R&P Cultural Orientation Model Assessment, French (Congolese)

Participant Name   _____   Case #   _____

Assessor Name   _____

Date CO Completed   _____   Date of Assessment   _____

Additional Notes   _____

       _____

       _____

Reminders for assessors:

- Locally- or culturally-relevant terms may be substituted in English or in the language of the assessment.
- Any term used in English or other languages may be defined or rephrased if the participant does not understand the word.
- Partial credit should only be awarded where indicated. "Prompt" and "Incorrect" boxes do not receive credit.
- The assessment should be given to one participant at a time.
- Do not indicate to the participant whether responses are correct or incorrect during the administration of the assessment. You can say "thank you" or "ok" after each response to indicate you are moving on to the next question.
- You should provide reassurance or stop the assessment if the participant becomes upset or frustrated.
- You should prompt the participant for another answer or to be more specific if (1) the answer was almost correct but too vague, (2) the participant misunderstood the question, or (3) the participant indicates the question is not applicable to her or him.

Before beginning the assessment:

- Make a statement such as the following:

  "We are conducting this assessment to find out how much you know about the U.S. after attending cultural orientation. Your responses will not have any impact on the services provided to you and your name will not be used in any reports about the results. Please let me know if you need to stop or take a break."

  "Le but de cette évaluation est de tester vos connaissances sur les Etats-Unis après avoir assisté à la session d'orientation culturelle. Vos réponses n'auront aucun impact sur les services qui vous sont offerts et votre nom ne sera utilisé dans aucun rapport concernant les résultats. Si jamais vous avez besoin d'arrêter ou de prendre une pause, s'il vous plaît, dites-le-moi. "

- This statement can be made in any language and using any wording that feels comfortable, as long as the following ideas are conveyed:
  - Results will not affect services provided to individuals or case members.
  - Data will not be reported publically by name.
  - Participants may stop or take a break at any time.

1	What is one reason why it is important to learn English?
	Quelle est une raison pour laquelle il est important d'apprendre l'anglais ?

Response:	Correct ☐	Incorrect ☐
	Give 1 point for correct answer	

*Reason should reflect survival or comfort in the U.S., e.g., employment, acculturation, talking to Americans, English is the language spoken here. A response like "because the case worker said to" should not be considered a correct answer. If the participant states that s/he already speaks English, **prompt "Why is it important for anyone in the U.S. to learn English?" Pourquoi est-il important pour quiconque d'apprendre l'anglais aux États-Unis ?***

2	What is your address and phone number?
	Quelle est votre adresse et numéro de téléphone ?

Address (Must include house #, street name, apt # [if applicable], and city):	Displayed or said correctly ☐	Incorrect ☐
	Give 0.5 point for correct answer	
Phone number (Must have area code if routinely stated by locals):	Displayed or said correctly ☐	Incorrect ☐
	Give 0.5 point for correct answer	
EXEMPTION: Participant has no phone	Exempt ☐	

*Information must be said, written, or displayed in English. You may prompt the participant if s/he does not mention a critical element (e.g., **"What is the city?" Quelle est la ville ?**), and all critical elements must be stated accurately for full credit. If a participant cannot remember address and/or phone number or cannot say it in English, **prompt "Do you have it written down on something you carry with you?" "L'avez-vous écrit sur quelque chose que vous portez sur vous ?"** Displaying address and phone number on something carried at all times (including cell phone or pocket card) should be considered a correct answer. If participant does not have a personal phone number, you may mark "Exempt."*

3	Can you tell me two services provided by [name of agency] that help refugees resettle or adjust to life in the U.S.? Pouvez-vous me dire deux services fournis par [nom de l'organisme] qui aident les réfugiés à se réinstaller ou s'adapter à la vie aux États-Unis ?			
Response 1:	Correct ☐	Prompt ☐	Incorrect ☐	
Response 2:	Correct ☐	Prompt ☐	Incorrect ☐	
If needed, response 3:	Correct ☐	Incorrect ☐		
		Give 0.5 point for each correct answer (maximum 1 point)		

