



TENT

Partnering with refugee resettlement agencies to hire refugees in the U.S.

January 2023



By the end of this presentation, you will:

- ▲ Learn more about the national refugee resettlement agencies in the U.S
- ▲ Understand how your company can effectively work with RAs to implement your refugee hiring projects
- ▲ Discover other types of organizations that can help companies hire refugees



More information about this topic can be found in the Quick Guide “**Partnering with Refugee-Focused NGOs**” available on Tent’s [Members’ Hub](#)



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Who are they and what do they do?

The Office of Refugee Resettlement within the U.S. Department of Health and Human Services contracts 10 national refugee resettlement agencies (RAs) to help integrate refugees into American society

- RAs are national non-profit organizations with local affiliates around the country that provide direct services to refugees
- RAs provide holistic integration support to refugees, including helping them find housing, enrolling children in school, and identifying employment opportunities

10 National Refugee Resettlement Agencies

1. [Bethany Christian Services \(BCS\)](#)
2. [Church World Service \(CWS\)](#)
3. [Episcopal Migration Ministries \(EMM\)](#)
4. [Ethiopian Community Development Council \(ECDC\)](#)
5. [Hebrew Immigrant Aid Society \(HIAS\)](#)
6. [International Rescue Committee \(IRC\)](#)
7. [Lutheran Immigration and Refugee Services \(LIRS\)](#)
8. [United States Conference of Catholic Bishops \(USCCB\)](#)
9. [US Committee for Refugees and Immigrants \(USCRI\)](#)
10. [World Relief Corporation \(WR\)](#)



*A list of the RA local affiliates,
organized by state can be found
[here](#)*

Resettlement agencies prepare refugees for employment by:

- ✓ Orientating refugees to the U.S. **job market** and setting expectations about the types of professional roles available in their metro area
- ✓ Teaching refugees about U.S. **workplace customs**
- ✓ Providing **English as a Second Language training, vocational training, and skills recertification**
- ✓ Helping refugees prepare **resumes** and **cover letters**



Resettlement agencies can help businesses recruit refugee talent by:

- ✓ **Pre-screening** job applicants to match your employment requirements
- ✓ Developing a pipeline of candidates **legally authorized** to work in the U.S.
- ✓ Completing new hire paperwork and following up with refugee hires to **ensure mutual satisfaction**
- ✓ **Translation services** and **post-hiring support**
- ✓ **Providing feedback** on ways a company can adjust their hiring practices to accommodate refugees

Note that these refugee resettlement agencies are not staffing agencies, and cannot guarantee that they will be able to place refugees at a company.

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Creating a welcoming environment for refugee employees

RAs want to partner with companies that will create a welcoming environment for refugee employees. They will be particularly interested in learning about a company's approach to the following topics, that are critical to successful refugee integration:



Salary and benefits



Career pathways



English language proficiency support

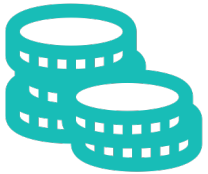


Hiring across skill levels



Transportation assistance


Salary and benefits



RAs want to make sure that **salaries offered are competitive** with offers from other companies in that area or industry, and that employers will offer comprehensive benefits (e.g. healthcare, paid time off) to refugee employees.

Companies should be prepared to share salary ranges and benefits during introductory conversations with these organizations.

Solutions for refugees with limited English proficiency



RAs will be looking to partner with companies that are committed to effectively integrating refugees, even if they don't speak English proficiently just yet.

To ensure the success of refugees who are still learning the language, companies should:

1. **Consider which roles** at their company could be filled by someone with limited English proficiency
2. **Express to RAs that they plan to create a welcoming environment for refugees who are English language learners** (e.g., by translating key documents to other languages, assigning refugees a team lead or manager within the company who speaks their native language, etc.).



Strategies for how to hire low-language proficiency employees and ensure their success can be found in Tent's guidebook, [Bridging Language and Work: Solutions to Invest in Immigrant and Refugee Talent.](#)

Transportation assistance



Many recent refugee arrivals do not have a driver's license or access to a car.

RAs will be looking to partner with companies that can **help refugees without a car get to work**, whether it be through developing resources to help them navigate public transportation, carpooling with other employees, chartering a van to pick up multiple refugee employees, or offering transportation subsidies.



