

Family Mentor Program FAQ: **General**

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1. I'm struggling to communicate with my client because of the language barrier. They have expressed that they would like help with ESL, but we Family Mentors do not feel equipped for the task. What can I do?

Don't worry, we do not expect you to be experts in everything! To learn how you can support your clients in learning English, there is a list of resources you can use on Duplie under Family Mentor Resources called "ESL Online Resources." Upon arrival, all our clients are enrolled in ESL through a program called Horizonte- if you have any questions about their classes there feel free to contact the client's Case Manager or the Volunteer Team for more details.

If your client is interested in taking supplemental classes, CCS occasionally hosts online tutoring sessions and offers a program of Youth Tutors for kids ages 12-17.

For more information on ESL tutoring, contact Nour Bilal, our Volunteer Specialist, at nbilal@ccsutah.org, or 385-409-1090.

2. My client has a plumbing problem in their apartment that I'm unable to fix. Should I speak to the landlord about it?

Probably not: the best thing to do in this situation is to notify Justin Wilson on our Housing Team and copy your client's case manager on the email, so that they can help deal with the issue. Our housing team has established relationships with landlords because many clients live in the same buildings, and we find that it is best for there to be one single representative from CCS coordinating with landlords.

To contact Justin, our Client Housing Coordinator, at jwilson@ccsutah.org, or 385-409-1091.

3. I volunteer with two different families through CCS and I can see that one family is receiving a greater amount of funds than the other, which seems unfair! Should I tell my client to ask for more money?

No! Clients receive federal funds based on a range of factors, including family size and how long they have been living in the U.S. We strongly advise that you do not speak about the financial situation of one client family to another. Disclosure of this information is also an invasion of your clients' private financial matters!

4. My clients do not have a vehicle so I'm planning to help drive the kids to school and other activities. Is this appropriate?

Yes, as long as you have been approved through CCS to drive, and most importantly have confirmed with your clients that you will be doing said activity for them, then it is appropriate. Remember: even if your clients seem overwhelmed with responsibilities, they still have the ultimate authority over their children and the autonomy to make decisions about them as they see fit. Tip: Avoid relying on your personal vehicle for all needs and try taking public transit with the family to teach independence and skills!

5. I've grown very close to my client family and would like to take them to my house of worship with me. Is this appropriate?

While we think it's great that you have developed strong bonds with your client family and want to include them in something personally meaningful to you, such as a faith-based ceremony or gathering, we resettle clients from a diverse range of religious and cultural backgrounds and need to respect their beliefs and customs. Moreover, some of our clients were resettled due to religiously based persecution, so we want to acknowledge the extreme sensitivity of faith for some of our clients. Therefore, we do not allow volunteers to take clients to religiously affiliated events. All conversations related to a volunteer's faith must be client-initiated and led.

6. I haven't heard from my client's case manager recently but I'm wondering if they have any updates or information about my client that I should know. What should I do?

We are appreciative of your diligence and commitment to our clients. Case managers are usually very busy with large caseloads and many clients, but that does not mean they don't care! If you would like updates on the family, email their case manager and ask. Always copy our Volunteer Supervisor, Ermina Mustafic (emustafic@ccsutah.org), on any communication with another CCS staff member so that she can help follow up if you do not receive a response.

7. I have completed all the points on the Family Mentor Checklist and my client family doesn't seem to need my help anymore, but we have not completed our full year together. I want to keep volunteering for CCS, what should I do?

First of all, way to go! We love to hear families achieving self-sufficiency before the end of their case management period; you should be proud of yourself for effectively supporting them to the point where they can navigate their new lives independently. That's a great indication that you're an excellent volunteer for CCS, so please let our Volunteer Supervisor know you'd like to be matched with a new family or volunteer in some other way.

The Volunteer Supervisor is Ermina Mustafic. She can be reached at emustafic@ccsutah.org, or 385-409-1073.

