



Tri-Agency National Conference
Newcomers in our Neighborhoods: Stronger Networks, Stronger Communities
St. Paul, Minnesota
April 30 – May 2, 2013
Speaker Biographies

Foundations

Reception and Placement Program Highlights

Sierra Kraft currently serves as a Program Specialist/Volunteer Engagement at Church World Service in the IRP Post-Arrival unit. Previously she was in the role of Case Manager, Refugee Processing at CWS/IRP in the Pre-Arrival unit and represented CWS at Allocations. Prior to working with CWS, she worked with a Lutheran Social Services/NCA in Silver Spring, MD as an Outreach Support Specialist in an employment program recruiting employers, volunteers, and assisting refugee/asylee clients. She has also worked for LSS/ND as Case Manager/Employment Specialist. Sierra holds a Master's of Arts in Nonprofit Management and Bachelor of Arts in Philosophy/Nonprofit Leadership.

Kurt Bonz is a Program Manager for Episcopal Migration Ministries (EMM). Prior to joining EMM, Mr. Bonz worked as a Caseworker then Field Team Leader at the Nairobi Resettlement Support Center managed by Church World Service. Mr. Bonz is a returned Peace Corps Volunteer having served in Senegal. Mr. Bonz was previously a Victim Advocate in the Pima County Attorney's Office Victim Service Division, and a Program Specialist with Big Brothers Big Sisters of Tucson. Mr. Bonz holds a Bachelor's degree in Psychology from the University of Arizona.

Matching Grant 101

Amanda Roth began working for Episcopal Migration Ministries in October 2011 as a Program Associate, where she is responsible for liaising with EMM's affiliates and providing overall support for the post-arrival program team. She has worked with refugees all over the country, including the Refugee Youth Project in Baltimore and the International Rescue Committee in New York. Prior to joining EMM, she served as the Matching Grant Coordinator and Job Developer at EMM/CWS's Denver, CO affiliate. Amanda graduated from Johns Hopkins University with a degree in political science and anthropology.

Liz Bendure, CNP, is Assistant Director for Community Integration, Matching Grant, with Lutheran Immigration and Refugee Service. Mrs. Bendure has been with LIRS since 2005. She currently manages and evaluates projects that foster self-sufficiency specifically the matching grant program. Her past work at LIRS has included coordinating the Fingerprinting Program within the Children Services Unit. She has worked on the Be Not Afraid Campaign assisting in developing and providing trainings for congregations and community members on welcoming and providing assistance to immigrants in their community. Liz also has experience with leading after school programs for socially and emotionally disabled youth along with facilitating parents support groups for abusive parents. She has a BA in Interpersonal Communications with a certification in Nonprofit Management.

Serving Our Clients - Successful Resettlement Service Plans

Annisa Harsha is a Quality Assurance Specialist for Community Integration with LIRS. Annisa has been working with LIRS in this capacity for over a year and a half now. She works on developing tools and implementing follow-up to ensure quality service provision by the LIRS affiliate network of the Reception & Placement and Matching Grant programs. Prior to this, she worked with the International Organization for Migration in Jakarta, Indonesia. There she assisted in the development, monitoring and evaluation of a psychosocial support program and other services for irregular migrants in detention. She also has experience working with logistics support and fundraising event planning for the March of Dimes in Colorado Springs, CO. Annisa has spent most of her life overseas, living in countries such as China, Taiwan and Namibia. She is fluent in Bahasa Indonesia and holds a BA in Psychology from The Colorado College.

Myat Lin is Assistant Director for Community Integration with LIRS. Working closely with refugees for over eight years in refugee camps in Thailand has shaped Myat's outlook on life especially towards the most vulnerable populations. Myat worked for the Refugee Resettlement Unit processing refugees out of Thailand, under the direction of Refugee and Migration Affairs of the U.S Embassy. Having been admitted to the U.S as a refugee himself in 2006, Myat continued his services to refugees at local resettlement sites as a case worker for Catholic Charities in Orlando, FL and an Employment and Special Programs Coordinator with IRC in Silver Spring, MD. He joined LIRS in 2009 and has been in the current position for over three years.

Overseas Case Processing and Pre-Arrival Planning Process Activities

Helen Molinaro began her career in Refugee Resettlement in 2001 and is the Assistant Director for Refugee Resettlement for LIRS. Helen has been with LIRS since August of 2009 and was promoted from Placement Coordinator for Refugee Resettlement to her current position as Assistant Director for Refugee Resettlement. Helen began her work as an AOR Processor for World Relief and was promoted to the Refugee Processing Manager where she managed the pre-arrival technical unit for 4 years. Helen has been a part of multiple working groups in the past including INTERACTION Protection Working Group, RCUSA Committee on Protection, UNHCR Partnerships Working Group, Pre-Arrival Sub Committee and Allocations Working Group. Helen holds an Associate Degree of Science, Widener University, Brandywine Campus, Wilmington, DE in Travel and Tourism Management.

Svetlana Brajdic is a Senior Program Manager for Episcopal Migration Ministries (EMM) heading its Processing Unit ensuring timely management of assurances, maintaining daily contacts with EMM's affiliate network to gauge placement interests and capacity, disseminating processing information, and coordinating case placement strategies. Prior to joining EMM, Svetlana Brajdic worked for the Ethiopian Community Development Council in New York City, as a case worker. Svetlana Brajdic also worked for the United Nation Protection Force in Bosnia and Herzegovina as a liaison officer with the Bosnian government's Office for Reconstruction of Sarajevo. Svetlana Brajdic holds a Bachelor's degree in English and English literature from the University of Sarajevo, Bosnia and Herzegovina.

Andrew Fuys is the Associate Director for International Programs at Church World Service (CWS). In this position, he supports RSC Africa to conduct refugee case processing and cultural orientation in Sub-Saharan Africa, as well as CWS country offices and NGO partners that provide essential services to refugees and IDPs. From 2003-2008, he served as Policy Officer and Asia Focal Point with the International Land Coalition, a UN-system network that works to increase access to land and natural resources by poor men and women, and worked as a Program Officer with the National Democratic Institute's Asia division from 1996-2001. He has a Master in Public Policy degree from the University of California.

Managing Matching Grant Core Services Maintenance

Jessenia Eliza is a Matching Grant Program Specialist with Church World Service/Immigration and Refugee Program. Jessenia has been with CWS for nearly two years. In this position, she provides technical support to the Matching Grant Program in the areas of database use, data collection, data analysis and reporting. She is also responsible for reviewing and tracking Matching Grant funding and match, conducting

on-site and remote monitoring, and working collaboratively with the other Matching Grant Program Specialist in developing and delivering affiliate training. Jessenia holds a Bachelor of Arts Degree in Psychology with minors in Sociology and Latin American Studies, certification as a TEFL instructor, Comp TIA A+ certification, and brings with her a varied background including four years of Information Technology experience.

