

User Guide

REFUGEE HEALTH PROMOTION

Program Data Indicators

OVERVIEW

The purpose of these data indicators is to help the Office of Refugee Resettlement (ORR) assess the progress of the Refugee Health Promotion (RHP) Program's two main objectives of promoting health literacy and reducing gaps in health services.

All grantees are required to collect and report aggregate program data for clients served through the RHP program. If a program has multiple funding sources, only clients served with RHP funding should be included. Program data include both new and continuing clients, unless instructed otherwise.

The Program Data Indicators are reported **on an annual basis** and are to be submitted on September 14, along with the semi-annual Performance Progress Report (PPR) and Federal Financial Report (FFR).

For more information about program reporting requirements, please refer to the FOA that aligns with current funding.

IDENTIFYING INFORMATION

Federal Grant Number	Project Period		Reporting Period	
	Start Date: (MM/DD/YYYY)	End Date: (MM/DD/YYYY)	Start Date: (MM/DD/YYYY)	End Date: (MM/DD/YYYY)

Definitions:

- o *Project Period*: The total time for which Federal support of a project has been programmatically approved, as shown in the Notice of Award.
- o *Reporting Period*: Timeframe during which the activities described in this report have occurred.

I. DEMOGRAPHICS & LOCALITIES SERVED (Data Points 1-4)

I. DEMOGRAPHICS & LOCALITIES SERVED

Where applicable, provide the number of **unduplicated** individual clients served for each demographic in the 'Total' column. Do not leave any blanks; indicate '0' where applicable.

01: TOTAL NUMBER OF CLIENTS SERVED

Data Indicator	Total
1. Total unduplicated number of clients served	

Definition:

Total number of clients served: Total **unduplicated** number of clients receiving service(s) or materials supported by RHP. This total should be calculated using only those data points below that ask for number of clients, and then de-duplicated so that each client is only counted once here. *Clients* are defined as refugees and refugee-like populations. Do not include service providers receiving RHP-funded trainings.

Note: If there are clients receiving multiple services (e.g., case management and health education), they may be counted more than once in the Services section II below (that is, data points II.1 through II.3); this will make the total unduplicated number listed above less than the total sum of the people who received services counted in data points II.1 through II.3.

02: TOTAL NUMBER OF CLIENTS SERVED BY IMMIGRATION STATUS

2. Number of unduplicated clients served by immigration status	
	Refugee
	Asylee
	SIV
	Cuban or Haitian Entrant
	Trafficking Victim

Definitions:

- o *Refugee:* The client was granted refugee status before entering the United States and was admitted to the United States as a refugee. This also includes derivative (family member) refugees who were granted refugee status (Visa 93) as the spouse or unmarried child under age 21 of a principal refugee.
- o *Asylee:* The client filed for asylum after entering the United States and was granted asylum by the time of receiving RHP services. This also includes derivatives (family members) who were granted asylum status (Visa 92) as the spouse or unmarried child under age 21 of a principal asylee.
- o *Special Immigrant Visa holder:* Individuals who enter to the U.S. through the Special Immigrant Visa (SIV) program which grants visas to nationals from Iraq and Afghanistan who

have provided faithful and valuable service to the U.S. government, while employed by or on behalf of the U.S. government, and who have experienced or are experiencing an ongoing serious threat as a consequence of that employment.

- O Cuban or Haitian Entrant:* Cuban and Haitian entrants are defined as (a) Any individual granted parole status (by DHS) as a Cuban/Haitian Entrant (Status Pending) or granted any other special status subsequently established under the immigration laws for nationals of Cuba or Haiti, regardless of the status of the individual at the time assistance or services are provided and (b) Any other national of Cuba or Haiti (1) Who: (i) was paroled into the United States and has not acquired any other status under the INA; (ii) is the subject of exclusion or deportation proceedings under the INA; or (iii) has an application for asylum pending with (DHS); and (2) With respect to whom a final, non-appealable, and legally enforceable order of deportation or exclusion has not been entered.
- O Victim of Trafficking:* Foreign adult victims of human trafficking are eligible for Federal and State benefits and services to the same extent as refugees upon issuance of a Certification Letter by HHS; foreign children under the age of 18 who are victims of trafficking do not need to be certified, but receive an Eligibility Letter to access benefits and services.

Note: Clients who have adjusted their status to Lawful Permanent Resident (green card holder) should be counted under the immigration status that first entitled them to be eligible for refugee benefits. The client count by immigration status should be unduplicated (i.e., each client counted once).

03: TOTAL NUMBER OF CLIENTS SERVED BY COUNTRY OF ORIGIN

3. Number of unduplicated clients served by country of origin <i>List the top 5 countries.</i>	
All other countries (combined)	

Definition:

Country of Origin: As self-reported by the client. The client's self-reported country of origin may be different than the client's country of birth, or nationality, or country of residence prior to coming to the U.S. (e.g., a Somali refugee who was born and resided in Kenya who reports Somalia as his/her country of origin).

Note: The client count by country of origin should be unduplicated; that is, if a client received more than one RHP service, only count that client's country of origin once for this section.

04: LOCALITIES SERVED

4. Number of organization(s) funded and location(s) served	
Number of organization(s) funded by RHP	
Number of location(s) served	

List the number of each organization sub-contracted to receive RHP funds, and provide the number of locations where RHP services are available (county and/or city).

