<table>
<thead>
<tr>
<th>Time</th>
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<tr>
<td><strong>Day One – November 14, 2019</strong></td>
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<tr>
<td>8:30 – 9:30 AM</td>
<td>Continental breakfast and registration</td>
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<tr>
<td>9:30 – 11:30 AM</td>
<td>Welcome, opening remarks, RSC 101, plenary presentation by Safia Elhillo and Q/A</td>
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<tr>
<td>11:30 – 11:45 AM</td>
<td>Break and Pick up Lunch</td>
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<td>11:45 AM – 1:45 PM</td>
<td>Welcome and lunch, plenary presentation by Loung Ung and a Q&amp;A, and Pecha Kucha Presentations by local refugees</td>
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| 2:00 – 3:15 PM          | Concurrent Workshops                                                      | Session #1A: *Lessons from the Field: A Year of Psychological Evaluation of ICE detainees and Other Asylum Seekers in Northern Ohio*  
(Presenters: Dr. Nanette Auerhahn, Brian Hoffman, and Shari Nacson)  
Session #1B: *Neighborhood-Based Psycho-Social Refugee Peer Support Groups: Assessing Impact Through Research*  
(Presenters: Leslie Aizenman, Dr. Azadeh Masalehdan Block, and Yesmina Salib)  
Session #1C: *Person-Centered, Trauma-Informed Care for Providers and Caregivers of Older Adults with a History of Trauma: A Training Model*  
(Presenters: Gilda Katz and Marina Markovich)  
Session #1D: *Developing an Empowering Model of Refugee Resettlement*  
(Presenter: Dr. Elizabeth Patterson Roe)  
Session #1E: *Strengths-based Strategies for Helping Clients Overcome Employment Barriers*  
(Presenters: Saba Imran and Daniel Wilkinson)  
| 3:30 – 4:45 PM          | Concurrent Workshops                                                      | Session #2A: *Innovation and Resiliency in a Refugee Integrated Care Clinic: Clinical Excellence, Collaboration and Training Future Generations*  
(Presenters: Dr. Aniyizhai Annamalai, Dr. Lilanthi Balasuriya, and Dr. Andrea Mendiola)  
Session #2B: *A Mixed Method to Investigate the Obstacles Facing Congolese Refugee Families in the Midwestern Region of the United States*  
(Presenters: Dr. Grace H.C. Huang and Dr. Eddie T.C. Lam)  
Session #2C: *Predicting Refugee Integration from RISE Longitudinal Data: New Insights, New Narratives*  
(Presenters: Dr. Gary Lichtenstein and Dr. Jini E. Puma)  
Session #2D: *The One Community Program: Education and Prevention of Female Genital Cutting*  
(Presenters: Dylanna Grasinger and Dr. Patricia Stubber)  
Session #2E: *So, You Think You Can’t Teach Pre-Employment/Job Readiness Skills to Low Level ESL Students?*  
(Presenter: Amar Bhattarai)  
| 5:30 – 8:30 PM          | Attend Cartography at Playhouse Square and/or dinner on your own           |                                                                         |
# Schedule for November 15, 2019

**Great Lakes Conference on Refugee Resilience and Integration: Promising Practices, Emerging Trends**

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<tr>
<th>Time</th>
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<tr>
<td><strong>Day Two – November 15, 2019</strong></td>
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<td>8:00 – 9:00 AM</td>
<td>Continental breakfast and registration</td>
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Session #3B: *Resilience in Refugees: The Promising Practice of Art Therapy as a Tool for Integrated Healing* (Presenter: Jessica Buescher)  
Session #3C: *Self-Care: A New Perspective. Resilience for Staff, Resilience for Refugees* (Presenter: Kristina Marsh)  
Session #3D: *Introduction to Evidence Based Services* (Presenter: Floor de Ruijter)  
Session #3E:                                                                   |
| 10:30 – 11:45 AM| Concurrent Workshops Session #3                                              |                                                                         |
| 11:45 – 12 noon | Break and Pick up Lunch                                                     |                                                                         |
| 12:00 noon – 1:45 PM | Welcome and lunch, plenary presentation by Dr. Cecilia Tsu on the history refugee resettlement followed by a panel discussion on where we go now in regards to resettlement | Session #4A: *Trauma Education Nurse Visits in Primary Care* (Presenter: Sara Doran)  
Session #4B: *Telling Stories: The Healing Power of Giving Testimony* (Presenters: Dr. Bridget Haas, Justine Kayitesa, Dr. Suzanne LeSure, and Damaris Mrosko)  
Session #4C: *Advocating for Refugees in Public Schools: Tips for Resettlement Staff & Community Leaders* (Presenter: Laura Gardner)  
Session #4D: *Designing Cultural Orientations to Improve Refugees Integration* (Presenter: Inza Ouattara)  
Session #4E: *Microenterprise Opportunities for Refugee Entrepreneurs (M.O.R.E.)* (Presenters: Keith Combs, Tigist Gebremichael, Michelle Taylor, and Hiriyi Weldeslasie) |
| 2:00 – 3:15 PM  | Concurrent Workshops Session #4                                              |                                                                         |
| 3:30 – 4:30 PM  | Closing activity                                                           |                                                                         |
CONCURRENT WORKSHOP SESSIONS #1

Developing an Empowering Model of Refugee Resettlement
This presentation will utilize qualitative research to support an anti-oppressive community development model for refugee resettlement. Participants will use the results of this research to develop strategies to support refugees in their process of empowerment and integration into the community.