Liz Bendure (See Matching Grant 101)

Effectively Serving Refugee Minor Cases

Chak Ng, LGSW, is the Assistant Director for Children's Services with Lutheran Immigration and Refugee Service. Chak Ng has worked in the area of unaccompanied refugee and immigrant children for 30 years. He was Director of the Unaccompanied Refugee Minor program of Lutheran Community Services Northwest in Seattle, WA, for 15 years and three years before that as foster care worker. Over those years, he has worked with refugee and immigrant children from numerous countries including Vietnam, Cambodia, Ethiopia, Somalia, Cuba, Haiti and China among others.

Since joining Lutheran Immigration and Refugee Service in 2002, he has held various positions in the Children Services including Temporary Assistant Director for Children Services, Coordinator of the Trafficked Children Initiative and DUCS Field Coordinator. In his current role as Assistant Director at LIRS, he coordinates with the US Department of State Bureau of Populations, Refugees and Migrants to place unaccompanied refugee children from overseas as well as unaccompanied Central American children in Federal custody into foster care. In recent years, he has made annual visits to the Thai-Burma border to learn about child protection issues among refugee children. He graduated with a Masters in Social Work in 1978 from the Loyola University of Chicago.

Kerri Socha, LGSW, is the Placement Coordinator for Children's Services for Lutheran Immigration and Refugee Service. Kerri has worked in International Child Welfare for over three years and currently works with the Unaccompanied Refugee Minor program at LIRS. Her role includes identifying foster care placements throughout the network, reviewing suitability assessments and providing technical assistance on URM cases. Prior to joining LIRS, Kerri worked as an Intercountry Case Manager for International Social Service-USA Branch doing family tracing across borders. Additionally, she has worked in program evaluation research on children aging out of foster care domestically, and coping mechanisms for children in Palestine. Kerri is a licensed Social Worker in the state of Maryland and earned her Master's Degree in Social Work from the University of Maryland in 2009.

Jasmine Shortridge, LGSW, joined LIRS in Baltimore in 2012, after spending nine years working with children and families and currently serves as a Children's Services Specialist. She spent the majority of her previous work experience with Montgomery County Child Welfare Services as a Child Protective Services worker and Continuing Services worker. She was certified as a forensic interviewer, using the Finding Words approach of the CornerHouse model. Prior to her Child Welfare experience, Mrs. Shortridge practiced therapy with children and families as a bilingual therapist. In her current position, she provides assistance and guidance to social workers who work with undocumented youth in need of services ranging from mental health and legal support. She received her MSW from the University of Maryland—Baltimore, and her BSW from Hood College in Frederick, MD.

Promoting and Teaching Financial Literacy Skills

Marijana Ababovic is President & Chief Executive Officer ISED Solutions. Marijana improves the impact of non-profit and social enterprise organizations through knowledge transfer, technical analysis, and industry expertise. Ms. Ababovic has worked in the economic development field for nearly 20 years. Her career includes enterprise development and business training for programs that assist resettled refugees, immigrants, and other diverse low-income communities. Combining her extensive field experience and analytical skills, Ms. Ababovic joined ISED Solutions as a refugee microenterprise consultant in 2005. She subsequently assumed responsibility for the individual development account (IDA) technical assistance program and other federally funded microenterprise projects.

Most recently, Ms. Ababovic supported the Office of Refugee Resettlement's refugee home based child care project. Ms. Ababovic promoted refugee economic development at national and international conferences and designed and implemented various evaluation and data measurement tools related to these projects. Ms. Ababovic holds an MBA in finance, consulting, and marketing from the William E. Simon School of Business, University of Rochester.

Family Reunification Program and AOR Forms Completion Requirements

Carol Roxburgh is the Associate Director for Pre-Arrival for Church World Service. Prior to joining CWS in February 2013, Carol was CEO of Refugee Services of Texas from 2002 and was on staff since 1996 in various other positions. Carol has been a presenter at many national and state conferences and has served on the CWS Affiliate Advisory Group and a member and past chair of the LIRS Regional Consultants

Advisory Committee. Her experience in resettlement also includes travel to refugee camps in Kenya, Ghana and Thailand. She is a founding member and officer of the Association for Refugee Service Professionals. Carol has a bachelor and master's degree from Dallas Baptist University.

Svetlana Brajdic (See Overseas Case Processing and Pre-Arrival Planning Process Activities)

Refugee Housing (Best Practices)

Laura Lonneman is currently the Housing and Policy Manager with RefugeeOne. She has been with the agency since 2008. In her current capacity Laura manages housing, policy and advocacy, and contract compliance as it relates to the Cooperative Agreement with the Department of State. She also serves on the advisory council for the newly formed Chicago Burmese Community Center and is looking forward to traveling to the Thai / Burma border in the upcoming year. Laura received her BA from Kalamazoo College, studying abroad in Quito, Ecuador and traveling to Brazil to complete her senior thesis on the landless movement.

Melineh Kano is Executive Director of RefugeeOne. She has been with the agency since 1985. Most recently she served in the position of Program Director. Ms. Kano has over 28 years of not-for-profit leadership experience, and she has overseen the creation, implementation, and evaluation of all RefugeeOne programs. Additionally, Ms. Kano has been part of developing many national initiatives, such as the creation of HIV/AIDS Medical Case Management for Refugees, and providing technical assistance to newly formed Mutual Aid Associations locally and nationally. Ms. Kano is an Armenian refugee from Iran; she received her degree in Business Management from the University of Rome, and is fluent in four languages including Armenian, Farsi, French, and Italian.

Enhancements

Best Practices in English Language Training

Elizabeth Harper is an ESL Instructor and Matching Grant Coordinator with Lutheran Community Services NW in Vancouver, Washington. Elizabeth received her Teaching English as a Foreign Language Certificate from the Department of Applied Linguistics at Portland State University in 2012. She graduated with a Master of Arts in Interdisciplinary Studies from Oregon State University in 2007. Her thesis titled, "Eudaemonics and Theatre Activities in Long Term Care" revealed techniques to be

used with activity programs within the long term care environment. With a strong educational focus on Communication, Gerontology and Theatre Arts, Elizabeth took her ten years of work experience in long term care and refined her skills to work with the immigrant and refugee populations. She lives in Portland, Oregon and has three grown children, a four and a half year old granddaughter and a new grandson to be born in July.

Diane de Echeandia is the ELT Coordinator and instructor for Interfaith Refugee Ministry in New Bern, North Carolina. She holds a Certificate of Advanced Study in Curriculum and Instruction from State University of New York, Albany, with a focus on second language acquisition, cultural awareness, and cultural influences in the ESL classroom. She also has many years of ESL teaching experience in a variety of foreign and domestic venues including El Salvador; Tianjin University of Commerce Tianjin, China; Old Dominion University, Norfolk, Virginia; and two community colleges in North Carolina.

