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