**Presenter:** Dr. Elizabeth Patterson Roe

Lessons from the Field: A Year of Psychological Evaluation of ICE detainees and Other Asylum Seekers in Northern Ohio
This session will summarize lessons learned from a year of psychological evaluations for asylum seekers which were primarily conducted with ICE detainees at Northeast Ohio Correctional Center’s Youngstown prison. Attendees will understand what psychological evaluations are and what they are not, the logistics and work that go into a pro bono evaluation, and systemic observations based on a year of field world. Additionally, attendees will be provided resource lists including training opportunities and peer support.

**Presenters:** Dr. Nanette Auerhahn, Brian Hoffman, and Shari Nacson

Neighborhood-Based Psycho-Social Refugee Peer Support Groups: Assessing Impact Through Research
Are you interested in learning more about peer-led support groups with immigrant and refugee populations? Would you like to learn more about quantitative and qualitative evaluation strategies? If so, this session is for you. This session will focus on evidence-based practices for improving refugee well-being, tools for measuring assessment, and evaluation and outcomes as well as strengths-based, trauma-informed and group-based approaches to refugee wellness. Participants will gain insight into the origins and explanation of the peer support model, hear peer leader narratives, and learn how to replicate peer-led support groups in their own agency and how to incorporate both qualitative and quantitative evaluation strategies.

**Presenters:** Leslie Aizenman, Dr. Azadeh Masalehdan Block, and Yesmina Salib

Person-Centered, Trauma-Informed Care for Providers and Caregivers of Older Adults with a History of Trauma: A Training Model
This presentation will address best practices of trauma-informed approaches to refugee wellness that have been tested and refined in the 75 years since World War II. Discussion will touch on factors that further complicate resettlement and care of aging trauma victims. Participants will gain insight from experiences of Eastern European Holocaust Survivors and will also hear about experiences of Former Soviet Union refugees. This presentation will also give participants an opportunity to view and discuss a 22-minute film entitled “Painful Memories: Understanding the Special Needs of Aging Holocaust Survivors.”

**Presenters:** Gilda Katz and Marina Markovich
Strengths-Based Strategies for Helping Clients Overcome Employment Barriers
This session will discuss strengths-based strategies for helping clients navigate common employment barriers (language, transportation, childcare, etc.). It will also engage attendees in interactive activities designed to help staff identify creative ways to empower clients as they pursue self-sufficiency and long term career goals. The session will be facilitated by Switchboard, a technical assistance program funded by the Office for Refugee Resettlement.

**Presenters:** Saba Imran and Daniel Wilkinson

**CONCURRENT WORKSHOP SESSIONS #2**

A Mixed Method to Investigate the Obstacles Facing Congolese Refugee Families in the Midwestern Region of the United States
The purpose of this workshop is to introduce a research study that investigates resettled Congolese refugee families’ parenting styles and the role of language in their family life. The presenters will share their research techniques and findings so that participants can walk away with a better understanding of the resettled Congolese refugee families’ parenting practices and how language plays a significant role in their resettlement experiences. Additionally, session participants will gain insight into program development for refugee families.

**Presenters:** Dr. Grace H.C. Huang and Dr. Eddie T.C. Lam

Innovation and Resiliency in a Refugee Integrated Care Clinic: Clinical Excellence, Collaboration and Training Future Generations
Resilience in refugee populations is highly variable and is a complex topic in refugee mental health influenced by a myriad of factors including severity of mental illness and immigration. In this session, the presenters will describe internal characteristic traits of resilience and review external protective factors that can enhance resilience including access to resources and social institutions, community stability, and social networks. A clinical case will be reviewed to highlight an innovative, integrated, interdisciplinary healthcare model which is focused in recovery and refugee mental health and discusses ways of providing excellence in integrated care with the goal of enhancing resilience in refugee populations and in the clinical care team that provides the services. A goal of this session is to inspire the audience to adopt components of this resiliency building model into their own practice to mitigate burnout and foster resiliency among the refugee patient population.

**Presenters:** Dr. Aniyizhai Annamalai, Dr. Lilanthi Balasuriya, and Dr. Andrea Mendiola

Predicting Refugee Integration from RISE Longitudinal Data: New Insights, New Narratives
The Refugees Integration Survey and Evaluation (RISE) study is the only known longitudinal study of refugee integration in the United States based on a recognized conceptual framework and a valid and reliable survey instrument. Additionally, it is only the third such study conducted in the world. This presentation will describe the survey instrument, community-engaged data collection process, some of the longitudinal RISE results, as well as the implications for practice and research and explore a new model of refugee integration.

**Presenters:** Dr. Gary Lichtenstein and Dr. Jini E. Puma
So, You Think You Can’t Teach Pre-Employment Job Readiness Skills to Low Level ESL Students?
This presentation will focus on lessons learned in teaching employment readiness/pre-employment skills to refugees with multi-level English and/or ESL skills with a focus on refugees with beginner level English. Through a Prezi presentation and other activities, attendees will be given tools and ideas for adjusting curriculum lessons to reduce barriers in integrating work readiness topics and skills into the ELT/ESL classroom.
**Presenter:** Amar Bhattarai

The One Community Program: Education and Prevention of Female Genital Cutting
Discuss the evidence base and gaps in female genital mutilation/cutting (FGM/C) related health care services and the steps taken to mitigate said gaps. Through participation in this session, one will have a greater understanding in how to increase the following: service providers’ cultural expertise related to treating women with FGM/C; women with FGM/C’s access to culturally appropriate health care; and finally, community involvement in FGM/C prevention.
**Presenters:** Dylanna Grasinger and Dr. Patricia Stubber