The Cultural Orientation Continuum

Rhonda Fleischer is the Cultural Orientation Coordinator at RSC Africa, where she oversees the cultural orientation provided to U.S.-bound refugees in Sub-Saharan Africa. Rhonda has served with RSC Africa since September 2012. Previously, Rhonda worked for CWS in New York where she was Associate Director of Pre-Arrival Services. Rhonda also worked as the Deputy Director of Community Outreach Services at Catholic Charities in New York City, which encompassed Refugee Resettlement as well as Employment and Training Services and as a Development Manager for the International Rescue Committee. Rhonda has a Master's degree in Social Work from the University of Washington in Seattle and has studied Buddhism in Surat Thani, Thailand.

Sanja Bebic is the Director of Refugee and Immigrant Integration programs at the Center for Applied Linguistics (CAL) in Washington, DC, in which capacity she is responsible for designing and implementing a variety of methods to strengthen the orientation provision and integration efforts of agencies working with refugees and other newcomers from throughout the world. Ms. Bebic manages all RII program activities, including the design and delivery of international and national technical assistance and capacity building projects, such as the Department of State-funded Cultural Orientation Resource Center and its provision of technical assistance to seven overseas Resettlement Support Centers and ten national resettlement networks comprised of over 350 local affiliate offices.

Ms. Bebic spearheads the development and dissemination of publications and videos on orientation, new groups, and refugee adjustment and integration, including the CAL series of over twenty Refugee Backgrounders and Culture Profiles; a series of seven group-specific videos; and training materials such as *Cultural Orientation for Refugees: A Handbook for U.S. trainers* and the Welcome set, comprised of *Welcome to the United States: A Guidebook for Refugees* and an accompanying video, available in 16 translations. Ms. Bebic's experience includes the design and delivery of capacity-building trainings and presentations, including over one hundred presentations on educational programs for migrants. She has more than 15 years' experience in the field, during which she has held positions with the International Catholic Migration Commission, the United States Committee for Refugees and Immigrants, and Lutheran Immigration and Refugee Services, among others. Ms. Bebic holds an M.A. in International Training and Education from American University.

Sarah Krause is the Deputy Director, Programs for the CWS/Immigration and Refugee Program (IRP). In this role she oversees all CWS/IRP programs including the CWS domestic resettlement network, Resettlement Support Center (RSC) Africa, and other CWS/IRP overseas programming. Prior to joining CWS headquarters, Sarah served as the Cultural Orientation Regional Coordinator for RSC Africa and the Deputy Director for Operations at the Overseas Processing Entity (OPE) Accra. Sarah has more than eight years domestic resettlement experience having worked as a Sponsorship Developer, Caseworker and Program Coordinator at the CWS affiliate in New Windsor, Maryland and as Director of Refugee and Immigrant Services at the LIRS affiliate in the Washington, D.C. metropolitan area. She has also served as a national representative for the Church of the Brethren Refugee Resettlement Program and as an Accredited Representative with the Board of Immigration Appeals. She holds a Master of Science in Nonprofit Management from Eastern University and a Bachelor of Arts in Sociology from Huntington University.

Innovative Services to Clients with Medical and Mental Health Concerns

Amber Elizabeth Gray is the State Refugee Mental Health Coordinator in New Mexico. She provides training and consultation nationally and internationally on clinical treatment and program development for survivors of trauma secondary to torture, war, combat, trafficking, organized violence and natural disaster. She has over twenty-five years of experience in human service and working with displaced people, refugees, and survivors of human rights abuses, is published and a frequent speaker on many of the subjects she trains on. She is the Refugee Mental Health Coordinator for New Mexico's Department of Health, past President of the Board of Directors for TASSC International, and Director of Restorative Resources Training and Consulting and its non-profit

counterpart, Trauma Resources International. She trains health and mental health professionals and paraprofessionals on such topics as working with traumatized children, models for the cross-cultural application of psychotherapy, innovative approaches to trauma recovery that integrate local, individual and community resources and traditions, clinical issues in work with survivors of combat, war and political violence, and stress management and secondary trauma mitigation for individuals and organizations serving survivors. She is the 2010 recipient of The American Dance Therapy Associations "Outstanding Achievement Award".

Pierre Morin, MD, PhD. works as a Clinical Director and Program Coordinator for Lutheran Community Services Northwest's (LCSNW) multicultural community mental health program in Portland, Oregon. LCSNW resettles and serves many refugees and immigrants that have experienced trauma. They come from Africa, Eastern Europe, Burma, Bhutan, Iraq and Afghanistan. Dr. Morin is trained as a medical doctor and brings over 25 years of clinical experience in medicine and mental health and addiction services. He has led community health projects in the US, Africa and Switzerland. His PhD in Health Psychology focused on subjective perceptions of social rank as an aspect of social determinants of health. While working as a clinician, for all his professional life he has been involved in community and minority health. He is specifically interested in health disparities and the negative health effects of trauma. He is also trained as a group facilitator and has experience working with culturally mixed groups.

Marge Higgins, L.S.W., is the Medical Social Worker for the Refugee Health Program at the Minnesota Department of Health. This position was created in 2011 to address the growing concerns of the five refugee resettlement agencies in Minnesota about meeting the immediate and complex medical needs of an increasing number of new arrivals. Marge provides the systems knowledge and programmatic expertise to link these new arrivals to appropriate health –related resources by developing care plans and working at each agency with the refugee resettlement staff to implement the plans. She collaborates with local public health departments, clinics, social service and community-based organizations to provide care and services to newly arriving refugees with complex medical issues. Marge is a licensed Social Worker who started her career in private non-profit agencies providing direct services to adolescents and adults in crises and transition. At the Health Department, she worked for several years as a disease investigator in the area of HIV and STD's, as the Refugee and Immigrant Coordinator for the Tuberculosis (TB) Program and as the TB program's disease investigator for non-compliant carriers and TB health threat cases. She earned a Bachelor of Social Work at the College of St. Catherine in St. Paul, Minnesota, and is a licensed social worker in the State of Minnesota.

Blain Mamo is the interim Refugee Health Coordinator at the Minnesota Department of Health. As such, she oversees the planning, coordination and implementation of the statewide refugee screening program in accordance to the program's mission 'to promote and enhance the well-being of refugees.' The Refugee Health Program collaborates with county health departments to ensure the health assessment of newly arrived refugees and its findings are regularly disseminated to all interested state, national and international parties. She also serves as the Refugee Health Program's Senior Epidemiologist coordinating the data collection, management, and epidemiologic studies of refugee screening results. In addition, she collaborates with various partners in the community to conduct research projects and health education to better understand the refugees' health status and meet their needs. Ms. Mamo's interests are centered on international health and infectious diseases. She earned her B.S. in Chemistry and Biology from Bemidji State University, Minnesota and her M.P.H. in Epidemiology from the University of Minnesota.

