



Utah Department of Workforce Services

refugee.utah.gov

RESOURCE MANUAL

November 2010

State of Utah Refugee Services Office

140 East 300 South, Salt Lake City 84111

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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)
Third Country Asylum or Resettlement (less than 1% of refugee population)



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

Conducts 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)
International Rescue Committee Salt Lake Regional Office (IRC)



Refugee Notified of Resettlement Site In the U.S.

Refugee prepares to enter of last stage of processing before arrival in U.S.
Medical examination, other clearance checks



Processing Completed

Flight Booked, CCS or IRC notified of the date of arrival. Usually given 1-2 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/sponsor family, greets refugee(s) at Salt Lake International Airport and takes them to their new home.

Within first week after arrival

Family applies for Social Security Card, food stamps and other benefits as necessary
Caseworker and volunteers help the family understand their new surroundings and the new culture



Within First Three Months

Eligible family members should start working and begin the process of becoming truly self-sufficient in their new home



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

Who Refugees Are and How They Get Here

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 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; or
- ❑ 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.

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/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 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 who helps people with food stamps, Medicaid, cash assistance, childcare and work plans, among other things.

Health Screening: Every refugee resettled in the US must have one within the first 30 days.

Illegal Immigrant: A person who has entered a country without legal or expired documents.

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

International Organization for Migration (IOM): Refugees receive travel loans from IOM.

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

Match Grant: A federal program, administered by resettlement, 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): \$425 per person - Housing (rent, deposit, furnishings, supplies) Clothing, Case Management, Job Development, and financial assistance for the first 30 days.

Refugee: A person who has fled their 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/her country of origin based upon race, religion, nationality, political opinion and/or membership in a particular social group

Repatriation: When a refugee voluntarily returns to his/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.

Resettlement Agencies

Catholic Community Services (CCS)

Jurisdiction for the first six months, then referred to AAU

745 East 300 South, SLC, Utah 84102 <http://www.ccsutah.org> , 801 977-9119

Aden Batar, Director, Refugee Resettlement and Immigration, 801 428-1254, abatar@ccsutah.org
Vladimir Kljajic, 801 428-1248

Janet Healy, Volunteer Coordinator, 801 428-1242, jhealy@ccsutah.org

Jeanett Hock, Housing Coordinator, 801 428-1252, jhock@ccsutah.org

Alyssa Williams, J.D., Immigration Attorney, 801 977-9119, awilliams@ccsutah.org

International Rescue Committee (IRC)

Jurisdiction for the first 2 years, then referred to AAU

231 East 400 South, Suite 50, SLC, UT 84111

After Hours: 913-4732 (Leave a message for emergencies only.)

http://www.theirc.org/where/united_states_salt_lake_city_ut/

Patrick Poulin, Resettlement Director, 801 328-1091, ext 114, Patrick.Poulin@theIRC.org

Kaitlyn Dixon, Volunteer Coordinator, 801 328-1091, ext 125, kaitlyn.dixon@theIRC.org

Zaw Than Htike, Casework Supervisor, 801 328-1091, ext 119, Zaw.Htike@theirc.org

Jessica Anderson, Casework Supervisor, 801 328-1091, ext 121, Jessica.Anderson@theirc.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 set-up, including furnishings and household supplies, Food, Clothing, and Airport Reception.

Post-Arrival Support to be completed within the first 30 days:

Assessment; Employment Plan; Match-Grant orientation, Food Stamps, Medicaid, and Cash Assistance if Match Grant declined; Social Security and Selective Service; Health Screening; School Enrollment for Children, ESL Enrollment for Adults.

Additional Services:

WIC, HEAT, and Housing Programs.

Refugee & Immigrant Center @ Asian Association of Utah (RIC@AAU)

1588 South Major Street (35 East between State and Main) SLC, Utah 84115

PHONE (801) 412-0577

FAX (801) 412-9925

<http://www.aau-slc.org/>

Shu Cheng, Executive Director, 801 412-0577, ext. 225, shu@aau-slc.org

Employment and Supportive Services

Lina Smith, Director, 801-412-0577, ext. 230, linas@aau-slc.org

Gayane Manukyan, Volunteer Coordinator, 801-412-0577, ext. 227, GayaneM@aau-slc.org

Nyuol Nyuol, Lead Case Manager, 801 412-0577, ext. 222, NyuolN@aau-slc.org

Rebecca Ely, Supervisor, 801-412-0577, ext. 216, rebecca@aauslc.org

Polina Konnonuchkova, Interpreter Coordinator, 801 412-0577, ext 209 or 801 599-3947

Crisis Rental Assistance - 801 412-0577, ext 277

Upgrading Employment, Employment Workshops, Individual Job Placement,

On-The-Job-Training, Vocational English Training, Licensing and Diploma Recertification

Translation, Interpreting, and Transportation Services

Housing, HEAT (Utility Help)

WIC (Women and Infant Children), SSI (Social Security Income), CHIP (Children Health),

Medical, Dental, Eye Care, and Mental Health

1/2 Price Bus passes available at the Refugee Center at Asian Association (money order required)

See Gayane Manukyan, 801 412-0577, ext 227 or GayaneM@aau-slc.org

Family Services

Steven Ha, Director, 801 467-6060, X245 or 801 750-3533, stevenh@aau-slc.org

Prevention programs include: summer school, youth leadership, parenting education, social skills, tutoring, etc. Intervention programs include: youth and family case management, family crisis intervention.

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

English As a Second Language and Citizenship Test Preparation

Marilyn Nunez, ESL Director 801-467-6060, marilynn@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. Computer literacy and U.S. civics is also offered.

Citizenship test practice - Friday 9:00 a.m. or by appointment.

Department of Workforce Services (DWS) Refugee Team

Metro DWS Office, 801-536-7000
720 South 200 East, SLC, UT 84111
jobs.utah.gov

Todd Neff, Eligibility Supervisor, 801-313-4749, tneff@utah.gov

Seth Whitmill, Employment Counselor Supervisor, 801-567-3881, swhitmil@utah.gov

Food Stamps: Anyone who meets eligibility requirements is entitled to receive these benefits.

Cash Assistance Programs:

Refugee Cash Assistance – “RCA”

Family Employment Program (for single parents) – “FEP”

Family Employment Program (for married couples with children) – “FEP TP”

General Assistance – “GA” – administered by a specialized team at the downtown office

Emergency cash assistance - Available once a year, to cover rent and/or utilities for families with children

Childcare: Relatives who do not live in the same house are allowed to provide childcare for a DWS customer’s child(ren) while the customer works or otherwise participates.

Medicaid Programs:

Health Program Representative: **Teri McPhail, 801-567-3940, tmcphail@utah.gov**

Health Program Specialist, **Tami Spencer, 801-536-7112, tamispencer@utah.gov**

Refugee Medicaid - 1st 8 months In Country

Traditional Medicaid

Non-Traditional Medicaid

CHIP – for kids - Open enrollment

PCN – for adults - Call for enrollment Information

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

Partners And Partnership Centers

English Language Center of Cache Valley

1544 North 200 West, Logan, Utah 84341, 435-750-6534,

www.elc-cv.org

Katie Jensen, Co-Director, katie@elc-cv.org

Alex Mortensen, Case Manager, alexjmortensen@gmail.com

Health Access Project (HAP)

140 West 2100 South #208, Salt Lake City, **801 412-3980**

Jessie Oyler, Director, **Frederic Mugiraneza** – Refugee Case Manager, **801-915-4611**

Primary Care for the uninsured. Call for eligibility requirements. Referral Required.

Hser Ner Moo Community Learning Center At South Parc Apartments

479 East 2250 South, South Salt Lake, UT 84115

Community outreach programs including ESL and youth programs.

