

REFUGEE SERVICES OFFICE

OPERATIONAL UPDATE – 2017 QUARTER 2

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	155	231	277	644
Female	70	178	102	338
Male	85	53	175	306
Average Age	35	38	39	38
Average Time in the U.S. (Months)	6	21	58	30
Average Benefit Enrollment Duration (Months)	5	10	—	8
Positive Closures (Target: 70%)	97%	95%	—	96%

Employment and Placement				
	Refugee Cash Assist. (8-month limit)	Family Employment Program (36-month limit)	Universal Customers	Total
Job Placements	67	79	134	273
Female	25	58	40	120
Male	42	21	94	153
Average Age	36	37	35	35
Average Time in the U.S. (Months)	7	21	54	31
Average Benefit Enrollment Duration at Time of Placement (Months)	5	9	—	7
Job Placement Rate	44%	35%	49%	43%
Employment Rate	46%	48%	71%	57%
Avg. Hourly Wage at Time of Placement	\$11.57	\$10.06	\$11.99	\$11.32
Retention Rate	51%	61%	80%	70%

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
333	105	149	182	136	102	184	56% • 56%	\$11.61

Employer Engagement and Support

Employers Hiring Refugees	New Employers Engaged	Total Employer Services Provided	Job Fair Attendance Employers / Customers
119	21	72	18/160

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 2 (Mar-Apr 2017)	12	100%	84%	34%	\$12.83	61%	—

REFUGEE COMMUNITY DEVELOPMENT

Individual Customer Support

	Total	Women	Youth
Customers Served	288	89	153
Supportive Services Provided	269	56	23
Resources Provided	284	78	153
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
313	122	6	112

Educational Workshops

Areas of Integration	Workshops	Participants	Average Time in the U.S.	Connected to Resources
Economic Stability	4	171	—	84%
Education	10	176	—	100%
Health	10	188	—	86%
Life Skills	4	34	—	100%
Total	28	569	—	91%

Community Connection

Event Type	Number of Events	Participants
Resource Fair	—	—
Refugee Services Office Events	28	569
Refugee Community-Led Events	8	238
Service Provider Partnership Events	28	425
Mainstream Public Education	5	131
Program	Participants	Total Volunteer Hours Completed
Volunteering	146	980