



**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”

IMMIGRATION & REFUGEE INFORMATION SYSTEM Case Quick Search [ ] - [ ] - [ ] Go

**IRIS** Welcome **RENE ROBERTS** \*\*\*TEST\*\*\* My Account | About | Logout

### User Maintenance

Username:

First Name:

Last Name:

Email address: \*

Title:

VOLAG or Affiliate: \*

Status: \*

LDAP Username:

**Assigned Groups**

- AffMGStaff
- Custom Report Affiliate Admin
- Custom Report Affiliate Viewer
- AffCulturalOrientation**

**Unassigned Groups**

- AffSup

Do not send any emails to this account.

This account is locked.

Hide empty notification links on dashboard.

Last Login: 10/6/2016 6:37:14 AM

Login Attempts: 0

Fields marked by an asterisk (\*) are required.

Figure 1. Example of 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) Assessment Tab

Pre Arrival | **Post Arrival** | VOLAG Notes | Matching Grant | Other Programs

Client Data | Case Notes | Financial Tracking | R&P Reports | **Cultural Orientation Assessment** | Case Forms

### Cultural Orientation

90<sup>th</sup> Day: 9/18/2016

[Case CO Assessment Detail](#) Status: Pending

**Member CO Assessment(s)**

Full Name	Alien Number	Total Score	Percentage	Assessment Date	Not Administered	Comment	Status
<a href="#">MCCOY, LYNN</a>	984042640	0.0	0%		<input type="checkbox"/>		Pending

Figure 2. Cultural Orientation main tab

There are two CO data entry forms. One form is for the case and the other form is for the case member(s).

The case form is accessed by clicking the hyperlinked text “Case CO Assessment Detail”.

The case member form is accessed by clicking the individuals name in the “Member CO Assessment(s)” table.

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

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

Both the case and case member forms, have several workflow status described in the table below.

Status	Description
<b>Pending</b>	This is the initial state before any information has been saved.
<b>Saved</b>	Saved as a draft. Occurs after the "Save" button is clicked.
<b>Submitted</b>	Occurs after the "Save & Submit" button is clicked. Changes are saved and the form is submitted indicating it is complete.
<b>Unlocked</b>	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 two forms are due within 90 days of the case’s arrival. After the 90th day, the form becomes “locked” and no further edits may be made. An RA may “unlock” the case, if an update is necessary.

## Case CO Assessment Detail Form

Pre Arrival	Post Arrival	VOLAG Notes	Matching Grant	Other Programs
Client Data	Case Notes	Financial Tracking	R&P Reports	Cultural Orientation Assessment
<b>Case CO Assessment Detail:</b> Please answer the following questions for this case:				
1) Did all eligible adult members of the case participate in cultural orientation?		<input type="radio"/> Yes	<input type="radio"/> No	
2) Were all CO topics provided with appropriate language interpretation if needed?		<input type="radio"/> Yes	<input type="radio"/> No	
3) Were written materials in an appropriate language (to the extent practical) covering all required CO topics made available to the refugee upon arrival?		<input type="radio"/> Yes	<input type="radio"/> No	
Comments (limit 0/2000 characters):				
<input type="text"/>				
<input type="button" value="Save &amp; Submit"/>		<input type="button" value="Save Draft"/>		
<b>History:</b>				
		<b>Status</b>	<b>Changed By</b>	<b>Date</b>
		Pending	Daryl Morrissey	9/20/2016

Cultural Orientation case screen

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

## Member CO Assessment Form

The CO member form requires either an answer to all multi-part questions or requires checking “Assessment Not Administered”.

If “Assessment Not Administered” is checked, then a comment is required.