Doug Wixom, Program Administrator, 801 412-3217, dwixom@southsaltlakecity.com

Domoina Voniarisoa, Project Coordinator, 801- 518-9523, dvoniarisoa@southsaltlakecity.com

Raunde Everett, Center Manager, 801-466-3238, reverett@southsaltlakecity.com

Kendrick LaFleur, Outreach Specialist, 801-834-3711, klafleur@southsaltlakecity.com

Horizonte Welcome Center

1234 South Main Street, Salt Lake City, UT 84101

Michael Locklear, Director, 801 578-8574 ext 411, Michael.locklear@horizonte.slk.k12.ut.us

LDS Humanitarian Center

1665 South Bennette Road (2030 West), Salt Lake City, Utah 84104

801 240-5954

Housing Authority of Salt Lake County – TANF Funded Refugee Housing

3595 South Main Street, Salt Lake City, Utah, 84115

Nailya Ragimova, 801-284-4452, nragimova@hacsl.org

Partners and Partnerships (continued)

Lutheran Social Services (LSS)

4392 South 900 East, Salt Lake City, 84124 www.lssu.org

Leslie Whited, CEO/Director of Ministry, 801-558-0139, lssutah@yahoo.com

Hours: M – TH Noon to 8:00 p.m.

Manna Market - Refugee Food Bank

Food Give-away on Thursday Afternoons

Clothing and Household Vouchers

One-time Emergency UTA Bus Pass

Refugee and First Generation Literacy Program

Monday – Thursday English Learning and Creative Economics courses

One-to-one English language tutoring and conversation available

Salt Lake County

2001 South State Street, Suite S-2100, Salt Lake City, UT 84190-2710

Ze Min Xiao (“Zee”), Refugee Services Liaison

Office: **801-468-2953**, Cell: **801-518-5530**, Zxiao@slco.org

University Neighborhood Partners

1617 Secret Garden Place, Salt Lake City, UT 84104

The UNP-Hartland Partnership Center is a comprehensive capacity-building project co-created by University members and residents.

Kimberly Schmit, Center Coordinator, **801-973-6055**, k.schmit@partners.utah.edu

Abdi Mohamed, Assistant Coordinator **801 973-6055**, a.mohamed@partners.utah.edu

United Way of Salt Lake

175 South West Temple, Suite 30, Salt Lake City, UT 84101

801-736-8929, <http://www.uw.org/>

Utah Food Bank

3150 South 900 West, Salt Lake City

Walt May, waltm@utahfoodbank.org, Office: **801-887-1249**

Utah State Office of Education

250 East 500 South, P.O. Box 144200, Salt Lake City, UT 84114-4200

Office: **801-538-7500**

K-12 Services for Refugees: **801-538-7733**, Adult Education: **801-538-7824**

www.schools.utah.gov/adulted (for programs and locations)

English Language Learning Programs

Asian Association English As a Second Language and Citizenship

1588 South Major Street (35 East between State & Main), Salt Lake City, UT 84115

Free or low-fee, small-group pre-literate to Intermediate English classes, emphasizing life skills and pre-employment. Full or part-time day or evening classes. <http://www.aau-slc.org/>

Marilyn Nunez, ESL Director **801-467-6060**, marilynn@aau-slc.org

English Language Center of Cache Valley, Inc.

1544 North 200 West, Logan, Utah 84341

435-750-6534 www.elc-cv.org

Katie Jensen, Co-Director, katie@elc-cv.org

English Skills Learning Center

631 West North Temple, Suite 70, Salt Lake City, UT 84116

The English Skills Learning Center provides free individualized English instruction.

Catherine Barnhart, Executive Director, **801-328-5608**, c.barnhart@eslcenter.org

Beth Garstka, Volunteer Coordinator, **801 328-5608**, b.garstka@eslcenter.org

Granite Peaks Learning Center, <http://www.granitepeaks.org/>

501 East 3900 South, Salt Lake City, UT 84106, **385-646-5447**

For immigrants, refugees, and others with limited English proficiency. Must be 18 years of age or not registered in a regular K-12 program. Instruction from “Pre-Beginning” to “Advanced.” Citizenship preparation classes offered. Multiple locations.

Guadalupe Center, <http://www.guadalupe-schools.org/index.html>

340 South Goshen Street, Salt Lake City, Utah 84104, Phone: **801-531-6100**

The Early Learning Center (ELC) provides a continuum of services from birth through age nine. The Voluntary Improvement Program (VIP) is designed to teach non-English speaking adults.

Horizonte Instruction and Training Center

1234 South Main Street, Salt Lake City, UT 84101, **801-578-8574**,

<http://www.slc.k12.ut.us/sites/horizonte/esl.htm>

Intense, survival and pre-employment ESL instruction. Provides courses and counseling to help earn a High School diploma.

English Language Learning Programs (Continued)

Lutheran Social Services

4392 South 900 East, Salt Lake City, Utah 84124, **801 588-0139**

Monday - Thursday 12:00 - 8:00 p.m.

Salt Lake Community College School of Applied Technology

South City Campus: 1575 South State, Salt Lake City, UT 84115, **801-957-3354**

Comprehensive, intensive ESL programs, beginning to college prep. www.slcc.edu/esl/index.asp

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

High School Diploma or GED Classes/Testing

High School Diploma or GED classes/testing see:

http://www.schools.utah.gov/adulted/public/site_directory.htm

Specific to GED testing centers:

<http://www.schools.utah.gov/adulted/ged/examinee/center.htm>

Horizonte Instruction and Training Center

1234 South Main Street, Salt Lake City, UT 84101

Provides courses and counseling to help earn a High School diploma.

David Chavez, 801-578-8574, <http://www.slc.k12.ut.us/sites/horizonte/esl.htm>

Granite Peaks Learning Center

501 East 3900 South, Salt Lake City, UT 84106, **385-646-5447**

Citizenship preparation classes offered. Multiple locations. <http://www.granitepeaks.org/>

Learning Loft

Assistance with achieving High School Diploma and Financial Literacy Classes

Gloria Evans, **801 865-4250,** gloriaevans5@msn.com

School District Refugee Liaisons

Salt Lake City: Christal Rattanaivilay, Refugee Counselor
801-578-8574 x 231, 801-244-3835, christal.rattanaivilay@slc.k12.ut.us

Granite:

Carrie Pender, Refugee Family Specialist, 385-646-4205, ext. 7340, cpender@graniteschools.org

Chris Mockli, Social Worker, 385-646-4205, ext. 6431, cmockli@graniteschools.org

Murray: Wendy Bills, Refugee Liaison, 801-264-7400, wbills@murrayschools.org

Jordan: Hilda Lloyd, 801-567-8308,

Canyons: Analis Ruiz, 801 647-8058
Travis Miller, 801 448-4304

Other Education Services

Salt Lake Community College
Diana Bevan, Student Services, 801-957-4105, dianabevan@slcc.edu

Kevin Miller, Skills Center, Kevin.miller@slcc.edu

Community Volunteer Groups

Because He First Loved Us Ministry

Danielle Griffin Alcala, 801 979-7707, becausehefirstlovedus777@gmail.com

Discovery Christian Community Church

5929 South 900 East, Murray, Utah 84121

Tutoring and homework help for refugee kids and parents.

Tuesday 6:30-8:30 @ Discovery Christian Community Church

Thursday 3:00-5:00 @ Seasons at Pebble Creek, 1617 Secret Garden #264 (abt 1700 S. 1700 E.)

Bhutanese Support Activities

Sponsored by Valley View Stake

Evergreen LDS Ward Building - 2125 East Evergreen Avenue (3435 South)

Thursday 6-7:30 p.m., Contact: Gordon & Lisa Holladay - laholladay@comcast.net

Big Brothers Big Sisters of Utah, 801-313-0303

Paula Rocha, Refugee Program Coordinator, 801-499-7409

151 East 5600 South, Suite 200, Salt Lake City, UT 84107, <http://www.bbbsu.org/>

Big Brothers Big Sisters helps children reach their potential one-to-one relationships.

Capital Church

Tara Ross, Director of Ministries, tross@capitalchurch.com

English Skills Learning Center

631 West North Temple, Suite 70, Salt Lake City, UT 84116

The English Skills Learning Center provides free individualized English instruction to adult refugees and immigrants with limited language skills.

Catherine Barnhart, Executive Director, 801-328-5608, c.barnhart@eslcenter.org

Beth Garstka, Volunteer Coordinator, 801 328-5608, b.garstka@eslcenter.org

LDS Inner City Project

Bob Wylie, Assistant Director, 801 277-4075, rbwylie@gmail.com

Medicaid HMO's

MOLINA

1-888-483-0760, Member Services (toll free)

1-888-483-0760, Provider Services (toll free)

<http://www.molinahealthcare.com/>

24-Hour Nurse Advice Line: Staffed around the clock by multilingual registered nurses to assist Molina Healthcare members to promptly assess their needs and expertly direct them to the appropriate level of care. Get culturally appropriate expert Nurse Advice about physical or emotional problems in any of 23 different languages, including Spanish, Russian, Vietnamese, Korean and Arabic, toll free **1-888-483-0760**.

