



**IMMIGRATION & REFUGEE INFORMATION SYSTEM**



# **IRIS**

## **Cultural Orientation**

### **Users' Guide**

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# Getting Started and User Permissions

## Locating the Cultural Orientation Tab

The Cultural Orientation (CO) module consists of a main “Cultural Orientation” tab located under the Post Arrival section of an IRIS case.

## Permissions for Accessing the Cultural Orientation Tab

By default, the CO tabs are only available to users in the appropriate user group. An RA may redefine user groups but the following is the default setting.

- Resettlement Agency IRIS users must assign user accounts to the IRIS group named “VOLAGCulturalOrientation”
- Affiliate user account must be assigned the group “AffiliateCulturalOrientation”

The screenshot displays the 'User Maintenance' form in the IRIS system. The header includes the IRIS logo, a welcome message for 'RENE ROBERTS', a test status '\*\*\*TEST\*\*\*', and navigation links for 'My Account', 'About', and 'Logout'. A 'Case Quick Search' bar is also present. The form fields include: Username (pnowlan2), First Name (RENE), Last Name (ROBERTS), Email address (mgalgano@partners-intl.net), Title (IT), VOLAG or Affiliate (AZ-Phoenix), Status (Active), and LDAP Username. Below these are two group selection lists: 'Assigned Groups' (containing AffMGStaff, Custom Report Affiliate Admin, Custom Report Affiliate Viewer, and AffCulturalOrientation) and 'Unassigned Groups' (containing AffSup). There are also checkboxes for 'Do not send any emails to this account.', 'This account is locked.', and 'Hide empty notification links on dashboard.'. The last login is 10/6/2016 6:37:14 AM with 0 attempts. 'Save' and 'Cancel' buttons are at the bottom, along with a red note: 'Fields marked by an asterisk (\*) are required.'

Figure 1. Assigning Cultural Orientation IRIS Groups for an Affiliate

The same process is used for an RA user except the group name is VOLAGCulturalOrientation.

# Cultural Orientation (CO) Tab

Full Name	Alien Number	Total Score	Percentage	Assessment Date	Comment	Status
TURNER, ROBIN	809100685	0.0	0%			Pending

Figure 2. Cultural Orientation main tab

The Individual form is accessed by clicking the Status in the “Individual CO Compliance/Assessment” table.

The table lists only adult individuals of a case. Minors are not applicable and, therefore, not listed.

If a case has no adult individuals, then the Cultural Orientation Assessment tab is not present.

The Individual forms have several workflow status described in the table below.

Status	Description
Pending	This is the initial state before any information has been saved.
Saved	Saved as a draft. Occurs after the "Save" button is clicked.
Submitted	Occurs after the "Save & Submit" button is clicked. Changes are saved and the form is submitted indicating it is complete.
Unlocked	Indicates the RA has unlocked the form so an affiliate user may enter data. Forms are locked a certain number of days after the case's 90th day from arrival. Occurs after an RA clicks "Unlock".

The form is due within 90 days of the case’s arrival. After the 90<sup>th</sup> day, the form becomes “locked” and no further edits may be made. An RA may “unlock” the case, if an update is necessary.

# Individual CO Compliance/Assessment Form

The screenshot shows a web-based form interface with a top navigation bar containing tabs: Pre Arrival, Post Arrival, RA Notes, Matching Grant, and Other Programs. Below this is a secondary navigation bar with tabs: Client Data, Case Notes, Financial Tracking, R&P Reports, Cultural Orientation, and Case Forms. The 'Cultural Orientation' tab is selected and highlighted. Under this tab, there is a sub-tab labeled 'Individual CO Compliance/Assessment'. The main content area is divided into two sections. The first section is titled 'Individual CO Compliance: TURNER, ROBIN' and contains five numbered questions, each with radio button options: 1) Did the Individual receive CO within the R&P Period? (Yes/No), 2) Did the Individual receive CO which covered all 15 topics as outlined in the Cooperative Agreement? (Yes/No), 3) Were all CO topics provided to the Individual with appropriate language interpretation? (Yes/No), 4) Were written CO materials provided to the Individual? (Yes, written materials were provided / No, written materials were not provided), and 5) Did the Individual take the CO assessment? (Yes/No). The second section is titled 'Individual CO Assessment: TURNER, ROBIN' and contains a single text input field with the placeholder text 'The Individual did not receive CO within the R&P Period'. Red and blue minus/plus icons are visible on the right side of the sections.