If client names something related to but not the responsibility of the resettlement agency or does not specify how the service provided by another organization is connected to the agency (e.g., says "public assistance" instead of "signs me up for public assistance"), **prompt "Can you think of anything else?"** ***"Pouvez-vous penser à quelque chose d'autre ?"*** *If an individual's responses are all too general (e.g., "they will help me," "health"), you may* **prompt "Can you think of <u>specific</u> things they can do to help you adjust to life in the U.S.?"** ***"Pouvez-vous penser à des choses spécifiques qu'ils peuvent faire pour vous aider à s'adapter à la vie aux États-Unis ?"*** *Local resettlement agencies should provide assessors with a list of correct responses (e.g., what direct services and referrals are offered) and what responses are close but not directly connected or too vague and thus suitable for prompting.*

4	For each health concern that I say, indicate whether you should care for it yourself, make an appointment with your doctor's office, or go to a hospital emergency room. Pour chaque problème de santé que je mentionne, indiquez si vous devriez vous en occuper vous même, prendre rendez-vous avec un médecin ou aller aux urgences d'un hôpital.

		Correct	Incorrect
#1: Your chest or heart hurts Vous avez mal à la poitrine ou au cœur.	*(Answer: hospital)*	☐	☐
#2: You have a runny nose Vous avez le nez qui coule.	*(Answer: yourself)*	☐	☐
#3: You have an earache for three days Vous avez un mal d'oreille trois jours durant.	*(Answer: doctor)*	☐	☐
#4: You have a small cut on your finger Vous avez une petite coupure sur le doigt.	*(Answer: yourself)*	☐	☐
#5: You think you have broken your ankle Vous pensez que vous vous êtes cassé la cheville.	*(Answer: hospital)*	☐	☐
#6: You have a big rash on your back Vous avez une grande éruption cutanée sur le dos.	*(Answer: doctor)*	☐	☐

Give 1 point for all 6 correct, 0.5 point for 3-5 correct, and 0 points for 0-2 correct

5	If you were at the hospital and needed an interpreter, what would you say in English or do to ask for one? Si vous étiez à l'hôpital et vous aviez besoin d'un interprète, que diriez-vous en anglais ou que feriez-vous pour en demander un ?			

Response 1:	Fully correct	Correct but requires prompt	Incorrect
	☐	☐	☐

If needed, response 2:	Correct	Incorrect
	☐	☐

Give 1 point for fully correct initial response, or give 0.5 point for each correct answer (maximum 1 point)	

A fully correct initial response would include a question or a statement in English *signifying the need for an interpreter and an indication of which language is needed (1 point). If the participant does not say the name of her or his language,* **prompt "How would you tell them what language you speak?" "Comment leur diriez-vous quelle langue vous parlez ?"** *(response must be in English). English responses need not be grammatically correct but must be comprehensible. Demonstrating the use of a 'language request' card or stating that the participant would call someone they know who speaks English should be awarded full credit (1 point). If the participant states that s/he already speaks English,* **prompt "What if you needed to ask for an interpreter for another person?" "Et si vous aviez besoin de demander un interprète pour quelqu'un d'autre ?"**

6	When your [name of initial assistance program] ends, how will you/your family get money? Lorsque votre [nom du programme d'assistance initiale] se termine, comment allez-vous/votre famille obtenir de l'argent?			

Response 1:	Correct	Prompt	Incorrect
	☐	☐	☐

If needed, response 2	Correct	Incorrect
	☐	☐

Give 1 point for correct initial response or response to prompt (maximum 1 point)	

If the participant says something vague like "the government" or "the community," prompt **"Can you be more specific?" "Pouvez-vous être plus précis?"** *(the participant must then name or describe a government/community program or office). If the participant states that another family member will support her or him, prompt* **"How will s/he get money to support the family?" "Comment va-t-il /elle obtenir de l'argent pour soutenir la famille?"** *Depending on the participant's situation, correct responses may include employment of self or other household members as well as federal or state income supports.*