HEALTHY U

801-587-6480 or toll free **1-888-271-5870**, Members Services

801-581-2897 or toll free **1-800-662-0052**, Provider Referral Services

<http://uhealthplan.utah.edu/>

<http://uhealthplan.utah.edu/healthyU/HUproviderDirectory.pdf>, Provider List

Choosing a Primary Care Provider (PCP) is not required. You should only see providers listed in the directory. Talk to your Primary Care Provider about seeing a specialist, or call Provider Referral Services. If your first language is not English, Healthy U will get an interpreter to help you over the phone or in person at your medical appointments. To get an interpreter, call Member Services.

TRANSPORTATION:

If you do not have your own transportation to and from your medical appointments, you can ask for a Utah Transit Authority (UTA) 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 **1-800-662-9651** and ask for the Transportation Unit.

Non-emergency transportation is covered by Medicaid. For services, call PickMeUp Medical Transport at (toll free) **1-888-822-1048**.

Salt Lake County Aging Services provides transportation for life-sustaining medical appointments. Must be 60 years of age or older and lack other transportation options.

Health Care

UNIVERSITY OF UTAH COMMUNITY CLINICS

Redwood Health Center

1525 West 2100 South, Salt Lake City, 84119, **801-213-9900**

Monday through Friday: 8:00 am to 5:00 pm

Urgent Care Clinic Hours: Monday-Friday: 5:00 p.m. to 8:00 pm

Saturday: 9:00 am to 8:00 pm, Sunday: 9:00 am to 8:00 pm

University of Utah Sugar House Health Center

1138 East Wilmington Avenue, Salt Lake City, 84106, **801-581-2000**

Monday through Friday: 8:00 am to 5:00 pm

University of Utah Madsen Health Center

555 South Foothill Boulevard, Salt Lake City, 84112, **801-581-8000**

Monday through Friday: 8:00 am to 5:00 pm

University of Utah Greenwood Health Center

7495 South State Street, Midvale, 84047, **801-213-9400**

Monday: 8:00 am to 7:00 pm, Tuesday through Friday: 8:00 am to 5:00 pm

University of Utah South Jordan Center

1091 West South Jordan Parkway, South Jordan , **801 213-9800**

University of Utah West Ridge Center

3730 West 4700 South , West Valley City, 801 213-9200

Health Care (Continued)

IHC INTERMOUNTAIN COMMUNITY AND SCHOOL CLINICS

Intermountain Neighborhood Clinic

855 West California Avenue (1330 South), Salt Lake City, UT 84104, **801-977-0502**

9:00 am to 4:00 pm, Monday through Friday, closed on city and state holidays.

Urgent and primary care for patients of all ages and incomes with no boundary restrictions.

Intermountain Pamela J Atkinson Clinic

Lincoln Elementary School

1090 South Roberta Street (250 East), Salt Lake City, UT 84111 **801-578-8376**

8:00 am to 4:00 pm, Monday through Thursday, 8:00 am to Noon, Fridays. Closed school holidays.

ZIP codes 84101, 84102, 84105, 84106, 84111, 84115, and Lincoln students and their families.

Intermountain Rose Park Elementary Clinic

1105 West 1000 North, Salt Lake City, UT 84116, **801-364-2434**

12:00 pm to 8:00 pm, Monday; 9:00 am to 5:00 pm, Wednesday and Thursday; Closed Tuesday and

Friday. ZIP code 84116, 84114, 84103, and Rose Park Elementary students and their families.

Intermountain North Temple Clinic

54 North 800 West, Salt Lake City, UT 84116, **801-359-0901**

10 am to 7:30 pm, Monday through Saturday; 12:00 pm to 6:00 pm, Sunday.

Provides urgent medical care only, no primary care. No geographical boundary restrictions.

Medicaid, Medicare, PCN, CHIP, some private insurance, or charges on a sliding scale.

COMMUNITY HEALTH CENTERS

Central City

461 South 400 East, Salt Lake City, UT 84111, **801-539-8634**

Stephen D. Ratcliffe

1365 West 1000 North, Salt Lake City, UT 84116, **801-328-5750**

Oquirrh View

4745 South 3200 West, Salt Lake City, UT 84118, **801-964-6214**

Copperview

8446 Harrison Street (300 West), Midvale, UT 84047, **801-566-5494**

Co-pay or sliding scale, Medicaid, Medicare, PCN, CHIP, and some private insurance.

Eligibility: Accepts previous clients within the last 2 years, immediate family members of current clients, or pregnant women. New client are accepted with insurance.

HEALTH CLINICS OF UTAH

Health Clinics of Utah (HCU) accepts most insurance, and Medicaid, CHIP, PCN, and Medicare. Same day appointments are usually available, 8:00 am to 5:00 pm, Monday through Friday.

<http://health.utah.gov/clinics/>

Salt Lake Health Clinic

- Salt Lake City Office, 3195 South Main Street # 200, SLC, Utah 84114, **801-468-0354**
Urgent Care: 4:30 pm to 6:00 pm, Monday through Friday
- Ellis R. Shipp Public Health Center, 4535 South 5600 West, West Valley City, Utah, **801-963-7335**
- South Main Public Health Center, 3690 South Main Street, Salt Lake City, Utah, **801 468-3690**
- Southeast Public Health Center, 9340 South 700 East, Sandy, Utah, **801-255-7114**

OTHER CLINICS

Maliheh Free Clinic

415 East 3900 South, Salt Lake City, UT 84107, **801-266-3700**

Hours: 9:00 am to 12:00 pm, 1:00 pm to 4:00 pm, Tuesday through Friday, appointment only.

New Hope Clinic

65 East 6850 South, Salt Lake City, **801-568-6700**

Midvale Family Health Clinic

7852 South Pioneer Street (310 West), Midvale, UT 84047, **801-561-2211**

Hours: 9:00 am to 4:00 pm, Monday through Thursday, (closed 12:00 pm to 1:00 pm)

Urgent Pediatric Care: 8:30 am to 9:00 am, 1:00 pm to 1:30 pm (walk-in)

Primary medical care by a licensed family nurse practitioner and licensed clinical social worker

Sliding scale (\$10 to \$20 according to income) – Medicaid, Medicare, CHIP, PCN, and private.

Exodus Clinic (Formerly Utah Partners for Health)

8211 West 3500 South, Magna, UT 84044, **801-250-9638, ext. 5**

Monday through Friday: 7:00 am - 9:30 pm, Saturday and Sunday: 8:00 am to 4:00 pm.

Urgent Care: 7:00 am to 10:00 pm, Daily A small co-pay will be requested in most cases.

Illness and primary care visits, and women of all ages for clinical breast exams and pap smears.

1) Live in Magna, Kearns and western West Valley, 2) Uninsured, 3) Household income below 80% of median, (roughly \$35,000 a year), 4) Unable to qualify for Federal or State aid, 5) Must have a medical need, 6) For breast exams and pap smears, no geographical boundaries.

Health Access Project (HAP)

140 West 2100 South #208, Salt Lake City, **801 412-3980**

Jessie Oyler, Director, **Frederic Mugiraneza** - refugee case manager, **801-915-4611**

Primary Care for the uninsured. Call for eligibility requirements. Referral Required.

