



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 shows the IRIS User Maintenance interface. At the top, it says "IMMIGRATION & REFUGEE INFORMATION SYSTEM" and "Case Quick Search". The user is identified as "WELCOME RENE ROBERTS" with the role "LIRS" and the text "***TEST***". There are links for "My Account", "About", and "Logout".

The "User Maintenance" section contains the following fields:

- Username: pnowlan2
- First Name: RENE
- Last Name: ROBERTS
- Email address: * mgalgano@partners-intl.net
- Title: IT
- VOLAG or Affiliate: * AZ-Phoenix
- Status: * Active
- LDAP Username: (empty)

Below these fields are two group selection lists:

- Assigned Groups:** AffMGStaff, Custom Report Affiliate Admin, Custom Report Affiliate Viewer, and AffCulturalOrientation (highlighted in green).
- Unassigned Groups:** AffSup.

There are navigation arrows (<< and >>) between the two lists. Below the lists are three checkboxes:

- Do not send any emails to this account.
- This account is locked.
- Hide empty notification links on dashboard.

At the bottom, it shows "Last Login: 10/6/2016 6:37:14 AM" and "Login Attempts: 0". There are "Save" and "Cancel" buttons. A red note at the bottom states: "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 90th 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

Pre Arrival | Post Arrival | RA Notes | Matching Grant | Other Programs

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

Individual CO Compliance/Assessment

Individual CO Compliance: TURNER, ROBIN

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

5) Did the Individual take the CO assessment?
 Yes
 No

Individual CO Assessment: TURNER, ROBIN

The Individual did not receive CO within the R&P Period

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 th day or the 90 th day has passed.
Individual CO Compliance/Assessment Due/Overdue Submitted	The Individual 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, Quarterly Consultation, Matching Grants, and Reports. The main content area is titled 'Notifications' and is updated as of 7/11/2018 7:53:32 AM. It is divided into several categories: Pre-Case Processing, R&P Pre-Arrival, Pre-Arrival Minor Reports, Travel, R&P Cultural Orientation, R&P Period Reports, Post-Arrival Minor Reports, Matching Grant, General, and Recently Viewed. The 'R&P Cultural Orientation' section is highlighted in red and contains the following notifications:

- Individual CO Compliance/Assessment Due/Overdue (3)
- Individual CO Compliance/Assessment Submitted

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 to learn more about custom reports and the data available. Sample Cultural Orientation Custom Reports are available in the custom report “base” category.