CONCURRENT WORKSHOP SESSIONS #3

Co-Sponsorship: Critical for Refugees, Valuable for Communities, and Essential for America
What is Community Co-Sponsorship and what are the benefits of this refugee resettlement model? Join this session to learn about the global private sponsorship movement, based mainly on the Canadian experience, and hear about the recent revitalization of this traditional resettlement approach in the United States. Learn how a refugee resettlement agency in Connecticut built a state-wide co-sponsorship network of 50 community groups and thousands of volunteers that resettled 320 refugees. Participants will see the tangible benefits of full community co-sponsorship for refugees, communities and resettlement agencies. Learn how this approach is cost-effective and how it builds strong public support for refugee resettlement in an environment of political and financial uncertainty.
**Presenter:** Ann O’Brien

Introduction to Evidence Based Services
Do you wonder what evidence-based services are or how you can design an evidence-based refugee program? If so, this session is for you. Participants will learn about Switchboard, a stop resource hub for refugee service providers, funded by the Office of Refugee Resettlement (ORR). Participants will also gain a deeper understanding of evidence-based services in the context of resettlement and integration and how to use evidence in project design.
**Presenter:** Floor de Ruijter
Resilience in Refugees: The Promising Practice of Art Therapy as a Tool for Integrated Healing

Can you identify resiliency in your clients? Do you wonder where it comes from or how it can increase? During this session, a case study will be presented on how the polyvagal theory and art therapy tools are implemented to identify resilience. Attendees will have the opportunity to participate in an art therapy experiential to deepen their understanding of the nervous system and the role art making can play as a tool for integration. Participants will walk away with deeper knowledge on the importance of trauma-informed care with specifications to pre-verbal trauma, increased terminology of integrated healing via nervous system functions and art making, the ability to see resilience and how to increase it, and steps to implement an art therapy program in your community.

Presenter: Jessica Buescher

Self-Care: A New Perspective. Resilience for Staff, Resilience for Refugees

Are you or your staff feeling affected by the stress of being a helping professional? Are you looking for new ideas to support self-care in the workplace and protect your wellbeing? If so, join this session to hear a different perspective for self-care that starts with focusing on mindset about your role in working with refugees, that is, the role of a collaborator. Thinking about your role as a collaborator versus the owner of “a problem” can be a powerful change. Additionally, other domains to consider when creating a self-care plan aside from traditional ones will be presented and participants will be equipped with resources and practical strategies to bring to their agencies to continue the discussion and training on self-care.

Presenter: Kristina Marsh

CONCURRENT WORKSHOP SESSIONS #4

Advocating for Refugees in Public Schools: Tips for Resettlement Staff & Community Leaders

If you work in refugee resettlement or serve as a refugee community leader, join this session to learn how you can advocate for and with refugee students and families in local school systems. You will gain awareness of opportunities for refugee civic engagement including interacting with one’s local school board, acquire information on refugee parental rights in public schools and learn about the new Every Student Succeeds Act (ESSA) and how it may affect refugee students and families.

Presenter: Laura Gardner

Designing Cultural Orientations to Improve Refugees Integration

How important is post-arrival cultural orientation to resettlement of refugees? This presentation will discuss the importance of cultural orientation to refugee integration and provide ideas on how this important tool can be used to improve refugees access to medical and mental health care and employment. Participants will leave with a better understanding of the impact of post-arrival cultural orientation and how and why it should be used as a forum to design a customized and successful integration process for newly arrived refugees.

Presenter: Inza Ouattara
Microenterprise Opportunities for Refugee Entrepreneurs (M.O.R.E.)
The Micro-Enterprise and Development Program works one on one with refugee entrepreneurs creating a development plan shaped to accommodate the niche needs of each client and provides access to capital through credit building and micro-loans. Weekly, two-hour sessions pave the way for successful progression through each programmatic phase of finance, product development, market assessment and communications. This presentation will further discuss the barriers refugee entrepreneurs face whether starting or expanding a small business in the United States and how programs such as this one assist refugees in overcoming barriers. The session format includes an opening presentation followed by a panel discussion with refugee entrepreneurs of successful small businesses in Cleveland, Ohio.

**Presenters:** Keith Combs, Tigist Gebremichael, Michelle Taylor, and Hiriyti Weldeslasie

Telling Stories: The Healing Power of Giving Testimony
The use of testimonial therapy with refugees and survivors of torture is a powerful alternative to traditional mental health methods. Developed in Latin America, this brief, human-rights based, psycho-social intervention has been used internationally to support survivors of trauma and war. This presentation will focus on testimonial therapy with Congolese refugees resettled in Cleveland and through participation in this session, attendees will increase their skill in interviewing people displaced by war and trauma, explain the clinical steps in testimony therapy, and acquire a framework for understanding the meaning of giving testimony to a community.

**Presenters:** Dr. Bridget Haas, Justine Kayitesa, Dr. Suzanne LeSure, and Damaris Mrosko

Trauma Education Nurse Visits in Primary Care
Refugee patients often have complex behavioral health issues compounded by somatic complaints. Many patients end up in medical provider office visits voicing concerns which are not being resolved through mainstream interventions. This can lead to frustration in both the patients and their providers. Come learn about Trauma Education nurse visits, a pilot program that began in 2016 which offers a promising approach focused on holistic, trauma-informed care that is culturally appropriate and utilizes care team members to better meets the mental health needs of this growing facet of the community.

**Presenter:** Sara Doran
PLENARY SPEAKERS

SAFIA ELHILLO

Safia Elhillo, author of *The January Children*, recipient of the 2016 Sillerman First Book Prize for African Poets and 2018 Arab American Book Award. Sudanese by way of Washington, DC, she holds a BA from NYU’s Gallatin School of Individualized Study and MFA in poetry from the New School. She is an incoming 2019-2021 Stegner Fellow at Stanford University. Her work appears in *POETRY Magazine*, and *Callaloo*, among others, and in anthologies including *The BreakBeat Poets: New American Poetry in the Age of Hip-Hop* and *Women of Resistance: Poems for a New Feminism*. With Fatimah Asghar, she is co-editor of the anthology *Halal If You Hear Me*.