Hospitals

Alta View Hospital (IHC)

9660 South 1300 East, Sandy, UT 84094, **801-501-2600**

Intermountain Medical Center (IHC)

5121 South Cottonwood Sreet, Murray, UT 84157, **801-507-7000**

Jordan Valley Hospital (Iasis Healthcare)

3580 West 9000 South, West Jordan, UT 84088, **801-561-8888**

LDS Hospital (IHC)

8th Avenue (400 North) “C” Street (300 East), Salt Lake City, UT 84143, **801-408-1100**

Pioneer Valley Hospital

3460 South Pioneer Parkway (4155 West), West Valley City, UT 84120, **801-964-3100**

Primary Children’s Medical Center (IHC)

100 North Medical Drive (1750 East), Salt Lake City, UT 84113, **801-662-1000**

St. Mark’s Hospital (MountainStar)

1200 East 3900 South, Salt Lake City, UT 84124, **801-268-7111**

Salt Lake Regional Hospital and Medical Center

1050 East South Temple, Salt Lake City, UT 84102, **801-350-4111**

University of Utah Hospital (UUHSC)

50 North Medical Drive (1950 East), Salt Lake City, UT 84132, **801-581-2121**

Riverton Hospital (Intermountain Health Care)

3741 West 12600 South, Riverton, Utah 84065, **801 285-4000**

Mental Health Care

Asian Association of Utah (AAU)

Counseling Department, **Steven Ha, Director, 801-467-6060**

1588 South Major Street (35 East between State & Main), <http://www.aau-slc.org/>

Individual, family and group counseling are provided to help clients improve psychological and social functioning. Counseling is provided in culturally appropriate ways while addressing difficulties that clients encounter in the assimilation process. AAU also provides alcohol and other drug treatment for youth and adult.

The Children's Center

Kristi Holmberg, L.C.S.W., Project Director, kholmberg@tccslc.org

Mental Health Services for Families with Young Children (under 7)

350 S. 400 East, Salt Lake City, Utah 84111

801-582-5534, X-349

Utah Health and Human Rights Project (UHHR)

225 South 200 East, Suite 250, Salt Lake City, UT 84111, **801-363-4596**

New referrals should be directed to **Elizabeth Macwilliams, Elizabeth.macwilliams@uhhr.org**

The Utah Health & Human Rights Project (UHHR) is a direct service and advocacy agency that promotes the health, dignity, and self-sufficiency of refugees, asylees, and immigrants who have endured severe human rights abuses, including torture, war-related trauma, and human trafficking. UHHR is guided by profound respect for the dignity and resiliency of our clients. <http://www.uhhr.org/>

Valley Mental Health (VMH)

North Valley Mental Health, 1020 South Main, Suite 100, Salt Lake City, UT 84101 **801-539-7000**

24-Hour Crisis Care and Services: **801-261-1442**, or toll free **1-800-537-8739**

Cultural Diversity Team, Andy Tran, 801-539-7059, Andyt@vmh.com

<http://www.valleymentalhealth.org/>

Valley Mental Health (VMH) provides mental health services to Salt Lake County citizens by improving, enhancing, and promoting the emotional well-being and growth of individuals who experience life-disrupting problems due to mental illness and/or chemical abuse and to strengthen the quality of their personal, family and community life.

National Suicide Prevention Lifeline

1-800-273-TALK (8255) toll free, a 24-hour service.

Call this number to speak to someone in your area.

Dental

Family Dental Plan Salt Lake Clinic

(Children on Medicaid and adults on PCN are eligible – Monday – Thursday 7:30 a.m. – 6:00 p.m.)

168 N. 1950 West, Suite 202

Salt Lake City, Utah 84116

801-715-3400

Jackie Allman – 801 233-6638

jackiegerber@utah.gov

ELLIS SHIPP FAMILY DENTAL PLAN CLINIC (SLC)

(Children on Medicaid and adults on PCN are eligible)

(1 emergency appointment a day - call at 7:30 a.m.)

4535 South 5600 West

Salt Lake City, Utah 84120

801-969-8243

DISCOUNTED DENTAL

1383 South 900 West, Suite 128

Salt Lake City, UT 84104

801-983-0345

Call for appointment.

Fees for services

DONATED DENTAL

1383 South 900 West, #128

Salt Lake City, UT 84104

801-983-0345

Call for Instructions for receiving services

Central City Dental Clinic

461 South 400 East, 84111

801 325-9538

Tuesday-Friday

Medicaid (up to age 18), PCN

Uninsured adults - Emergencies Only

Emergencies only - First come first served

Arrive as early as 6:30 a.m.

ID and proof of Income required

Stephen D. Ratcliffe Clinic

1365 West 1000 North, 84116

801 328-5750, 328-5751

Tuesday-Friday

Medicaid (up to age 18), PCN

Uninsured adults - Emergencies Only

Emergencies only - First come first served

Arrive as early as 6:30 a.m.

ID and proof of Income required

Programs for Women and Children

Baby Your Baby Hotline, Department of Health, **1 800 826-9662**

Provides prenatal and well-child care information and referrals.

Baby Watch Early Intervention, Department of Health, **801 584-8226**

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

Child Care Resource and Referral, **1-866-GETHUGS**

Eye Care for Kids Foundation, 6895 South State Street, **801 255-8525**

Eye care for children and other individuals of our community. Needs a referral letter from any church, civic, educational or non-profit.

Family Support Center, www.familysupportcenter.org

Prevention and treatment of child abuse and neglect. Provide a wide range of supportive services for families. Birth – Age 11. Maximum 72 hours overnight. No Charge. Four locations:

1760 West 4805 South, Taylorsville, **801 955-9110**

The following locations have a 24-hour crisis nursery:

777 West Center Street (7720 South), Midvale, **801 255-6881**

2020 South Lake Street (740 East), **801 487-2942, 801 487-7778**

3663 South 3600 West, West Valley City, **801 967-4259**

Immunization Hotline, **801-534-4693**

**Planned Parenthood
Salt Lake City Office**

654 South 900 East, 84102

801 322-5571

Mon-Thur. 9:00 - 8:00 p.m.

Friday 10:30 - 5:00 p.m.

Saturday 9:00 - 5:00 p.m.

**Uninsured MUST call for appointment at West Valley or South Jordan
West Valley Office**

1906 West 3600 South, 84119

801 973-9675

Mon-Thur. 9:00 - 8:00 p.m.

Friday 10:30 - 5:00 p.m.

Saturday 11:00 - 5 p.m.

South Jordan

1091 W. S. Jordan Pkwy (106 So)

801 254-2052

M-Fri 11:00 – 6:00 p.m.

Pregnancy Resource Center

644 South 900 East, 84102, **801 363-5433**

Mon-Fri. 9:30 –4:30 p.m.

Department of Workforce Services, Office of Child Care

1385 South State Street, Salt Lake City 84115

801-468-0049 in Salt Lake, 800-622-7390 Toll Free, <http://jobs.utah.gov/occ/occ2/index.html>

For information on becoming a licensed child care provider.

WIC - (Women, Infants, and Children)

3195 South Main Street, **801-483-5451**, or call **801-538-6960** to find a WIC office near you.

WIC provides specific nutritious food supplement to pregnant, postpartum, and breast-feeding women, infants, and children up to five at nutritional risk because of inadequate nutrition and income. WIC provides food vouchers to purchase approved supplemental, nutritious food.

Car Seats available at:

Midvale Welcome Center, 695 West Center Street (7720 South), Midvale 84047

For more information: Danny Curz, 801-759-0379

Must attend one-hour workshop with car and child. Cost up to \$35

Programs For Children and Teens

Child and Family Services

Department of Human Services

195 North 1950 West

Salt Lake City, Utah 84116

Phone: (801) 538-4100

Fax: (801) 538-3993

Child Abuse Hotline at 800-678-9399

Our goal is to have communities where children grow up safe from abuse, neglect, and dependency, where adults are protected from domestic violence, and where parents can be strengthened in their capacity to keep their family safe.

Boys and Girls Clubs – After School Programs

Greater Salt Lake: Capitol West, Sugarhouse, Park City and Tooele, <http://www.bgcgsl.org/>

South Valley: Murray and Kearns, <http://www.bgcsv.org/>

Big Brothers Big Sisters of Utah, 801-313-0303

Paula Rocha, Refugee Program Coordinator, **801-499-7409**

151 East 5600 South, Suite 200, Salt Lake City, UT 84107, <http://www.bbbsu.org/>

Big Brothers Big Sisters helps children reach their potential one-to-one relationships.

Refugee Center at Asian Association (RIC@AAU) - Family Services

Steven Ha, Program Director **801 466-6919** or **801 750-3533**, stevenh@aau-slc.org

Prevention programs include: summer school, youth leadership, parenting education, social skills,

tutoring, etc. Intervention programs include: youth and family case management, family crisis intervention. Mental health services include: mental health evaluation, prevention/early intervention, therapy, substance abuse treatment, anger management, domestic violence treatment, DUI, etc.

