



Table of Contents

About Refugees	2
Typical Refugee Experience	3
Refugee Services Office Contacts	4
Refugee Team Contacts (Metro Office)	5
Resettlement Agencies	6
Refugee Centers	7
Partners	8
Community Volunteer Groups	9
English Language Learning Program	10
High School Diploma or GED Classes and Testing	11
Educational Resources	12
School District Refugee Programs	13
Neighborhood Community Learning Centers	14
Programs for Families	16
Youth Programs	19
Programs for Seniors	22
Salt Lake City Social Security Office	23
Mental Health Care Services	24
Dental Services	25
Medicaid Programs	25
University of Utah Community Clinics	28
Health Clinics of Utah	29
IHC Intermountain Community and School Clinics	30
Community Health Centers	31
Other Clinics and Services	32
Hospitals	33
Interpreters	34
Immigration and Citizenship	35
Housing Services	36
Community Resources	39
Income Tax Assistance	41
Drivers License Division Resources	42
Approved Translation Companies	44
Legal and Victim Assistance	45
Law Enforcement	47
Food Resources	49
Refugee Community Organizations	50
Refugee Community Offices	53
Cultural Performers	54
Suggested Readings	55
Suggested Documentaries and Movies	56
Glossary of Terms	57



Department of Workforce Services

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About Refugees

Who is considered a refugee?

A refugee is someone who, "owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his or her nationality and is unable to or, owing to such fear, is unwilling to avail himself of the protection of that country."

Who decides who is a refugee?

UNHCR conducts interviews to decide if a person should be granted refugee status. UNHCR seeks to find what it calls a durable solution for any refugee situation. There are three durable solutions: 1) voluntary repatriation to the home country, 2) integration into the country of asylum and 3) resettlement in a third country, such as the United States.

Which refugees are eligible for U.S. resettlement?

A person who meets the definition of refugee may be eligible for U.S. resettlement if he or she:

- Has a particularly compelling history of persecution*
- Is a member of an ethnic or religious group that is considered by the United States to be of special humanitarian concern*
- Is the spouse, unmarried child or parent of a refugee who has been resettled or is a U.S. permanent resident or an asylee in the United States*

How are refugees processed for U.S. resettlement?

Overseas processing entities (OPEs) interview applicants, prepare paperwork for USCIS and arrange medical examinations and background security checks for refugees approved by USCIS. The International Organization for Migration (IOM) arranges transportation to the United States. Refugees are expected to repay the cost of their transportation once they get established. Before departure, refugees receive cultural orientation, which provides them with information about life in the U.S. and helps them establish realistic expectations about resettlement.

Who helps refugees resettle in Utah?

In Utah there are two resettlement agencies: the International Rescue Committee (IRC) and Catholic Community Services (CCS). The resettlement agency is the most important source of information and assistance during the refugees' first months in the United States. The resettlement agency ensures that refugees are welcomed at the airport; arranges for their housing, furniture and basic household supplies; conducts orientation; and prepares a resettlement plan, which includes referrals to social services and employment.



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Typical Refugee Experience

Refugee Flees Homeland

(Somalia, Sudan, Iraq, Iran, Afghanistan, etc.)

United Nations High Commissioner for Refugees

Repatriation (sent home after situation stabilizes), nationalization (stay in the country to which they fled) or third country asylum or resettlement (less than one percent of refugee population)

U.S. Department of State and Immigration and Naturalization Services

Interview at a Migration Processing Center with refugee to determine resettlement eligibility

Allocation to Domestic Resettlement Agency

Migration and Refugee Services notifies the United States Conference of Catholic Bishops, the International Rescue Committee or other national agencies

Allocation to Resettlement Site

Catholic Community Services of Utah (CCS) or International Rescue Committee (IRC) Salt Lake Regional Office

Refugee Notified of Resettlement Site In the U.S.

Refugee prepares to enter of last stage, undergoing a medical examination and other clearance checks

Processing Completed

Flight Booked, CCS or IRC notified of the date of arrival; usually given one or two weeks notice

Arlington Diocese Office of Resettlement Prepares for Arrival

Resettlement Director assigns caseworker to the case; arrangements made for housing, furniture and food for the family; volunteer coordinator assigns mentors to the family

Refugee(s) Arrive in Salt Lake

Caseworker greets refugee(s) at Salt Lake International Airport and takes them to their new home; family applies for social security cards, food stamps and other benefits; caseworker and volunteers help the family understand their new surroundings and the new culture

Within First Three Months

Eligible family members start working and start becoming truly self-sufficient

After Six Months

Case is closed at original resettlement agency; continuing case management and services provided through the Refugee Employment and Community Center as Asian Association of Utah (AAU)

After One Year

Refugee is allowed to apply for resident status and receive a green card

After Five Years

Refugee is eligible to apply for citizenship



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The Department of Workforce Services
Refugee Services Office (RSO)
140 E. 300 S. Salt Lake City, Utah • jobs.utah.gov/refugee

Gerald Brown , Director	801-526-9787	geraldbrown@utah.gov
Jackie Rader , Administrative Assistant <i>Administrative support to RSO and Governor's Refugee Advisory Committee Vista Program</i>	801-526-9483	jrader@utah.gov
Erica Wood , Program Specialist <i>Employment</i>	801-503-8184	ericawood@utah.gov
Kendrick LaFleur , Program Specialist <i>Youth</i>	801-403-9455	klafleur@utah.gov
Joseph Nahas , Program Specialist <i>Refugee community capacity building Refugee community grants</i>	801-759-5976	jnahas@utah.gov
Michelle Conley , Program Specialist <i>Health and federal reporting</i>	801-783-9052	mconley@utah.gov
Irina Pierpont , Program Specialist <i>Case management Adult ESL</i>	801-526-9759	ipierpont@utah.gov
Ayelen Butler , Program Specialist <i>TANF-funded housing program Volunteer and resource development</i>	801-691-8522	aybutler@utah.gov
Elise Reifschneider <i>Women's services coordinator</i>	720-323-0568	ereifschneider@utah.gov



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Refugee Team

DWS Metro Office • 720 S. 200 E. Salt Lake City, Utah • 801-536-7000

Greg Bates, Eligibility Supervisor 801-536-7115 gregbates@utah.gov

Darija Cerninski, Employment Counselor Supervisor 801- 536-7129 dcernin@utah.gov

Logan DWS
180 N. 100 W. Logan, Utah 866-435-7414

Park City DWS
1960 Sidewinder Drive Suite 103 Park City, Utah 435-649-8451

Heber City DWS
69 N. 600 W. Suite C Heber, Utah 435-654-6520

Online case information available at jobs.utah.gov/mycase



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Resettlement Agencies

Catholic Community Services (CCS)

745 E. 300 S. Salt Lake City, Utah 84102

801-977-9119

ccsutah.org

Jurisdiction for the first six months, then referred to AAU

Refugee Resettlement and Immigration

Aden Batar, Director

801-428-1254

abatar@ccsutah.org

Vladimir Martirosov, Supervisor

801-428-1245

vmartirosov@ccsutah.org

Janet Healy, Volunteer Coordinator

801-428-1242

jhealy@ccsutah.org

Raul Yumul, Volunteer Coordinator

801-977-9119

ryumul@ccsutah.org

Jeanett Hock, Housing Coordinator

801-428-1252

jhock@ccsutah.org

Alyssa Williams, J.D., Immigration Attorney

801-977-9119

awilliams@ccsutah.org

Monica Rich, Donations Coordinator

801-363-7710 ext. 1418

mrich@ccsutah.org

International Rescue Committee (IRC)

221 S. 400 W. Salt Lake City, Utah 84101

801-328-1091

rescue.org

After hours (leave a message for emergencies) 801-913-4732

Jurisdiction for the first two years, then referred to AAU for limited services

Patrick Poulin, Resettlement Director

801-883-8451

patrick.poulin@rescue.org

Lyn Spataro, Volunteer Coordinator

801-883-8456

lyn.spataro@rescue.org

Geoffrey Lugli, Donations Coordinator

801-883-8457

geoffrey.lugli@rescue.org

Becky Gardner, Logistics Coordinator

becky.gardner@rescue.org

Ashley Nguyen, Health Program Manager

ashley.nguyen@rescue.org

Resettlement agencies are required to provide Core Services as stipulated by the Cooperative Agreement they enter into with the U.S. Department of State. Resettlement agencies employ case managers, medical coordinators and job developers to help carry out their responsibilities.

Pre-Arrival Support

Housing setup, including furnishings and household supplies, food, clothing and airport reception

Post-Arrival Support to Be Completed within the First 30 Days

Case management assessment; employment plan; match-grant orientation application for food stamps, medicaid and cash assistance if match grant declined; social security and selective service; health screening; school enrollment for children and ESL enrollment for adults



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Refugee Centers

Refugee and Immigrant Center at Asian Association of Utah

155 S. 300 W. Salt Lake City, Utah

801-467-6060

801-412-0577

aau-slc.org

Shu Cheng, Executive Director

801-990-9480

shu@aau-slc.org

Employment and Supportive Services

Lina Smith, Director

801-990-9499

linas@aau-slc.org

Nyuol Nyuol, Case Manager, Supervisor

801-990-9455

nyuoln@aau-slc.org

Elizabeth Hendrix, Supervisor

801-990-9454

elizabethh@aau-slc.org

Kelly Usher, Administrative Assistant

801-990-9478

kellyu@aau-slc.org

Sarah Balland, Employment Supervisor

801-990-9469

sarahb@aau-slc.org

Laura Vasquez, Interpreting Coordinator

801-990-9498

laurav@aau-slc.org

Anna Seiberg, Volunteer Coordinator

801-990-9476

annas@aau-slc.org

Marissa Beckstorm, Health Exchange Navigator

801-467-6060

marissab@aau-slc.org

Half-price bus passes available for refugees at the Refugee and Immigrant Center at Asian Association (money order required); up to two children under five years old may ride free with one paying adult.