II. SERVICES (Data points 1-8)

II. SERVICES
Provide the total number of recipients for each service in the 'Total' column and a description for each service in the space provided. Do not leave any blanks; indicate '0' and 'N/A' where applicable. *For Pro Bono Services and interpretation services, provide the number of hours instead of the number of clients.

01: CASE MANAGEMENT

Data Indicator	Total
1. Case management Includes medical and mental health case management and coordination of resources for the provision of health care services.	
Number of clients who received medical case management services	
Number of clients who received mental health case management services	
Total unduplicated number of clients receiving case management services	

Definitions:

- o **Medical Case Management:** Any case management service that involves facilitation of medical care beyond the initial health screening.
- o **Mental Health Case Management:** Any facilitation of referrals to mental health specialists, or action that otherwise addresses mental health needs of clients.

Note: If a client received both medical and mental health case management, count the client in both sections for each service received. For the total unduplicated number of clients, first count those who **either** received medical case management or mental health case management, plus the number of those who received both. Those who received both medical and mental health case management services should only be counted once.

02: ADJUSTMENT OR SUPPORT GROUPS

2. Adjustment or support groups <i>Includes community adjustment groups, support groups, or other similar activities.</i>
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Number of clients who attended adjustment or support groups	
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Definitions:

Adjustment or support groups: Any group activity designed to reduce isolation or share coping strategies and experiences.

Note: The client count should be unduplicated; that is, if a client attended more than one group, only count that client once.

03: HEALTH ORIENTATION AND EDUCATION

3. Health orientation and education <i>Includes U.S. healthcare orientation workshops and other health education classes.</i>
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Number of clients who received initial health orientation services	
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Number of clients who received additional health education services	
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Number of clients who received mental health education/training	
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Definitions:

- o *Initial health orientation services:* General health orientation received by all new arrivals.
- o *Additional health education services:* Health education services provided beyond initial health orientation; could be focused on a specific topic. Additional health education services could include classes, trainings or workshops that may focus on various topics related to wellness.
- o *Mental health education/training:* Any mental health education/training that is offered in a group setting.

Note: The client count should be unduplicated for each row; that is, if a client received more than one of the above services, count the client once in each section for each service received. Service providers receiving RHP services should not be counted in this section.

04: SERVICE PROVIDER TRAINING

4. Service provider training <i>Includes education on refugee health, mental health training, and National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care.</i>
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Number of service providers that received training	
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Definition:

Service providers could include medical and mental health providers, legal and social workers, administrators, case managers, volunteers, or any community member serving or potentially assisting refugees. Training topics may include basics of the refugee program for healthcare providers, refugee health or mental health needs, CLAS standards, etc.

Note: The service provider count should be unduplicated; that is, if a service provider attended more than one training, only count the service provider once.

05: INTERPRETATION SERVICES

5. Interpretation services	
Number of hours of interpretation services provided	

Definition:

Interpretation Services: Telephonic or face-to-face live interpretation services.

Note: Only count hours of interpretation funded by the RHP grant.

06: TRANSLATION SERVICES

6. Translation services	
Number of clients who received translated materials	

Definition:

Translated Materials: Written materials translated for distribution to clients.

Note: Clients who receive translated materials may have also received other RHP services, and should be counted once for each service received in the appropriate sections of the form. Translation services funded by RHP should only be related to the objectives of the RHP grant.

07. PRO BONO AND VOLUNTEER SERVICES

7. Pro Bono Services For each service area, indicate the total number of pro-bono hours contributed by providers and other volunteers during the reporting period.	
Interpreters/translators	
Medical	
Mental health	
Social	
General volunteer hours	
Other	
Total hours contributed	

Definitions:

Number of hours contributed pro bono (i.e., free) by service providers during the reporting period.

- o *Interpreters/translators:* Trained and certified individuals or volunteers who convert spoken or written material from one language (the source language) into a different language (the target language).
- o *Medical:* All services provided by nurses (with the exception of psychiatric nurses), physical therapists, massage therapists, medical doctors (with the exception of psychiatrists), dentists, or other medical service providers that specifically address medical or physical issues.
- o *Mental health:* All services provided by psychologists, psychiatrists, licensed clinical social workers (providing explicit mental health treatment), psychiatric nurses, or other qualified mental health professionals that address specific mental health, psychiatric, or psychological issues.
- o *Social:* All services provided by social workers (with the exception of licensed clinical social workers or equivalent who provide explicit mental health treatment) or other social service providers or services that address housing, clothing, employment, transportation, case management, or other specific social service issues.
- o *General volunteer hours:* Services may include administrative or coordination activities, facilitating groups or teaching classes by interns, students, community members, or transportation.
- o *Other:* All services that do not fit into any of the preceding categories.

08: GRANT ACTIVITIES BY PERCENTAGE

8. Please provide a breakdown by percentage of RHP grant activities:		
	Medical Case Management	
	Mental Health Case Management	
	Interpretation/Translation	
	Health Orientation/Education	
	Adjustment or Support Groups	
	Administrative	
	Other Activities	

Note: The percentages provided here should indicate the percentage of RHP funds used for each activity. The total of these percentages should equal 100%.