Beyond the Basics: A New Service Plan, a New Tool for Integration

Amanda Roth (See Matching Grant 101)

Understanding and Addressing Domestic Violence among Refugees

Nathan Ferreira has served as the Director of Staff Training, Compliancy, and Supportive Programs at Exodus Immigration, Inc. in Indianapolis, Indiana for more than two years. Prior to joining Exodus, Nathan served as the Director of Programs for Promising Futures of Indiana, an organization devoted to developing healthy relationships and creating positive changes for youth and their families, working with victims of violence and abuse. Nathan also served as the Children's Services Manager at the Julian Center for over five years. The Julian Center provides counseling, safe shelter, case management, advocacy and education for survivors of domestic violence, sexual assault, and other life crises, as well as seeks to educate the community about domestic violence and sexual assault. Nathan is a licensed clinical social worker and counselor, with over nine years of experiencing providing counseling services and education on issues surrounding domestic violence and assault, particularly in the refugee and new immigrant communities of Indianapolis.

Suzanne LeLaurin is the Senior Vice-President for Individuals and Families at the International Institute of St. Louis, MO, and also runs the National Immigrant Family Violence Institute, housed within II St. Louis. She is responsible for strategic and operational programs in three departments: Client Services, Education, and Program Development/Quality Assurance. She also oversees immigration application services. Suzanne has a Masters in Social Work from Washington University's Brown School of Social Work and a Masters Certificate in Global Mental Health through Harvard Program in Refugee Trauma, Massachusetts General Hospital and Instituto Superiore di Sanita. She is an adjunct instructor and student advisor with the Brown School and has taught previously at St. Louis University. Suzanne serves on the Community Advisory Board of the Regional Health Commission, and is active in several community-based coalitions. She was named 2005 Social Worker of the Year by the Missouri Chapter of the National Association of Social Workers.

Match Mixer

Kelly Hebrank has been with IRIS -- Integrated Refugee & Immigrant Services -- since 2004, initially as Health and Wellness Program Coordinator and now as Deputy Director. She graduated from Yale University, and previously worked with a campus religious ministry as well as an AmeriCorps program called Public Allies. Her responsibilities at IRIS include financial management; outreach and educational presentations; and overseeing the volunteer & internship program, office administration, and the Health & Wellness Program.

Kelly Cohen-Mazurowski has been the Community Resource Coordinator for CWS in Durham, NC since June of 2012. Kelly works to recruit and mentor volunteers, to connect congregations and community groups with new arrivals, to create fundraising and awareness events, and to manage web presence. Kelly graduated with a BA from Wheaton College, IL and a Master of Divinity from Duke Divinity School. She has studied and worked abroad in Uganda, Kenya, and South Africa.

Yomiyubiya Uma is a Case Manager with Bethany Christian Services in Grand Rapids, MI. Yomiyubiya was born and raised in Ethiopia. She came to the U.S in 2008 to pursue a Masters degree in Social Work and Public Administration. Since 2010, she's worked with Bethany Christian Services' resettlement program as a part time case manager and MG program coordinator. Yomi loves working with the refugee population, learning about new people and new cultures. Yomi feels that the opportunity to provide and coordinate services for refugees during their transition to adjust to a new life in the U.S. has been a great blessing.

Cole Varga is the Manager of Self-Sufficiency Services with Exodus Refugee Immigration Inc., in Indianapolis, Indiana. Cole has worked with Exodus Refugee for four years. In that time, he has served in many different capacities starting as a caseworker and later moving into the employment department as Matching Grant Coordinator. Currently, he oversees Exodus' employment, language, and transportation programs. Cole holds a Master's degree in International Relations from the University of Indianapolis.

Laila Amara is the Fort Worth Area Director for Refugee Services of Texas, Inc. Laila has worked with Refugee Services of Texas (RST) in the role of Area Director for over 4 years. Before working with RST she was employed part-time with the American Red Cross Headquarters as a Special Projects Coordinator in their Diversity Office. Concurrently, she was working towards her Master's in Public Health degree at the Johns Hopkins Bloomberg School of Public Health (JHSPH). Once she graduated from JHSPH she returned to Texas to work in the refugee resettlement field with RST. Laila has had previous experience working with refugees in an overseas setting as a Cognizant Technical Officer at USAID's Mission to the West Bank & Gaza. Through USAID's Health and Humanitarian Office Laila managed the United Nations grants assisting the Palestinian population.

Kate Macom joined Church World Service as the Matching Grant Program Specialist in July 2011. Kate oversees the day-to-day implementation of the Matching Grant Program by providing technical assistance and support to the CWS affiliate network in program planning and implementation. Kate has nearly nine years experience serving refugees, including as Youth Program Coordinator, R&P and Matching Grant Case Manager and Volunteer and Resource Development Coordinator with the International Rescue Committee. Prior to joining CWS, she worked at HealthRight International, training and coordinating volunteer clinicians who conduct physical and psychological evaluations in order to document the lasting effects of torture and other severe abuse for adults and children seeking immigration relief in the U.S. She holds a Master of Public Administration and Bachelor of Arts in Sociology and Africana Studies.

Self Care for Refugee Service Professionals

Sarah Ivory is the inaugural Director of Church World Service's Greensboro Immigration and Refugee Program which she helped to establish in 2009. Their program offers comprehensive resettlement services, civics education and legal services for immigrants. Prior to her role with CWS, Sarah worked in resettlement in the Refugee Resettlement in the Raleigh region gaining experience in community

development, case management, legal services and program management. Sarah earned her degree in International Relations and is an accredited representative with the Board of Immigration Appeals. Sarah has traveled, volunteered and worked in more than 20 countries across Asia, Africa, South America and Europe and has found a home for her passion for working with diverse communities in the field of Refugee Resettlement.

Sue Johnston, LICSW, has been a psychotherapist for over 25 years, specializing in psychological treatment of adult and child survivors of trauma. She was formerly the Refugee Mental Health Liaison for Refugee Services, MCC, Minneapolis, MN and continues to consult with VOLAGS on refugee mental health situations. She currently provides diagnostic assessments and mental health treatment for refugee clients. She co-leads a refugee women's Feeling Better Treatment group and is collaborating with the Karen Organization of Minnesota to provide mental health services for Karen clients. Sue is a former Peace Corps volunteer in the Philippines. When she is not working with refugees, Sue provides individual and group stress services to police officers, firefighters, paramedics, and emergency dispatchers as well as to banks, private industry and hospitals.

Using Labor Market Data to Inform Employer Outreach

Lana Whiteford is an Executive Consultant with Whiteford Enterprises in Boise, Idaho. Lana has over ten years of experience working with refugees. Initially working with refugees as an employer, then in refugee resettlement and now operating a consulting business that recruits refugees workers for other businesses, Lana has a wide range of understanding on how best to assist refugees with obtaining employment in the US job market.