8. A member of my client family has expressed wishes to go back to school to get an advanced degree. How can I help?

Reach out to Ali Abid, the Digital Equity Specialist at CCS. Ali will conduct a belief interview with them and then refer them to organizations that specialize in helping international students.

Ali can be reached at aabid@ccsutah.org or by phone at 801-678-4027.

9. I just found out one of the children in my client family is being bullied at school. What should I do?

Let the CCS Youth Team know ASAP! If they are unavailable to help immediately, you can take a parent to the child's school, request an interpreter, and report the issue to the principal. If you've done this and get report that the issue is still happening, let our Youth Team Supervisor, Mitra, know so she can follow up.

To contact Mitra, email mkhazaei@ccsutah.org, or dial 385-409-1044.

10. My client family's case is closing soon, and they don't know where they will live. How can I help?

One thing a volunteer can do to help clients with their housing situation is to help them look for housing if they decide to move out when their lease ends. It is necessary for clients to understand when their lease ends so that they can give at least a 60-day written notice to their landlord, should they decide to move out. If they choose to stay it is also important that they reach out to the landlord in order to renew and obtain a new lease agreement. Receiving volunteer help from this is very beneficial as most of our clients are unfamiliar with how to navigate the housing world.

If clients decide to move when their lease ends, it is very helpful for volunteers to help clients begin their search for a new home. Zillow, Rentler, Apartments.com, etc., are great places to start, as well as KSL and Facebook Marketplace. By the time a client's lease ends they should already have been working for a few months and should be able to provide some proof of income. One thing to remind clients, besides looking for housing that they can afford, is to be mindful of the proximity to their work so as to not disrupt their everyday lives.

If you have any questions, please reach out to Justin Wilson (Housing Coordinator) at jwilson@ccsutah.org or 801-428-1303, or Katalina Lui (Housing Assistant) at klui@ccsutah.org or 385-409-1067.

11. A member of my client family would like to obtain a Utah driver's license. What should they do?

This is a great goal you can support clients to achieve! Under the Family Mentor tab on Duplie, you can find a resource on what the process will entail and what they will need to bring with them to the DMV: it's called "How to apply for a Utah driver's license."

Link to Family Mentor page: [Family Mentors: Catholic Community Services of Utah \(duplie.com\)](https://duplie.com/family-mentors-catholic-community-services-of-utah)

12. How do I find my clients' doctor and school information?

If you weren't provided with this information at your initial Match Meeting and the client doesn't have it recorded, feel free to contact anyone from the Health Team about doctors, anyone from the Youth Team about school, and copy Ermina Mustafic (emustafic@ccsutah.org), the Volunteer Supervisor, to ensure that your questions are answered in a timely fashion. See the [CCS Contact List](#) for the directory of CCS staff.

13. What do I do if my clients' SNAP benefits are cancelled?

SNAP can be canceled for a lot of reasons, so the easiest thing to do is call DWS directly to find out the reason. They may not talk directly to a volunteer about the case because of confidentiality, but a Family Mentor could help the family call and make sure that DWS knows they need an interpreter, and then they could put the phone on speaker so that they understand what is going on and can help the family more.

Sometimes the reasons for closure are because the family was mailed some documents to complete and they never completed them, so a volunteer could help to complete the documents and return them to DWS; this might be something like a case review, employment forms, or they requested specific docs like bank statements. Case managers do help clients with these things, but they often get mailed directly to the clients, so the CM may not know about it unless they are informed by the client.

Another reason might be their income has exceeded the SNAP limits. In that case the family no longer qualifies and there would be no way to reapply unless their income decreases.

The main line for DWS is 801-526-0950 but be warned you do sometimes have to wait on hold. It would be a good skill to teach clients how to call this number and request an interpreter.

Please remember to notify the clients' case manager if you submit any official paperwork with DWS.