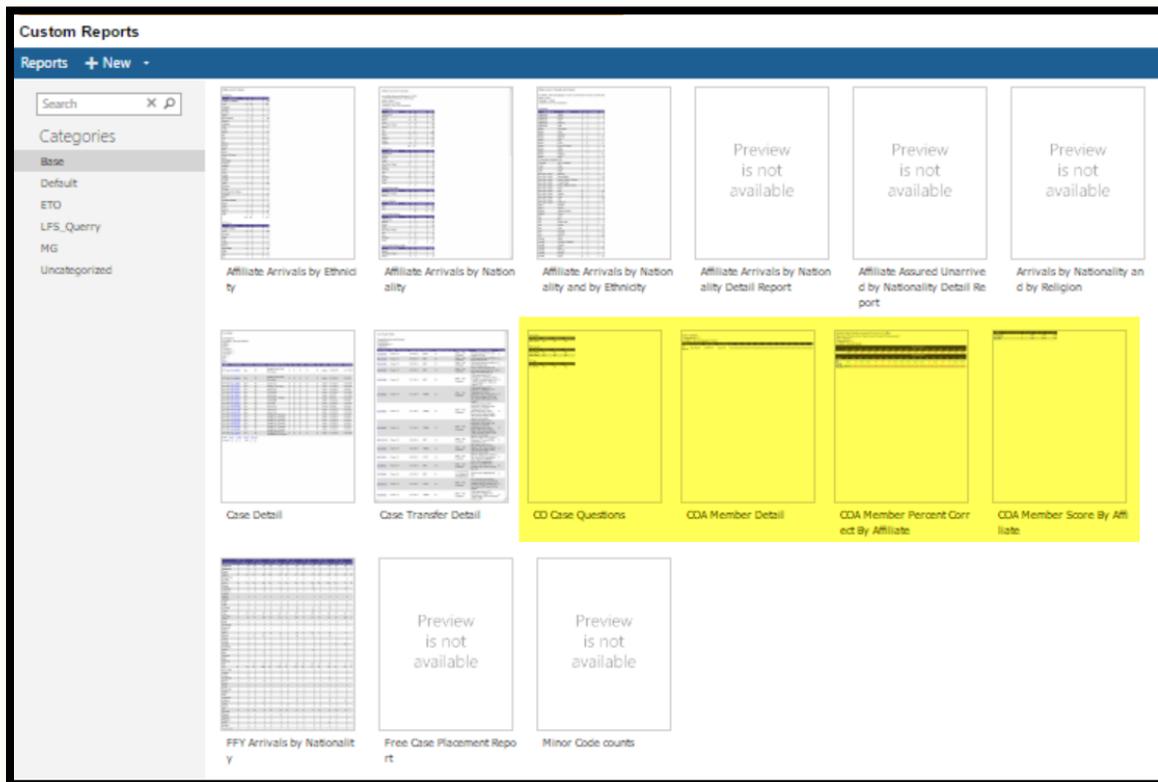


Figure 6. Locating IRIS Cultural Orientation custom reports

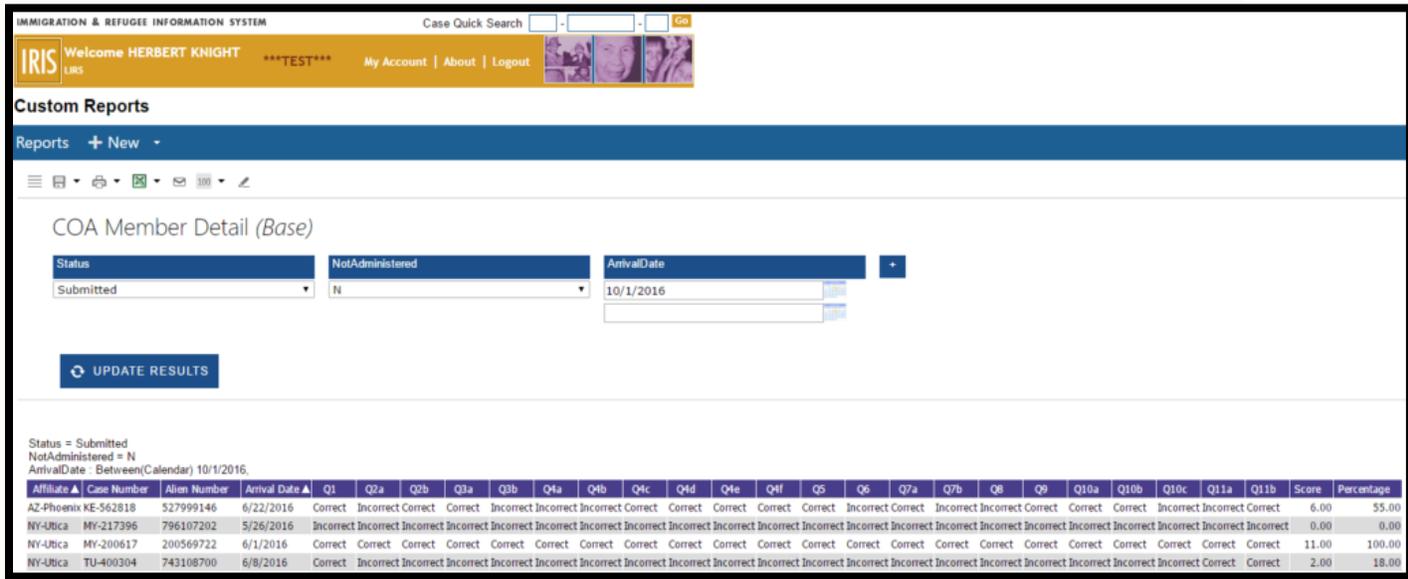


Figure 7. Sample Cultural Orientation Individual Detail Report