Salt Lake County - Youth EmployAbility Services (YES) 801-468-0115

1385 South State Street, Suite #123, Salt Lake City, UT 84115,

The Youth EmployAbility Services (YES) program assists eligible, low-income youth ages 16-21 who have significant barriers to employment.

Head Start

www.headstart-slcap.org

Contact: Sabrina Jimenez, 801-359-8749, X36, sjimenez@slcap.org

SpyHop Productions, 801-532-7500

511 West 200 South, Suite 100, Salt Lake City, UT 84101, <http://www.spyhop.org>

Spy Hop Productions is a not-for-profit youth media arts and education center whose purpose is to empower youth to express their voice and with it create positive change in their lives, their community, and the world.

University Neighborhood Partners

1617 Secret Garden Place, Salt Lake City, UT 84104

Kelby McIntyre, Center Coordinator, 801-973-6055, kelby.mcintyre@utah.edu

Abdi Mohamed, Assistant Coordinator 801 973-6055, a.mohamed@partners.utah.edu

Utah Dream Center

1624 South 1000 West, Salt Lake City 84126, 801 244-7934

Alfred Murillo, alfred@utahdreamcenter.org or <http://www.utahdreamcenter.org>

A non-profit with a single focus: to help at-risk and high-risk community members fulfill their dreams.

The ultimate vision is to create an international village where youth facilities, medical practices, food and clothing centers converge enhancing our City's quality of life.

Utah Federation for Youth, Inc., 801-468-0699, <http://www.ufyi.org>

Salt Lake Community College, P.O. Box 30808, Mail Stop UFY, Salt Lake City, UT 84130-0808

Project Guuleysi helps refugee and immigrant youth acclimate to new culture through programming, life skill classes, and prevention. **Contact: Whitney VanDerwitt @ufyi.org**

Utah State Office of Education - Summer Food Service Program (SFSP)

801 538-7680, www.schools.utah.gov/cnp

The SFSP provides free meals to children 18 years and under at approved locations. Small fee for adults. Site locations announced May 2010. Applications to be a sponsor site are due April 30, 2010.

Youth City, <http://www.youthcity.com>

Programs are located in city community centers, schools and parks, where young people can have fun and learn new skills in a structured setting. There are After-school, summer, arts, employment, sports, government and community, and refugee programs.

Youth Services

177 West Price Avenue (3610 South), **801 269-7500**, www.jjs.utah.gov/youth-services.htm

Family Support Services

Child and Family Services

Department of Human Services

195 North 1950 West
Salt Lake City, Utah 84116
Phone: (801) 538-4100
Fax: (801) 538-3993

Child Abuse Hotline at 800-678-9399

Our goal is to have communities where children grow up safe from abuse, neglect, and dependency, where adults are protected from domestic violence, and where parents can be strengthened in their capacity to keep their family safe

The Children’s Center

Kristi Holmberg, L.C.S.W., Project Director, kholmberg@tccslc.org
Mental Health Services for Families with Young Children (under 7)
350 S. 400 East, Salt Lake City, Utah 84111
801-582-5534, X-349

Family Support Center, www.familysupportcenter.org

Prevention and treatment of child abuse and neglect. Provide a wide range of supportive services including crisis child care for families. Four locations:

777 West Center Street (7720 South), Midvale, **801 255-6881**
2020 South Lake Street (750 East), **801 487-2942, 801 487-7778**
3663 West Lancer Way, **801 967-4259**

Domestic Violence Linkline – 1 800-5465

Programs For Seniors

Salt Lake County Aging Services, 801-468-3050

2001 South State Street, # N2300

Salt Lake City, UT 84190

www.slcoagingservices.org

Aging Services offers an array of Programs and Services. These include:

Alternatives - In-home services for medically frail adults at-risk for entering a nursing home.

Caregiver Support – Assistance in care planning, respite care and supplemental services.

Meals On Wheels - Delivers hot noon meals to frail and isolated older adults who are homebound, unable to prepare meals, and without family or others to help with meal preparation. Food boxes also available.

Senior Citizen Law Center - Assistance in the areas of health, housing, public benefits and entitlements, family, and consumer issues.

Senior Companion – Help with light housecleaning, meal preparation, socialization, rides to doctor appointments, and limited personal care. Must be 60 or older, in need of assistance in maintaining independence or in need of respite for your caregiver.

Senior Employment - The Senior Community Service Employment Program (SCSEP) is a federally funded work-training program for County residents 55 or older. Paid on-the-job-skills training, computer training, job search assistance, resume' assistance and interview coaching.

Senior Transportation - Rides to life-sustaining medical appointments and essential destinations. Must be 60 years of age or older and lack other transportation options.

Neighborhood House Association, <http://nhutah.org/>

Riverside Adult Day Center, 801-363-4593 Cottonwood Adult Day Center, 801-277-3264

423 South 1100 West

1580 East Vine Street (6100 South)

Salt Lake City, Utah 84104

Salt Lake City, Utah 84121

Easter Seals Senior Community Service Employment Program

720 South 200 East (DWS Metro Office upstairs)

801 536-7009, www.easterseals.com/SCSEP

55 or older? Looking for Work? Let us Help You Join the Workforce

Elderly Refugee Citizenship Program

Catholic Community Services, 801-759-6165

745 East 300 South

Salt Lake City, Utah 84102

Housing

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

Housing Authority of The County of Salt Lake

3595 South Main Street, Salt Lake City, UT 84115, **801-284-4400**,

<http://www.hacsl.org>, vsertain@hacsl.org

Nailya Ragimova, 801 284-4452, n.ragimova@hacsl.org

Section 8 Rent Subsidy. Individuals locate their own apartment and their rent is subsidized. The Section 8 Voucher Program offers an applicant the opportunity to find housing of their choice anywhere in the Salt Lake Valley. There is always a waiting list for the Section 8 Program, varying from 1 1/2 to 2 1/2 years.

Public Housing. Housing Authority owns and manages apartments rented for 30% of income.

There is always a waiting list for public housing units, varying from time-to-time. The current approximate waiting period for a one bedroom senior unit is 6-9 months. All other units have a waiting period of 12-24 months or longer.

Family Self Sufficiency Program - provides escrow account to earn money toward the purchase of a home (available to people currently in housing).

Salt Lake City Housing Authority

1776 South West Temple, Salt Lake City, UT 84115, **801-487-2161**, <http://www.haslcutah.org>

Housing Choice Voucher. Individuals locate apartments; 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, elderly, and disabled. Rent is 30% of tenant's income.

Family self-sufficiency program. Escrow account to earn money for the purchase of a home.

West Valley City Housing Authority

3600 South Constitution Boulevard (2700 West), West Valley City, UT 84119, **801-963-3320**,

<http://www.wvc-ut.gov/index.asp?NID=362>

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.

Family self-sufficiency provides escrow accounts for future use toward down payment on home.

Rehabilitation loans and grants for low-income homeowners and mobile home owners to rehabilitate their homes.

Repair grants for furnace repair, hot water heater repairs, plumbing, and electrical emergencies.

Emergency Rent And Utility Assistance

American Red Cross, 801-323-7000, 465 South 400 East, Suite 200 Salt Lake City, UT, 84111, <http://www.utahredcross.org> No walk-ins, appointment only, Mon-Fri 8:00 a.m. – 5:00 p.m. Interpreter available upon request.

Refugee and Immigrant Center at Asian Association of Utah, 801-412-0577, ext. 230
Lina Smith, Director, linas@aau-slc.org, 1588 South Major Street (35 East), SLC, UT 84115
Assistance with HEAT sign-up. Emergency rent and utility assistance may be available.

Catholic Community Services, 801-977-9119
Aden Batar, Director, Refugee Resettlement and Immigration, abatar@ccsutah.org
745 East 300 South, Salt Lake City, UT 84102

Community Action Program, 801-359-2444
764 South 200 West, Salt Lake City, UT 84101, <http://www.slcap.org>
See listing on next page for multiple emergency assistance programs.

Crossroads Urban Center, 801-364-7765
347 South 400 East, Salt Lake City, UT 84111, <http://www.crossroads-u-c.org/>, 9:00 am to 5:00 pm,
Emergency fund may be used to assist with gasoline, prescriptions, utility bills and rent.

DWS Refugee Team, 801-536-7178
Todd Neff, Eligibility Supervisor, 801-313-4749, tneff@utah.gov
720 South 200 East, Salt Lake City, UT 84111
Emergency cash assistance is available to DWS customers once a year to cover rent and/or utilities.