JASON STEARNS

Jason Stearns is a CIC Senior Fellow and Director of the Congo Research Group. Jason has been working on conflict dynamics in Central Africa since 2001, when he spent a year working for a local human rights group in Bukavu. He has worked for the International Crisis Group, the UN Group of Experts on the DR Congo, and the Rift Valley Institute. He is author of *Dancing in the Glory of Monsters: The Collapse of the Congo and the Great War of Africa*. 
DR. CECILIA TSU
Cecilia M. Tsu is Associate Professor of History at the University of California, Davis, where she teaches courses in U.S. history, Asian American/immigration history, and the history of California. She received her B.A. in History from Swarthmore College, M.A. in American Civilization from Brown University, and M.A. and Ph.D. in History from Stanford University. Tsu is the author of *Garden of the World: Asian Immigrants and the Making of Agriculture in California’s Santa Clara Valley* (Oxford University Press, 2013). Her articles have appeared in the *Journal of American Ethnic History*, *Pacific Historical Review*, and *Western Historical Quarterly*. She has been the recipient of an American Council of Learned Societies fellowship, the Franklin Research Grant from the American Philosophical Society, and the University of California President’s Research Fellowship in the Humanities. Her current book project, *Starting Over: Refugee Resettlement in the Reagan Era*, examines the evolution of Southeast Asian refugee resettlement policy and its intersection with the rise of American conservatism in the 1970s-1980s.

LOUNG UNG
Loung Ung was only 5 years old when the Khmer Rouge soldiers stormed into her native city of Phnom Penh. Four years later, in one of the bloodiest episodes of the 20th century, some two million Cambodians – out of a population of seven million – had died at the hands of the infamous Pol Pot and the Khmer Rouge regime. Among the victims were both of Loung’s parents, two sisters, and 20 other relatives. In 1980, Loung, her older brother Meng and his wife, escaped by boat to Thailand, where they spent five months in a refugee camp before relocating to the United States in Vermont.
WORKSHOP PRESENTERS

Leslie Aizenman, MPPM has been the director of Refugee and Immigrant Services at Jewish Family and Community Services for the past 11 years. In this role, Ms. Aizenman oversees a range of programs that build self-sufficiency in refugee and immigrant individuals and families. Programs include refugee resettlement, case management, service coordination, vocational support, volunteer programs, cultural orientation, peer support and referrals to myriad community partners. Her work also entails outreach, advocacy and education about refugees and resettlement to the “receiving” community of Pittsburgh residents, service/government/educational providers of all kinds, and the ethnic and faith-based community. Ms. Aizenman holds a Bachelor’s Degree in communications from Boston University and a Master’s degree in Public Policy and Management (MPPM) from the University of Pittsburgh’s Graduate School of Public and International Affairs.

Dr. Aniyizhai Annamalai is associate professor in the departments of internal medicine and psychiatry at the Yale School of Medicine. Her clinical training occurred in a dual internal Medicine/psychiatry residency program at Southern Illinois University. Both her clinical and academic interests are in improving care of patients with both medical and mental health problems. She is particularly interested in vulnerable and marginalized populations. One of her populations of interest is refugees fleeing conflict situations from around the world. She is interested in building treatment programs that integrate both primary and mental health care and deliver culturally sensitive care. She believes that students and residents in any discipline should be well trained in both medical and behavioral aspects of illness enabling them to have a holistic approach to patient care. She has edited a clinical reference book titled Refugee Health Care. She is a founding board member of the Society of Refugee Health Providers. She is on the organizing committee of the yearly North American Refugee Health Conference.

Nanette Auerhahn, Ph.D., is a clinical psychologist in private practice in Beachwood, OH and a mental health forensic evaluator with the Children’s Psychological Trauma Center, a division of the Children’s Psychological Health Center, in San Francisco, CA. She received her Ph.D. in 1980 from Yale University and did two postdoctoral fellowships at Stanford University. Her focus has been on treatment and research concerning psychological trauma since her years as a graduate student. Auerhahn spent several years as a researcher with the Fortunoff Video Archives for Holocaust Testimonies at Yale and as a clinician at the West Haven VA Medical Center working with Vietnam veterans. She has published numerous papers in peer-reviewed journals, as well as book chapters on the impact of trauma, and has presented numerous papers at conferences on the topic including at meetings of the American Psychological Association, the American Psychoanalytic Association, and the International Society for Traumatic Stress Studies. She has lectured and taught courses on trauma and clinical assessment at Yale, Stanford, the California School of Professional Psychology, the Wright Institute, Case Western Reserve University, and the Cleveland Psychoanalytic Center. Recently her writing received the Elise M. Hayman Award which is granted biennially by the International Psychoanalytic Association for the most cogent, relevant and commendable work on the Holocaust and genocide.
Dr. Lilanthi Balasuriya is a fourth-year psychiatry resident in the Department of Yale Psychiatry. She is dedicated to serving marginalized populations and creating an inclusive and welcoming learning space for all. She currently works at Connecticut Mental Health Center and will be serving as both a public psychiatry fellow and Medical Education Chief next year. Lilanthi is also a first-year American Psychiatric Association SAMHSA fellow whose research focuses on creating a diverse and inclusive learning space for all. She currently serves as one of the co-leaders for the Social Justice Health Equity Human Experience Track. The mission of this track is to inspire residents to develop an awareness of societal dynamics within and outside the patient-physician relationship that perpetuate health disparities. In her free time, you can find her volunteering at the local refugee clinic or perusing her local Goodwill thrift store shop.