Figure 3. Cultural Orientation Individual Compliance Form

The Individual CO Compliance form drives the assessment form. By default, Assessment form will not display questions until Q1 on the compliance is set to 'Yes'.

If Q1 on the compliance is set to 'No' then all of the questions on the compliance will be grayed out.

If Q5 on the compliance is set to 'No' then Individual Assessment won't be required.

To complete the case form, answer the questions and then click Save & Submit. Optionally, enter a comment.

# Individual CO Assessment Form

The CO individual form is driven from the Assessment form and requires an answer to all the multi-part questions.

If Q1 or Q5 on the CO Compliance is set to 'No' then Assessment is not required. A reason/comment will be captured.

If the 11 multi-part questions are answered, then a comment is optional.

Individual CO Assessment: TURNER, ROBIN

1) What is one reason why it is important for refugees to learn English? (1 point)  
☐ Correct ☐ Incorrect

2) Please write your address and telephone number in English. (You may copy this information from something you carry with you.)  
A. Address (0.5 point) ☐ Correct ☐ Incorrect  
B. Telephone (0.5 point) ☐ Correct ☐ Incorrect

3) What are two services provided by your local resettlement agency that help refugees resettle or adjust to life in the US? Be sure to name two specific services that you know your agency provides.  
A. (0.5 point) ☐ Correct ☐ Incorrect  
B. (0.5 point) ☐ Correct ☐ Incorrect

4) For each health concern listed, indicate whether you should care for it yourself, make an appointment with your doctor's office, or go to a hospital emergency room. Circle the one best choice on each line: Care for it yourself, Make an appointment with your doctor's office, or Go to a hospital emergency room. (all 6 correct = 1 point; 3-5 correct = 0.5 point; 0-2 correct = 0 points)  
A. Your chest or heart hurts. ☐ Correct ☐ Incorrect  
B. You have a runny nose. ☐ Correct ☐ Incorrect  
C. You have an earache for three days. ☐ Correct ☐ Incorrect  
D. You have a small cut on your finger. ☐ Correct ☐ Incorrect  
E. You think you have broken your ankle. ☐ Correct ☐ Incorrect  
F. You have a big rash on your back. ☐ Correct ☐ Incorrect

5) If you were at the hospital and needed an interpreter, what would you say in English or do to ask for one? (1 point)  
☐ Correct ☐ Incorrect

6) Joseph has been in the United States for several months, and his initial cash assistance is about to end. How will he get money to pay his bills? (1 point)  
☐ Correct ☐ Incorrect

7) What are two steps that a refugee can take to become employed?  
A. (0.5 point) ☐ Correct ☐ Incorrect  
B. (0.5 point) ☐ Correct ☐ Incorrect

8) Imagine a friend is staying with you at your home. Write him or her a note (or draw a map) explaining how to get from your home to the nearest grocery store. Be sure to give specific instructions so that your friend can get there by himself or herself. (1 point)  
☐ Correct ☐ Incorrect

9) What is one thing that might happen if you or your family Individuals do not pay your rent? (1 point)  
☐ Correct ☐ Incorrect

10) What are three things you should do to be safe in your home? (all 3 correct = 1 point; 1-2 correct = 0.5 point; 0 correct = 0 points)  
A. ☐ Correct ☐ Incorrect  
B. ☐ Correct ☐ Incorrect  
C. ☐ Correct ☐ Incorrect

11) Imagine you are helping a newly-arrived refugee learn to use the local transportation system (buses or subway). What are two specific things you would tell or show him or her in order to take the bus or subway?  
A. (0.5 point) ☐ Correct ☐ Incorrect  
B. (0.5 point) ☐ Correct ☐ Incorrect

Comments (Limit 0/2000 characters):

Total score: 0.0 out of 11  
Percent Correct: 0.0%

Figure 4. Cultural Orientation Individual Assessment Form

# Notifications

There are two types of notifications for each form. One type indicates if a form is coming due and the other type indicates if the form has been submitted.

Notification	Description
Individual CO Compliance/Assessment Due/Overdue	The Individual form is approaching the 90 <sup>th</sup> day or the 90 <sup>th</sup> day has passed.
Individual CO Compliance/Assessment Due/Overdue Submitted	The Individual form has been submitted.

