

WELCOMING NEW NEIGHBORS IN GREATER CARLISLE

— Resource Guide for Resettlement Volunteers—



This informal resource guide was compiled in March of 2023 by the Partnership for Better Health, with the assistance of community agencies. The guide is not intended to be a formal publication or all-encompassing. We recognize there are many additional resources in our community that will be useful to our new neighbors. The guide was compiled with urgency in mind to help meet immediate needs.

If you are seeking a specific resource, you can also **dial 211** or visit **Contact Helpline** online: <https://www.contacthelpline.org/>

CULTURAL AWARENESS

Welcoming new neighbors and learning about their cultural traditions is an exciting opportunity! Although many of us may not have a chance to travel the world, new people with honored customs, knowledge, foods and rich histories are arriving in our community. Before stepping in as a volunteer or helpful neighbor, please take time to read about the practices and national customs that are important to the people you are welcoming. To learn about the customs of their country, visit: <https://culturalatlas.sbs.com.au>

As in America, dignity, honor, and pride are central to all cultures. Because a high value may be placed on politeness to you as a new volunteer, your new neighbors may accept things they are given with grace and kindness to avoid offending you, even when they may not seek the items you offer. Consider downplaying the significance of your offers and avoid making others feel obligated to accept. Also be mindful of ways American cultural practices and norms are different from theirs.

ROLES OF RESETTLEMENT AGENCIES IN HARRISBURG

Several resettlement agencies in Harrisburg play active roles in placing refugees in Carlisle. Agencies can often become overwhelmed by the volume of new arrivals. Agency staff's capacity to make frequent visits to Carlisle for weekly needs can also be a challenge. The ability of Carlisle volunteers to play coordinated, active roles in the many early tasks of resettlement is invaluable.

Public Benefits: Depending on their specific legal status, many new neighbors will be eligible for **Medicaid, SNAP/Food Stamp assistance**, and sometimes **cash assistance**. Ask your family/person which benefits they have received and what documents they are still waiting for (Social Security card..). Help review and follow up with any important paperwork, as needed.

Carlisle's Social Security office is located at 200 South Spring Garden Street in Carlisle. For all inquiries about the status of pending Social Security numbers, call: [\(866\) 635-0507](tel:8666350507)

HEALTHCARE

Health Insurance: Many new refugees are eligible for **Medicaid** (government funded) health insurance. Some may have important health needs and have not received medical care in many months. Even when a person is healthy, encourage them to make all basic medical appointments as soon as possible, before their Medicaid insurance expires.

For patients needing to see a medical specialist, Medicaid typically requires that they be established as a new patient with a primary care provider first (like providers at Sadler Health Center). The primary care provider can initiate the referral to a specialist that accepts the patient's Medicaid plan. It is also possible to call the Medicaid insurer and ask them for advice on finding specialists that are in network. Consider addressing vision and dental needs as well. Medicaid typically includes some vision care. CHIP insurance plans issued to children also include dental and vision care.

Navigating the U.S. health system and insurance bureaucracy can require incredible persistence and tenacity. If you have the opportunity as a volunteer, be proactive in helping to ensure all important medical appointments are going smoothly. When patients are referred to specialists, they may also need help with rides to Penn State Hershey, UPMC, WellSpan and surrounding practices.

Sadler Health Center Corporation - 100 N. Hanover St. Carlisle – 717-218-6670. Offers high quality dental, medical, mental health, cessation smoking program & health education services for children and adults. Call 717-218-6670 for hours & appointments. Sadler is skilled in conducting initial medical screenings for new refugees resettling in Carlisle.

Carlisle Pediatric Associates – 804 Belvedere St. Carlisle – 717-243-1943. Offers comprehensive pediatric services from newborns through young adults who are completing their undergraduate studies. Accepts nearly all forms of health insurance, including Medicaid plans such as Gateway and Access.

