

CULTURAL COMPANIONS

EMPLOYMENT & FINANCES

Always reach out to the Volunteer Coordinator (who will then ask the Case Manager for assistance) if there are any questions or concerns! Here are some helpful ways to support refugees with employment preparation and finances:

EMPLOYMENT

Set up an email account

- If someone does not have an email, help them to set up an account and practice using it.
- Send some emails back and forth to practice email communication, punctuation, and etiquette.

Set up voicemail

- Many people do not set up voicemail right away, which makes it more difficult to communicate with managers, the employment team, and volunteers. Help write a script and practice a couple of times before recording.

Practice Interview Questions

Employment resources in Rochester:

- Catholic Family Center Refugee Employment Services: Email lmack@fcscharities.org or call 585.546.7220 x 7320
- OACES Employment Services: located in Room 210 at 30 Hart St., 2nd floor.

FINANCES

• Filling out DHS recertification packet

- Click [here](#) to see what this form looks like! This packet is usually mailed to families 6 months after their first application (filled out by Case Managers). Reach out to the Volunteer Coordinator with questions.

• Paying bills

- Walmart can help remit payment to over 20,000 billers! The cost to use this service is typically \$2.99. Go to the closest Walmart and visit their Bill Pay kiosk, or show how to pay bills online.

• Medical bills

- For appointments and health products that Medicaid has not covered, Rochester Regional Health has a financial assistance application that can be found [here](#).

• Making doctors appointments

- Learn how to call the doctors office and navigate the phone tree.

• Keeping up with a calendar

• How to get pay stubs and a bank account statement