14. A member of my client family is not happy with their job. What can I do to help?

Clients should be aware that their past career achievements and skills may not guarantee them their preferred job. Upon arrival, they underwent a detailed initial intake orientation at CCS and agreed to abide by the terms of the Matching Grant (MG) program. To achieve the goal of self-sufficiency, the MG program requires clients to accept any entry-level job. If a client is unsatisfied with their current employer and communicates this transparently, they should notify their caseworker and a Job Developer who will assist them in finding a more suitable job.

While working in their entry-level position, clients should continue collaborating with the Job Developer to pursue their desired career path. This may involve enrolling in a relevant US college course to obtain a certificate in their preferred field, creating opportunities for long-term job upgrades.

For more information regarding client job development, please contact Mahamud Osman, the CCS Lead Job Development team, at mosman@ccsutah.com or 801-428-1253.

Family Mentor Program FAQ: Health Services

1. My client's family does not yet have a primary care doctor. Should we as Family Mentors help them find one?

It is a core service requirement that CCS's Health Team sets each client up with a primary care physician. They connect our clients to clinics and providers who have experience working with refugees. You may help with coordinating appointments after the initial ones, but we do ask family mentors to let the health team take lead on arranging a PCP.

For more information on arranging primary care providers, contact Vanessa Masanka, our Health Screening Coordinator, at vmasanka@ccsutah.org, or 801-428-1246.

2. Does Medicaid cover specialists and referrals?

As long as the appointment is made by a primary care provider or through the client's initial health screening, Medicaid should be able to cover specialist and referral services. Usually, you are not able to set an appointment with a specialist without first obtaining a referral from a provider.

Note: It's always a good idea to verify with the clinic that they accept the client's Medicaid/insurance for the referral. Typically, referring providers will be mindful of that, but they can sometimes forget, so it's a good habit to develop.

3. I'm worried about my client's health. How do I know if they have received a health screening? Where is health screening located?

If they were in one prior to their arrival, clients are screened at refugee camps, as well as through CCS after they arrive. Each client MUST receive a health screening within 30-90 days of their arrival, and it must take place at one of the state-contracted facilities- you can check with the Health Team to find out which these are!

The health screening is like an in-depth physical: it includes immunizations, LTBI tests, blood lab tests, and a completed Medical Hx of client to the physician. If a client has a need for dental, vision, LTBI, or audiology, they can get a referral from the PCP. It is important that the client voices any concerns at the screening, partly because they can get special grant access from obtaining certain referrals. As a volunteer, you can help make sure your clients know how to advocate for themselves!

For more information on health screening appointments, contact Vanessa Masanka, our Health Screening Coordinator, at vmasanka@ccsutah.org, or 801-428-1246.

4. What is the most effective way to help my clients with transportation?

Since our goal is to promote self-sufficiency, the best way to help your clients with transportation is to teach them how to use the public transit system. While ordering an Uber or taking them yourself may seem like the easiest option, it would be much more productive for their future success here to take them on the bus or train and teach them how they can use it to get here and there moving forward.

For more information on how to use the system and how to train your clients, visit the Family Mentor Resource page on Duplie and review or print the resource called "Guide to SLC Public Transportation."

Link to Family Mentor page: [Family Mentors: Catholic Community Services of Utah \(duplie.com\)](https://duplie.com)

5. Who is responsible for scheduling appointments for clients?

Upon arrival, CCS will oversee the scheduling of the client's initial health screening, initial appointments for referrals from the health screenings, and establish care appointments with a Primary Care Provider. Once the health team has completed these appointments, the client must follow up with any future appointments and scheduling. If a client needs assistance with scheduling an appointment, they can reach out to the health team or their case manager to get further details and education on how to schedule appointments on their own.

6. Does CCS do vision testing?

CCS does not do vision testing. However, clients do have a vision test that is performed during their initial Health Screening. If the vision test is failed at the initial Health Screening the Health Team will receive a referral for the client to see an optometrist or ophthalmologist. The Health Team will oversee the scheduling of that appointment and be in touch with the client about it.