Rebecca Armstrong is the program manager for Higher, a program of LIRS and the Office of Refugee Resettlement's training and technical assistance arm for employment. She has worked in the field of refugee resettlement for twelve years at both the local and national level. Through her work experiences, she has gleaned tips, tricks and tools that are effective for preparing refugees to enter and advance in the U.S. workforce while reaching new employers at the same time. She sees a critical part that refugee employment providers play in solving today's labor demands for a skilled and reliable workforce. She also really loves to see employers catch the vision of refugee resettlement and become strong allies in the pursuit of integration that benefits both newcomers and receiving communities.

Clients as Volunteers in Our Agencies and Communities: Opportunities, Benefits and Challenges

Mary St. John has been the Durham Program Director since the Durham, N.C., CWS Immigration and Refugee Program office opened in January 2009. She has served in refugee resettlement for more than 10 years. Prior to that, she worked as a consultant to ministries of health and education in Africa and Asia. Mary holds a B.A. in Economics and an M.S. in Computer Science. She taught English in the Peace Corps in Morocco, and has also lived in Thailand and the Caribbean. Mary speaks French and intermediate Persian. She and her husband live in Durham.

Tanya Dumont is the Matching Grant Coordinator/Job Developer for Lutheran Social Services of New England in Concord, New Hampshire. Tanya joined Lutheran Social Services of New England as the Matching Grant Coordinator in January, 2008. In addition to overseeing the Matching Grant Program, she also supervises the Employment/Education Specialist Team. Before entering the world of refugee resettlement, she hired many refugees when working in Human Resources for Wal-Mart, Inc. for eight years. From 1996 through 2001, she volunteered with Vision International Missions, delivering medical supplies to remote villages in Venezuela and Brazil. Since 2004, she has also served on the board of directors for a non-profit organization (NPO) specializing in providing truck loads of food and humanitarian relief supplies to NPO's operating on Native American Reservations. Tanya is currently a student at Springfield College's School of Human Services and anticipates completion of her Master's in Organizational Management and Leadership in May, 2015.

Chris George has been the Executive Director of IRIS -- Integrated Refugee & Immigrant Services -- in New Haven, CT since 2005. Chris has spent most of his professional life living in, or working on, the Middle East. Most recently—before returning to Connecticut in 2004—he worked seven years in the West Bank and Gaza Strip. Chris directed a legislative strengthening project with the Palestinian Parliament and later established an emergency assistance program that gave grants to Palestinian nonprofits. From 1994 to 1996, Chris was Executive Director of Human Rights Watch – Middle East. Prior to that, he worked with Save the Children for 9 years and American Friends Service Committee for 3 years, mostly in Lebanon. Chris began his international career as a Peace Corps Volunteer in Muscat, Oman. He speaks Arabic.

Kelly Hebrank (See Match Mixer)

Leadership

Strategizing for Managing Family Reunification Program

Angie Plummer is the Executive Director of Community Refugee and Immigration Services (CRIS), a non-profit organization serving refugees and immigrants in Central Ohio. She has been with CRIS since 1998, and started as a volunteer lawyer. She became Executive Director of the agency in 2003. She is a 1989 graduate of the University of Dayton, where she majored in International Studies and minored in German, and is a 1992 graduate of the Ohio State University College of Law. She is admitted to practice law in Ohio and admitted by the U.S. District Court, Southern District of Ohio. Prior to working for CRIS, Angie worked for the State of Ohio and in private practice. She lists as her professional accomplishments the participation in resettlement to Columbus, Ohio of more than 5,000 refugees and the successful resolution of many asylum cases. She lives with her husband and two children in Columbus, Ohio.

Terry Abeles is currently in his 13th year working for LIRS assisting the resettlement of refugees. He began as an Assistant Director for Resettlement and currently serves as the Director for Refugee Resettlement. Terry began his work in the field with USCCB in a local diocesan program in Harrisburg, PA before working at the regional level and then for the USCCB national office in Washington DC. He has been assisting refugees for over 27 years. Terry holds a bachelors degree from Kenyon College and a Master's degree from Penn State University.

Carol Roxburgh (See Family Reunification Program and AOR Forms Completion Requirements)

Habits of Exceptional Leaders

Lisa Negstad is a nonprofit strategist with Negstad Consulting, specializing in designing training the uses creative and engaging methods and produces sustainable learning. Lisa held senior leadership and management positions in several nonprofits organizations (including VP of Finance and Administration at LIRS) before starting her company. Since starting her consulting firm, Lisa has worked with a diverse nonprofit clientele in the area of leadership development and organizational effectiveness. Lisa is a graduate of Yale University's MBA program and Luther College.

Current Issues in Overseas Processing in Sub-Saharan Africa

Robin Dunn Marcos is the Director at RSC Africa and has 25 years of humanitarian experience with more than two decades at the executive level. Robin has served for over two years as the Director of RSC Africa. Her experience includes emergency

relief, overseas processing, and domestic resettlement. Robin also served on the faculty of Arizona State University and the University of Phoenix, where she taught Introduction to Humanitarian Work, Organizational Behaviour and Management 101. Robin has a Master's degree in Intercultural Administration from the School for International Training and a Bachelor's degree in International Relations from Eckerd College. She studied forced migration at Oxford University and is formerly an accredited representative with the Board of Immigration Appeals

Rhonda Fleischer (See The Cultural Orientation Continuum)

Carol Roxburgh (See Family Reunification Program and AOR Forms Completion Requirements)

Building Bridges to Refugee Integration

Erol Kekic has served the Church World Service Immigration and Refugee Program (CWS/IRP) for more than 11 years, including as Associate Director and - since December 2008 - as Director. Kekic came to CWS from the Lutheran Family and Community Service Immigration and Refugee Program in New York City, where he served as Associate Director. Prior to that, he was Assistant Director for Resettlement for the Lutheran Immigration and Refugee Service, also in New York. He earned a Bachelor of Science degree in chemical engineering at the University of Sarajevo in Bosnia. He also has done post-graduate study at The University of Detroit-Mercy in Michigan and at Oxford University Refugee Study Centre in England.

Sandra Vines is the Associate Director for Resettlement and Integration at Church World Service in New York, NY. Ms. Vines joined the CWS headquarters team in December 2010 after nearly five years working overseas with the US Refugee Admissions Program. In her current role, she oversees domestic refugee Reception and Placement, Matching Grant and Preferred Communities Program activities. She also serves as the chair for the RCUSA Post-Arrival Subcommittee. Prior to joining CWS New York, Ms. Vines held positions as the Head of Resettlement at RSC TUME and Pre-CIS Supervisor at RSC West Africa/Ghana. Sandra began working for the USRAP in 2004 as a Medical Coordinator for refugees resettled to the International Institute of Rhode Island. She has served as a Peace Corps Volunteer in Morocco where she trained volunteers and taught English as a second language. Sandra holds a Master's Degree in French Literature from Brown University.