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

## Member CO Assessment: FLETCHER, JO

Assessment Not Administered

Assessment Date  

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.            | <input type="radio"/> Correct | <input type="radio"/> Incorrect |
| B. You have a runny nose.                | <input type="radio"/> Correct | <input type="radio"/> Incorrect |
| C. You have an earache for three days.   | <input type="radio"/> Correct | <input type="radio"/> Incorrect |
| D. You have a small cut on your finger.  | <input type="radio"/> Correct | <input type="radio"/> Incorrect |
| E. You think you have broken your ankle. | <input type="radio"/> Correct | <input type="radio"/> Incorrect |
| F. You have a big rash on your back.     | <input type="radio"/> Correct | <input type="radio"/> 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 members 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):

Figure 3. CO member screen.

# 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
Case CO Assessment Due/OverDue	The case form is approaching the 90th day or the 90th day has passed.
Member CO Assessment Due/OverDue	The member form is approaching the 90th day or the 90th day has passed.
Case CO Assessment Submitted	The case form has been submitted.
Member CO Assessment Submitted	The member form has been submitted.

The screenshot shows a dashboard with a left-hand navigation menu and a main content area. The navigation menu includes sections like Pre-Case Processing, Case Management, R&P Reporting, Administration, Matching Grants, and Reports. The main content area is titled 'Notifications' and is last updated on 10/5/2016 at 10:48:08 AM. It is divided into several sub-sections: Pre-Case Processing, R&P Period Reports, R&P Minor Reports, Matching Grant, General, Recently Viewed, Pre-Arrival Minor Reports, Travel, and R&P Cultural Orientation. The R&P Cultural Orientation section is highlighted in yellow and contains the following notifications: Case CO Assessment Due/OverDue (25), Case CO Assessment Submitted, Member CO Assessment Due/OverDue (29), and Member CO Assessment Submitted (1).

Figure 4. 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.