Community Wellness Services

Andy Tran, Treatment Coordinator

801-990-9485

atran@aau-slc.org

Kim Khuu, Office Manager

801-990-9481

kimk@aau-slc.org

Prevention programs include summer school, youth leadership, parenting education, social skills, tutoring, etc.

Intervention programs include youth and family case management and family crisis intervention.

Mental health services include mental health evaluation, prevention and early intervention, therapy, substance abuse treatment, anger management, domestic violence treatment, DUI, etc.

English as a Second Language, GED Preparation and Citizenship Test Preparation

Gayane Manukyan, ESL Coordinator

801-990-9475

gayanem@aau-slc.org

Programs include day and evening ESL classes at three levels with referral and liaison with resettlement agencies, DWS and local refugee providers; free or low-fee, small-group, pre-literate to intermediate English classes, emphasizing life skills and pre-employment; and computer literacy and U.S. civics.



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Salt Lake County

2001 S. State St. Suite S-2100 Salt Lake City, Utah 84190-2710
Ze Min Xiao, Refugee Services Liaison 385-468-4861 zxiao@slco.org

Salt Lake City Corp

Mayor’s Office of Diversity and Human Rights
Yolanda Francisco-Nez, Coordinator 801-535-7734 yolandafrancisco-nez@slcgov.com

South Salt Lake

Demoina Voniarisoa 801-518-9523 dvoniarisoa@southsaltlakecity.com

Break-Thru Soccer Youth Soccer

Brian Rasmussen 801-455-5810 drycreekcharity.org

Health Access Project (HAP)

140 W. 2100 S. Suite 208 Salt Lake City, Utah
Jessie Oyler, Director 801-412-3980
Frederic Mugiraneza, Refugee Case Manager 801-91504611 frederic.hap@gmail.com
 Primary care for the uninsured in Salt Lake valley; call for eligibility requirements; referral required

LDS Humanitarian Center

Employment and ESL Training Program 801-240-5954
 1665 S. Bennett Road (2030 W.) Salt Lake City, Utah 84104

Lutheran Social Services (LSS)

4392 S. 900 E. Salt Lake City, Utah 84124 lssu.org
Leslie Whited, CEO and Director of Ministry 801-558-0139 lssutah@yahoo.com

University Neighborhood Partners

1060 S. 900 W. Salt Lake City, Utah 84104 801-972-3596 partners.utah.edu
Rosemarie Hunter, Ph.D., LCSW, Director r.hunter@partners.utah.edu
Andrea Page, Administrative Assistant a.page@partners.utah.edu

University of Utah, Division of Occupational Therapy

Yda Smith, Ph.D. 801-541-8861 yda.smith@hsc.utah.edu

Utah Food Bank

3150 S. 900 W. Salt Lake City, Utah
Walt May 801-887-1249 waltm@utahfoodbank.org



Community Volunteer Groups

Because He First Loved Us Ministry

Discovery Christian Community Church
5929 S. 900 E. Murray, Utah 84121

Danielle Griffin Alcala

801-979-7707

becausehefirstlovedus777@gmail.com

Danjuma Alcala

801-719-4038

danij2475@gmail.com

Tuesday, 6:30 p.m.–8:30 p.m. at Discovery Christian Church

Thursday, 3:00 p.m.–5:00 p.m. at Seasons at Pebble Creek, Secret Garden Suite 264 (1700 S. 1700 E.)

Tutoring and homework help for refugee kids and parents

Big Brothers Big Sister of Utah

151 E. 5600 S. Suite 200 Salt Lake City, Utah 84107

801-313-0303

bbbsu.org

Wendi Whittaker

801-631-6731

wendi.whittaker@bbbsu.org

English Skills Learning Center

4444 S. 700 E. Suite 100 Salt Lake City, Utah 84107

Catherine Barnhart, Executive Director

801-328-5608

c.barnhart@eslcenter.org

Beth Garstka, Volunteer Coordinator

801-328-5608

bgarstka@eslcenter.org

Free individualized English and citizenship instruction to adult refugees and immigrants with limited language skills

LDS Innter City Project

Chris and Tammie Sonntag, Assistant Directors 801-277-4057

tammie@sonntagrec.com

Youth Linc

1140 E. Brickyard Suite 76 Salt Lake Cit, Utah 84106

Julia Wee, Local Service Director

901-467-4417

office@youthlinc.org

Supports youth programming at the Hser Ner Moo Center



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English Language Learning Program

Refugee and Immigrant Center at Asian Association (RIC@AAU) 155 S. 300 W. Salt Lake City, Utah 84102 Gayane Manukyan , ESL Coordinator	801-990-9475	aau-slc.org gayanem@aau-slc.org
American Preparatory Academy 1255 W. Crystal Ave. (2590 S.) West Valley City, Utah 84119	801-839-3613	americanprep.org
English Language Center of Cache Valley 1544 N. 200 W. Logan, Utah 84341 Katie Jensen , Co-Director	435-750-6534	elc-cv.org katie@elc-cv.org
English Skills Learning Center 4444 S. 700 E. Suite 100 Salt Lake City, Utah 84107 Catherine Barnhart , Executive Director Beth Garstka , Community Outreach Director	801-329-5608 801-328-5608 801-328-5608	eslcenter.org
Granite Peaks Lifelong Learning Center 501 E. 3900 S. Salt Lake City, Utah 84106	385-646-5447	granitepeaks.org
Guadalupe Center 340 S. Goshen St. Salt Lake City, Utah 84104	801-531-6100	guadalupe-schools.org/index.html
Horizonte Instruction and Training Center 1234 S. Main St. Salt Lake City, Utah 84101	801-578-8574	slc.k12.ut.us/sites/horizonte/esl.htm
Lutheran Social Services 4392 S. 900 E. Salt Lake City, Utah 84124	801-588-0139	lssu.org
Salt Lake Community College School of Applied Technology South City Campus, 1575 S. State St. Salt Lake City, Utah 84115	801-957-3354	slcc.org

More information can be found at schools.utah.gov/adulted/public/site_directory.htm



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High School Diploma or GED Classes and Testing

Horizonte Instruction and Training Center

1234 S. Main St. Salt Lake City, Utah 84101

David Chavez

801-578-8574

slc.k12.ut.us/sites/horizonte/esl.htm

Granite Peaks Learning Center

501 E. 3900 S. Salt Lake City, Utah 84106

Multiple locations

385-646-5447

granitepeaks.org

Stevens-Henager College

383 W. Vine St. Salt Lake City, Utah 84123

Free GED test preparation

801-531-1180



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Educational Resources

School of Applied Technology

South City Campus, 1575 S. State St. Salt Lake City, Utah 84115

Kevin Miller, Director of Student Affairs 801-957-2122

Rachel Colledge, Manager of Special Projects 801-957-2103

kevin.miller@slcc.edu

rachel.colledge@slcc.edu

Salt Lake Community College, Women's Business Institute

Audrey Simpson 801-957-5389

Shailaja Akkapeddi 801-957-5375

Ann Mackin

audrey.simpson@slcc.edu

shailaja.akkapeddi@slcc.edu

annmakin@slcc.edu

Utah State Office of Education

801-538-7500

250 E. 500 S. P.O. Box 144200 Salt Lake City, Utah 84114-4200

K-12 Services for Refugees 801-538-7733

Adult Education 801-538-7824

schools.utah.gov/adulted

Waterford Institute — UPSTART

Isaac Troyo

McCall Izatt

Computer-based preschool program for four-year-olds

utahupstart.org

isaactroyo@waterford.org

mccallizatt@waterford.org

Utah International Charter School

350 E. Baird Circle (3605 S.)

Angie Rowland

801-707-5269

Chartered by Granite School District; apply online; opening fall 2014 for students grades 7-10

utahinternational.org

arowland@utahinternational.org

The Refugee Education Initiative

Amy Wlie, Executive Director

801-641-2655

awylie@boyercompany.org

Head Start

Sabrina Jimenez

801-359-8749 ext. 36

headstart-slcap.org

sjimenez@slcap.org

Salt Lake Community College

4600 S. Redwood Rd. SLC, UT 84123

Dianna Bevan, SLCC Outreach Coordinator

slcc.org

801-957-4150



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School District Refugee Programs

Canyons School District

Analís Ruiz
Richard Landward

801-647-8058

analís.ruiz@canyonsdistrict.org
richard.landward@canyonsdistrict.org

Granite School District

Paul Ross, Administrator
Carrie Pender, Refugee Family Specialist

385-646-4705 ext. 7418 paross@graniteschools.org
385-646-4205 ext. 7340 cpender@graniteschools.org

Tumaini Welcome and Transit Center—available to all arriving students. Granite District Language Academy at Cottonwood High School for grades 10–12

Jordan School District

Hilda Lloyd

801-567-8308

hilda.lloyd@jordan.k.12.ut.us

Murray School District

Wendy Bills, Refugee Liaison

801-264-7400

wbills@murrayschools.org

Salt Lake City School District

Christal Rattanavilay, Refugee Counselor

801-578-8574 ext. 231
801-244-3835

christal.rattanavilay@slcschools.org

Granite School District Family and Community Outreach Centers

Virginia Sanchez

801-783-6315

vlsanchez@graniteschools.org



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Neighborhood Community Learning Centers (CLC)