Joya Colon-Berezin recently joined the Church World Service Immigration and Refugee Program staff in the position of Ecumenical Relations Coordinator. She comes to CWS with several years of experience as a community organizer and advocate on

various social justice issues. Most recently she served as program coordinator for the Refugee Ministry Office at the United Methodist Committee on Relief (UMCOR). While at UMCOR Joya worked closely with IRP staff in strengthening congregational involvement with newly arrived refugees. She is a member of The Riverside Church in New York City where she leads a 'church-without-walls' homeless outreach ministry, and is a candidate for ordination in the United Church of Christ. Joya earned her B.A. from Oberlin College and her M.Div from New York Theological Seminary (NYTS). She is able to exercise her passion for Christian theology and social ethics by serving as a teaching assistant at NYTS.

Tara Pinkham is the Associate Director for Immigration for Church World Service's Immigration and Refugee Program where she provides technical assistance and capacity building to CWS's affiliate network and assists affiliate organizations apply for BIA recognition and accreditation. Ms. Pinkham also manages CWS New York's immigration legal services, which provides assistance with adjustment of status, naturalization, family reunification, and other immigration benefits to individuals residing in the New York tri-state region. Prior to working for CWS, Ms. Pinkham was a staff attorney at CAMBA Legal Services and the Westchester Hispanic Coalition. She obtained a JD from the State University of New York University at Buffalo Law School and a BA in International Relations, History, and French from Syracuse University. She authored the student note entitled "Assessing the Collateral International Consequences of the U.S.' Removal Policy," 12 BUFF. HUM. RTS. L. REV. 223, 234 (2006).

Director's Dialogue (I & II)

Fabio Lomelino is a 'reverse' migrant. He was born and raised in Sao Paulo, Brazil and moved to Baltimore, his great-grandfather's childhood home, less than a decade ago. Fabio attended St. John's College in Annapolis, MD where he fell in love with philosophy, the liberal arts, and good conversation. Fabio joined Lutheran Immigration and Refugee Service in 2010 to help the organization work towards its vision of creating welcoming communities for migrants and refugees. He specializes in hosting facilitated dialogue, crafting strategic communications, and asking provocative questions. You can follow him on Twitter (@lomelinofh) for more.

Health Care Reform

Essey Workie serves as the Director of the Division of Refugee Health within the Office of Refugee Resettlement (ORR), Administration for Children and Families (ACF), Department of Health and Human Services (HHS). Under Essey's leadership, ORR

established the new Division of Refugee Health which is responsible for refugee health and mental health programs including mobilizing the resettlement network to prepare for full implementation of the Affordable Care Act. Essey is also responsible for spearheading ORR's work relating to domestic medical screening, health education, gender-based violence, disabilities, professional recertification, suicide prevention and much more.

Prior to this role, Essey worked as the Special Assistant to the Director and served as an advisor to the Director of ORR on policies, new initiatives and funding for the refugee resettlement program. She carried out special projects on refugee health and healthcare reform, placement coordination and outreach to federal, state and local partners. Essey also served as a Program Specialist at the Office of Child Support Enforcement within ACF/HHS where she was responsible for developing federal regulations and policy documents.

While at OCSE, Essey also negotiated bilateral agreements to process international child support cases with El Salvador, Israel and other countries. She also assisted in negotiating a multi-lateral agreement, *the Convention on the International Recovery of Child Support and Other Forms of Family Maintenance*, under the Hague Conference on Private International Law. Essey worked as a mental health therapist in outpatient and residential treatment center settings for seven years before entering the federal service. Essey has a Bachelor of Science in Psychology and Family Studies from James Madison University and a Master's Degree in Social Work from Temple University.

Ann O'Fallon is a consultant, specializing in issues related to refugee health. Ms. O'Fallon most recently served as Executive Secretary for the Association of Refugee Health Coordinators (ARHC) taking leadership of the ASTHO *Enhancing Partnerships in Refugee Health Project*. In this capacity, she designed and executed the first ARHC Refugee Health Conference in May 2011 and facilitated a national process resulting in recommendations and operational guidance in three critical areas: Medical Screening, Surveillance and Refugee Health Education. Ms. O'Fallon served as Chair of ARHC for four years and as the Refugee Health Coordinator for the Minnesota Department of Health for ten years. Ms. O'Fallon has an extensive background in a variety of public health concerns on the local, state and national levels. She holds a bachelor's degree in nursing and a Masters Degree in Human Development.

Emergency Crisis Preparedness

James Horan currently serves as LIRS Regional Consultant and a Vice President for Lutheran Family Services Rocky Mountains (LFS-RM). He oversees the Refugee &

Asylee, Immigration Legal Services and Disaster Response programs, with locations in six communities throughout Colorado and New Mexico, and serving in Montana and Wyoming as needed. James is in his fourteenth year with the programs and previously served as an Employment Specialist, Resettlement Administrator and President of the Colorado Refugee Network Council. He is a Board of Immigration Appeals accredited representative and the current Chair of the RC Advisory Committee. Additionally, James has acted as a consultant to RefugeeWorks and the ACF Office of Community Services. Prior to joining LFS-RM, he served as an English instructor in Ukraine and as a volunteer for both the Colorado affiliate of Hebrew Immigrant Aid Society and LFS-RM.

Maximize your Mainstream Media

Jon Pattee is Assistant Director for Media Relations with Lutheran Immigration and Refugee Services. Jon first began doing advocacy communications from 1990-1996 as an issue and community organizer. He launched his career in journalism in *Labor Research Review*, followed by *The Cambodia Daily*, *The Korea Times*, *Viet Nam News*, *The Jordan Times*, *Albawaba.com*, and *Magharebia.com*. His work has appeared in these publications and *Newsweek*, and he has contributed to numerous other national and regional newspapers as a public relations ghostwriter. He played a leadership role on the three-person team that launched and developed the Migration Policy Institute's flagship publication about immigrants and refugees, the Webby-nominated Migration Information Source. He managed the revamp of the Lutheran Immigration and Refugee Service blog, *Redefining Welcome*, with the result that page views tripled in the three-month period from December 2012 to March 2013 to reach over 9,000/mo. His earned media in 2012 included the *Washington Post*, WYPR, Voice of America, *The Reporter*, *The State*, *The Herald*, *The Capital Times*, EFE, EWTN, ELCA News Service, UNHCR's *Refugees Daily*, *Metro Lutheran*, the *Baltimore Sun*, the *Baltimore Business Journal*, the *Pittsburgh Post-Gazette*, and the *Montgomery Advertiser*.

Partnerships

Volunteer, Co-Sponsor and Intern Cultivation

Lee Welsh has been the Co-Sponsorship Developer for Kentucky Refugee Ministries since 1998. During that time she has also served as ESL Coordinator, Volunteer Coordinator, Donations Coordinator, and staff member who handles Pre-Arrival Processing – fortunately not all at the same time! She's a native-born Kentuckian, a wife, a mother, and a lover of travel.