Amar Bhattarai is a Director of Resettlement and Immigrant Services at Commonwealth Catholic Charities (CCC) where he is accountable for the successful operation of Virginia’s one of the largest refugee resettlement and immigrant services that is offered in Richmond, Roanoke and Hampton Roads Communities. He started his career in the field of U.S. Refugee resettlement as a caseworker for R&P and MATCH grant in October 2010, worked as an employment specialist later and progressed to management role in 2012 and managed Roanoke Resettlement office at CCC for 3 years. In his current role, Amar prioritizes in collaborating with community leaders, nonprofits and healthcare professionals to dialogue in the areas of refugees and immigrants’ access to healthcare, financial empowerment, employment and career advancement, and civic engagement activities.

Azadeh Masaledan Block, PhD is an associate professor of Social Work at California University of Pennsylvania. Dr. Block has extensive experience in psychiatric and social services program research and administration. She has worked in the etiology and treatment of eating disorders, schizophrenia, bipolar disorder and major depression at both the New England Medical Center and Western Psychiatric Clinic in Pittsburgh. Her clinical expertise is in structural family therapy. Her current research with Jewish Family and Community Services of Pittsburgh focuses on program evaluation for their Peer Support Groups for the resettlement of refugees and newer immigrants to southwestern Pennsylvania. Dr. Block holds a Bachelor’s degree from Tufts University and a master’s degree and PhD from the University of Pittsburgh School of Social Work and is an alumnus of the Albert Schweitzer Fellowship Program. She has taught at Youngstown State University, the University of Pittsburgh and Slippery Rock University.

Jessica Buescher is a Registered and Board Certified art therapist, a professor of art therapy at the University of Indianapolis, owns a private practice specializing in trauma and neurological differences, and has partnered with Catholic Charities to serve refugees since 2013. She is especially interested in the neuro-biological effect that art therapy can evoke as a tool for integrated healing of the nervous system. Jessica has trained under Dr. Stephanie Mines in a neuro-biological method of treating trauma as well as Dr. Steven Porges’ theory of the Polyvagal System via his Safe and Sound Protocol. After previously working in managed care settings, Jessica wanted to bring art therapy to the mainstream population and so she formed Art of the Soul Studio in 2010. Since then, she has led art therapy initiatives in her community, developed art therapy programs for counseling centers and other agencies, and served on the board of the Indiana Art Therapy Association as President and Vice-President. You can visit her website for more information at www.artofthesoulstudio.org.
Keith Combs is the Program Manager for Economic Inclusion with HIAS since 2016. He oversees economic programming that includes an Individual Development (IDA program and financial literacy curriculum, as well as provides support, training and technical assistance on the Microenterprise Development Program (MED). He has 12+ years of experience in nonprofit financial education and literacy. Keith served as the VP of Operations for the Northeast for Operation HOPE, where he oversaw the 700 Credit Score Communities program and supervised the homeownership, small business, and financial management programs. Keith recently received a certification as a Master Trainer through Credit as an Asset (CBA). He also serves on the board of directors for DC Family and Youth Initiative.

Floor de Ruijter is Switchboard’s Program Officer for Monitoring & Evaluation. She has more than seven years of experience in the field of refugee resettlement. She previously worked as a Program Officer for Resource Acquisition for the International Rescue Committee, where she coordinated major public and private grant development opportunities. Prior to that, she served as an AmeriCorps VISTA Evaluation Specialist for Project Strengthening Organizations Assisting Refugees (SOAR). She holds an MALD from Tufts University’s Fletcher School with concentrations in Monitoring & Evaluation and Development Economics.

Sara Doran, BSN, RN, CDE is a Wellness Nurse at Neighborhood Family Practice in Cleveland, Ohio. She provides education to patients on a variety of health topics including self-management of diabetes, hypertension, and trauma. Previously, Sara worked at Metro Health as a Trauma RN. Before starting a career in nursing, she was a finance coordinator for Doctors without Borders in Sri Lanka and an economic analyst at the U.S. Department of Agriculture. She also served as a secondary education teacher for the U.S. Peace Corps in Namibia. She holds a BS in Economics from the Ohio State University and a BSN from Cleveland State University.

Laura Gardner has 18 years of experience working in education, refugee resettlement, and social work. While in education, she worked as a district level manager for immigrant family and community engagement as well as a school social worker. Laura also worked for Bridging Refugee Youth and Children’s Services (BRYCS) managing their national technical assistance initiative to federal Refugee School Impact Grantees. Laura founded her company “Immigrant Connections” in 2017 and has facilitated professional development on building the capacity of teachers and school systems to engage immigrant families in their children’s education, language access, cultural competency, equity, unaccompanied immigrant children, immigrant family reunification, and refugee resettlement. Laura holds a Master’s degree in Social Work from Columbia University and a Bachelor’s degree in Education.

Dylanna Grasinger is the Executive Director at the International Institute of Erie where she oversees the day to day operations of the agency. Dylanna has spent over 20 years working to help refugees and immigrants throughout the Midwest in a variety of capacities. Prior to joining the IIE, Dylanna worked in Pittsburgh- Pennsylvania, Bursa-Turkey, Dresden-Germany, and Akron-Ohio. Dylanna earned her B.A. in English from Kent State University, where she also received certification in Teaching English as a Second Language. She has her Master of Science in Negotiation and Conflict Resolution from Creighton University.
**Dr. Bridget M. Haas** is a medical and psychological anthropologist (PhD, University of California-San Diego) whose work focuses on refugee and immigrant health and mental health; immigration policy and health outcomes; and child health and well-being. She is currently a National Institutes of Health-funded research fellow and adjunct assistant professor of Anthropology at Case Western Reserve University. Dr. Haas’ research and published work has explored the emotional, psychological, and social impact of forced displacement and the often-protracted process of seeking asylum among migrants and refugees in the United States. She has also worked as a legal aid advocate with refugees in Cairo, Egypt and as a consultant and volunteer with resettlement agencies in the U.S. In addition to her research with refugees and asylum seekers, Dr. Haas has been involved in numerous interdisciplinary research projects on the health and wellbeing of children and families in various contexts. These include studies of adolescents in psychiatric residential treatment centers in the American Southwest and of community-level factors shaping child maltreatment in Cleveland, Ohio. She is currently conducting research on mental health and wellbeing among Congolese refugees resettled in Cleveland, Ohio, including (with Dr. Suzanne LeSure) an evaluation of testimonial therapy.

