



## Assisting Recently Resettled Refugees

*USA for UNHCR*

**Challenge:** Create a tool that connects resettled refugees with resources and vital services, such as access to medical care and mental health treatment, English language learning, job training, education, etc. These resources might be available through government agencies, nonprofits, community based organizations, private sector actors and the like.

**Problem:** There are many actors in the nonprofit space that help resettled refugees at varying stages of integration into American society and their new communities. It can be difficult at times for refugees to identify where to go for help, particularly as their relationship with the nine formal resettlement agencies transitions. In addition, many grassroots, faith-based and community-based organizations that offer critical support to resettled refugee families lack the opportunity to share best practices and solutions across geographies with other similar organizations that could improve the livelihoods of resettled refugees throughout the U.S.

**Why this problem matters:** In the last five years, more than 250,000 refugees have been resettled in the United States. Refugees are provided assistance by one of the nine resettlement agencies for 90 days, after which they are responsible for navigating their path to self-sufficiency and integration into American society, but often lacking the language skills necessary. There are many organizations that provide assistance after the resettlement agencies, but many refugees may not be familiar with these services or unsure of how to ask for help. By designing a solution to connect resettled refugees to nonprofits and community-based organizations, the following outcomes may be achieved: (1) refugees will have increased familiarity of local services; (2) refugees can select services holistically (education, mental health, jobs, etc.); (3) refugee can be empowered to successfully resettle (4) refugees can have their specific needs met versus a one-size fits all approach.

**Vision for sprint outcomes:** By increasing access to existing services from nonprofits and community-based organizations, resettled refugees will be better able to navigate the complex infrastructure of government and nonprofit services and move towards self-sufficiency after experiencing displacement.

**Target end users:** Resettled refugees in the United States, nonprofits that provide help to refugees

**Related open data sets:**

- Hello Neighbor ([link](#))
- Kids in Need of Defense ([link](#))
- Refugee Congress ([link](#))

**Lead POCs:**

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