Arrival in Tennessee
A caseworker meets refugees at the airport and takes them to their apartment. It is modestly furnished and stocked with food and necessities.

Orientation
Refugee clients receive an orientation about the role of the resettlement agency, how to access necessary services, and American laws and cultural practices.

Medical Screening
Caseworkers work with clinics to provide physical exams, vaccines, testing for communicable diseases, and specialist referrals.

Logistical Assistance
Caseworkers help clients apply for Social Security cards as well as health and medical benefits. Most of these benefits are only available for up to eight months.

School
A school liaison helps children enroll in school. Parents and children receive customized orientations about school policies, transportation to school, and important contacts.

Job Readiness
Agencies help prepare clients for the American workplace by teaching them interview skills and workplace vocabulary and etiquette.

Job Placement
Refugee-serving agencies build and maintain connections with employers. The agencies work to find appropriate jobs and monitor how the new employees settle in.

Self-Sufficiency
The primary aim of the US Refugee Resettlement Program is to help refugees become self-sufficient as quickly as possible.

Ongoing Services
- Interpretation and Translation: Interpretation/translation services are available to clients as needed.
- English Language Classes: English language classes are available to clients for extended periods of time.
- Case Management: Refugee-serving agencies provide case management assistance for up to five years from arrival.

Tennessee Office for Refugees
“Be not forgetful to entertain strangers: for thereby some have entertained angels unaware.”