

# REFUGEE SERVICES OFFICE

## OPERATIONAL UPDATE — 2017 QUARTER 1

### EMPLOYMENT

Refugee Customers Served				
	Case-Managed Customers (From arrival up to 2 years in the U.S.)		Universal Customers	Total
	Refugee Cash Assistance (8-month limit)	Family Employment Program (36-month limit)		
Customers Served	201	254	325	760
Female	94	198	132	411
Male	107	56	193	349
Average Age	36	38	40	38
Average Time in the U.S. (Months)	5	22	57	29
Average Benefit Enrollment Duration (Months)	5	11	—	8
Positive Closures (Target: 70%)	93%	93%	—	93%

Employment and Placement				
	Refugee Cash Assist. (8-month limit)	Family Employment Program (36-month limit)	Universal Customers	Total
Job Placements	93	87	151	323
Female	35	66	46	143
Male	58	21	105	180
Average Age	34	34	35	35
Average Time in the U.S. (Months)	6	21	53	29
Average Benefit Enrollment Duration at Time of Placement (Months)	5	9	—	7
Job Placement Rate	47%	35%	47%	43%
Employment Rate	52%	52%	65%	58%
Avg. Hourly Wage at Time of Placement	\$11.70	\$10.03	\$12.05	\$11.30
Retention Rate	63%	63%	83%	73%

Utah Refugee Education and Training Center • Employment Support								
Customers Served	Resumes Created	Interviews	Applications Filled	Appointments, Translations and Transportation Services	Job Connections Workshop Attendance	Job Placements	Placement and Employment Rates	Hourly Wage
432	73	116	232	152	118	210	49% • 65%	\$10.88

### Employer Engagement and Support

Employers Hiring Refugees	New Employers Engaged	Total Employer Services Provided	Job Fair Attendance Employers / Customers
152	26	91	33/213

### TRAINING

#### Warehouse and Distribution

Training	Participants	Graduation Rate	Post-Training Average Employment Rate	Post-Training Avg. Emp. Rate Increase	Post-Training Average Hourly Wage	Post-Training Avg. Hourly Wage Increase	90-Day Retention Rate
Class 1 (Jan-Feb 2017)	10	70%	72%	29%	\$13.55	69%	—

### REFUGEE COMMUNITY DEVELOPMENT

#### Individual Customer Support

	Total	Women	Youth
Customers Served	611	530	61
Supportive Services Provided	585	428	59
Resources Provided	502	402	54
Resolution Rate	—	—	—
Average Time in the U.S.	—	—	—
Total Number of Services and Referrals Provided in Each Area of Integration			
Economic Stability	Education	Health	Life Skills
803	36	124	124

#### Educational Workshops

Areas of Integration	Workshops	Participants	Average Time in the U.S.	Connected to Resources
Economic Stability	9	627	—	579
Education	19	246	—	105
Health	10	174	—	94
Life Skills	15	372	—	137
Total	53	1,419	—	915

#### Community Connection

Event Type	Number of Events	Participants
Resource Fair	1	202
Refugee Services Office Events	53	1,419
Refugee Community-Led Events	17	791
Service Provider Partnership Events	34	623
Mainstream Public Education	5	186
Program	Participants	Total Volunteer Hours Completed
Volunteering	122	2,559