Salt Lake City — Central

Lincoln Elementary CLC 801-578-818

1090 S. Roberta St. Salt Lake City, Utah 84111

Washington Elementary CLC 801-578-8180

420 N. 200 W. Salt Lake City, Utah 84103

Salt Lake City — Glendale

Mountain View Elementary CLC

1380 S. Navajo St. (1400 W.) Salt Lake City, Utah 84104

Glendale Jr. High CLC 801-974-8319

1430 S. Andrew Ave. (1430 S.) Salt Lake City, Utah 84104

Salt Lake City — Poplar Grove

Guadalupe CLC 801-531-6100

340 S. Goshen St. (1040 W.) Salt Lake City, Utah 84104

Salt Lake City — Rose Park

Rose Park Elementary CLC 801-578-8554

1105 W. 1000 N. Salt Lake City, Utah 84116

South Salt Lake City

Columbus CLC 801-412-3217

2531 S. 400 E. Salt Lake City, Utah 84115

Granite Park Jr. High CLC 385-646-5174

3031 S. 200 E. Salt Lake City, Utah 84115

Hser Ner Moo CLC 801-466-3238

2250 S. 479 E. Salt Lake City, Utah 84115

Lincoln CLC 385-646-4894

450 E. 3700 S. Salt Lake City, Utah 84115

SSL PAL — Pete Suazo Boxing Center
2825 S. 200 E. Salt Lake City, Utah 84115

Scott School CLC
3238 S. 540 E. Salt Lake City, Utah 84115

Woodrow Wilson Elementary CLC 385-646-5102

2567 S. Main St. Salt Lake City, Utah 84115



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Neighborhood Community Learning Centers (continued)

West Valley City

Five Parks Community Action Center 801-918-4640
at Hyde-A-Wyle Haciendas Mobil Park Clubhouse
3455 S. 1185 W. West Valley City, Utah 84119

Kearns

Kearns Jr. High CLC 385-646-5205
4040 W. 5305 S. Salt Lake City, Utah 84118
Oquirrh Hills Elementary CLC 801-646-4948
5241 S. 4280 W. Salt Lake City, Utah 84114
Boys and Girls Club of South Valley 801-284-4253
244 E. Vine St. Murray, Utah 84107

For more information, go to uw.org and search community learning centers



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Programs for Families

Department of Health

Baby Your Baby Hotline 800-826-9662
Baby Watch Early Intervention 801-584-8226

Services for children birth to three years with developmental delays or disabilities

Child Care Resource and Referral

866-GET-HUGS
(866-438-4847)

Child Abuse Hotline

855-323-3237

Child and Family Services (DCFS)

801-538-4100
195 N. 1950 W. Salt Lake City, Utah 84116

Domestic Violence Linkline

800-897-5465

Rape and Sexual Assault Crisis Line

888-421-1100

Eye Care for Kids Foundation

801-255-8525
6895 S. State St. Salt Lake City, Utah

Referral letter from any church, civic, educational or non-profit required

Family Support Center

familysupportcenter.org

1760 W. 4805 S. Taylorsville, Utah 801-955-9110
777 W. Center St. (7720 S.) Midvale, Utah 801-255-6881
2020 S. Lake St. (740 E.) 801-487-2942
801-487-7778
3663 S. 3600 W. West Valley City 801-967-4259

*Wide range of supportive services for families with children from birth to age 11
No-cost overnight crisis child care for a maximum 72 hours*

Guadalupe Center

801-531-6100 guadalupe-schools.org/index.html

340 S. Goshen St. Salt Lake City, Utah 84104

The Early Learning Center provides a continuum of services from birth to age nine

Head Start

Sabrina Jimenez 801-359-8749 ext. 36 headstart-slcap.org
sjimenez@slcap.org

Hser Ner Moo Community Learning Center at South Parc Apartments

479 E. 2250 S. Salt Lake City, Utah 84115

Domoina Voniarisoa, Coordinator 801-518-9523 dvoniarisoa@southsaltlakecity.com
Raunde Everett, Center Manager 801-466-3238 reverett@southsaltlakecity.com
Rachel Saunders, Outreach Specialist 385-227-3026 rachelsaunders76@gmail.com

Community outreach programs including ESL and youth programs



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Programs for Families (continued)

Immunization Hotline	801-534-4693	
Planned Parenthood		
Salt Lake City Office	801-322-5571	
654 S. 900 E. Salt Lake City, Utah 84102		
<i>Monday–Thursday, 9:00 a.m.–8:00 p.m.</i>		
<i>Friday, 10:30 a.m.–5:00 p.m.</i>		
<i>Saturday, 11:00 a.m.–5:00 p.m.</i>		
West Valley Office	801-973-9675	
1906 W. 3600 S. West Valley City, Utah 84119		
<i>Monday–Thursday, 9:00a.m.–8:00 p.m.</i>		
<i>Friday, 10:30 a.m.–5:00 p.m.</i>		
<i>Saturday, 9:00 a.m.–5:00 p.m.</i>		
South Jordan	801-254-2052	
1091 W. S. Jordan Pkwy (106 S.) S. Jordan, Utah		
<i>Monday–Friday, 11:00 a.m.–6:00 p.m.</i>		
<i>Uninsured must call West Valley or South Jordan for an appointment</i>		
Pregnancy Resource Center	801-363-5433	
644 S. 900 E. Salt Lake City, Utah 84102		
Rape Recovery Center	801-467-7282	
24-hour crisis line	801-467-7273	
2035 S. 1300 E. Salt Lake City, Utah		
Sunnyvale Neighborhood Center		
3900 S. 700 W. Salt Lake City, Utah		
Ellie Goldberg , Coordinator	801-209-2228	ellieg@aau-slc.org
UNP — Hartland Partnership Center	801-973-6055	
1578 W. 1700 S. Salt Lake City, Utah 84104		
Utah State Office of Education	801-538-7680	schools.utah.gov/cnp
Summer Food Service Program (SFSP)		
<i>Free meals to children up to 18 years old at approved locations</i>		
Women, Infants and Children (WIC)	801-483-5451	
3195 S. Main St. Salt Lake City, Utah		
<i>WIC provides a specific, nutritious food supplement to pregnant, postpartum and breast-feeding women, infants and children up to five years old who are at risk because of inadequate nutrition and income</i>		



Department of Workforce Services

Equal Opportunity Employer/Program

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Programs for Families (continued)

Youth Services, Salt Lake County Division 385-468-4500 slcoyouth.org
177 W. Price Ave. (3610 S.) Salt Lake City, Utah jjs.utah.gov/youth-services.htm

Youth Support Systems

3392 W. 3500 S. West Valley City, Utah 84119 yssutah.org
Toni Pegues, LCSW, Therapist 801-969-3307 tpegues@yssutah.org

YWCA of Salt Lake City

322 E. 300 S. Salt Lake City, Utah 84111 801-537-8600 ywca.com
Domestic Violence Shelter 801-537-8604
Teen Home and Crisis Nursery
Sama Ibrahim 801-537-8624 sbrahim@ywca.com
Karen Romero 801-537-8650 kromero@ywca.com
Director of Women in Jeopardy Program



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Youth Programs

Because He First Loved Us Ministry

Discovery Christian Community Church

5929 S. 900 E. Murray, Utah 84121

Danielle Griffin Alcala

801-979-7707

becausehefirstlovedus777@gmail.com

Danjuma Alcala

801-719-4038

danij2475@gmail.com

Tutoring, homework and sports programs help for refugee kids and parents

Big Brothers Big Sisters of Utah

801-313-0303

bbbsu.org

151 E. 5600 S. Suite 200 Salt Lake City, Utah 84107

Wendi Whittaker, Refugee Program Coordinator

wendi.whittaker@bbbsu.org

Boys and Girls Clubs of Greater Salt Lake

Boys and Girls Club — Capitol W.

801-531-7652

bgcgsl.org

567 W. 300 N. Salt Lake City, 84116

maren.miller@bgcgsl.org

Boys and Girls Club

801-364-9118

julie.trujillo@bgcgsl.org

464 S. Concord St. (1235 W.) Salt Lake City, Utah 84104

Boys and Girls Club of Sugarhouse

801-484-0841

wendy.thompson@bgcgsl.org

968 E. Sugarhouse Dr. (2225 S.) Salt Lake City, Utah 84104

Boys and Girls Club of Murray

801-284-4259

mcox@bgcsv.org

224 E. Vine St. Murray, Utah

Boys and Girls Club of Midvale

801-256-9008

wswartzfager@bgcsv.org

7631 S. Chapel St. (500 W.) Midvale, Utah

Scholarships available

Break-Thru Soccer

Brian Rasmussen

801-455-5810

drycreekcharity.org

Hser Ner Moo Community Learning Center at South Parc Townhomes

479 E. 2250 S. Salt Lake City, Utah 84115

Domoina Voniarisoa, Coordinator

801-518-9523

dvoniarisoa@southsaltlakecity.com

Raunde Everett, Center Manager

801-466-3238

reverett@southsaltlakecity.com

Rachel Sanders, Outreach Specialist

382-227-3026

rachelsander76@gmail.com

Islamic Society of Greater Salt Lake

Youth Programs for Muslim Youth

Khadeeja Islamic Center

1019 W. Parkway Ave. West Valley City, Utah 84119

Register with Dr. Farhan Butt

801-946-6954

Saturdays 10:30 a.m.–1:30 p.m.