Usually, it takes about 1-3 months to schedule an initial health screening and then about 1-2 months to get those referrals from the initial health screening.

7. Where should children with Medicaid go for dental care? Adults?

Most Pediatric/ Children dental offices will accept Medicaid. It is also convenient to ask when scheduling with a dental office if the practice/provider accepts Medicaid. If the child is 18 years or younger, Medicaid will cover all dental care costs. It will not, however, cover orthodontic care, and if a client wishes to have orthodontic care they will have to pay for this service on their own.

As of right now adults are not covered by Medicaid to receive dental care. If a client needs dental care, they can contact their case manager. Case managers can refer clients to the

Health Team to work in finding low-cost/free dental clinics. The wait times can be very long and take months so if an urgent care situation arises find care with your Primary Care Provider. Emergency work and dental extractions are the only thing covered for adults with Medicaid.

See "What is covered by Medicaid?" below for more information.

8. When can translators be requested? Does CCS provide translators for appointments?

Translators can be requested at the time of scheduling an appointment. If scheduling a dental appointment for children and a translator will be needed, make sure the appointment is scheduled about two to three weeks out. Dental clinics need a two-week grace period to request a medical interpreter through Medicaid. If not, enough time is given an interpreter may not be available to support at time of appointment. CCS currently does not provide translators for appointments.

9. What happens with Medicaid when my client's case closes?

Clients will receive a letter through the mail informing them on what steps they need to take to renew/reapply for Medicaid. If they are still meeting income needs, they will qualify for Medicaid again. Clients can also meet/contact their Case Manager to discuss further questions they may have.

10. Are schools responsible for giving vaccinations to the refugees enrolled in school?

Schools are not responsible for giving vaccinations. Volunteers can help clients get vaccinations if they did not receive them at their initial screening. Contact the CCS Health Team if you know your client needs a vaccination. It is required for clients to be vaccinated in order to apply for a Green Card.

For more information on vaccinations, contact Jordan Kersten, our Health Promotion Coordinator, at jkersten@ccsutah.org, or 801-428-1130.

11. What is covered by Medicaid?

Unless they live in a specific geographical location (i.e. Ogden), all of our clients will have either Health Choice of Utah or Healthy U health plans. (The coverage is exactly the same and most clinics accept both plans.) Currently, dental is covered for children under 18. Only dental emergency extractions are covered for adults. One eye examination is covered. Unnecessary surgeries are not covered (such as circumcision).

12. How many eye exams can our clients have?

Medicaid covers one eye exam per year. Additional exams may be performed if the client is scheduled a follow-up for an in-depth eye scan.

13. If someone in my client family has a medical emergency outside of business hours, what should they do? What training has been provided to them about this?

During their initial intake at CCS when they first arrived and repeated during the Cultural Orientation adult education classes, clients were informed about the difference in treatment options here in the US. They were given examples of when they should stay home, set up an appointment with their doctor, go to an Urgent Care, or visit the Emergency Room.

14. What help can my client receive concerning mental health issues?

All our clients can receive free therapy services! We have several different partner clinics we would be happy to connect them to. Please reach out to our CCS Mental Health Coordinator Brittany Steenhoek at bsteeenhoek@ccsutah.org or 385-409-1047 to refer a client or to ask any questions about mental health services.

15. I just found out a member of the client's family has become pregnant. Who should I tell?

This is important for us to know! Please inform the client's case manager right away.

16. What if my client has a handicap and needs help getting to appointments?

First, the client will need first to be referred to the PC (Preferred Communities) Program. Please contact the client's case manager and request the PC application form. Then our Health Preferred Communities Coordinator, Leul Mengistu, will meet the client, perform an assessment, and begin providing assistance.

For more information about the PC Program, contact Leul at lmengistu@ccsutah.org or 801-428-1249.