HEAT (Home Energy Assistance Target), 801-521- 6107
HEAT provides winter home heating assistance and year-round energy crisis intervention for eligible low-income households throughout Utah. It also has a Weatherization Program to help weatherize homes and provide emergency repair or replacement of defunct furnaces or AC units.
<http://housing.utah.gov/seal/heat.html>

HELP (Home Electric Lifeline Program) 801-961-7286
Assists Rocky Mountain Power low-income customers by providing a monthly discount of up to \$8.00 off the electric bill. You can apply for HELP at the same time you apply for HEAT, or on-line at:
<http://housing.utah.gov/seal/documents/HELPAApplicationfornonHEATseason08.pdf>

UTAP (Utah Telephone Assistance) and Lifeline/Link-up, 801-538-8793
Provides low-income households with discounts for initial landline telephone installation and their monthly phone bills. You can apply for UTAP at the same time you apply for HEAT, or apply on-line at:
<http://housing.utah.gov/seal/applications.html>

LDS Welfare Square (Transient Services), 801-240-7340
700 West 700 South, Salt Lake City 84104

Emergency Shelters

South Valley Sanctuary – 801 255-1095

The Road Home

Salt Lake Community Shelter and Resource Center

210 South Rio Grande Street (455 West), **801 359-4142**

Provides counseling, emergency assistance, shelter and supportive services to homeless persons and families.

YWCA of Salt Lake City

322 East 300 South, 84111, **801 537-8600**, www.ywca.com

Domestic violence shelter and supportive services.

Teen Home – 12 bed residential program for pregnant and parenting teens and their babies

211 INFORMATION & REFERRAL

<http://211utah.org>

2-1-1 or 1-888-826-9790

The 211 Info Bank strives to ease the process of locating available and appropriate resources.

Income Tax Assistance

Have your TAXES done for free call 211, 800-433-3025 or visit utahtaxhelp.org

University of Utah Low Income Taxpayer Clinic - We Can Help

175 East 400 South #100, Salt Lake City, Utah 84111, 801-236-8052, LITC@business.utah.edu

Debbie Katter – 801 236-8053, debbie.katter@utah.edu

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

Do you have a letter from the IRS and need help to resolve your conflict?

Other Community Resources

The Central City Computer Lab - FREE COMPUTER CLASSES

We are now open from 10:00 a.m. 'til 8:00 p.m., Monday through Friday! We offer free classes in Job Search, Resume, all Windows XP applications, Computer Basics, etc. Individual instruction is available if needed; schedule with our Instructors. Special classes for community groups can be arranged.

801-559-1563, www.cat.slco.org

Sorenson Unity Center – Free computer classes and a lot more...

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

(801) 535-6536, www.slcgov.com/clubhouse

Salt Lake City Bicycle Collective, 2312 South West Temple, 801-328-2453

Letter from referring agency required. Call for more information.

Community Action Program (SLCAP)

764 South 200 West, Salt Lake City, UT 84101, 801-359-2444, <http://www.slcap.org>

The Salt Lake Community Action Program 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 when they can demonstrate arrears was caused by circumstances beyond their control, which affected the ability to pay. Circumstance must have made them unable to resolve the delinquency within a reasonable time, or unable to make a full payment

HEAT: HEAT provides winter utility payment assistance to low-income households. For an appointment in Salt Lake or Tooele Counties (in Utah) call (801) 521-6107, or download application at www.housing.utah.gov/seal/applications.html

Weatherization: 801 359-2444

Landlord/Tenant Mediation: This program provides landlord/tenant intervention and mediation to prevent eviction. Volunteer mediators are available to provide free mediation 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.

Food Pantries

Pantries with an *asterisk carry emergency baby supplies. Call ahead to check availability.

Bring: 1) Photo ID for adults, 2) ID for children, and 3) Verification of address.

***Reach Salt Lake** 1235 West California Ave., Salt Lake City (1330 South), **801-972-5708**
Mon., Wed., Thu., 1:00 pm to 4:00 pm. Limit 1x/mo. for 3 months, then must attend class.

***Crossroads Urban Center** 347 South 400 East, Salt Lake City, **801-364-7765**, Mon. - Fri, 9:00 am to 5:00 pm

Catholic Community Services At The St. Vincent De Paul Center, 801-363-7710
437 West 200 South, Salt Lake City, Mon - Fri, 8:00 am to 4:00 pm, Must show previous month's income, ID.

Eagle Ranch Ministries P.O. Box 26144, Salt Lake City, **801-254-4945, ext. 3** (Laura Burson), By appointment.

Granger Community Christian Church 3232 W. 4100 So, West Valley City, **801-968-3301**
Mon. 5:30 pm to 7:00 pm; Sat. 10:00 am to 12:00 pm

Hildegard's Pantry 231 East 100 South, Salt Lake City, **801-322-3400**
Tue, Wed, Fri. 11:00 am to 2:00 pm; Thu. 5:00 pm -to 7:00 pm, Limit: 2 visits/month

Indian Walk-In Center 120 West 1300 South, Salt Lake City, **801-486-4877**

Tue, Wed., Fri., 8:30 am to 4:30 pm; Thu. 8:30 am to 3:00 pm, Closed daily, 12 noon to 1:00 pm.
Serves: 900 South - 3900 South, 500 West - Foothill Drive, ID for adults, SS cards for all, proof of residence.

Kearns 1st Baptist Church 4445 West 5175 South, Salt Lake City, **801-968-1471**

Mon., Fri. 11:00 am to 3:00 pm, Thu. 1:00 pm to 3:00 pm; Tue. 6:30 pm to 8:00 pm, Closed 12 noon to 1:00 Mon. & Thu.

Salt Lake City Mission 320 West 200 South #120 B, Salt Lake City, **801-355-6310**, By appointment and availability.

Salvation Army 679 S. Main Street, Salt Lake City (Closed 11:30 am to 12:30 pm), **801-322-1253**

Tue. - Fri., 9:00 am to 4:00 pm. Bring income and address verification, and ID.

Taylorville Pantry 4775 S. Plymouth View Dr (1650 W (Behind Senior Center), **801-428-7689**

Mon. 1:00 pm to 3:00 pm, Wed. 4:00 pm to 6:00 pm, Sat. 10:00 am to 12:00. Serves: Taylorville Residents Only. Must bring photo ID and utility bill with address.

Magna CAP 3041 South 8560 West, Magna, **801-250-6414**, Mon. - Fri., 8:30 am to 5:00 pm, Closed:

12:00 to 1:00 pm. Serves: 84044, 84128

Murray CAP 4994 South 300 West, Murray, **801-281-4937**

Tue. - Sat., 10:30 am to 6:30 pm, Closed: 2:00 pm to 3:00 pm. Serves: 84106, 84107, 84115, 84117, 84121, 84123, 84124

Northwest CAP (In the Pioneer Building at the Fairgrounds) 155 North 1000 West, Salt Lake City,

801-359-8741, Mon. - Fri., 8:30 am to 5:00 pm, Closed: 12:00 to 1:00 pm. Serves: 84101, 84102, 84103, 84104, 84105, 84111, 84116

Redwood CAP (Redwood Multi Purpose Ctr) 3060 South Lester Street (1595 W), West Valley City,

801-972-6661, Mon. - Fri., 8:30 am to 5:00 pm, Closed: 12:00 to 1:00 pm. Serves: 84118, 84119, 84120, 84123 (West of 1100 West)

South County CAP (Copperview Rec Ctr) 8446 South Harrison (300 West), Midvale,

801-255-3516, Mon. - Fri., 8:30 am to 5:00 pm, Closed: 12:00 to 1:00 pm.

St. Joseph's 7405 South Redwood Road, West Jordan, **801-263-9701**, By appt., call John Martinez

St. Paul's Episcopal Church 261 South 900 East, Salt Lake City. Sat. 9:00 am to 1:00 pm.

St. Therese's 7832 South Allen Street (624 West), Midvale, **801-255-3721**

Mon. 12:30 pm to 2:30 pm; Fri. 11:30 am to 1:00 pm. 1x/mo. No documentation needed.