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Youth Programs (continued)

Lifting Youth to Future Employment (LYFE) 1385 S. State St. Suite 123 Salt Lake City, Utah 84115 <i>For ages 16–21</i>	801-468-0115	
Refugee and Immigrant Center at Asian Association (RIC@AAU) 155 S. 300 W. Salt Lake City, Utah 84102	801-990-9481	
South Salt Lake PAL — Pete Suazo Boxing Gym 2825 S. 200 E. Salt Lake City, Utah Kelli Meranda , Project Coordinator	801-466-3143 801-828-8678	kmeranda@southsaltlakecity.com
SpyHop Productions 511 W. 200 S. Suite 100 Salt Lake City, Utah 84101	801-532-7500	spyhop.org
Sunnyvale Neighborhood Center 3900 S. 700 W. Salt Lake City, Utah Peter Frost , AAU Youth and Family Services	801-471-4549	pterf@aau-slc.org
Transitions for Refugee Youth (TRY) <i>At Utah International Charter School—350 E. Baird Circle (3605 S.) SLC, UT Youth Tutoring: Mondays and Tuesdays, 5:30–7:30 p.m.</i>	385-290-1306	
UNP Hartland Partnership Center 1578 W. 1700 S. Salt Lake City, Utah 84104 Abdi Mohamed , Coordinator Lenn Rodriguez , Youth Center Coordinator	801-973-6055 801-973-6055	a.mohamed@partners.utah.edu lenn.rodriguez@partners.utah.edu
<i>The UNP-Hartland Partnership Center is a capacity-building project with university members and residents</i>		
Utah Dream Center 1624 S. 1000 W. Salt Lake City, Utah 84126 Alfred Murillo	801-244-7934	utahdreamcenter.org alfred@utahdreamcenter.org
Utah Federation for Youth Ashley Babbit , Program Manager	801-468-0699	ufyi.org ashley@socialmarketingconsultants.com
Utah International Charter School 350 E. Baird Circle (3605 S.) Salt Lake City, Utah Angie Rowland , Principal <i>Apply online; opening fall 2014 for students grades 7–10; opening fall 2014 for students grades 7–12</i>	385-290-1306	utahinternational.org
Youth City <i>Located in city community centers, schools and parks; learn new skills in a structured setting</i>		youthcity.com



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Youth Programs (continued)

Central City: Ken Perko

615 S. 300 E. Salt Lake City, Utah 84111

385-468-1555

ken.perko@slcgov.com

Fairmont Park: Andrew McCormick

1040 E. Sugarmont Drive (2250 S.) Salt Lake City, Utah 84106

801-466-0904

andrew.mccormick@slcgov.com

Liberty Park: John Lyman

North Shelter, 700 E. 1300 S. Salt Lake City, Utah 84103

801-533-0485

john.lyman@slcgov.com



Department of Workforce Services

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Programs for Seniors

Adult Protective Services

801-538-3567

Include the following information when reporting alleged abuse or neglect:

- Name, address and phone number of victim
- Name and address of alleged perpetrator
- Name of person reporting
- Reason for concern (alleged abuse, neglect)

Easter Seals Senior Community Service Employment Program

801-536-7009

easterseals.com/scsep

DWS upstairs Metro office, 720 S. 200 E.

Eligible participants are 55 or older and looking for work

Elderly Refugee Citizenship Program Catholic Community Services

801-428-1259

745 E. 300 S. Salt Lake City, Utah 84102

For seniors over age 60

English Skills Learning Center

4444 S. 700 E. Suite 100, Salt Lake City, Utah 801-328-5608

Salt Lake County Aging Services

385-468-3200

aging.slco.org

2001 S. State St. Suite N2300 Salt Lake City, Utah 84190

Aging Services offers an array of programs and services, including Meals On Wheels, senior companion, senior employment, etc.



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Salt Lake City Social Security Office

175 E. 400 S. Suite 500 Salt Lake City, Utah 84111 • socialsecurity.gov

Directions

Office is located across the street and north of city hall and across the corner from the downtown Salt Lake City Public Library. From I-15 northbound, exit on 600 S. and from I-15 southbound exit on 400 S. From the airport, take I-80 E.

Parking

Public parking is available for a fee; we do not validate

Phone Appointments

Local	866-851-5275
National	800-772-1213
TTY	801-524-5047

Office Hours are Monday through Friday, 9:00 a.m.–3:30 p.m.

Seven-Year Limit for Certain Noncitizens Receiving Supplemental Security Income

Some refugees and other noncitizens can get SSI for up to seven years. If your SSI payments are limited to seven years because of your particular noncitizen status, we will send you a letter telling you when your seven-year period ends. We will send you another letter explaining your rights to appeal before we stop your payments. You may receive SSI for a maximum of seven years from the date DHS granted you a status in one of the following categories, provided the status was granted within seven years of filing for SSI:

- Refugee
- Asylee
- Person whose deportation or removal is being withheld
- "Cuban and Haitian entrant" under the Refugee Education Assistance Act
- "Amerasian immigrant"
- Special immigrant visa



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Mental Health Care Services

The Children's Center 801-582-5534 ext. 349
Safety Net Program for Families with Young Children
350 S. 400 E. Salt Lake City, Utah 84111

Refugee and Immigrant Center at Asian Association of Utah (RIC @ AAU)
Community Wellness Services 801-990-9481
155 S. 300 W. Salt Lake City, Utah

Utah Health and Human Rights Project (UHHR) 801-363-4596
225 S. 200 E. Suite 250 Salt Lake City, Utah 84111

UHHR provides services to refugees, asylees and immigrants who have endured severe human rights abuses, including torture, war-related trauma and human trafficking

Valley Mental Health (VMH) 801-539-7000
North Valley Mental Health, 1020 S. Main Suite 100 Salt Lake City, Utah 84101
24-Hour Crisis Care and Services 801-261-1442
Toll free 1-800-537-8739

University of Utah Outreach Team 801-587-3000

NAMI

Jacqueline Gomez-Arias 801-323-9900 jacqueline@namiut.org
Director, Outreach Coordinator

National Suicide Prevention Lifeline 1-800-273-TALK (8255)
A toll free, 24-hour service that will connect you to someone in your area



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Dental Services

- Family Dental Plan Salt Lake Clinic** 801-715-3400
168 N. 1950 W. Suite 202 Salt Lake City, Utah 84116
Jackie Gerber 801-233-6638 jackiegerber@utah.gov
Monday–Thursday, 7:30 a.m.–6:00 p.m.
Accepts children on Medicaid and adults on PCN
- Ellis Shipp Family Dental Plan Clinic** 801-715-3400
168 N.1950 W. Salt Lake City, Utah 84116
Accepts children on Medicaid and adults on PCN
- Discounted Dental** 801-983-0345
1383 S. 900 W. Suite 128 Salt Lake City, Utah 84104
Call for an appointment; fees for services
- Donated Dental** 801-983-0345
1383 S. 900 W. #128 Salt Lake City, Utah 84104
Call for instructions to receive services
- Central City Dental Clinic** 801-325-9538
461 S. 400 E. Salt Lake City, Utah 84111
Open Tuesday–Friday; accepts children on Medicaid (up to age 18) and PCN; accepts uninsured adults for emergencies only, first-come, served; arrive as early as 6:30 a.m. with ID and proof of income
- Stephen D. Ratcliffe Clinic** 801-328-5750 or -5751
1365 W. 1000 N. Salt Lake City, Utah 84116
Open Tuesday–Friday; accepts children on Medicaid (up to age 18) and PCN; accepts uninsured adults for emergencies only, first-come, served; arrive as early as 6:30 a.m. with ID and proof of income
- Private Providers** 801-355-8677
Walter Romney D.M.D.
Briant Romney D.M.D.
L. Clark Romney D.M.D.
525 E. 100 S. Suite 430 Salt Lake City, Utah 84102
Accepts children on Medicaid



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Dental Services (continued)

A Kids Place Dental Services

292 E. 3900 S. Salt Lake City, Utah

801-747-8019

530 E. 500 S. Salt Lake City, Utah

801-747-8000

Accepts children on Medicaid (up to age 17)

Salt Lake City Dental Hygiene Clinic

801-957-6001

Jordan Campus, HTC 133, 3491 W. Wights Ford Road (9000 S.) Salt Lake City, Utah 84088

Appointments available September–April; \$20.00 for cleaning, x-rays and exam

Sealants for Smiles

sealantsforsmiles.org

Fortis Dental Hygiene College

801-713-0915

3949 S. 700 E. Suite 200 Salt Lake City, Utah 84107

Low fees for cleaning, x-rays, etc.



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Medicaid Programs

Health Programs

Teri McPhail, Representative

801-538-9147

tmcphail@utah.gov

Tami Spencer, Specialist

801-538-9149

tamispenencer@utah.gov

Refugee Medicaid

For the first eight months a refugee is in the United States

Traditional Medicaid

Non-Traditional Medicaid

Children's Health Insurance Program (CHIP)

Open enrollment

Primary Care Network (PCN)

For adults who do not qualify for Medicaid; call for enrollment information

Transportation

If you do not have your own transportation to and from your medical appointments, you can ask for a Utah Transit Authority (UtahA) bus pass by calling your Medicaid Eligibility Worker. If there is a medical reason you can't use the bus, you may qualify for services through UTA FlexTrans. To apply for this service, call the Medicaid Information Line at 1-801-538-6155 or toll free at 1-800-662-9651 and ask for the Transportation Unit. Non-emergency transportation is covered by Medicaid. Call PickMeUp Medical Transport at (toll free) 1-888-822-1048. Salt Lake County Aging Services provides transportation for life-sustaining medical appointments. You must be at least 60 years old and lack other transportation options.

Medicaid Health Maintenance Organizations (HMOs)

Molina and Healthy U are Medicaid HMOs. Make sure to use the correct facility and provider.