Pre-Case Processing

[Advanced Search](#)  
[Add AOR](#)  
[Add Interest File](#)

Case Management

[Advanced Search](#)  
[Add Non-Refugee Case](#)  
[Case Return](#)  
[Manage Travel](#)  
[Reconcile Arrivals](#)

R&P Reporting

[R&P Period Report Console](#)  
[Minor Report Console](#)

Administration

[User Maintenance](#)  
[Affiliate Maintenance](#)  
[All Forms](#)  
[Affiliate Contact Data](#)  
[Co-Sponsor List](#)  
[Program List](#)

Quarterly Consultation

[Quarterly Consultation Console](#)

Matching Grants

[MG Management Console](#)

Reports

[Standard Reports](#)

Notifications

Last Updated: 7/11/2018 7:53:32 AM

Pre-Case Processing

AORs Submitted to RPC/RSC  
NEW AOR Pre-Case Notes  
Minor Aging/Aged Out  
AORs Accepted by RA  
[AORs Corrections Needed \(2\)](#)  
P3 Filing Deadline

R&P Pre-Arrival

[ALL Cases To Be Assured \(3\)](#)  
Assurance Date Approaching  
[Assurance Date Passed \(3\)](#)  
NEW Cases  
NEW Cross References  
Anchor Placement Exception Denied  
CoSponsor Placement Exception Denied  
Unassured Placement Exceptions

Pre-Arrival Minor Reports

Minor Reports Due/Overdue  
Minor Reports Corrections Needed

Travel

[Arrival Date Approaching \(3\)](#)  
NEW Travel Info

R&P Cultural Orientation

[Individual CO Compliance/Assessment Due/Overdue \(3\)](#)  
Individual CO Compliance/Assessment Submitted

R&P Period Reports

[R&P Period Reports Due \(5\)](#)  
[R&P Period Reports OverDue](#)  
R&P Period Reports Corrections Needed

Post-Arrival Minor Reports

Post Suitability Due/Overdue  
Post Suitability Corrections Needed  
90 Day Reports Due/Overdue  
90 Day Reports Corrections Needed

Matching Grant

[120 Day Report Due \(5\)](#)  
[180 Day Report Due \(1\)](#)

General

NEW RA Notes  
[Affiliate Data Corrections Needed](#)

Recently Viewed

[AORs](#)  
[Interests](#)  
[Cases](#)

Figure 5. Location of Cultural Orientation dashboard notifications



# Cultural Orientation Custom Reports

The data in each form is available in IRIS Custom Reports. Refer to the Custom Report documentation at [www.irisweb.org](http://www.irisweb.org) to learn more about custom reports and the data available. Sample Cultural Orientation Custom Reports are available in the custom report “base” category.