**Brian Hoffman** is a recent addition to Catholic Charities, returning home to Ohio after several years of developing and leading pro bono projects for ICE detainees in Texas and Georgia. Through his leadership of the CARA Family Detention Pro Bono Project and the Southern Poverty Law Center's Southeast Immigrant Freedom Initiative, Brian has represented thousands of women, children, and adult men in immigration custody. He has fought many cases involving immigration detainees who are survivors of sexual violence (including children), and whose past harm has diminished their capacity to testify. His recent work includes extensive collaboration with mental health evaluators, and advocacy on behalf of detainees with various degrees of mental health challenges. He has presented at national conferences on the topic of working with expert witnesses, and continues to advocate for greater inclusion of mental health professionals in immigration cases. He received his J.D. from The Ohio State University in 2009 and worked in private immigration practice before leaving to work at the border in 2015. He is one of three Ohio attorneys who are also licensed by the Ohio Supreme Court as Spanish-language judicial interpreters, and frequently combines issues of diminished capacity with rare-language and interpreter accuracy issues in his litigation.

**Dr. Grace Huang** is an Associate Professor in the Department of Teacher Education at Cleveland State University. She teaches a variety of courses, including family-school relations, foundations of early childhood education, curriculum development, and child development. Her research interests focus on family education, parental involvement, and k-12 school professional development. Dr. Huang has done extensive work in the areas of family studies and parenting, including Head Start, Asian, and refugee families. Dr. Huang is the CSU Action Research Program Director, leading collaborations between local schools and CSU to support k-12 school professional development in an effort to promote partnership between college professors and k-12 practitioners. She plays leadership roles in collaboration with the professional communities at local, regional, and national levels. She currently serves as an editorial board member for the journal Education. She chairs the Teacher Education Division of the Mid-Western Educational Research Association. Dr. Huang served on the planning committee at the National Family and Community Engagement conference. She serves as an active manuscript/proposal reviewer for journals and conferences. At the local level, Dr. Huang organizes Bi-Annual Early Childhood
Community Stakeholders’ meetings, leading the effort of engaging top leaders of Northeast Ohio early childhood organizations in discussions related to critical issues and policy.

**Saba Imran** is the Program Coordinator for Economic Empowerment at LIRS. She is working with Switchboard to provide Technical Assistance on Employment Programs and also supports another program on Immigrant Up-Skilling. Saba has more than 5 years’ experience working in the field of refugee resettlement, having worked at the International Institute of St Louis and the International Rescue Committee, in the areas of employment assistance, quality assurance, program coordination, and program management. She is originally from Pakistan and moved to the US about 15 years ago and has worked at a number of organizations working with under-served populations. Saba has a master’s degree in interior design and is pursuing her CAPM certification.

**Gilda Katz** is a licensed independent social worker with the Jewish Family Service Association of Cleveland (JFSA). Through her work with the JFSA she has supported the transitions of Holocaust Survivors through the life cycle for almost 20 years. First as a social worker and currently as the Holocaust Survivor Program Coordinator, Gilda provides person-centered, trauma informed care to refugees and survivors of World War II who emigrated from Eastern Europe and the Soviet Union after years of torture, trauma, and devastation of their homes and families. She developed and teaches JFSA’s Holocaust Survivor Impact Training program for caregivers, community volunteers, graduate students and professional service providers within the agency and in the community. Gilda holds a Bachelors in Education from Ohio State University and a Masters of Social Science Administration from Case Western Reserve University.

**Justine Kayitesi** was born in the Congo in the district of Nyabitabo. She came to the United States as a refugee after living in a refugee camp in Rwanda. She has two children, Nadia and Eric. She lives in Cleveland and is currently working on her English through classes at Catholic Charities.

**Dr. Eddie T. C. Lam** is an Associate Professor and the Coordinator of Graduate Sport Management Program at Cleveland State University, and an Adjunct Faculty of the University of Houston. He has a Ph.D. in Measurement and Research. Dr. Lam is a research fellow and a top-10 presenter of the American Alliance for Health, Physical Education, Recreation and Dance. He was the Editor-in-Chief of the Measurement in Physical Education and Exercise Science journal from 2009 to 2015, and now serves on the editorial board or as a reviewer of more than 10 journals. Dr. Lam is interested in the applied studies and measurement in sport psychology and sport sciences. He has made 150+ research presentations at international and state levels, and has published extensively in such peer-reviewed journals as Advances in Physiology Education, American Journal of Health Studies, International Journal of Sport Management, International Journal of Sport Marketing & Sponsorship, Journal of Allied Health, Journal of Applied Marketing Theory, Journal of Exercise Science & Fitness, Journal of Physical Education and Sports Management, Journal of Power, Politics & Governance, Journal of Sports Sciences, Lung, Measurement in Physical Education & Exercise Science, Obesity Surgery, School Psychology International, Sport Management Review, and Sport Marketing Quarterly. Recently, Dr. Lam received the Midwest District Scholar Award (2018) from the Society of Health and Physical Educators (SHAPE) America, USA.
Dr. Suzanne LeSure received her Ph.D. in Psychology from Syracuse University in 1983. She has been deeply involved in advocacy for and public policy development in behavioral health and is a past president of both the Ohio Psychological Association and the State Board of Psychology of Ohio. She has represented Ohio nationally as a Council Representative at the American Psychological Association. Dr. LeSure has specialized training and experience in trauma treatment and has provided clinical services in a variety of settings, including private practice, community mental health and hospital. She developed and directed a large private practice in Ohio for twenty years. Dr. LeSure began her work at Migration and Refugee Services in 2016. Since joining the staff she has conducted psychoeducational groups for refugees, provided support around secondary traumatization to employees, conducted psychological evaluations for asylum seekers and chaired a consultation group for mental health professionals working with refugees. She is currently providing treatment for survivors using Testimonial Therapy, a type of therapy developed specifically for survivors of torture and war trauma. Part of this project involves both quantitative and qualitative research on outcomes with Dr. Bridget Haas, Case Western Reserve University.