Molina

888-483-0760

molinahealthcare.com

Healthy U

Toll free

801-587-6480

888-271-5870

uhealthplan.utah.edu

Health Choice Utah, Inc.

an Iasis Healthcare Company

Joyce Kim

801-984-6406



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University of Utah Community Clinics

Redwood Health Center 801-213-9900

1525 W. 2100 S. Salt Lake City, Utah 84119

Monday–Friday, 8:00 a.m.–5:00 p.m.

Saturday and Sunday, 9:00 a.m.–8:00 p.m.

Urgent Care Clinic: Monday–Friday, 5:00 p.m.–8:00 p.m.

University of Utah Sugar House Health Center 801-581-2000

1138 E. Wilmington Ave. Salt Lake City, Utah 84106

Monday–Friday, 8:00 a.m.–5:00 p.m.

University of Utah Madsen Health Center 801-581-8000

555 S. Foothill Blvd. Salt Lake City, Utah 84112

Monday–Friday, 8:00 a.m.–5:00 p.m.

University of Utah Greenwood Health Center 801-213-9400

7495 S. State St. Midvale, Utah 84047

Monday, 8:00 a.m.–7:00 p.m.

Tuesday–Friday, 8:00 a.m.–5:00 p.m.

University of Utah South Jordan Center 801-213-9800

1091 W. South Jordan Parkway South Jordan, Utah

University of Utah West Ridge Center 801-213-9200

3730 W. 4700 S. West Valley City, Utah



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Health Clinics of Utah

Health Clinics of Utah (HCU)

168 N. 1950 W. Salt Lake City, Utah 84116

Monday–Friday, 7:30 a.m.–6:00 p.m.

Accepts most insurance as well as Medicaid, CHIP, PCN and Medicare

801-715-3500

health.utah.gov/clinics

Ellis R. Shipp Public Health Center

4535 S. 5600 W. West Valley City, Utah

385-468-3700

South Main Public Health Center

3690 S. Main St. Salt Lake City, Utah

801-468-3690

Southeast Public Health Center

9340 S. 700 E. Sandy, Utah

801-255-7114



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IHC Intermountain Community and School Clinics

Intermountain Neighborhood Clinic

801-977-0502

855 W. California Ave. (1330 S.) Salt Lake City, Utah 84104

*Monday–Friday, 9:00 a.m.–4:00 p.m.; closed for city and state holidays
Urgent and primary care for patients of all ages and incomes with no boundary restrictions*

Intermountain Pamela J. Atkinson Clinic

801-578-8376

Lincoln Elementary School
1090 S. Roberta St. (250 E.) Salt Lake City, Utah 84111

*Monday–Thursday, 8:00 a.m.–4:00 p.m.; Friday 8:00 a.m.–noon; closed for school holidays
ZIP codes 84101, 84102, 84105, 84106, 84111 and 84115 and Lincoln Elementary students and their families*

Intermountain Rose Park Elementary Clinic

801-364-2434

1105 W. 1000 N. Salt Lake City, Utah 84116

*Monday, noon–8:00 p.m.; Wednesday and Thursday, 9:00 a.m.–5:00 p.m.; closed Tuesday and Friday
ZIP codes 84116, 84114 and 84103 and Rose Park Elementary students and their families*

Intermountain North Temple Clinic

801-359-0901

54 N. 800 W. Salt Lake City, Utah 84116

*Monday–Saturday, 10:00 a.m.–7:30 p.m.; Sunday, noon–6:00 p.m.
Urgent (no primary) medical care with no geographical boundary restrictions
Accepts Medicaid, Medicare, PCN, CHIP and some private insurance, or charges on a sliding scale*



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Community Health Centers

CHC accepts most private insurance policies, Medicaid, Medicare and CHIP. Patients without insurance may qualify for "slide fee" discount based on income, family size and ability to pay.

Central City

461 S. 400 E. Salt Lake City, Utah 84111

Medical 801-539-8617

Dental 801-325-9538

Stephen D. Ratcliffe, Dental

1365 W. 1000 N. Salt Lake City, Utah 84116

Medical 801-328-5750

Dental 801-328-5756

Oquirrh View (medical only)

801-964-6214

4745 S. 3200 W. Salt Lake City, Utah 84118

Copperview

8446 Harrison St. (300 W.) Midvale, Utah 84047

Medical 801-328-5750

Dental 801-328-5756

72nd Street CHC (medical only)

801-566-5494

220 W. 7200 S. Midvale, Utah 84047



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Other Clinics and Services

Maliheh Free Clinic

801-266-3700

415 E. 3900 S. Salt Lake City, Utah 84107

Tuesday–Friday, 9:00 a.m.–noon, 1:00 p.m.–4:00 p.m.; by appointment only

New Hope Clinic

801-568-6700

65 E. 6850 S. Salt Lake City, Utah

Exodus Clinic

801-250-9638

8211 W. 3500 S. Magna, Utah 84044

Participants must 1) live in Magna, Kearns or western West Valley, 2) be uninsured, 3) have a household income below 80 percent of the median (roughly \$35,000 a year), 4) be unable to qualify for federal or state aid and 5) have a medical need; there are no geographical boundaries for breast exams and pap smears

Health Access Project (HAP)

140 W. 2100 S. Suite 208 Salt Lake City, Utah

Jessie Oyler, Director

801-412-3980

Frederic Mugiraneza, Refugee Case Manager

801-915-4611

Primary care for the uninsured in the Salt Lake valley; call for eligibility requirements; referral required

Community Nursing Services

801-207-8777

cns-cares.org

1255 E. 3900 S. Salt Lake City, Utah 84124

Mavis McAfee, Director of Immunizations

Walk-ins welcome; CNS offers immunization clinics

Midvale Family Health Clinic

801-566-6190

695 W. Center St. Midvale, Utah

Immunization Hotline

801-534-4693

Midvalley Health Clinic

801-417-0131



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Alta View Hospital (IHC) 9660 S.1300 E. Sandy, Utah 84094	801-501-2600
Intermountain Medical Center (IHC) 5121 S. Cottonwood S. Murray, Utah 84157	801-507-7000
Jordan Valley Hospital (Iasis Health Care) 3580 W. 9000 S. West Jordan, Utah 84088	801-561-8888
LDS Hospital (IHC) 8th Ave. (400 N.) C St. (300 E.) Salt Lake City, Utah 84143	801-408-1100
Pioneer Valley Hospital 3460 S. Pioneer Parkway (4155 W.) West Valley City, Utah 84120	801-964-3100
Primary Children's Medical Center (IHC) 100 N. Medical Drive (1750 E.) Salt Lake City, Utah 84113	801-662-1000
St. Mark's Hospital (MountainStar) 1200 E. 3900 S. Salt Lake City, Utah 84124	801-268-7111
Salt Lake Regional Hospital and Medical Center 1050 E. South Temple Salt Lake City, Utah 84102	801-350-4111
University of Utah Hospital (UUHSC) 50 N. Medical Drive (1950 E.) Salt Lake City, Utah 84132	801-581-2121
Riverton Hospital (IHC) 3741 W. 12600 S. Riverton, Utah 84065	801-285-4000



Interpreters

Salt Lake County

diversity.slco.org/interpreter/interpretList.html

Bridging the Gap Medical Interpreting Training

Department of Health

Jelena Pasalic

801-350-8136

jaasalic@utah.gov

Interpretive Services at the Refugee and Immigrant Center at Asian Association

Laura Vasquez, Interpreter Coordinator

801-990-9497

laurav@aau-slc.org

Find or Become a Court-Certified Interpreter

utcourts.gov/resources/interp

Refugee Interpretive Service

UDOH TB and Refugee Health Program

Jelena Pasalic

801-350-8136

jpasalic@utah.gov

Edwin Espinel

801-538-9480

eespinel@utah.gov

The Utah Department of Health, TB and Refugee Health Program provides a 40-hour basic and intermediate training course called "Bridging the Gap." There is no registration fee to attend this training and the course materials will be provided free of charge. However, participants will be expected to attend the course in its entirety. In addition to being fluent in English, all applicants must be fluent in a second language and must be willing to act as medical interpreters. Priority will be given to applicants who work within the refugee health, Tuberculosis control, HIV, STD and Hepatitis prevention setting. All participants who attend the entire 40-hour training and successfully complete the final exam will receive a certificate of completion. The course covers the following:

- *Basic interpreting skills: role, ethics, conduit and clarifier interpreting; managing the flow of the session; intervening; sight translation; memory development*
- *Introduction to the health care system: how doctors think, anatomy, common health problems, basic medical procedures*
- *Culture in interpreting: self-awareness, basic characteristics of specific cultures, traditional health care in specific communities, culture-brokering*
- *Communication skills for advocacy: listening skills, communications styles, appropriate advocacy*
- *Professional development*



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Immigration and Citizenship

U.S. Citizenship and Immigration Services

uscis.gov

Resources on green card and citizenship process

Catholic Community Services of Utah

801-977-9119

745 E. 300 S., Salt Lake City, Utah 84102

Alyssa Williams, J.D., Immigration Attorney

awilliams@ccsutah.org

Barbara Tagoai

801-428-1259

btagoai@ccsutah.org

International Rescue Committee

801-328-1091

221 S. 400 W. Salt Lake City, Utah 84101

Tatjana Micic, Immigration Specialist

tatjana.Micic@rescue.org

U.S. Citizenship & Immigration Services

1-800-375-5283

660 S. 200 E. Suite 400 Salt Lake City, Utah 84111

Jeanne Kent

801-320-6971

jeanne.kent@uscis.dhs.gov

Citizenship Test Preparation

English Skills Learning Center

801-328-5608

4444 S.700 E. Suite 100 Salt Lake City, Utah 84107

Hedy Miller, Citizenship Instructor

h.miller@eslcenter.org

Catholic Community Services

801-428-1259

Elderly Refugee Citizenship Program for Seniors Over 60

745 E. 300 S. Salt Lake City, Utah 84102

Walk-in appointments available on Wednesdays

Granite Peaks Lifelong Learning

385-646-5447

granitepeaks.org

Citizenship preparation classes

Refugee and Immigrant Center @ Asian Association of Utah

155 S. 300 E. Salt Lake City, Utah

Gayane Manukyan, Coordinator

801-990-9475

English as a Second Language and citizenship test preparation



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Housing Services

All correspondence is through mail, so keep Housing informed of address changes.