Rev. Donna Buckles has served with Refugee Focus for more than eight years and is currently the Church and Community Development Manager. She began as the Church Sponsorship Developer and grew the connections with churches in the Phoenix area. Three years ago, she began working on a new model of recruiting larger, non-denominational churches to help co-sponsor families and developed some significant partnerships. During her second year, she also became the Americorps Vista supervisor and has had 12 successful Vista projects that have benefited the agency. Several of the projects turned into agency programs with full-time staff positions. Donna also oversees the Women's Empowerment Program, the Refugee Training Program, the Interpreter Program and Children's Services. She is an ordained American Baptist minister and has travelled extensively serving on and leading mission teams to many countries.

Leveraging your Narrative and Empowering your Clients

Dawn Ippolito is the Development Coordinator for Refugee Focus at Lutheran Social Services of the Southwest in Phoenix, Arizona. Though relatively new to refugee resettlement, Dawn is a former communications specialist, counselor, and electrical engineer who attempts to combine these fields to create new avenues for telling stories which tap volunteers, donors, and community members on the head with information that makes them say, "Hey, I'd like to be a part of this."

Rachele King is the Director of the Minnesota Council of Churches Refugee Services Program.

Chris George (See Clients as Volunteers in Our Agencies and Communities: Opportunities, Benefits and Challenges)

Kelly Hebrank (See Match Mixer)

Building Digital Partnerships: Developing Relationships and Resources

Barbara Kleine is Director of the Lexington office of Kentucky Refugee Ministries. After graduating of Centre College of Kentucky, Barbara taught school and worked with youth organizations in Kentucky and Texas. She later worked providing workforce education classes at several manufacturing plants in the Lexington area. Through volunteer and staff work at Maxwell Street Presbyterian Church, Barbara became involved in refugee resettlement. When Kentucky Refugee Ministries decided to open an office in Lexington, Barbara was the original single, part time employee. When the Lexington

office became an official sub-office, Barbara started as Director of the Lexington office and almost 15 years later she is still serving in that capacity.

Jon Pattee (See Maximize Your Mainstream Media)

Developing a Network of Community Champions

Darci Asche is the Community Support Services Supervisor for Lutheran Social Services of North Dakota's office for New Americans in Fargo, North Dakota. She has many years of experience working with refugees and engaging partners in the community to support LSS's programs.

Fabio Lomelino (See Director's Dialogue)

Partnerships with External Service Providers

Christina Bruce-Bennion is the Program Director at Agency for New Americans in Boise, Idaho. Christina has worked with refugees for 18 years in various capacities, both domestically and overseas. She has been the Director at ANA for almost 13 years. She has worked for Idaho Refugee Services, IRC Boston, and the Agency for New Americans. Her educational background includes a BA in Political Science and an Ed.M. in International Educational Development, with a focus on refugee education. As Director, Christina has expanded ANA's overall service and worked on several collaborative efforts around the community, state and country.

Dr. Mamadou Sy is the Program Director for Refugee & Immigrant Services for the Lutheran Social Services of the national Capital Area (LSS/NCA). He oversees LSS/NCA's refugee and immigrant programs in Maryland and Virginia. Prior to taking over that position, he served as the Program Director for Employment Services and before that served as the Central Maryland Program Coordinator. He joined LSS/NCA in 2004 as an Employment Advocate.

Originally from Mauritania (West Africa), Dr. Sy lived in Senegal as a refugee for 11 years. A graduate of Cheikh Anta Diop University of Dakar (Senegal), Dr. Sy holds a Diploma of Advanced Studies and a Ph.D. in Egyptology. Dr. Sy has worked as a Researcher and Language Consultant. He serves on several boards: he's member of the LIRS Regional Consultants Advisory Committee, member of the Association of Refugee Service Professionals, member of the Virginia Policy Directors Board, Chair of the Maryland Public Private Partnership Advisory Board, and member of the Maryland Governor's Commission on African Affairs. In the past, he served on the Baltimore

Mayor's Office of International and Immigrant Affairs' LEP Language Access Committee. Dr. Sy is also a Board of Immigration Appeals accredited. Dr. Sy is a proud resident of Maryland where, in addition to serving refugees, he pursues researches in Egyptology.

Darci Asche (See Developing a Network of Community Champions)

Advocacy at Home and on the Hill

Katie Conway is the Immigration and Refugee Policy Analyst at the Episcopal Church Office of Government Relations in Washington, D.C. Using the resolutions passed by the Episcopal Church Executive Council and at General Convention, Katie represents the Episcopal Church policies on Capitol Hill, to the Administration, and within coalition partnerships. In close collaboration with Episcopal Migration Ministries, Bishops and diocesan staff, and engaged Episcopalians across the country, Katie works to increase support for the refugee resettlement program and advance humane immigration policies. Prior to her position with the Episcopal Church Katie worked with the Lutheran Immigration and Refugee Service and the United States Department of Energy. Katie attended Connecticut College where she majored in International Relations with a focus on human rights and Latin America.

Nora Skelly is the Assistant Director for Advocacy at Lutheran Immigration and Refugee Service's Advocacy Office. LIRS is nationally recognized for its leadership advocating on behalf of refugees, asylum seekers, unaccompanied children, immigrants in detention, families fractured by migration and other vulnerable populations, and for providing services to migrants through over 60 grassroots legal and social service partners across the United States. As Assistant Director for Advocacy, Nora represents LIRS on Capitol Hill and in coalition meetings, drafts policy recommendations and support letters, and coordinates action alerts for the grassroots Stand for Welcome campaign, and currently serves as the chair of the Advocacy Committee for Refugee Council USA. She has successfully advocated for increases in funding increases for programs serving resettled refugees, unaccompanied migrant children and legal orientation for migrants in detention. She has also played a role in the passage of legislation that enhanced protections for unaccompanied migrant children and migrant survivors of domestic violence and other serious crimes.

Nora first joined LIRS in 2008 as a Legislative Assistant through Lutheran Volunteer Corps, a year-long domestic service corps. Nora is a graduate of Grinnell College with a B.A. in Political Science and Latin American Studies. A fluent Spanish speaker, she is a

former intern at the Washington Office on Latin America and has worked with Spanish-speaking communities both in the United States and abroad on a number of social justice causes.

Jen Smyers serves as the Associate Director for Immigration and Refugee Policy with Church World Service, and has been with CWS for more than five years. In this position, Ms. Smyers meets with national and local policy makers to advocate for improved assistance for refugees resettled in the United States and humane immigration reform that reunites families, improves the visa process, treats all workers with respect, reforms detention conditions, and provides a pathway to legal status for undocumented immigrants. A graduate of American University with a B.A. in Law and Society, B.A. in Public Communication, and Masters in Public Policy, Ms. Smyers has worked with Border Action Network in Tucson, Arizona and the Migration Policy Institute in Washington, D.C.

