

**[Agency Name] FY2025 Cultural Orientation (CO) Policy**

*Last revised xx/xx/xxxx*

**Purpose**: The purpose of this Cultural Orientation (CO) policy is to show guidelines and procedures for CO provision to Reception and Placement (R&P) clients as well as assessing client understanding in accordance with the Cooperative Agreement and USCCB/MRS requirements.

**CO Provision Overview**

|  |  |
| --- | --- |
|  | **Affiliate Answer** |
| All adult clients are required to receive CO. How do you accommodate clients that may have challenges participating? (ex: older youth, elderly, clients with disabilities, parents with childcare needs etc.) |  |
| When does CO take place? How long after a refugee’s arrival does CO start? |  |
| Where does CO take place? (ex: office, client home, over the phone, virtually etc.) |  |
| How many CO sessions are there? Which sessions are required? Which sessions are optional? |  |
| How is CO delivered? (one-on-one, in groups, or both) |  |
| What CO curriculum, materials, and / or lesson plans do you use? |  |
| Who delivers CO? (include staff / volunteer / intern position title and number of staff / volunteers / interns) |  |
| Who delivers the CO assessment? (staff / volunteer / intern position title and number of staff / volunteers / interns) |  |
| When is the CO assessment delivered? |  |
| Who completes CO documentation (R&P Period Report, CO Checklist form, CORE Model Assessment)? |  |
| What training do CO providers receive at your office? (ex: CORE courses, observing CO sessions etc.)  *Note: affiliates are encouraged to train CO providers by using the* [*USCCB/MRS CO Provider Onboarding Plan*](https://mrsconnect.org/wp-content/uploads/2024/03/01.-CO-Provider-Onboarding-Plan.docx) *on MRS Connect.* |  |
| Do you provide experiential learning CO sessions? (ex: public transportation orientation) |  |
| Are guest speakers inside / outside the agency involved in CO? (ex: police officer comes to CO to talk about U.S. laws) |  |
| How do you encourage clients to attend CO? |  |
| How do clients come to CO (using public transportation or does staff / volunteers provide transportation)? |  |

**Language Interpretation**

|  |  |  |
| --- | --- | --- |
|  | | **Affiliate Answer** |
| Is interpretation provided during CO? If yes, how? (in-person, telephonic through a language line etc.) |  | |
| Are there multiple language groups in the same CO session or is there only one language group in one CO session? |  | |
| Do you give clients CO materials translated in their own language? |  | |
| How do you accommodate pre-literate clients in CO? |  | |

**Documentation: CO Provision**

|  |  |  |
| --- | --- | --- |
|  | | **Affiliate Answer** |
| Do you use the [USCCB/MRS CO Checklist (RF-23)](https://mrsconnect.org/wp-content/uploads/2024/03/RF-23-Cultural-Orientation-Checklist-rev-03.2024.docx) form to document CO provision for each adult member of the case?  *Note: Affiliates are* ***required*** *by USCCB/MRS to use this form. This form can be found on MRS Connect or by clicking the link above.* |  | |
| Do you complete a case note to show CO was provided? What is included in the CO provision case note?  *Note: Affiliates are NOT required by USCCB/MRS to have CO provision case notes.* |  | |
| Is CO information entered into each adult client’s R&P Period Report? (if CO was provided and if no, why not; CO mechanism) |  | |

**Documentation: CO Assessment**

|  |  |  |
| --- | --- | --- |
|  | | **Affiliate Answer** |
| Do you use the [CORE Model Assessment](https://coresourceexchange.org/reception-and-placement-domestic-assessments/) to assess each adult client’s understanding of CO concepts?  *Note: Affiliates are* ***required*** *by USCCB/MRS to use this form.* |  | |
| Do you complete a case note for the CO assessment? What is included in the assessment case note?  *Note: Affiliates are NOT required by USCCB/MRS to have a CO assessment case note.* |  | |
| Is the assessment score entered into the R&P Period Report for each adult client? |  | |
| Is the assessment delivered one-on-one or in a group? |  | |
| Is the assessment delivered orally or in writing? |  | |
| What accommodations are made to deliver the CO assessment to pre-literate clients? |  | |
| When and how do you follow up with clients about assessment questions they answered wrong / were unable to answer? |  | |
| Is a case note completed for assessment follow-up? What information is included about follow-up? |  | |
| Do you use any other assessments in addition to the CORE Model Assessment? If yes, please explain. |  | |