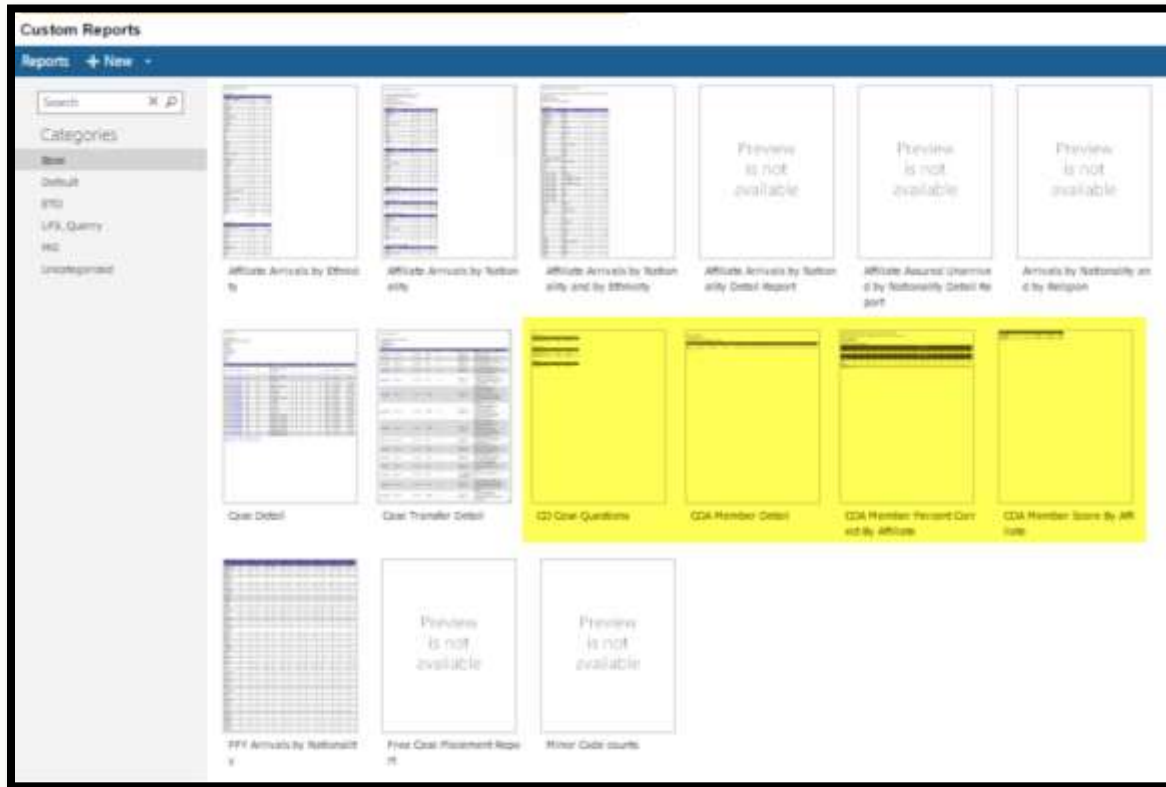


Figure 5. Locating IRIS Cultural Orientation custom reports



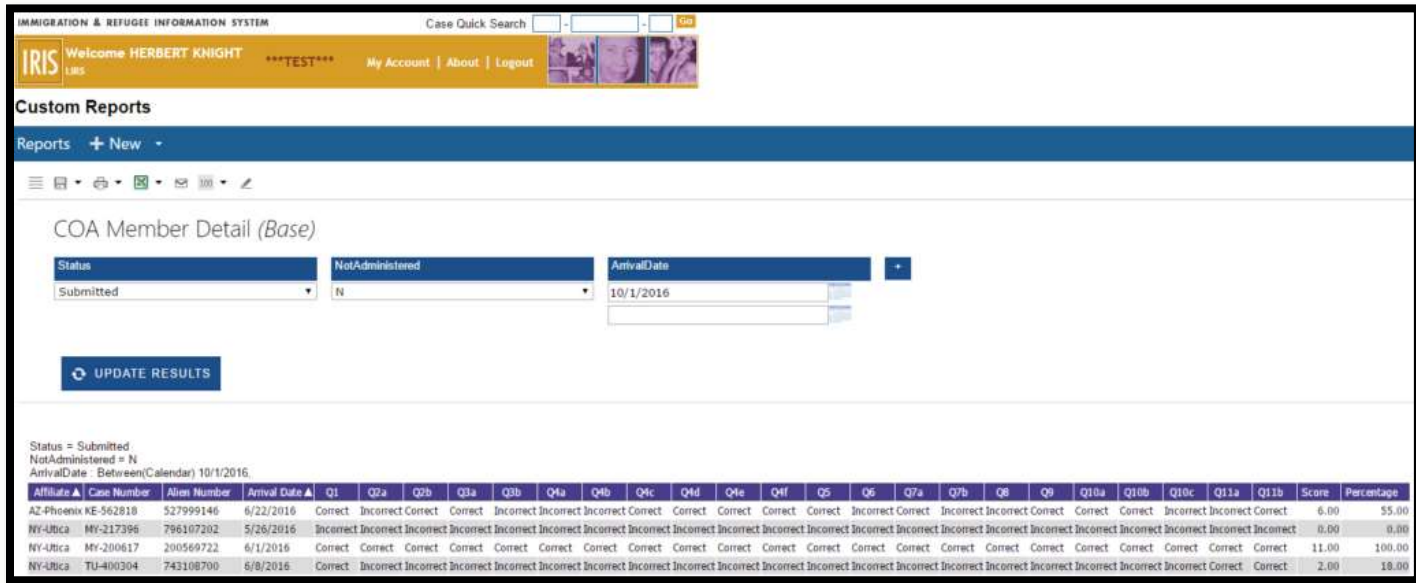


Figure 6. Sample Cultural Orientation Member Detail Report

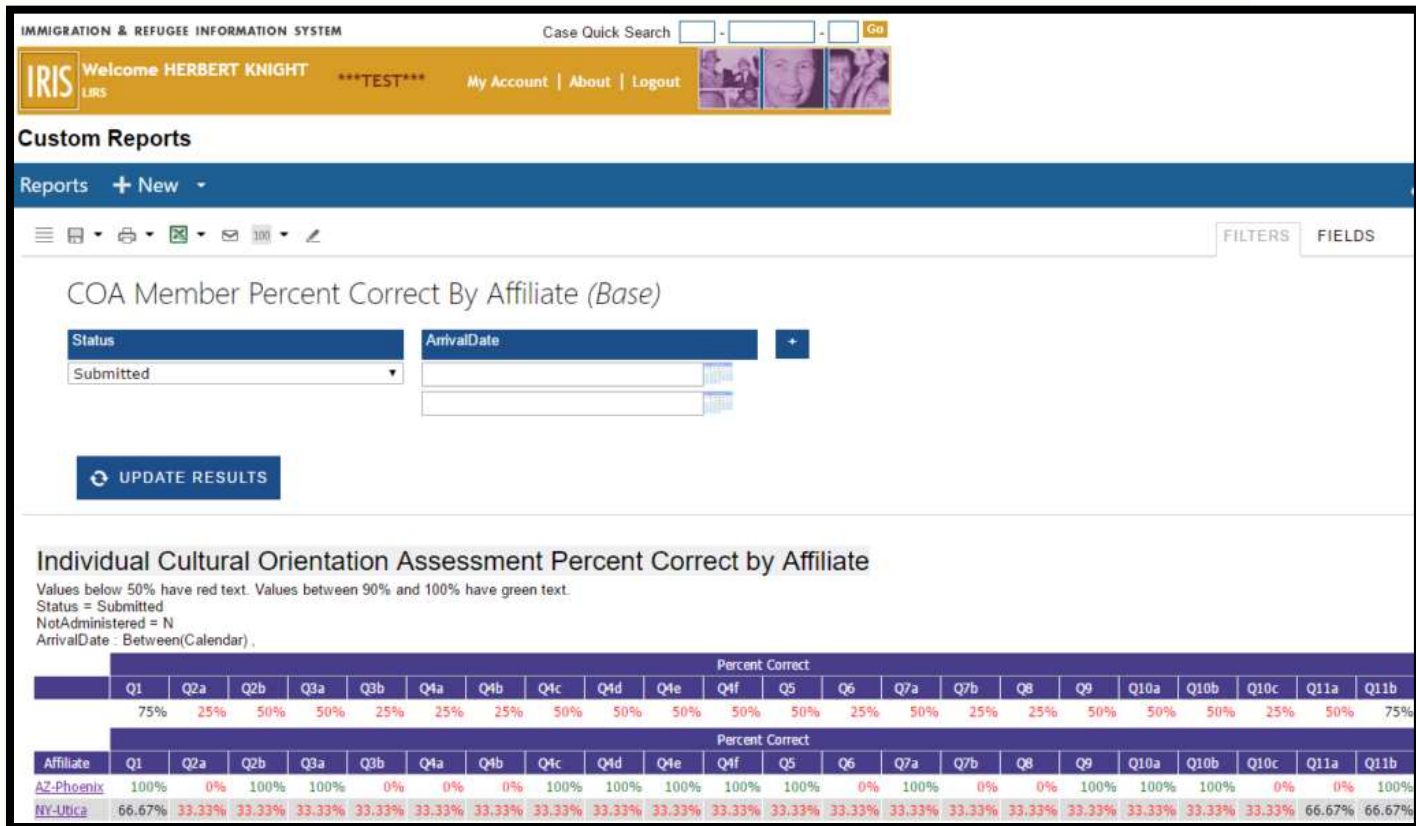


Figure 7. Sample Cultural Orientation Percent Correct by Affiliate Report

# 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
<b>CO Assessment Submitted Value</b>	Cultural Orientation (CO) Assessment data will remain on the "submitted" notification a default of 30 days
<b>CO Assessment DueOverdue</b>	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.
<b>CO Assessment Date</b>	Date when the CO forms will be present. Default is 10/01/2016.
<b>CO Assessment Lock Period</b>	Number of days after the case arrival date for which the CO form will be locked from editing. Default value is 15 days.