Dr. Gary Lichtenstein is founder and principal of Quality Evaluation Designs, a consulting firm that has conducted research and evaluation for government agencies, higher education institutions, PK-12 school districts, and non-profit organizations nationwide for over 20 years. He led the design and implementation of the original RISE study. Dr. Lichtenstein has published in the areas of refugee integration, STEM education, and executive leadership. He has twice been awarded the William Elgin Wickenden Award by the American Society for Engineering Education (ASEE) for the research article that reflects the highest standards of scholarly research in engineering education published annually in the Journal of Engineering Education.

Marina Markovich was forced to leave Moscow in 1994 in order to escape growing political and economic unrest following the dissolution of the Soviet Union. A year after her arrival in the United States Marina started work as a Case Manager in the resettlement office of the Jewish Family Service Association. She has been employed at JFSA ever since. When JFSA started addressing the specific needs of the elderly refugee population, Marina moved to Eldercare department, where she was the first bi-lingual Case Manager. Over the years Marina has helped many refugees from the Former Soviet Union in different capacities at JFSA, including as Social Service Coordinator for several senior HUD buildings, and currently as Coordinator of Home Delivered Meals and Transportation. A former refugee herself, Marina addresses the needs of this segment of her clientele with empathy and understanding. She holds a Bachelors in Education from Moscow State Pedagogical University and has 14 years’ experience teaching Russian Language and Literature in middle and high school in her native country.

Kristina Marsh is the Manager of Refugee Support Services at Catholic Charities in Kansas City, Kansas. She has been involved in refugee resettlement for 12 years, as a volunteer and then a Case Manager in the Reception & Placement program. Currently, she supports a case management and therapy services team who work with refugees after their initial resettlement period and has served as a manager in the program for 7 years. Prior to her time in resettlement, she completed her BA in Psychology and worked overseas as an ELL instructor, returning to the U.S. to continue supporting English Language Learners in local colleges and public schools. Through her opportunities, Kristina recognized how easy it can be to become overwhelmed by client stress and
the challenges of serving in the resettlement field. After experiencing compassion fatigue and secondary traumatic stress herself, she felt a sense of urgency to find effective ways of dealing with this stress in order to keep doing the work she so enjoyed. Since then, she has done her own research and education to learn more about professional self-care in the workplace, attending trainings and discussing self-care with other professionals. She is currently a trainer on self-care within her local refugee resettlement program and is eager to share strategies to protect our energy and take a healthy approach towards our work. She looks forward to continuing to learn from others in the field.

**Andrea Mendiola, MD** is a Hispanic Psychiatry Fellow in the Department of Psychiatry at Yale University. She currently works at the Hispanic Clinic at the Connecticut Mental Health Center and at the Refugee Clinic at Yale New Haven Hospital. Andrea has been trained in Public Psychiatry after she finished her Adult Psychiatry Residency training. She is dedicated to serve the Hispanic and Refugee populations who suffer from severe mental illness. Andrea is interested in mental health services for minorities, in particular immigrants, with a focus in Cultural Psychiatry, education, and improvement of health systems.

**Damaris Mrosko** is a Bilingual Paraprofessional at International Newcomers Academy. She received her BSW from Cleveland State University (2017) She has a passion for working with refugees and has worked for the last 10 years at the Migration and Refugees Services (Catholic Charities). She accepted a Bilingual paraprofessional with Cleveland Metro Schools last year helping refugees students from Africa. She serves as a cultural advocate for the students and their community through team/ community meetings. She contributed to the research on Testimonial Therapy, both as an interpreter and as a research assistant in data collection. She is planning to complete an LSW and to return to graduate school with a concentration in Health Education and Community Health. She currently resides on the west side of Cleveland with her family. She enjoys camping and traveling to Kenya to visit her family.

**Shari Nacson,** co-founder of the Northern Ohio Asylum Project, is a social worker, freelance editor, writer, and nonprofit consultant. She serves as a volunteer mental health forensic evaluator with the Children’s Psychological Trauma Center, a division of the Children's Psychological Health Center (San Francisco, CA) under the direction of Dr. Gilbert Kliman. Recent public speaking engagements include the National PTAConference (for Safe and Sound Schools), Cuyahoga County Community College (mandated reporting course), and The Schubert Center for Child Development (for Caring Cubs). Nacson has edited manuscripts and journal articles about toxic stress, trauma, and related interventions. A public speaker about clinical concepts and child development, she has been invited to present public talks about the impact of trauma on personality development, learning, and functioning. Her clinical work has included the treatment of highly traumatized children and their parents. Nacson’s court experience has included Denver Juvenile Court (for Denver CASA), Cuyahoga County Common Pleas Court (foreperson of a regular and a grand jury), and Cleveland’s Immigration Court (Jobs with Justice court-watching program).
Inza Ouattara, Ed. D., MHRS, MPPM, LSW With a Master of Humanitarian and Refugee Studies, a Master of Public Policy and Management and as a Licensed Social Worker, Inza Ouattara currently works as the State Refugee Health Coordinator for the Office of Maine Refugee Services, at Catholic Charities Maine. The presenter has extensive experience working with refugees in Africa since 2000 and in Maine since 2008, respectively as Refugee Vocational Instructor, Elder Refugee Service Coordinator, Cultural Orientation Trainer, and Mental Health Case Management Supervisor. Inza is also an Adjunct Faculty at the Central Maine Community College with a Doctorate of Education.

