



Ljiljana Kresovic –Regional Refugee Coordinator

HOME VISITORS
KANSAS DEPARTMENT FOR CHILDREN AND
FAMILIES
KANSAS CITY REGION

DCF and Refugee Resettlement in Kansas

- Refugee Programs Staff
- Kansas Volags
- Sites
- Funding

Direct Funding

- Refugee Social Services Program
- Targeted Assistance Program

Direct services to refugees

- Refugees are eligible for all federally funded programs such as SNAP, TAF, Refugee Cash Assistance, Refugee Medical Assistance, Child Care, Work Program Support Services, Vocational Rehabilitation and Working Healthy
- Most medical programs are under KDHE

Working with refugees

- Communication
- Understanding

Communication

- Importance of using well trained interpreters
- Challenges

Culture is an iceberg

How much is above the water?

How much is under the water?



Cultural issues

- It is not just you and your client at the table, it is two or more different cultures participating in the same dialog
- Every culture has different norms (there is no “the norm”)
- Non-verbal communication

What would you think if.....

- Someone is avoiding eye contact with you
- Someone is holding hands in their pockets while they are talking to you
- Someone showed you a middle finger or thumbs up
- Someone does not want to shake hands with you

Would it feel awkward to...

- Wash your feet before entering the church
- Wear white to a funeral
- Take your shoes off when you enter someone's home
- Give someone birthday gift

What's for dinner?

Fish

Steak

Rats

Pig

Dog

Flowers

Monkeys

Bears

Turtles

Sweet Potatoes

Whom to contact if you have questions,
ideas, experiences to share?

- Call or email to Ljiljana at
Ljiljana.Kresovic@dcf.ks.gov
913-279-7179