Housing Authority of the County of Salt Lake 801-284-4400 hacsl.org
3595 S. Main St., Salt Lake City, Utah 84115

Section 8 Rent Subsidy

The HACSL closed the Section 8 Housing Choice Voucher, Public Housing, Valley Fair Village, and High Rise waiting lists—effective February 5, 2014.

Public Housing

Housing Authority owns and manages apartments rented for 30 percent of the tenant's income. There is always a waiting list for public housing units. The current approximate waiting period for a one-bedroom senior unit is six to nine months. All other units have a waiting period of 12 to 24 months or longer.

Salt Lake City Housing Authority 801-487-2161 haslcutah.org
1776 S. West Temple Salt Lake City, Utah 84115

Housing Choice Voucher

Individuals locate apartments and rent is subsidized. Currently, the wait is approximately 12 to 24 months. The Housing Choice Voucher is portable and can be used with any Housing Authority in the United States that has a voucher program, which encourages low-income families and individuals to move into areas of greater opportunity and to live outside areas of poverty.

Public Housing

Housing Authority owns and manages apartments for families, the elderly and disabled persons. Rent is 30 percent of the tenant's income.

West Valley City Housing Authority 801-963-3320 wvc-ut.gov/index.asp?NID=362
3600 S. Constitution Blvd. (2700 W.) West Valley City, Utah 84119

Section 8 Rent Subsidy

Individuals locate their own apartments and their rent is subsidized.

Public Housing

Housing Authority owns and manages homes to rent to families.

Search for Affordable Housing findhousing.utah.gov

Village North 801-521-8177
644 N. 900 W. Salt Lake City, Utah



Department of Workforce Services

Equal Opportunity Employer/Program

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Housing Services (continued)

Keir Management

Lorna Doone, Los Gables, Annie Laurie 801-355-8056
320 E. 100 S. Salt Lake City, Utah

Studio and one-bedroom apartments

Dominguez Park I & II 801-261-3061
3990 S. 700 W. Salt Lake City, Utah

Two-, three- and four-bedroom apartments

LifeStart Village 801-955-9110

For single women with young children who are working towards financial self-sufficiency within two years.

Salt Lake Valley Health Dept. Sanitation and Safety Bureau 385-468-3835

Call to report housing violations

Community Development Corporation of Utah 801-884-7222 cdcutah.org
501 E. 1700 S. Salt Lake City, Utah 84105

Home buyer education classes, foreclosure counseling and down-payment assistance

American Red Cross 801-323-7000 utahredcross.org
465 S.400 E. Suite 200 Salt Lake City, Utah 84111

Monday–Friday, 8:00 a.m.–5:00 p.m. by appointment only

**Refugee and Immigrant Center
at Asian Association of Utah** 801-412-0577

155 S. 300 W. Salt Lake City, Utah 84115

Emergency rent and utility assistance may be available for qualified families

Catholic Community Services 801-977-9119
745 E. 300 S. Salt Lake City, Utah 84102

Community Action Program 801-359-2444 slcap.org
764 S. 200 W. Salt Lake City, Utah 84101

Crossroads Urban Center 801-364-7765 crossroads-u-c.org
347 S. 400 E. Salt Lake City, Utah 84111

Open 9:00 a.m.–5:00 p.m.

Emergency fund may be used to assist with gasoline, prescriptions, utility bills and rent



Department of Workforce Services

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Housing Services (continued)

DWS Refugee Team

801-536-7178

Emergency cash assistance is available to DWS customers once a year to cover rent or utilities

Home Energy Assistance Target (HEAT)

801-521-6107

housing.utah.gov/seal/heat.html

HEAT provides winter home heating assistance and year-round energy crisis intervention for eligible low-income households throughout Utah

Home Electric Lifeline Program (HELP)

801-961-7286

housing.utah.gov/seal/documents/HELPAapplicationfornonHEATseason08.pdf

HELP assists Rocky Mountain Power low-income customers by providing a monthly discount of up to \$8.00 off the electric bill. Apply online or apply at the same time you apply for HEAT.

LDS Welfare Square Transient Services

801-240-7320

700 W. 700 S. Salt Lake City, Utah 84104

Utah Telephone Assistance (UtahAP) and Lifeline/Link-up

801-538-8793

housing.utah.gov/seal/applications.html

Apply online or apply at the same time you apply for HEAT

Weatherization for Your Home

801-359-2444



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Community Resources

211 Information and Referral

175 S. West Temple Salt Lake City, Utah 84101

888-826-9790 or 211 211ut.orgCall

United Way of Salt Lake

257 E. 200 S. Salt Lake City, Utah 84111

801-736-8929 uw.org

Salt Lake Community Action Program (SLCAP)

764 S. 200 W. Salt Lake City, Utah 84101

801-359-2444 slcap.org

The SLCAP is a not-for-profit organization that provides a wide range of services aimed at helping low-income people become self-sufficient

Emergency Rental Assistance

Based on availability and eligibility requirements; provided to families in crisis who can demonstrate crisis was caused by circumstances beyond their control that made them unable to resolve the delinquency within a reasonable time or unable to make a full payment

HEAT in Salt Lake and Tooele Counties

housing.utah.gov/seal/applications.html

801-521-6107

Alyce Miller

801-359-2444 ext. 3113

HEAT provides winter utility payment assistance to low-income households

Weatherization

801-359-2444

Landlord and Tenant Mediation

This program provides landlord and tenant intervention and mediation to prevent eviction. Volunteer mediators are available to provide free services for interested landlords and tenants. Staff may also provide referrals to Utah Tenant's United and the Apartment Association of Utah. This is a collaborative effort with the Administrative Office of the Courts.

American Red Cross

801-323-7000 utahredcross.org

International Family Tracing Services: Restoring Family Links

The Central City Computer Lab

801-559-1563 cat.slco.org

Monday–Friday, 10:00 a.m.–8:00 p.m.

Free classes in job searching, resumé writing, all Windows XP applications, computer basics, etc.; individual instruction or special classes for community groups available if needed; schedule with instructors

Salt Lake City Bicycle Collective

2312 S. West Temple Salt Lake City, Utah

801-328-2453

Letter from referring agency required; call for more information

Sorenson Unity Center

Unity Center, 1383 S. 900 W. Salt Lake City, Utah 84104

801-535-6536 slcgov.com/clubhouse

Free computer classes



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Community Resources (continued)

Comcast's Internet Essentials Spanish

855-846-8376
855-765-6995

internetessentials.com
internetbasico.com

Internet Essentials, is available to families living in Comcast's service areas that are eligible to receive a free lunch under the National School Lunch Program; families who qualify will receive Internet service for \$9.95 a month plus tax and a voucher to purchase a low-cost computer for \$149.99 plus tax.

Utah State Law Library

Contact
Chat

801-238-7990

utcourts.gov/lawlibrary
library@utacourts.gov
utcourts.gov/lawlibrary/contact

Self-Help Center

Contact
Chat

888-683-0009

utcourts.gov/selfhelp
selfhelp@utcourts.gov
utcourts.gov/selfhelp/contact



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Income Tax Assistance

Free Tax Preparation

800-433-3025 or 211 utahtaxhelp.org

University of Utah Low Income Taxpayer Clinic

801-236-8052 litc@business.utah.edu

1453 S. Major St., Salt Lake City, Utah 84115

The UULITC can help you to file your delinquent tax returns or amend previously filed returns



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Driver License Division Resources

“Utah law does not have a grace period in which to change an out-of-state license to a Utah license. It simply requires a resident to have a valid Utah driver license when driving in Utah.”

Applicants who provide acceptable proof of their status as a refugee or an approved asylee for an original Utah limited-term driver license will have the option of taking the Utah knowledge test in their native language with the assistance of an interpreter. Individuals who are applying for a Utah driving certificate for the first time or who have already applied but have been unable to pass the written test are eligible for this exception. The Utah Driver License Division will accept the following documents from applicants to prove refugee or approved asylee status in order to be able to take the written test in their native language:

- *Original I-94 showing refugee or asylee status; or*
- *Copy of the I-94 accompanied with a letter from their resettlement agency (on agency letterhead) stating they entered the country as a refugee or approved asylee; or*
- *Permanent resident alien card “green card” with one of these codes listed under “Category”: ORE4, RE6, RE7, RE8, RE9, AS6, AS7, AS8 or CH6.*

Refugee and asylee applicants will need to schedule an appointment online at secure.utah.gov/refschedulerscheduler/index.uui?null.

Refugees and asylees have two options for interpretation. The first is to use a court interpreter that is Certified, Approved, Registered 1 or Registered 2. The court lists these interpreters at utcourts.gov/resources/interp/interpreters.html. The second option is to call one of the approved interpreting companies to schedule an interpreter for the knowledge portion of the driver license test. Please keep in mind that it can be difficult to find qualified interpreters for some languages, so interpreting agencies request that individuals schedule appointments two weeks in advance and immediately contact the agency of their choice to give sufficient time to arrange an interpreter. This does not guarantee interpreter availability, but it will increase the chances of availability. Interpreter costs are the responsibility of the applicant.

