

REFUGEE CLIENT ADVOCACY

WHAT WE DO

The Refugee Client Advocacy program is designed to assist refugees in accessing medical care and to aid in the cultural adjustment process. Our goal is to improve their physical & mental health, reduce barriers to health service utilization, increase knowledge of navigating the health care system and to increase their ability to become self-sufficient.

- Family orientation
- Advocacy through hospitals, health clinics and public assistance agencies
- Translation & interpretation services
- Information & referrals
- Crisis intervention
- Community outreach
- Assistance with public and government benefits (i.e. SSI, WIC, SNAP)

WHO WE SUPPORT

We help refugees understand and identify their physical and mental health needs, provide them with appropriate resources and help them obtain access to these resources in their native language.

ELIGIBILITY

To be eligible for this program, individuals must have a valid social security card, have been in the United States for less than five years and must be identified as a refugee or any other listed below:

- Admitted as a refugee under Section 207
- Granted asylum under Section 208
- Amerasians with green card, passport codes with AM1, AM2
- Special Immigrant Visa admitted as SIV
- Paroled as a refugee or asylee under Section 212(d)5
- Permanent Residents admitted with a refugee code
- Victim of human trafficking certified by the U.S Department of Health & Human Services (HHS) under section 107(b) of the Trafficking Victims Protection Act of 2000
- Cuban or Haitian admitted on parolee status or granted asylum

COST OF SERVICES

Mosaic provides assistance to all clients free of charge.

HOW TO GET HELP

Referrals can be made by hospitals, schools, social service agencies, the Texas Department of Human Services, police departments, police departments, employers, APS/CPS, and self-referrals.

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SURVIVOR STORY

Ali, a 14-year-old refugee from Somalia, came to the United States with his mother and two siblings. Unfortunately, Ali was born with a congenital heart defect, but due to a violent civil war in his home country, he was never able to receive treatment. After resettling in Dallas, Ali and his family were referred to Mosaic. Upon meeting Ali, Mosaic's Client Advocate arranged for Ali to have access to health services. He was seen by a primary care physician and later referred to Children's Medical Center Cardiology Department. After several tests, cardiologists informed Ali's mother that surgery was needed.

With Mosaic's help, Ali received a successful surgery, nutritional supplements to help him grow and an approved SSI benefits plan. Mosaic staff also provided Ali's mother an orientation on how to use public transportation to reach medical facilities and how to get access to Medicaid transportation for his future appointments. Since working with Mosaic's Refugee Client Advocacy Program, Ali is living a happy and healthy life in the United States.