Building Stronger Employer Partnerships

Lynn Toivola graduated with a B.S. degree in education from UW-Stout in Menomonie, Wisconsin and completed additional post-graduate in education at UW-River Falls, River Falls, Wisconsin. Lynn was a high school teacher for four years and then entered the Human Services Field. After holding a number of positions, she became part owner of a similar company for two years. In 1994, Lynn left that company to open Claye Enterprises, Inc. Claye Ent. Inc. has been in business for 19 years in good standing in the State of Minnesota. The company's philosophy is to provide a quality-mainstreamed life for disabled individuals living in the community. The company's belief is that this philosophy can be achieved by recruiting and maintaining high quality employees that share in our philosophy.

Susan Feiro graduated with a B.A. degree in Social Work from the College of St. Scholastica in Duluth, Mn. She later moved to the Twin Cities and began working in the group home field with developmentally disabled people. Susan worked in this field for six years, starting out in Direct Care and moving up into Management before she teamed up with Lynn Toivola to open Claye Ent. Inc. in 1994.

Josh Brown has been with D'Amico & Partners Catering since 1997 and currently serves as Chef de Cuisine. Josh started out with D'Amico Catering as Sous Chef and then moved over to the Full Service Restaurant Division in 2003 as Chef of Campiello in both Eden Prairie and Uptown. He then was transferred to MASA from 2006 – 2007. Josh returned to D'Amico Catering in 2007 as Chef at Calhoun Beach Club and then in 2009 opened the Le Meridien Chambers Hotel. His background with both the restaurants and catering brought the culinary experience necessary to lead the

Catering, Café and Grill operations in opening the Walker Art Center in 2011. His many talents include menu development, custom menu planning, scheduling, ordering, receiving and a full understanding of profit and loss accountability. His passion for food started as a child and has grown into an impressive expression of culinary artistry over the years.

Lisa Atkins is a Director of Immigration Policy at the U.S. Chamber of Commerce. Before joining the Chamber, she was a policy analyst at the Department of Homeland Security (DHS) Office of Counternarcotics Enforcement, where she worked on narcotics trafficking and border security issues. She also worked at the DHS Immigration and Customs Enforcement Office of the Chief Counsel in Miami, Florida, for Ira Kurzban on employment-based immigration issues, and at the Florida Immigrant Advocacy Center on human trafficking and domestic violence cases. Atkins received her B.A. from Claremont McKenna College in Spanish and government and graduated magna cum laude from the University of Miami School of Law. She is a member of the Florida bar.

John Scherman graduated from the University of Minnesota with a BA in both English and Public Administration. He has worked 26 years in the temporary help industry throughout the United States. John has worked with well over 3,000 U.S. employers by recruiting, interviewing, screening, and directing over 20,000 applicants. He has placed over 2,000 clients in full time jobs. Currently he is working with; Minnesota Council of Churches, Korean Outreach Program, S.E. Asian Refugee Community Home (SEARCH), International Institute of Minnesota, Hmong America Partnership, and the State of Minnesota Placement Program to place immigrants and refugees into quality jobs. As the interface between this community and the employer, he has a very clear understanding of what is required by both in order to achieve this goal.

Lana Whiteford (See Using Labor Market Data to Inform Employer Outreach)

Refugee Co-ops: Putting Skills to Work

Luella Pavey is a community artist based in Lexington, Kentucky, and she serves as the liaison between KRM and The Artisan's Guild, a local refugee co-op. She has been offering a therapeutic art program to refugee children in Lexington for the past four years, and she also works as a job developer at Kentucky Refugee Ministries. She finds it rewarding to be involved with both refugee children and their parents, because it gives her a unique perspective on refugee resettlement in her community.

Leslie Beasley is the director and co-founder of the Open Arms Shop, a small business in Austin, Texas that employs refugee women in a "social enterprise" model.

Ethnic Leaders in the Community

Mukhtar Ahmed is a Somali refugee who was reunited with his family in Louisville, Kentucky in 2009. In addition to working fulltime, he is an active volunteer with his local resettlement agency, Kentucky Refugee Ministries (KRM). Mr. Ahmed currently attends Jefferson Community and Technical College and holds down a full-time interpreting job. With the assistance of KRM staff, Mr. Ahmed also began a new ECBO two years ago, Youth Somalis for Louisville, which aims to assist all Somalis in the area, regardless of tribal or ethnic group.

Staci Kottkamp is Coordinator of the Family Center and Early Childhood Services at Kentucky Refugee Ministries (KRM) in Louisville, Kentucky. She also serves as the Women's Empowerment contact person assisting case managers and job developers in eliminating obstacles to self-sufficiency for female clients. Her previous positions at KRM include Coordinator of Services to Refugee Elders, Adult ESL, and Job Readiness. Community partnership experiences include advisement to Somali-Bantu service providers, refugee citizenship classes, mentorship to Young Somalis for Louisville, and partnership with a local ministry in creating a support group for central and east African female survivors of violence. Personal projects include cofounding of the Beaded Treasures Project (beadedtreasuresproject.com), a microenterprise program for refugee female artisans, and HeadStrong Works, Inc. (headstrongworks.org), a micro development initiative currently working in Nicaragua. Staci has also worked in Montessori and public education (Pre-K through Middle School), as well as theatre performance, production, and instruction. She holds a B.S. in International Studies from American University, a M. Ed. from University of Maryland, College Park, and ESL Certification from Murray State University. Staci currently resides in Louisville, KY with her husband and two boys.

Dhan Khatiwoda grew up in a small village in Dagana, Bhutan. He was forcefully evicted from his country in 1992 by the Government of Bhutan as a result of ethnic cleansing. He was sixteen years old when he left his country. He continued his education in the Refugee camp. He also worked as a Pre Primary teacher in the camp teaching refugee kids. He was awarded scholarship by UNHCR to go to India and become a professional teacher. He spent 17 years in a refugee camp in Sanischare Morang Nepal. He arrived in the United States in July 24 2009. He was destined to go to CA but CWS helped him reunite with rest of his family members in Grand Rapids MI. Dhan has worked with Bethany Christian Services for little more than 3 years. He started as an Administrative Assistant and now he is the support staff supervisor/ job skills trainer. He also does office management. Dhan is one of the community leaders in

the Bhutanese community in Grand Rapids MI and actively engaged in community development.

Jotham Ippel grew up for six years in Liberia, West Africa. During and since college, he has lived in Spain, Honduras, Kenya, and Guinea. For the last ten years, he has supervised the refugee resettlement staff of the affiliate of Church World Service in Grand Rapids, Michigan. Jotham has a Masters Degree in Social Work and particularly enjoys doing community development work.