Locations

Fairpark Office 801-965-4437
1095 Motor Ave. (200 N. 1000 W.) Salt Lake City, Utah 84116
Monday–Friday, 8:00 a.m.–5:00 p.m.

West Valley Office 801-965-4437
2780 W. 4700 S. West Valley City, Utah 84118
Monday–Friday, 7:00 a.m.–6:00 p.m.

South Valley Office 801-965-4437
14555 S. Minuteman Drive Draper, Utah 84020
Monday–Friday, 7:00 a.m.–6:00 p.m.

For more information visit publicsafety.utah.gov/dld



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Driver License Division Resources (Continued)

Obtaining a Driver's License

Written Test Preparation

Lutheran Social Services 801-588-0139

4392 S. 900 E. Salt Lake City, Utah

Hser Ner Moo Community Center 801-466-3238

479 E. 2250 S. Salt Lake City, Utah

UNP Hartland 801-973-6055

1617 Secret Garden Place Apartment 162 Salt Lake City, Utah

National Driving School 801-502-7985

1750 W. 4160 S. Suite 200 Salt Lake City, Utah

nationaldrivingschoolusa.com

The written test costs \$25 at the DLD, covering up to three attempts

DWS-Approved Interpreters for Written Test

Pentskiff Interpreting Services 801-484-4089

CommGap International 801-944-4049

Approximately \$60; call at least 24 hours in advance

Driver's Education

publicsafety.utah.gov/dld/driving_schools.html

Approximately \$250–\$350; proof of driving experience required for first Utah driver's license unless obtaining a learner permit or over age 19



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Translation Companies Approved by DWS and RSO

CommGap International Services

801-944-4049

Pentskiff Interpreting Services

801-484-4089 or 1-888-898-7129

Available by phone 24/7; give at least 24 hours notice

When the applicant arrives for their scheduled appointment, they will be required to:

- *Pay the license fee*
- *Pass the eye test*
- *Take the written knowledge test in their native language with the assistance of the approved interpreter*

Once the written test is passed, the applicant will be issued a temporary driving permit. Prior to receiving the full driving privilege, the applicant will need to pass the driving test with a driver license examiner. Upon successful completion of all requirements, the applicant will be issued a limited-term driver license with a four-year expiration date. When the limited-term license expires, the applicant will need to renew their license and will be required to pass the written test in English. If the applicant is not able to pass the written test in English, no driving privilege will be given.



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Legal and Victim Assistance

Children's Justice Center (Salt Lake County)

257 11th Ave. Salt Lake City, Utah 84103 385-468-4560
8282 S. 2200 W. West Jordan, Utah 84088 385-468-4580

Family Justice Center

801-236-3370 legalaidsocietyofsaltlake.org
YWCA Lolie Eccles Center, 344 E. 300 S. Salt Lake City, Utah 84111

Family Law Clinic

801-924-3370
Scott Matheson Courthouse: Room W-19, Conference Room A,
450 S. State St. Salt Lake City, Utah

Call for schedule change only; staffed by volunteer lawyers, legal professionals and law students; no appointment necessary.
Hours of Operation: 1st & 3rd Wednesday of the month (except holidays), 6:00 pm–8:00 pm

Legal Aid Society of Salt Lake

801-328-8849
205 N. 400 W. Salt Lake City, Utah 84103

Multi-Cultural Legal Center

801-486-1183
<http://andjusticeforall.org/multicultural.html>
205 N. 400 W. Salt Lake City, Utah 84105

Focus on discrimination based on race or national origin in housing or employment, racial profiling, immigration and language rights.

Utah Dispute Resolution

801-532-4841 utahdisputeresolution.org
Law & Justice Center, 645 S. 200 E. Salt Lake City, Utah 84111

Mediation and conflict resolution services to low-and middle-income Utahans with financial need

Utah Legal Services

801-328-8891 andjusticeforall.org/uls
205 N. 400 W. Salt Lake City, Utah 84103

Handles civil cases for those who qualify; answer questions, give advice, prepare legal documents and represent clients in court and before administrative agencies; cannot assist in criminal matters (including traffic violations); call before coming in.

Utah State Bar Young Lawyers Division Tuesday Night Bar

Utah Law and Justice Center, 645 S. 200 E. Salt Lake City, Utah 84111 801-297-7037

***no walk-ins*

Hours of Operation: 1st four Tuesdays of the month, 5:30 pm–7:00 pm

Office of Crime Victim Reparations

801-238-2360 crimevictim.utah.gov
350 E. 500 S. Suite 200 Salt Lake City, Utah 84111

Financial assistance to victims of violent crimes.

Disability Law Center

801-363-1347 fairhousing@disabilitylawcenter.org
www.disabilitylawcenter.org 1-800-622-9080 (UTRelay:711)



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Legal and Victim Assistance (continued)



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Law Enforcement

Metro Jail 3415 S.900 W. Salt Lake City, Utah 84119	801-743-5500
Murray Police 5025 S. State St. Suite 206 Murray, Utah 84157-0520	801-264-2673
Dispatch <i>Monday–Friday, 8:00 a.m.–5:00 p.m.</i>	801-840-4000
Salt Lake City Police	
Dispatch	801-799-3000
Administration	801-799-3800
Special Permits	801-535-6118
Salt Lake County Sheriff's Office Nonemergencies	801-743-7000
Sandy Police Department 10000 S. Centennial Parkway Sandy, Utah 84070	801-568-7200
Dispatch <i>Monday–Friday, 8:00 a.m.–5:00 p.m.</i>	801-840-4000
South Salt Lake Police 2835 S. Main St. Salt Lake City, Utah 84115	801-412-3600
Dispatch <i>Monday–Thursday, 7:00 a.m.–6:00 p.m.</i>	801-840-4000
West Jordan Police 8040 S. Redwood Rd. W. Jordan, Utah 84088	801-256-2000
Dispatch	801-840-4000
West Valley Police 3575 S. Market St. West Valley City, Utah 84119	801-963-3300
Dispatch <i>Monday–Thursday, 7:00 a.m.–6:00 p.m.</i>	801-840-4000
Unified Police 3365 S. 900 W. Salt Lake City, Utah	801-743-5800
Holladay Precinct 4580 S. 2300 E., Salt Lake City, UT 84117	801-272-0426
Kearns Sub-Station 4250 W. 5414 S. Kearns, Utah 84118	385-468-9488



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Law Enforcement (continued)

Midvale Precinct 385-468-9630
7912 S. Main St. Midvale, Utah 84047

Milcreek Precinct 385-468-9350
1580 E. 3900 S. Suite #100 Salt Lake City, Utah 84124

Taylorsville Police 801-955-2000
2600 W. Taylorsville Blvd. (5400 S.) Taylorsville, Utah 84118



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Food Resources

Community Food Co-Op Of Utah

801-746-7878

foodco-op.net

1726 S. 700 W. Salt Lake City, Utah 84104

A project of Crossroads Urban Center Mobile Markets; credit cards, cash and Horizon cards accepted; visit foodco-op.net/mobile_market for specific places and times

Delivery Redistribution of Produce and Surplus (DROPS)

A program of the Utah Food Bank that distributes donations including fresh produce, dairy products and day-old bread to neighborhoods throughout Utah; call 2-1-1 to find out when the next DROPS will be in your area

Women, Infants and Children (WIC)

801-483-5451

3195 S. Main St. Salt Lake City, Utah

Find a WIC office near you

801-538-6960

WIC provides specific nutritious food vouchers to pregnant, postpartum and breast-feeding women and their infants and children up to age five who are at nutritional risk because of inadequate nutrition and income

Utah Office of Education

801-538-7680

schools.utah.gov/cnp

Summer Food Service Program (SFSP)

Free meals to children 18 years and under at approved locations

Utah Food Bank

3150 S. 900 W. Salt Lake City, Utah

Walt May

801-887-1249

waltm@utahfoodbank.org

For a complete list of food resources visit uw.org/211/find-help/resources-by-need/food-resource-list.pdf



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Refugee Community Organizations

Ahiska Turks

Suleyman Khalilov (801)759-9525 ahiskata@mail.RU

Association of Eritrean Community in Utah

Ermias Tekle (801)759-4546 tekle.ermias9@gmail.com
Dawit Tsegay (801)759-5138 zeleseda@yahoo.com

Association des Togolais et Sympthisants

Messan Ametitovi (801)982-9595 info@atosutah.org
Koffi Djagba (801)915-9774

Association of Sierra Leoneans in Utah

John Rogers (801)548-5647 mctoshl27@gmail.com
Josephus Rogers (801)604-5630

Best of Africa

Valentine Mukudente (801)706-1227 vmukudente@yahoo.com

Bhutanese Community of Utah

Mukti Bhurtel (801)706-9213 muktibhurtel@yahoo.com
Bhim Sapkota (801)654-4392 bhimkrirwf@yahoo.com

Bosnian and Hcegovinian Communities

Edin Curic (801)746-7172 edincuric@comcast.net

Burmese Community

Zaw Htike (801)688-2800 zaw.htike@their.org

Burundi Community of Utah

Gustave Gitakuzi (801)792-0602 shabgust@yahoo.com
Alex Ngendakuriyo (801)300-7152 alexngendak@yahoo.com

Chad Community of Utah

Albert Betoudji (801)250-7869 reoubeal@yahoo.com

Congolese Community of Utah

Feli Kavita (801)638-2406 feli_kavita@hotmail.com
Andre Muhimuzi (801)654-2668 lesmuhimzi@gmail.com

Ethiopian Community Association of Utah

Mike Mamo (801)502-5164 mikesmamo@gmail.com
Bethlehem Wondimu (801)520-4838 BWONDIMU@utah.gov



