



EXODUS REFUGEE

The Life Ahead

Offering Hospitality to Every Hoosier:

Tips for Serving with Cultural Awareness and Providing Translation/Interpretation Support

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ICEBREAKER

What's been your experience working with immigrants and newcomers related to housing?

Why language access matters to you as landlords/property managers.



Title VI of the Civil Rights Act

- “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”
- Covers all entities receiving federal funding.



Fair Housing Act of 1968

- Prohibits discrimination on the basis of national origin in the sale, rental or financing of dwellings.



Executive Orders & Guidance

- Executive order 13166 (2000)-Requires federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP (limited English proficiency) applicants and beneficiaries.
- HUD Language Access Plan- Persons with LEP can request language assistance.
- Dept. of Treasury Guidance (2017)- LIHTC properties are subject to Civil Rights Act

Barriers faced by immigrant
and newcomers
populations in the rental
process



Rental Process and Barriers



ONLINE APPLICATIONS



SCREENING PROCESS



LEASE SIGNING &
HOUSING
ORIENTATION



MAINTENANCE
REPORTING

Developing a Language Access Plan (LAP)



Considerations

- Timeline: 2-3 years to develop LAP
- Understand the number of LEP persons and language groups who will benefit from language access in your community
- Must have technology that supports audio (don't assume literacy)
- Oral interpretation services: In person & by phone
- Bilingual staff
- Developing relationships with community liaisons, other tenants and/or relationships with immigrant-focused nonprofit organizations



Resources

- HUD Language Access: Staff can reach out through HUD Language Assistance Services webpage. HUD also has documents that are translated you can request. <https://www.hudexchange.info/programs/housing-counseling/language-access/>
- HUD LEP Services: Provides a variety of services to HUD housing programs.
- Refugee Housing Solutions: Provides resources for both property managers and refugee tenants on a variety of housing topics. <https://refugeehousing.org/resources/tenant-toolkit/>

Resource Development

Resource Development

Translated documents

- Lease
- Welcome Letter
- Community Policies

Voice-Over Videos

- Instructional

Model Unit Picture Guides

- Cultural Equivalent

Existing Multilingual Housing Resources

- Mercy Housing Guides





1401 S. Walnut St.
Bloomington, IN 47401
Phone: (317) 921-0836
www.exodusrefugee.org

Welcome to Bloomington, Indiana!

We hope you find life in Bloomington to be one filled with happiness, hope, and new opportunities!

The person at the airport who gave you this packet works for **Exodus Refugee Immigration**.

Exodus Refugee Immigration is the refugee resettlement agency that will be working with you for the next 6 months to help you become self-sufficient in Bloomington.

Exodus will provide you with six months of assistance to help you adjust to life in the USA and to become self-sufficient. This assistance includes.

- finding an apartment
- finding a job
- learning English
- applying for Social Security cards and government assistance
- enrolling children in school
- assisting in obtaining medical appointments

Exodus cannot guarantee more than 3 months of rent if Exodus helps you to rent an apartment. Therefore, please review the following pages which will provide you with some useful information as you transition into your new community.

"Exodus Refugee Immigration is dedicated to the protection of human rights by serving the resettlement needs of refugees and other displaced people fleeing persecution, injustice, and war by welcoming them to Indiana."



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مرحباً بكم في مدينة انديانابولس ، انديانا

نحن نأمل ان تجد الحياة في مدينة انديانابولس مليئة بالسعادة والامل والفرص الجيدة!

الشخص الذي اعطاك المظف في المطار هو احد العاملين في الاكسوس للهجرة واللاجئين (**Exodus Refugee Immigration**)

الاكسوس للهجرة واللاجئين (**Exodus Refugee Immigration**) هي وكالة توطين اللاجئين التي سوف تعمل معك لمدة ستة اشهر القادمة لمساعدتك على اكتفائك الذاتي في مدينة انديانابولس .

الاكسوس (**Exodus**) سوف توفر لك ستة اشهر من المساعدة لمساعدتك للتكيف للحياة في الولايات المتحدة الامريكية لتكون مكتفي ذاتياً . خلال مدة الستة اشهر وكالتنا سوف تساعدك كالتالي :

- ايجاد شقة للسكن
- ايجاد عمل
- تعلم اللغة الانكليزية
- التقديم للحصول على بطاقات الضمان الاجتماعي ومساعدة الحكومة
- تسجيل الاطفال في المدارس
- العناية بالمواعيد الطبية

الصفحات التالية سوف توفر لك بعض المعلومات المفيدة عند انتقالك الى مجتمعك الجديد .

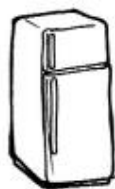
ملاحظة: منظمة الاكسوس ستدفع الاجار لمدة 4 شهور فقط وفواتير الكهرباء والماء والغاز لمدة شهرين فقط.

"Exodus Refugee Immigration work with refugee – worldwide victims of persecution, injustice and war – to establish self-sufficient lives in freedom and sanctuary for themselves and their families in Indiana."

Common Items & Their Names



Eviction Notice



Refrigerator
Fridge



Sink
Faucet



Fire
Extinguisher



Garbage
Disposal



Bathtub
Tub



Smoke Alarm



Stove
Range



Toilet



Dumpster
Trash
Garbage



Dishwasher



Thermostat



Clothes Washer
Washing Machine



Intercom



Window A/C
Air Conditioner

Summary

- 1.) Pay your bills.
- 2.) Keep things clean.
- 3.) Take care of property.
- 4.) Know how to deal with fire and other emergencies.
- 5.) Pay attention to mail and notices.
- 6.) Be a good neighbor.
- 7.) Do not waste energy.



Pay Bills



Take Care of Property



Be a Good Neighbor



Know How to Deal with Emergencies



Do Not Waste Energy



Keep Things Clean



Read Mail & Notices

How to Work Effectively with Interpreters

How to work Effectively with Interpreters

Speak directly with Applicant/Tenant

Slower, not louder

Avoid side conversations

Speak in segments

Allow for time

Do not allow family members to interpret

Cultural Awareness

Language Needs According to the

Indiana BMV



- Arabic
- Burmese
- Chinese
- French
- Hakha Chin
- Hindi
- Japanese
- Punjabi
- Spanish
- Vietnamese

Refugee Language Needs/ Cultural Considerations



- Arabic: men interpret for men and women interpret for women when possible
- Burmese: may avoid direct eye contact and talk in a round about way rather than directly
- Chin- Falam, Hakha, Matu, Tedim, Zophei: may avoid direct eye contact and talk in a round about way rather than direct.
- Kiswahili & Kinyarwanda: People from DRC are typically multi-lingual: multiple languages are used and each has a connotation or context for why it is used.

Renting to Immigrant/ Newcomer Populations



- Lease negotiations common in other parts of the world
- Renting in America is situated around rules and systems, this is more flexible in other parts of the world
- Signatures- many express disbelief in e-signatures
- Maintenance issues- timeliness to fix issue
- Escalation about pests- due to lack of familiarity & correlation with uncleanliness
- Child Supervision
- Unintentional Rule Breaking-Need to approach with sensitivity
 - Shoes in common areas
 - Clothes on balconies

Questions