7	What are two things a refugee can do to become employed? Citez deux choses qu'un réfugié peut faire pour devenir un salarié.			
Response 1:		Correct ☐	Prompt ☐	Incorrect ☐
Response 2:		Correct ☐	Prompt ☐	Incorrect ☐
If needed, response 3:		Correct ☐	Incorrect ☐	
Give 0.5 point for each correct answer (maximum 1 point)				

Response should reflect tangible steps toward employment, including steps on a job search or application, learning English, job training, or getting necessary documentation. If refugee's response is too general (e.g., "go to the agency") or related to attributes that make one employable (e.g., "be hardworking and honest"), prompt **"Can you think of anything else?"** *"Pouvez-vous penser à quelque chose d'autre?" If the refugee indicates they cannot work due to age or disability or if they are already employed, prompt "What can any refugee do to become employed?" Que peut tout réfugié faire pour obtenir un emploi ?*

8	Imagine I am a friend who is staying with you at your home. Tell me how to get from your home to the nearest grocery store. Be sure to give me specific instructions so that I can get there by myself. Imaginez que je suis un ami qui est avec vous à la maison. Dites-moi comment aller à l'épicerie la plus proche. Soyez sûr de me donner des instructions spécifiques de sorte que je sois capable d'y arriver tout seul.			
Response:		Correct ☐	Prompt ☐	Incorrect ☐
If needed, response 2:		Correct ☐	Incorrect ☐	
Give 1 point for correct initial response or response to prompt (maximum 1 point)				

Assessor may substitute another critical service such as drug store, food pantry, or laundromat (if not in participant's own apartment complex). Correct answers may be a description of driving or walking directions or stating which bus/train to take and where to get off. The participant need not name specific streets but should provide some description of which direction and how far to go (if walking or driving) or how far to go on public transportation. The answer should provide sufficient evidence that the participant knows where the grocery store or other critical service is; the question is not testing the participant's ability to provide directions.

9	What might happen if you do not pay your rent? Qu'est-ce qui pourrait arriver si vous ne payez pas votre loyer ?			
Response 1:		Correct ☐	Prompt ☐	Incorrect ☐
If needed, response 2		Correct ☐	Incorrect ☐	
Give 1 point for correct initial response or response to prompt (maximum 1 point)				

*If participant states that another family member pays the rent, **prompt "What might happen to your family if [name of family member] does not pay the rent?" "Qu'est-ce qui pourrait arriver à votre famille si [nom du membre de la famille] ne paie pas le loyer ?"** Correct answers include become evicted/have to leave the home, bad credit report, get sued by landlord, other legal consequences depending on the locality.*

10	What are three things you should do to be safe in your home? Quelles sont les trois choses que vous devriez faire pour être en sécurité à la maison ?		
Response 1:		Correct ☐	Incorrect ☐
Response 2:		Correct ☐	Incorrect ☐
Response 3:		Correct ☐	Incorrect ☐
Give 1 point for all 3 correct, 0.5 point for 1-2 correct, and 0 points for 0 correct			

Answers may be stated as things to do or to have (e.g., supervise children in the bathtub, keep a fire extinguisher in the apartment) or things to avoid (e.g., don't smoke in bed).

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? Imaginez que vous aidez un réfugié nouveau venu à apprendre à utiliser le système de transport local (bus ou métro). Quelles sont les deux choses spécifiques que vous lui apprendriez à l´heure de prendre le bus ou le métro ?

Detail 1:	Correct ☐	Incorrect ☐
Detail 2:	Correct ☐	Incorrect ☐

Give 0.5 point for each correct answer (maximum 1 point)	
EXEMPTION: There is no public transportation	Exempt ☐

Relevant details might include: buy a ticket, use a ticket, use coins to pay, read a map, board the train/bus, exit the train/bus, where to get on, where to get off (each of those counts as one detail). If participant is likely to need specialized transportation for the disabled, ask about this system. For specialized transportation, one detail such as whom to call may suffice, depending on the level of independence required to access/use service.

TOTAL SCORE: _____ out of _____
                Total points awarded   # questions attempted (9.5, 10, or 11)