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Refugee Community Organizations (continued)

Iraqi Community of Utah

Mahdi Mohsen (801)661-6398 presidenticu@yahoo.com

Karen Community of Utah

Ler Wah (801)865-5270 pawpoeku@yahoo.com
Tar Po (801)759-7522 tpoe97@gmail.com
Has Kpaw (435)754-9276 kpawhsa@gmail.com

Kivus Community of Utah

Zeze Rwasama (801)513-9336 zrwasama@utah.gov

Liberians United in Utah

George Williams (801)502-8187 georgewilliams594@yahoo.com
Philip Doe (385)242-2552 fornattidoe26@yahoo.com
William Manneh (801)660-7387 mannehwilliam@yahoo.com
Jacob Williams (801)834-2351

Mesopotamia Community of Utah

Alaa Mohamed (801)708-1233 alaakareem40@yahoo.com
Abdulkarim Alhasnawy (801)808-3035 k_alhasnawy@yahoo.com

Myanmar Indigenous Communities of Utah

Banyar Marn (801)651-0772 lawiai@yahoo.com
Bel Reh (801)347-7928 behrehhtoo@gmail.com
Sawn Lian (801)638-3060
Khaing Min (801)808-1372 khaingmarn@gmail.com

Nigerian Community

Macleans Geo-Jaja (801)232-3130

Ogoni Community

Money Nwigbarane (801)410-2329 kporzoh@gmail.com

Rwandese Community of Utah

Esperance Rigumva (801)577-3510 espe84104@yahoo.com
Frederick Ntabwoba (801)347-7129 frebakotsi@yahoo.com
Paul Hazimana (801)347-0257 gahacy@yahoo.com

Salt Lake American Muslims

Ghulam Hasnain (801)671-6709 saltlakeamerican@yahoo.com

Somali Bajuni Community of Utah

Ishmael Mohamed (385)313-7583 ismail.bajuni@yahoo.com
Moustafa Moustafa (801)864-6556 abuahmad786@live.com



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Refugee Community Organizations (continued)

Somali Bantu Community of Utah

Abdikadir Hussein	(801)970-4668	ayhussein1@gmail.com
Hussein Arden	(801)864-8832	husseinaden96@yahoo.com

Somali Community Self-Management

Abdirizak Ibrahim	(801)864-2483	bahgado@hotmail.com
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Somali Community Services of Utah

Abdi Sheikh	(801)596-1384	ASHEIKH@utah.gov
Adan Haji Mahmoud	(801)831-1132	dhayaal24@gmail.com

South Sudan Community of Utah

Atem Aleu	(904)318-1588	atemaleu@gmail.com
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Sudanese Community in Utah

Tino Nyawelo	(801)581-4154	tnyawelo@gmail.com
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United Africans of Utah

Alain Koffi Sessi	(801)671-1133	alainsessi@gmail.com
Kabirou Suffianou	(801)712-7020	

United African Women of Hope

Antoinette Uwanyiugira	(801)654-6325	antoinette_uwanyiugira@yahoo.com
Bridgibritte Rwakabuba		b_rwakabuba@yahoo.com

Women of the World

Samira Harnish	(208)890-8635	samira@womenofworld.org
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Refugee Community Offices

Iraqi Community of Utah

3424 S. 300 W. Salt Lake City, Utah 84107

Mesopotamia Community

3925 S. State Street Suite 4 Murray, Utah 84107

Somali Bantu Community of Utah

3335 S. 900 E. Suite 145 Salt Lake City, Utah 84106

DWS Metro Employment Center

720 S. 200 E. Salt Lake City, Utah

Association of Sierra Leoneans in Utah

Bhutanese Community of Utah

Burundi Community of Utah

Myanmar Indigenous Communities of Utah

Rwandese Community of Utah

Somali Community Services of Utah

Sudanese Community in Utah

United African Women of Hope



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Cultural Performers

Africa Heartwood Project USA Andy	801-688-1015	africaheartwoodproject.org andy@africaheartwoodproject.org
Acholi — Southern Sudan	801-328-1091	
Sewa Cultural Dance Troupe — Sierra Leone Alex Vandi	801-638-2015	
Bazeen Raj Harrous	801-955-9495 801-548-4483	
Best of Africa Cultural Group (Voices of Youth) Valentine Mukundente	801-706-1227	
Bhutanese Community of Utah Jaga Adhikari Ghana Dulal Ram Thapaliya	801-702-3840 801-815-6756 801-738-0616	
Bosnian Dancers Edin Curic	801-244-1544 801-466-1357	
Caucasian Folk Dancers — Meskhetian Turks Soleyman Khalilov	801-860-5842	
Congo Folk Dance and Zambia Dance Cathy Tshilombo-Lokemba	435-849-2365	
Ethiopian Dance Troupe — Ethiopian Community Association of Utah Mike Mamo	801-502-5164	mikesmamo@gmail.com
Jambo Africa — Burundi Drummers Alex Ngentangentakuriyo	801-548-7621	binjesus25@yahoo.com
Liberian Dance Ambassadors Phillip Doe	801-347-4650	
Myanmar Dancers Ler Wah	801-301-4430	qarroehover@gmail.com
Persian Community of Utah Central Iran Seegar Dancers	801-486-0576	
Rocker Bawmu H. Everest	801-833-9584	
WATOTO Wa Africa Rosette Bahati	801-637-7899	



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Suggested Readings

“Middle of Everywhere” by Mary Piper

“Half the Sky” by Nicholas D. Kristof and Sheryl WuDunn

Global rights for women

“War Is Not Over When It's Over” by Ann Jones

Ann Jones traveled for two years through war-torn countries in Africa, East Asia, and the Middle East showing the full consequences of modern warfare

“Outcasts United — A Refugee Team, an American Town” by Warren St. John

A story about a community of refugees, their bewildered neighbors in a small town and a Jordanian woman who not only coaches, but also mentors, mothers and inspires

“From the Land of Green Ghosts” by Pascal Khoo Thwe

The true story of student protestor's survival and escape from Burma

“Undaunted” by Zoya Phan with Damien Lewis

The struggle for freedom and survival in Burma

“The Spirit Catches You and You Fall Down” by Anne Fadiman

The story of the controversy between a small hospital in California and a refugee family from Laos over the care of their sick child

“Bamboo People” by Mitali Perkins (Junior Library Guild Selection)

Set against the political and military backdrop of modern-day Burma

“An Ordinary Man” by Paul Rusesabagina, Hotel Manager in Rwanda

“Strength in What Remains” by Tracy Kidder

Young medical student escapes Rwandan genocide and arrives in New York City

“Escape from Rwanda” by John Yves Bizimana

A BYU student's story

“Left to Tell” by Immaculee Ilibegiza

Surviving Rwandan genocide

“We Wish to Inform You That Tomorrow We Will Be Killed with Our Families” by Philip Gourevitch



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Suggested Documentaries and Movies

"Well Founded Fear — Asylum Process"

"The Devil Came on Horseback — Genocide in Darfur"

"God Grew Tired of Us — Resettlement of Lost Boys of Sudan"

"Into the Current — Burma's Political Prisoners"

"Rain in a Dry Land — Refugee Resettlement in the U.S."

"Hotel Rwanda"

"Sometimes in April"

"My Name is Khan"

"Blood Diamonds"

"Arranged"

"Taken"



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Glossary of Terms

Affidavit of Relation (AOR): *A form filled out by the anchor to try to reunify family and friends. (Only a few countries participate in reunifications programs at any given time.)*

Anchor: *The person who requests a refugee be resettled in their area by submitting an AOR.*

Asylee: *A person who leaves his or her country of origin and applies for protection in another country. An asylee must prove a "well-founded fear of persecution." See "Refugee."*

Case Manager: *A person employed by a resettlement agency or non-profit organization to work with refugees.*

Country of First Asylum: *The first country a refugee flees into and files for protection or asylum.*

Country of Origin: *The country a refugee flees from.*

Department of Workforce Services (DWS): *A government agency that helps people with food stamps, Medicaid, cash assistance, childcare and work plans, among other things.*

Employment Counselor (EC): *A person who counsels clients on employability skills, job search skills and occupational and career choices, helps them to write an employment plan with activities that will help them reach the goal; of supporting the family on his or her own, and to promote self-insight.*

Health Screening: *Every refugee resettled in the U.S. must have a health screening within the first 30 days.*

Undocumented Immigrant: *A person who has entered a country without legal or with expired documents.*

Immigrant: *A person who chooses to live in a country other than his or her country of origin.*

International Organization for Migration (IOM): *An organization that provides travel loans to refugees.*

Internally Displaced People (IDP): *People who flee but remain within their country's borders.*

Match Grant: *A federal program, administered by resettlement agencies, to help refugees get employed quickly. Must enroll within 30 days and cannot have accessed cash from DWS during that time.*

Office of Refugee Resettlement (ORR): *Provides policies and programs for refugees.*

Principal Applicant (PA): *The person under whom a case is officially listed.*

Reception and Placement (R&P): *Housing (rent, deposit, furnishings, supplies) clothing, case management, job development and financial assistance for the first 30 days; up to \$900 per person.*

Refugee: *A person who has fled his or her home country and crossed an internationally recognized border. A refugee must have suffered past persecution or have a well-founded fear of future persecution in his or her country of origin based on race, religion, nationality, political opinion or membership in a particular social group.*

Repatriation: *When a refugee voluntarily returns to his or her country of origin.*

United Nations Commissioner for Refugees (UNHCR): *Leads and coordinates international action for the worldwide protection of refugees and the resolution of refugee problems.*



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