC's refugee and immigrant clients through several evidence-based interventions. The project utilizes nudges like healthy recipe cards and green light pantry organizations, train the trainer nutrition education for staff and volunteers, and point of service distribution of nutrition materials via food boxes and a health orientation module.

Ariel Ressler MacNeill, MPH, is the Senior Manager of Health Access and Specialized Supports at Nationalities Service Center (NSC), a non-profit organization providing comprehensive services to immigrants in the Philadelphia, PA region and beyond. Building on her previous work serving low-income Philadelphia families, Ariel has been at NSC for the past 3 years overseeing NSC's health-related programming and more recently, also launching and managing NSC's food access programming. Ariel holds a Master of Public Health degree from Temple University.

[Presentation Slides](#)

[Video](#)

[Resource Links](#)

[NSC: Refugee Health Access](#)

Zooming Away: Towards a More Accessible Virtual Health Cultural Orientation Delivery for Immigrants and Refugees

Nearly a year after life in the US was radically disrupted by COVID 19, resettlement agencies are still trying to adjust to service delivery for their clients in an ever-changing public health landscape. This presentation discussed a new initiative at HIAS Pennsylvania to create short videos focused on the health cultural orientation curriculum and COVID-19.



MEAGAN HUME

Health Coordinator, HIAS

In her position as Health Coordinator at HIAS, Meagan ensures that all refugee clients receive integrated medical attention, assistance navigating health insurance, and a complete health education curriculum. She also works closely with other nonprofits, health systems, and government offices. Meagan has been in refugee resettlement for the past eight years, in direct services, programmatic, and advocacy roles. A proud alumna of AmeriCorps' Health Corps program, Meagan has a bachelor's degree from Bryn Mawr College, a Masters in International Development (MDP) from the University of Minnesota, and is currently pursuing her MPH at the University of Pennsylvania.

[Presentation Slides](#)

[Resource Links](#)

[Video](#)

[HIAS PA](#)

***Talking about Mental Health:
Working with Medical
Interpreters to Address Mental
Health or Stress in Refugee
Communities***

Mental health services may benefit a significant number of refugees; working across language and cultural differences brings additional complexity to this care. Dr. Ortiz discussed specific communication strategies to avoid pitfalls in working with interpreters and refugees in a variety of healthcare settings. She also shared resources from a recent initiative of the Children's Hospital of Philadelphia to increase access to evidence-based PTSD treatments and reduce mental health stigma.



DR. PRISCILLA ORTIZ

Program Manager,
Language Services Division, CHOP

Priscilla M. Ortiz is a certified medical interpreter with 18 years of experience in pediatric and adult healthcare organizations in Pennsylvania and Texas. Currently she serves as Language Services Program Manager at the Children's Hospital of Philadelphia. Priscilla holds a doctorate in applied linguistics from Penn State University, where she studied the nature of triadic communication and examined multimodal communicative strategies used within healthcare encounters. She works with various community organizations and government agencies to promote language access across institutions in the Philadelphia area. She is interested in educational developments for all parties of the interactional triad: healthcare providers and clinical researchers, English-language learners in the community, and medical interpreters. Priscilla earned her CMI-Spanish certification in 2014.

[Presentation Slides](#)

[Video](#)

Resource Links

- [CHOP: Effective Treatment for Refugee Adults with PTSD](#)
- [CHOP: Helping Refugees with PTSD Receive the Care They Need](#)
- [VIDEO: Talking About PTSD: Improving Communication and Care for Refugee Patients](#)

TANOA FAGAN



OIM Bureau Director Address

DHS Office of Income
Maintenance Bureau
of Employment
Programs Director
Tanoa Fagan provided
a recap of BEP in
2020, along with her
vision for the coming
year.

Tanoa Fagan serves as the Director of the Bureau of Employment Programs at the Pennsylvania Department of Human Services (DHS). Tanoa began her career with DHS as a caseworker in the state's county assistance offices and progressed to management-level positions. During that time she focused on those receiving Temporary Assistance for Needy Families (TANF), the most vulnerable of Pennsylvania's residents. In addition to being fully versed in public assistance benefit eligibility, she has nearly twenty years of supervisory, managerial, and leadership skills. Tanoa also serves as a member of DHS' Racial Equity Steering Committee. She holds a Bachelor of Arts in Psychology from American Public University.

[Video](#)

[Resource Links](#)
[PA DHS Bureau of Employment Programs](#)