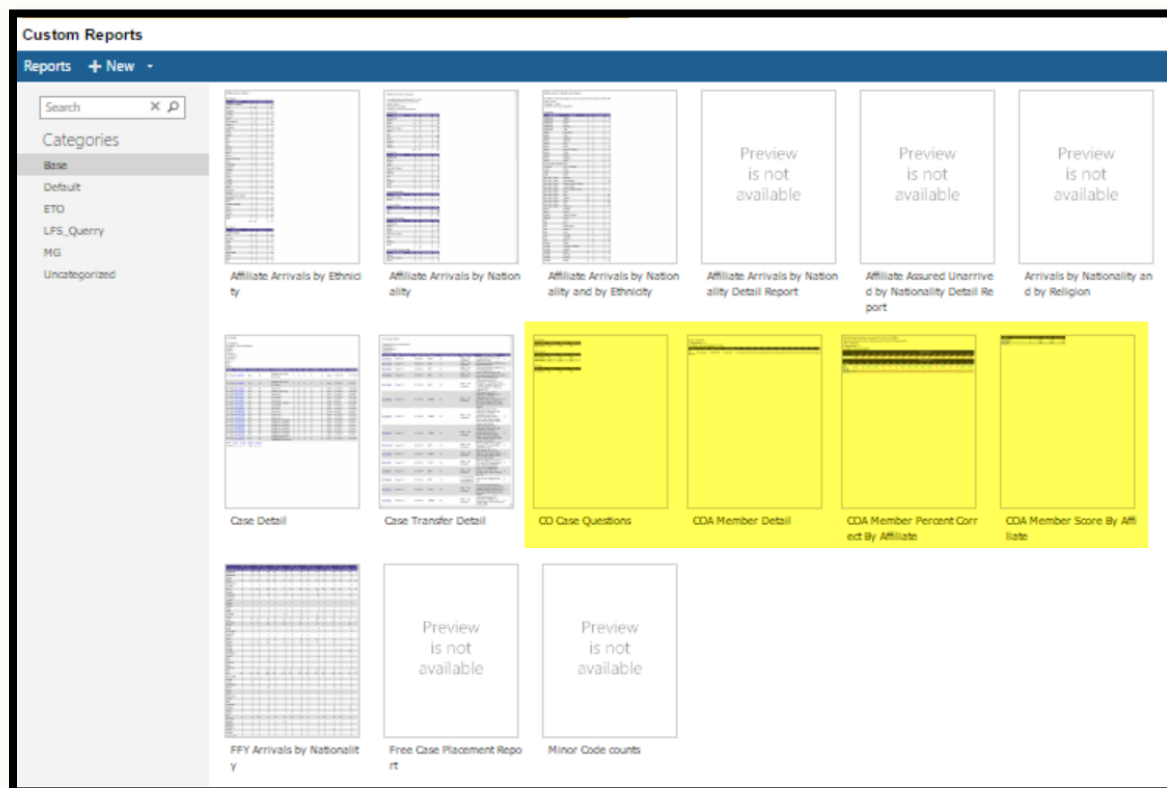


Figure 6. Locating IRIS Cultural Orientation custom reports

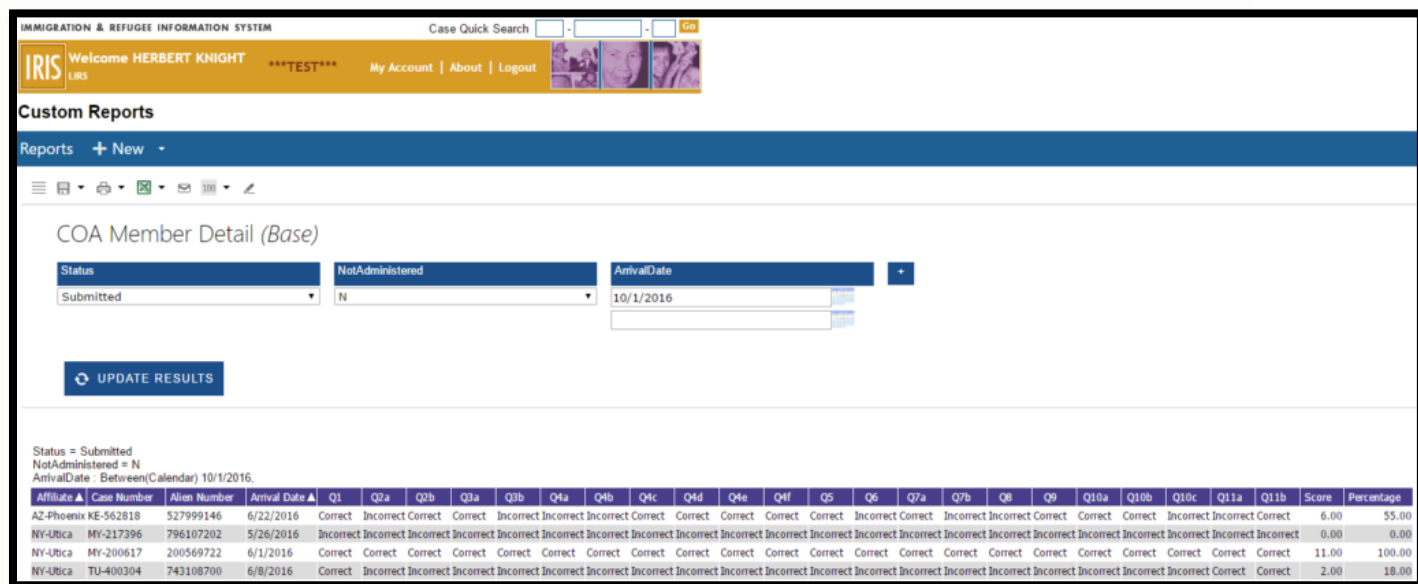


Figure 7. Sample Cultural Orientation Individual Detail Report

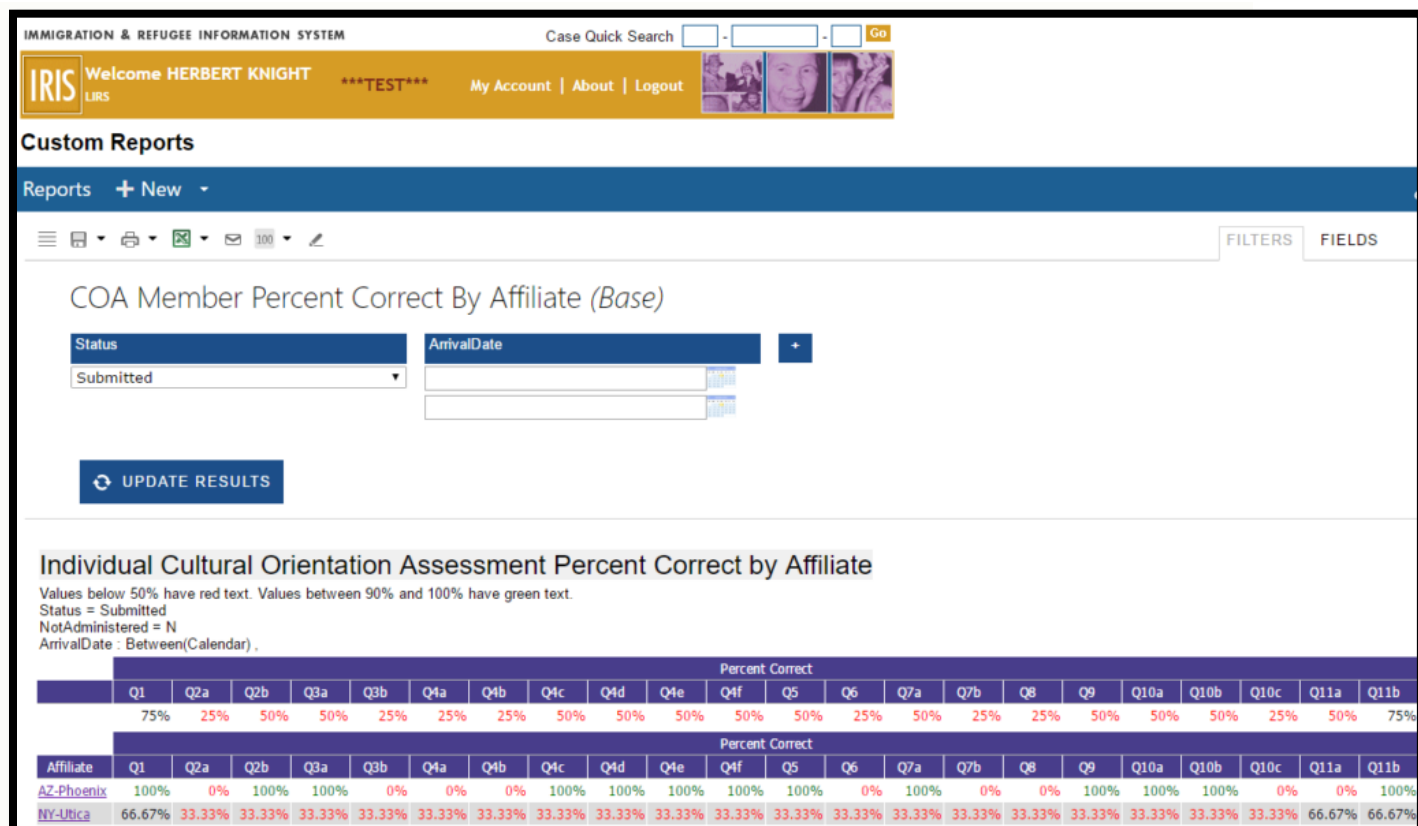


Figure 8. Sample Cultural Orientation Percent Correct by Affiliate Report

# Settings

A Resettlement Agency may choose to modify some settings by contacting IRIS Support. The table below indicates the settings and their default values.

Name	Description
CO Assessment Submitted Value	Cultural Orientation (CO) Assessment data will remain on the "submitted" notification a default of 30 days
CO Assessment DueOverdue	Cases that have not been submitted within a default of 5 days of the 90th day from the case's arrival date will be highlighted in the Due/OverDue notification.
CO Assessment Date	Date when the CO forms will be present. Default is 10/01/2018.
CO Assessment Lock Period	Number of days after the case arrival date for which the CO form will be locked from editing. Default value is 15 days.