

R&P Cultural Orientation Model Assessment, Arabic

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."

"نقوم بهذا التقييم لأجل التعرف على مدى معرفتك عن أمريكا بعد حضورك الدورة التعريفية الثقافية. لن تؤثر إجاباتك على الخدمات التي تُقدّم لك ولن يُستخدم اسمك في أي تقارير عن نتائج التقييم. أرجو أن تخبرني إن كنت تريد التوقف أو أخذ فترة راحة."

- 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? ١ – ما هو أحد أسباب أهمية تعلم الانجليزية؟
Response:	Correct Incorrect <input type="checkbox"/> <input type="checkbox"/>
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?” “ما أهمية تعلم الانجليزية لأي شخص في أمريكا؟”

2	What is your address and phone number? ٢ – ما هو عنوانك ورقم هاتفك؟
Address (Must include house #, street name, apt # [if applicable], and city):	Displayed or said correctly Incorrect <input type="checkbox"/> <input type="checkbox"/>
Give 0.5 point for correct answer	
Phone number (Must have area code if routinely stated by locals):	Displayed or said correctly Incorrect <input type="checkbox"/> <input type="checkbox"/>
Give 0.5 point for correct answer	
EXEMPTION: Participant has no phone	
Exempt <input type="checkbox"/>	

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?” “ما هي المدينة؟”), 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?” “هل هو مكتوب على شيء تحمله معك؟” 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	<p>Can you tell me two services provided by [name of agency] that help refugees resettle or adjust to life in the U.S.?</p> <p>٣ – هل بإمكانك تسمية اثنتين من الخدمات التي توفرها (اسم الوكالة) لمساعدة اللاجئين في التوطين أو التأقلم مع الحياة في أمريكا؟</p>						
Response 1:	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>Correct</td> <td>Prompt</td> <td>Incorrect</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Correct	Prompt	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Correct	Prompt	Incorrect					
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Response 2:	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>Correct</td> <td>Prompt</td> <td>Incorrect</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Correct	Prompt	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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If needed, response 3:	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>Correct</td> <td>Incorrect</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Correct	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>		
Correct	Incorrect						
<input type="checkbox"/>	<input type="checkbox"/>						
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?” “هل يمكنك أن تفكر بشيء آخر؟” If an individual’s responses are all too general (e.g., “they will help me,” “health”), you may **prompt** “Can you think of specific things they can do to help you adjust to life in the U.S.?” “هل يمكنك أن تفكر بأشياء محددة يمكنهم القيام بها لمساعدتك؟” “على التأقلم مع الحياة في أمريكا؟” 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. ٤- في كل من الحالات الصحية التي أذكرها تالياً، حدّد إذا كان عليك العناية بها بنفسك، أو إذا وجب عليك تحديد موعد مع طبيبك، أو إذا وجب عليك الذهاب إلى غرفة الطوارئ في مستشفى.
#1: Your chest or heart hurts ١ - صدرك أو قلبك يؤلمك. (Answer: hospital)	Correct <input type="checkbox"/> Incorrect <input type="checkbox"/>
#2: You have a runny nose ٢ - لديك رشح. (Answer: yourself)	Correct <input type="checkbox"/> Incorrect <input type="checkbox"/>
#3: You have an earache for three days ٣ - أذنك تؤلمك لمدة ثلاثة أيام. (Answer: doctor)	Correct <input type="checkbox"/> Incorrect <input type="checkbox"/>
#4: You have a small cut on your finger ٤- هناك جرح صغير على إصبعك. (Answer: yourself)	Correct <input type="checkbox"/> Incorrect <input type="checkbox"/>
#5: You think you have broken your ankle ٥ - تعتقد أنك كسرت كاحلك. (Answer: hospital)	Correct <input type="checkbox"/> Incorrect <input type="checkbox"/>
#6: You have a big rash on your back ٦- هناك طفح جلدي كبير على ظهرك. (Answer: doctor)	Correct <input type="checkbox"/> Incorrect <input type="checkbox"/>
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? ٥- إذا كنت في المستشفى واحتجت إلى مترجم، فماذا عليك أن تقول بالانجليزية أو ماذا يجب أن تفعل لطلب مترجم؟
Response 1:	Fully correct <input type="checkbox"/> Correct but requires prompt <input type="checkbox"/> Incorrect <input type="checkbox"/>
If needed, response 2:	Correct <input type="checkbox"/> Incorrect <input type="checkbox"/>
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?" "كيف يمكنك أن تخبرهم أي لغة تتحدث؟" (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?" "ماذا ستفعل إذا احتجت أن تطلب مترجماً لشخص آخر?"