Prepared Meal Sites

Eagle Ranch, 500 South 600 West (outdoors) **801-254-4945**, 7:00 am to 11:00 am, Sundays

Good Samaritan, 331 East South Temple, **801-328-5633**, Sack Lunches: 9 am to 8:00 pm, Daily

Salt Lake City Mission, South side of Pioneer Park, **801-355-6310**, Breakfast: 8:00 to 9:00 am, M - Sat.

Salvation Army, 437 West 200 South, **801-322-1253**, Dinner: 5:30 pm to 6:15 pm, Daily

Rescue Mission, 463 South 400 West, **801-355-1302**, Breakfast: 6:15 am to 6:45 am, Mon. - Sat.
Dinner: Daily following 7:00 pm chapel service.

St. Vincent de Paul Center, 437 West 200 South, **801-363-7710**

Lunch: 11:30am to 1:00 pm, Monday – Friday.

Brunch: 10:00 am to 11:00 am, Saturday

Other Food Resources

Community Food Co-Op Of Utah, 1726 South 700 West, Salt Lake City, Utah 84104

A project of Crossroads Urban Center **801-746-7878**, www.foodco-op.net

Purchase produce and/or meat at affordable prices. A one-time (min \$5.00) lifetime membership fee is suggested. 2 hours of community service is required for each order. Order on line www.crossroads-uc.org.
Deadline posted on order form. Prices are \$21.00 for full order of meat/produce, \$15.00 for half order of meat/produce and \$14.00 produce only.

DROPS - (Delivery Redistribution of Produce and Surplus)

DROPS is a program of the Utah Food Bank that distributes donations including fresh produce, dairy products, and day old bread to sites in neighborhoods throughout the state of Utah. To find out when the next DROPS will be in your area, please **call 2-1-1**

WIC - (Women, Infants, and Children)

WIC provides specific nutritious food supplement to pregnant, postpartum, and breast-feeding women, infants, and children up to five at nutritional risk because of inadequate nutrition and income. WIC provides food vouchers to purchase approved supplemental, nutritious food.

3195 South Main Street, **801-483-5451**, or call **801-538-6960** to find a WIC office near you.

Immigration And Citizenship

Catholic Community Services of Utah, Phone: 801-977-9119, FAX: 801-977-8227

745 East 300 South, Salt Lake City, UT 84102

Alyssa Williams, J.D., Immigration Attorney, awilliams@ccsutah.org

Barbara Tagoai, btagoai@ccsutah.org, 801-428-1259

CCS immigration services include evaluating and providing assistance, such as family reunification applications, extensions of stay, replacement of permanent residence cards, work permits, naturalization certificates, inquiries for status of cases, adjustment of status, acquisition of green cards, and translation and interpretation services, to individuals and families in the immigration process. The CCS staff is bilingual (Spanish/English and Vietnamese/English).

International Rescue Committee, 801-328-1091 – ext 101

Tatjana Micic, Immigration Specialist, Tatjana.Micic@theIRC.org

231 East 400 South, Suite 50, Salt Lake City, UT 84111

U.S. Citizenship & Immigration Services, 1-800-375-5283

Jeanne Kent, 801-313-4256, Jeanne.kent@dhs.gov

Citizenship Test Preparation

Asian Association English As a Second Language and Citizenship Test Preparation

Programs assist new arrivals to develop Basic English language skills while they become culturally oriented to the United States. **Marilyn Nunez, 801-467-6060**

Citizenship test practice - Friday 9:00 a.m. or by appointment

Granite Peaks

Citizenship preparation classes offered. Multiple locations. **385-646-5447**, <http://www.granitepeaks.org/>

English Skills Learning Center

631 West North Temple, Suite 70, Salt Lake City, UT 84116

Catherine Barnhart, Executive Director, **801-328-5608**, c.barnhart@eslcenter.org

Beth Garstka, Volunteer Coordinator, **801 328-5608**, b.garstka@eslcenter.org

Elderly Refugee Citizenship Program

Catholic Community Services, 801-759-6165 **AAU, 801-467-6060 x 275**

745 East 300 South
Salt Lake City, Utah 84102

1588 South Major Street
Salt Lake City, Utah 84115

Legal Assistance

Legal Aid Society of Salt Lake

205 North 400 West, Salt Lake City, UT 84103, 801-328-8849

Family Justice Center, 801-236-3370

YWCA Lolie Eccles Center, 344 East 300 South, Salt Lake City, UT 84111

Promotes safety, stability and self-sufficiency for low-income families and individuals, as well as victims of domestic violence, through effective, efficient legal advocacy and assistance.

<http://legalaidsocietyofsaltlake.org/>

Multi-Cultural Legal Center, 205 North 400 West, SLC, UT 84105, 801-486-1183

<http://www.andjusticeforall.org/multicultural.html>

The Multi-Cultural Legal Center is a non-profit legal service organization dedicated to strengthening Utah's system of justice to ensure that racial and ethnic communities receive equal representation and treatment. Focus is on discrimination based on race or national origin in housing or employment, racial profiling, immigration and language rights.

Utah Dispute Resolution, 801-532-4841

Law & Justice Center, 645 South 200 East, Salt Lake City, UT 84111

<http://www.utahdisputeresolution.org/>

Provide mediation and conflict resolution services to low-and middle-income Utahns with financial need.

Utah Legal Services, 205 North 400 West, Salt Lake City, UT 84103, 801-328-8891,

<http://www.andjusticeforall.org/uls/>

Utah Legal Services handles civil cases for those who qualify. They can answer questions, give advice, prepare legal documents, and represent clients in court and before administrative agencies. They cannot assist you in any criminal matter (including traffic violations.) They accept new client calls between 9:00 am and 2:00 pm, Mon. - Fri. Please call rather than come in.

Law Enforcement

In an emergency, call 911

Salt Lake County Sheriff's Office non-emergency 801 743-7000,
<http://www.slsheriff.org>

Salt Lake City Police, Dispatch, 801-799-3000, <http://www.slcpd.com/>
Admin: 801-799-3800

South Salt Lake Police, Dispatch, 801-840-4000
2835 South Main Street, South Salt Lake, UT 84115
Phone: **801-412-3600**, Hours: Monday - Thursday, 7:00 am to 6:00 pm.
<http://www.ssl.state.ut.us/police/police.html>

West Valley Police, Dispatch, 801-840-4000
3575 South Market Street, West Valley City, UT 84119
Phone: **801-963-3300**, Hours: Monday - Thursday, 7:00 am to 6:00 pm
<http://www.wvc-ut.gov/index.asp?NID=24>

Murray Police, Dispatch, 801-840-4000
5025 South State Street, Suite 206, Murray, Utah 84157-0520
Phone **801-264-2673**, Hours: Monday – Friday, 8:00 am to 5:00 pm
<http://www.murray.utah.gov/default.aspx?id=2848>

Taylorsville Police, Dispatch, 801-743-7000
2600 W Taylorsville Blvd (5400 South), Taylorsville, Utah, 84118
Phone: **801-955-2000**, Hours: Monday – Friday, 8:00 am to 5:00 pm
<http://www.taylorsvillecity.com/police.main.html>

West Jordan Police, Dispatch, 801-840-4000
8040 South Redwood Road, West Jordan, Utah 84088
Phone: **801-256-2000**
<http://www.wjordan.com/Police.aspx?pgID=3.13>

Sandy Police Department, Dispatch, 801-840-4000
10000 S Centennial Parkway, Sandy, Utah 84070
Phone: **801-568-7200**, Hours: Monday – Friday, 8:00 am to 5:00 pm
<http://sandy.utah.gov/government/police-department/how-to-contact-us.html>

Metro Jail, 801-743-5500
3415 South 900 West, Salt Lake City, UT 84119
<http://www.slsheriff.org/metrojail/index.html>

List of Interpreters

Salt Lake County, <http://www.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 Center at Asian Association

Polina Konnonuchkova, Interpreter Coordinator

801 412-0577 ext 209, 801 599-3947, polinak@aau-slc.org

Interpreting Services for IRC clients only

Ali Abdulmajeed, 801 328-1091 x 102, ali.abdulmajeed@theirrc.org

231 East 400 South #50

Following is the link for information accessing or becoming a **court certified interpreter**

<http://www.utcourts.gov/resources/interp/>

Refugee Interpretive Service – UDOH TB and Refugee Health Program

The Utah Department of Health, TB and Refugee Health Program provides a 40 – hour basic / 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 & Hepatitis prevention setting.