Best practices on helping refugee employees get to and from work can be found in the Quick Guide on **“Addressing Transportation Barriers for Refugee Employees”** on Tent's [Members' Hub](#)

Career pathways



Even though many refugees will join companies at entry-level roles, RAs will be looking to partner with companies that are committed to the long-term growth and career development of refugee employees.

Companies should express a desire to **help refugee employees grow within their business**, particularly given that refugees are a very loyal talent base.

Hiring for a range of skill levels



Refugees in the United States arrive with a variety of educational and professional backgrounds.

Companies should be **open to hiring refugees at all skill levels**, and go into introductory conversations with non-profits with a general sense of the type of positions they are looking to fill, including the skills and backgrounds they expect of applicants.

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Align on recruitment process, timeline, and POCs

- During the introductory conversation, **companies and RAs should align on the process and timeline** for how the latter will identify and refer potential refugee candidates for job openings.
- **Both the company and the RA should identify a main point of contact** so that all parties know who to reach out to for next steps.
- **Companies should ask for both the direct phone number and email address for the employment specialist** at these organizations so that companies have multiple avenues to reach the organization if needed.



Showcase your commitment to refugee hiring

- **RAs are looking for corporate partners that are committed to forming a long-term working relationship** and properly evaluating applications from their refugee clients.
- **Companies should showcase that they are committed to seriously considering all refugee applicants**, whether that be through assigning a HR point of contact that can receive refugees' resume via email or creating customized career websites (or referral codes) that companies share with RA partners so that they can track applicants that were referred by these organizations.
- **Companies should also work together with RA partners to track refugee applicants** and the status of their application.

Be patient and persistent

- **RAs in the U.S. are undertaking herculean efforts to integrate tens of thousands of Afghans, Ukrainians, and other refugees into the country.** Given that their staff have limited bandwidth as a result, they might sometimes be a bit slower to respond to company outreach.
- **The slate of refugee clients that a local affiliate is working with changes frequently.** Just because an agency does not have any refugee candidates that might fit a company's needs at one time, it does not mean that they will not have relevant candidates in the future.
- **Companies should email their contacts at the refugee resettlement agencies on a monthly basis** to share their current hiring needs and inquire to see if the agency has any relevant refugee candidates.

While hiring refugees requires an initial investment in time and energy, the long-term dividends outweigh the costs.

Other organizations can help companies hire refugees outside of RAs too

- 1 High-skilled refugee talent**
E.g. Upwardly Global, One Refugee, Global Talent
- 2 Staffing agencies**
E.g. Amplio Recruiting
- 3 Cultural and religious organizations**
E.g. Razom, Afghan-American Foundation



Tent is here to help connect you to partners, navigate hurdles, and share best practices



Companies should reach out to the Tent team to align on the implementing partners that are best suited to support their hiring needs.

After this initial assessment, **the Tent team can facilitate relevant introductions to implementing partners**

Companies should reach out to the Tent team if they are facing challenges connecting with refugee organizations after following the best practices previously highlighted.



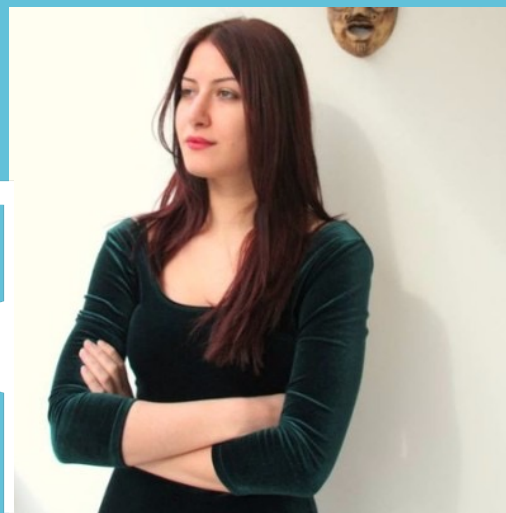
▲ Thank you!

Visit our [Members' Hub](#) to access exclusive trainings, webinars, guidebooks, research, case studies, and more.

Panel Discussion: Working with RAs at the national and local level to hire refugees



Paige Seymour,
Employment Program
Supervisor at Refugee
Services of Texas



Sila Boz,
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Episcopal Migration
Ministries (HQ)



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