6	<p>When your [name of initial assistance program] ends, how will you/your family get money?</p> <p>٦ – عندما تنتهي مساعدات (اسم برنامج المساعدات الأولي)، كيف يمكنك/يمكن لعائلتك أن تحصل على النقود؟</p>						
Response 1:	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Correct</td> <td style="text-align: center;">Prompt</td> <td style="text-align: center;">Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Prompt	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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If needed, response 2	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Correct</td> <td style="text-align: center;">Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>		
Correct	Incorrect						
<input type="checkbox"/>	<input type="checkbox"/>						
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?” “هل يمكنك أن تكون أكثر تحديداً؟” (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?” “كيف بإمكانه/بإمكانها الحصول على النقود لإعالة الأسرة؟” 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	<p>What are two things a refugee can do to become employed?</p> <p>٧ – اذكر اثنين من الأشياء التي يمكن للاجئ القيام بها ليحصل على عمل؟</p>						
Response 1:	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Correct</td> <td style="text-align: center;">Prompt</td> <td style="text-align: center;">Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Prompt	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Correct	Prompt	Incorrect					
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Response 2:	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Correct</td> <td style="text-align: center;">Prompt</td> <td style="text-align: center;">Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Prompt	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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If needed, response 3:	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">Correct</td> <td style="text-align: center;">Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>		
Correct	Incorrect						
<input type="checkbox"/>	<input type="checkbox"/>						
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?” “هل يمكنك أن تفكر بشيء آخر؟” 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?” “ماذا بإمكان أي لاجئ أن يفعل ليحصل على عمل؟”

8	<p>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.</p> <p>٨- تخيل أنني صديق لك يبات في بيتك. أخبرني كيف يمكنني الوصول من سكنك إلى أقرب محل تموين. تأكد من ذكر تعليمات مفصلة حتى أتمكن من الوصول إلى المحل بمفردي.</p>						
Response:	<table border="1"> <tr> <td>Correct</td> <td>Prompt</td> <td>Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Prompt	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Correct	Incorrect						
<input type="checkbox"/>	<input type="checkbox"/>						
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	<p>What might happen if you do not pay your rent?</p> <p>٩ – ماذا يمكن أن يحدث إذا لم تدفع الإيجار؟</p>						
Response 1:	<table border="1"> <tr> <td>Correct</td> <td>Prompt</td> <td>Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Prompt	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Correct	Incorrect						
<input type="checkbox"/>	<input type="checkbox"/>						
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?” “ماذا يمكن أن يحدث لعائلتك إذا لم يدفع (اسم الشخص) الإيجار؟” 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	<p>What are three things you should do to be safe in your home?</p> <p>١٠- اذكر ثلاث أمور يجب أن تفعلها لضمان السلامة في سكنك؟</p>				
Response 1:	<table border="1"> <tr> <td>Correct</td> <td>Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>
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Response 2:	<table border="1"> <tr> <td>Correct</td> <td>Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>
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Response 3:	<table border="1"> <tr> <td>Correct</td> <td>Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>
Correct	Incorrect				
<input type="checkbox"/>	<input type="checkbox"/>				
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	<p>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?</p> <p>١١- تخيل أنك تساعد لاجئاً حديث الوصول في تعلم استخدام نظام المواصلات المحلية (الباصات وقطارات المترو). اذكر شيئين محددين ستقولهما أو تريهما له/لها عن استقلال الباص أو قطار المترو؟</p>				
Detail 1:	<table border="1"> <tr> <td>Correct</td> <td>Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>
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Detail 2:	<table border="1"> <tr> <td>Correct</td> <td>Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>
Correct	Incorrect				
<input type="checkbox"/>	<input type="checkbox"/>				
Give 0.5 point for each correct answer (maximum 1 point)					
EXEMPTION: There is no public transportation					
Exempt					
<input type="checkbox"/>					

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.

<p>TOTAL SCORE: _____ out of _____</p> <p style="text-align: center;">Total points awarded # questions attempted (9.5, 10, or 11)</p>
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