All participants who attend the entire forty-hour training and successfully complete the final exam will receive a certificate of completion.

The basic/intermediate course prepares bilingual individuals to work as medical interpreters in hospital and clinic settings. The course covers:

- Basic interpreting skills. Role, ethics, conduit, and clarifier interpreting, managing the flow of the session, intervening, sight translation, and memory development.
- Information on health care. 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.

If you need more information about “Bridging the Gap” training please call:

Jelena Pasalic @ 801-350-8136 jpasalic@utah.gov or **Edwin Espinel @ 801-538-9480**
eespinel@utah.gov

Refugee Community Organizations (Continued)

Equatorial Community

Seme Anoka	801 322-0301	semeanoka@msn.com
Steven Oliver	801 879-4747	
Michael Ade	801 696-0573	michaelade@live.com

Eritrean Community

Tesfaalem Mahari	801 503-1955	tesfaalemmahari@yahoo.com
Solomon Addas	801 577-5218	solomonA@aau-slc.org
Rozina Bahlibi	801 548-5274	utaheritea@live.com

Ethiopian Community

Mike Mamo	801 502-5164	mikesmamo@gmail.com
Facil Feye	801 964-0837	facilx@yahoo.com
Bethlehem Wondimu		BWONDIMU@utah.gov

Iraqi Community

Mohammed Qaisar	801 599-8788	mohamed@iraqicu.org
Ahmed Anad	801 638-0227	ahmedalhichami@yahoo.com
Rola Abdelhameed		rula_sadik@yahoo.com
		rula@iraqicu.org
Captain Qies		

Karen Community

Ler Wah	801 759-5328	qarroehoover@gmail.com
T'May Pah	801 435-3635	payT@aau-slc.org

Karenni Community

Swe Wah	801 638-7341	swa@utah.gov
Bel Reh	801 347-7928	behrehhtoo@gmail.com

Kivus Community

Zeze Rwasama	801 513-9336	zrwasama@utah.gov
Luc Kabuya	801 530-9676	lukekabuya@yahoo.com

Refugee Community Organizations (Continued)

Liberian Community

Philip Doe	801 347-4650	
Florence Garley	801 604-1031	
Konan Amos	801 856-0481	konanamosstar@yahoo.com
Jacob Williams	801-883-9264	

Myanmar Indigenous Community of Utah

Kyaw Khaing	801 822-6624	khaingmin@yahoo.com
Sam Shan	801 975-1156	
Shawm Lian		sawmilian10@gmail.com
Banyan Marh	801 651-0772	

Nigerian Community

Chief Samson	801 721-3709	
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Ogoni Community

Godpower Pienu		akpobarrip@msn.com
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Rwandese Community

Jackie Mukasafiri	801 635-8784	mujacky04@yahoo.fr
Valentine Mukundente	801 706-1227	vmukundente@yahoo.com
Frederic Mugiraneza	801 915-4611	frederic.mugiraneza@gmail.com
Fredrick Ntabwoba	801 347-7129	frebakotssi@yahoo.com
Agnes Mukantagara	801 548-7444	agnefabi@yahoo.fr

Salt Lake American Muslims

Ghulam Hasnain	801 671-6709	saltlakemeric@yahoo.com
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Sierra Leonean Community

Jeremiah Newlove	801 867-8034	pearldonne2008@yahoo.com
Abdulai Salankole	801 815-4946	eddykole@yahoo.com

Refugee Community Centers

Iraqi Community of Utah

3956 South Main Street, Salt Lake City, Utah 84107

Somali Bajuni Community

1735 South Redwood Road #116, 84104

Somali Community Self-Management

1342 South State Street #210, Salt Lake City, Utah 84115

801 485-0105, fax 801 485-0094

Somali Community Services of Utah

4122 South 1785 West #108, 801 912-0096 ext 108

scsutah@gmail.com, www.scsutah.web.com

Sudanese Community of Utah

389 West 1700 South, Unit G

Salt Lake City, Utah 84115

Before visiting office, contact Dedi Ramba - 801 889-0129 or

Achual Biong at 801 833-3719

Cultural Performers

Africa Heartwood Project USA

Andy@africaheartwoodproject.org
www.africaheartwoodproject.org

801 688-1015

Best of Africa Cultural Group

Valentine Mukudente **801-706-1227**
Jackie Mukasafari **801-635-8787**

Rocker

Bawmu H. Everest

801 833-9584

Myanmar Dancers

Ler Wah

801 301-4430

qarroehoover@gmail.com

Ethiopian Dance Troupe

Ethiopian Community Association of Utah
Mike Mamo

801 502-5164

mikesmamo@gmail.com

Liberian Dance Ambassadors

Liberians United in Utah, Inc.
Phillip or Newton

801 347-4650

Jambo Africa

Burundi Drummers
Alex Ngentangentakuriyo

801 548-7621

binjesus25@yahoo.com

Bazeen

Raj Harrous

801 955-9495 or 801 548-4483

Congo Folk Dance Zambia Dance

Cathy Tshilombo-Lokemba

435-849-2365

Bhutanese Community of Utah

Jaga Adhikari
Ghana Dulal

801-702-3840

801-815-6756

Persian Community of Utah

Central Iran Seegar Dancers

801-486-0576

Iraqi Community

Samira Harnish **208-890-8635**
801-979-7753

Ambassadors of Kivu

Rosette Bahati
ZeZe Rwasama

801-637-7899

801-513-9336 or Chairman@kivucommunity.org

Middle Eastern Stores (ICU Members receive a 5% discount)

Pars Market, 3949 S. Highland Drive, Salt Lake City 84124, **(801) 272-2822**

Sinbad's Store, 3435 South State Street, South Salt Lake City

Ali Baba Grocery, 375 East 3300 South, Salt Lake City, **(801) 832-0786**

Shahrazad Market & Restaurant, 1615 West 2100 South, Salt Lake City 84119, **(801) 975-9977**

African Markets

Juba African Market, 2350 South Redwood Road, Salt Lake City, **(801) 974-5822**

K&K African Market, 996 South Redwood Road, Salt Lake City, **(801) 977-1185**

African Mini-Mart (African Market and Restaurant), 1878 S. Redwood Road, Salt Lake City 84104
(801) 978-9673

African & Caribbean Supermarket, 755 East 3300 South, Salt Lake City, **(801) 484-6712**

African Treasure, 1532 South State Street, Salt Lake City 84115, **(801) 487-2574**

Somali-Halaal Foods, 3197 South Redwood Rd., #6, West Valley City 84119, **801-886-1870**

Asian Markets

Asian Market, 422 East 900 South, Salt Lake City 84111

Oriental Food Market, 667 South 700 East, Salt Lake City, **(801) 363-2122**

Kim Long Market, 3450 South Redwood Road, Salt Lake City 84119, **(801) 972-8440**

Tai Kong, 2382 S. Redwood Road, Salt Lake City, **(801) 975-8866**

Asian Marketplace, 4161 S. Redwood Road, Salt Lake City 84123, **(801) 281-1818**

Japan Sage Market, 1515 S. Main Street, Salt Lake City 84115, **(801) 484-4122**

Kim Lang Oriental Market, 3450 South Redwood Road, Salt Lake City 84119, **(801) 972-8440**

Phnom Penh Oriental Market, 3582 South Redwood Road, Salt Lake City 84119, **(801) 977-0204**

Vientane Oriental Market, 4090 West 5415 South, Salt Lake City 84118, **(801) 968-1917**

European Food Markets

European Tastees

4700 South 900 East #51 at Ivory Place

801 266-0908

George's International

2715 South State St.

801 486-8706

Europa Café and Deli

788 E 3300 S

SLC, 84106

801 483-1541

Europa Market (Products from Croatia, Italy)

2850 South Redwood Rd.

801 973-6067

Arbat

3232 South 400 E

801 467-5511

Luybochka M-Sat 10-7 Sun. 11-3

959 East 3300 South

801 485-8727

Halal Market

2850 S Redwood Rd

801 952-0786

Eastern Groceries M-Sat.10:15 -7 ;Sun.10:15 -6

1616 West 3500 South

801 975-7805

International Market and Deli

2284 East 3300 South

801 463-2700

Cafe On Main M-Sun 9-10 pm

2700 S Main St.

801-487-9434