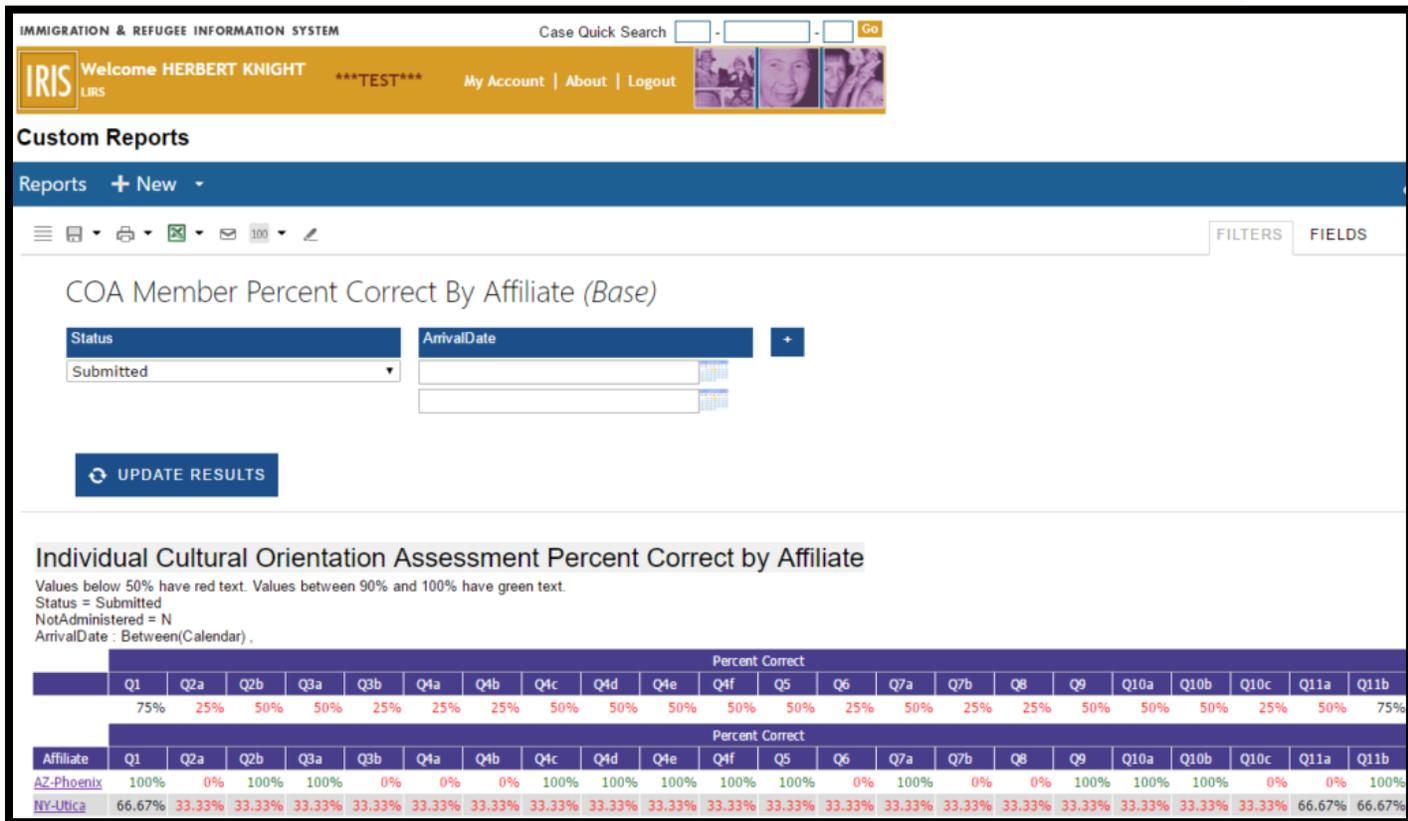


Figure 8. Sample Cultural Orientation Percent Correct by Affiliate Report

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.