Dr. Jini E. Puma is an Assistant Professor in the Community and Behavioral Health department at the Colorado School of Public Health, University of Colorado Denver. She is also the Associate Director of the Rocky Mountain Prevention Research Center (RMPRC) and was a Co-Principal Investigator on the Refugee Integration Survey and Evaluation (RISE) project, a longitudinal study of integration for a cohort of refugees who resettled in Colorado in 2011 and 2012. She received her doctorate in Quantitative Research Methods from the University of Denver in 2007 and has been implementing public health interventions and conducting community-engaged research and program evaluations with the RMPRC for the past 11 years. Dr. Puma’s primary research interests include refugee integration and health and well-being, and early childhood obesity prevention. In 2019, Dr. Puma received the Excellence in Research award from the Colorado School of Public Health for her research.

Dr. Elizabeth Patterson Roe is a professor of social work and department chair at Malone University. Her teaching and research focus on international development and community development. Prior to teaching, she worked overseas in Romania facilitating the development of local leadership in community development and social service work. While on a sabbatical, she served World Relief Akron through learning about the refugee resettlement process and facilitating a research study to develop a model of empowerment based on the experiences of former refugees. Dr. Roe now spends much of her service within local community development efforts in Akron, Ohio.

Yesmina Salib is the program coordinator for the Peer Support Groups. In this role, she recruits, trains and supervises peer leaders; administers, tracks and reports on activities and outcomes; and works closely with Dr. Block on research including data collection, coding, memo writing and data verification. Ms. Salib has also worked for JFCS’s five-agency service coordination program called Immigrant Services & Connections (ISAC). Prior to that, she worked in an intake position at Pennsylvania Organization for Women in Early Recovery (POWER). She holds a Bachelor’s degree in political science from University of California, San Diego.

Dr. PatriciaStubber is the Chief Executive Officer of the Multi-Cultural Health Evaluation Delivery System (MHEDS). She is responsible for the operation and development of MHEDS, an FQHC Look Alike health center located in Erie, PA. MHEDS performs the initial refugee health screens and related health services for newly resettled refugees as well as ongoing comprehensive primary care. More than 80% of MHEDS’ patients are better served in a language other than English. Its staff is comprised of members from those same communities, making culturally congruent care the routine and not the exception. Prior to joining MHEDS, Patty served as
Executive Director for the Northwest PA Area Health Education Center. Over her career she has worked in several health care venues including hospitals, home care agencies, and primary care centers throughout Pennsylvania. She is also currently a member of the U. S. Clinician Network on FGM/C where she chairs the medico-legal subgroup. She also has an adjunct faculty appointment in Family & Community Medicine at the Penn State College of Medicine. Patty earned a Bachelor of Science in medical technology from the University of Pennsylvania, a Master of Business Administration and Doctorate in Organizational Learning and Leadership from Gannon University.

Michelle Taylor is the Manager of the Micro Enterprise Development Program. Her global experience in social work has uniquely positioned her to address refugee barriers to economic sustainability and develop individualized plans for success for refugee entrepreneurs. Michelle has her license in social work through Case Western University’s Mandel School of Applied Social Sciences and over 10 years of experience assisting refugees through extended cultural orientation practices and intensive case management. Michelle is a Returned Peace Corps Volunteer where she served in the Philippines as a Children, Youth and Family Development Volunteer and is passionate about cross-cultural exchange and community building.

Hiyirti Weldeslasie and Tigist Gebremichael are the proud owners of Habesha Ethiopian and Eritrean Restaurant opening soon in Lakewood, Ohio. Hiriyti came to the United States as a refugee from Eritrea 5 years ago and was later reunified with her two sons. She enjoys cooking for family and friends and is a chef at Lucy’s Ethiopian Restaurant. Tigist came to the United States as a refugee 7 years ago. She and her husband Jim, along with their children greatly enjoy hosting other Ethiopian refugees and have become the welcoming crew for new Ethiopian and Eritrean arrivals. Both Hiriyti and Tigist have enjoyed selling at farmer’s markets around town this past summer and are excited about opening their restaurant as a way to share their culture with their Cleveland neighbors.

Daniel Wilkinson is the Program Manager for Economic Empowerment at Switchboard (ORR funded technical assistance program). Through the Switchboard program, Daniel leads refugee employment technical assistance (TA) efforts designed to support the national network of ORR-funded refugee employment programs. Daniel spent the first five years of his career in refugee work providing direct employment services to refugees and immigrants in Trenton, NJ and Philadelphia, PA. Since joining LIRS in 2015, Daniel has served as a member of the Higher team (former ORR-funded refugee employment TA program) and supported other LIRS economic empowerment initiatives, including corporate partnerships and innovative pilot projects. Daniel holds a degree in English and Studio Art from Oakland University (Rochester, MI) and is currently pursuing a Master’s degree in Nonprofit Management and Social Entrepreneurship from the University of Baltimore (Baltimore, MD).