HEALTHY FOOD

Project SHARE Farm Stand: Open to all on Tuesdays and Thursdays, wonderful fresh produce. It's a free resource to help stretch precious family dollars until neighbors are established: 717-249-7773 www.projectsharepa.org

- **Project SHARE Farm Stand Drive Thru:** 123 Lincoln Street, Carlisle. Free produce and bread (Open every week (except Main Distribution week) - visit Project Share's website to see their current calendar): Drive Thru is Tuesdays 3:00 pm - 5:00 pm and Thursdays 12:00 pm - 2:00 pm <https://projectsharepa.org/farm-stand/>
- **Main Distribution Week – Occurs once a month (the week of the third Thursday) at SHARE's office:** (5 North Orange Street, Suite 4, in Carlisle)
 - typically, Tuesdays, from 12-2 PM & Thursdays, from 3:30-5:30 PM

- **Your Choice Pantry** (Inside by Appointment- at 5 North Orange St.)
Those interested in participating in the main monthly distribution can call 717-249-7773 to schedule an appointment and determine eligibility.

Tapestry of Health (WIC) – 401 E. Louther Street, Suite 104 Carlisle 17013 - Weekday Hours: 8:00 am - 4:30 pm: 717-243-0523/1-800-882-8812. Provides food vouchers/nutrition education to low-income children & pregnant women.

Ethnic Food Stores. Being able to purchase and prepare familiar foods is incredibly comforting. There are many new ethnic grocery stores and markets serving our region. Share suggestions with your new neighbor. Many of the markets accept EBT/SNAP card payments.

There are several **Halal food markets** in our region. Use Google to generate a complete list.

- Al-khavrat Halal Market (255 Penrose Plaza, Carlisle)
- Mersida’s Market (726 N. Hanover Street, Carlisle)
- Bombay Bazaar (Carlisle Pike / Route 11)

HOUSING & RENTALS

Search for available rental housing on popular websites: **Zillow, Craigslist, Facebook Marketplace, Realtor.com.**

PAHousingSearch.com is a free service to list and find affordable homes and apartments across PA.

Cumberland County Habitat for Humanity – 717-258-1830 - An option to obtain an affordable home in exchange for actual hours worked.

FURNITURE & HOUSEHOLD GOODS

New Life Community: 64 E. North Street, Carlisle, PA. LifeStyle is a ministry that provides furniture and household goods to those transitioning for the first time back into a home. This team comes alongside people creating a home, to restore dignity and empower people. Starting over is stressful, but LifeStyle can help make that process as easy as possible. Furniture is given following an application process that is referral based. Contact New Life Community (717-240-0060) during office hours (Tuesday-Friday, 9 am-3 pm).

NEED A LOCAL RESOURCE YOU CAN'T FIND? JUST DIAL 211 & ASK!



JOBS & WORKFORCE TRAINING

New refugees will need their US work authorizations and Social Security cards to begin working. Many will have these already or they may be “in process.” To learn the status of a social security card, call to make an appointment at:

- **Carlisle’s Social Security office:** 200 South Spring Garden Street in Carlisle. For all inquiries, call: [\(866\) 635-0507](tel:8666350507).

Search for Local Jobs online: Indeed, ZipRecruiter, Career Builder, Idealist, plus the websites and door-fronts of local businesses.

Employment Skills Center

- **English as a Second Language Classes** begin every 6 weeks, with beginner and advanced classes - 29 S. Hanover St., Carlisle 17013 – 717-243-6040
- **Hours:** Monday thru Thursday 8:30 am-4:30pm, Closed on Fridays.
- **Programs include:** Adult Basic Education, GED Preparation and Testing, ESL (English as a Second Language), Nurse Aide Training, Forklift Training, and Workforce Development programs.
- **Website:** www.employmentskillscenter.org

PA CareerLink Cumberland County: 1 Alexandra Ct. Carlisle 17013 (Across from Carlisle Regional Hospital) 717-243-4431 - Weekdays 8:30 a.m. to 4:30 p.m. Provides numerous services to persons seeking employment including: skill assessments, internet job search, resume services, veterans’ assistance, career guidance. Job mailing lists & other supportive services are available.

SkillUp PA: Free job skills training for Pennsylvanians.

<https://www.pacareerlink.pa.gov/jponline/SkillUpPA>

United Way of the Capital Region’s Road to Success: Road to Success helps un- and under-employed people get and keep jobs where they earn a living wage. Trained job coaches provide support for up to two years. They provide help finding and applying for quality jobs, accessing training programs, helping with childcare, transportation and more.

Email them at: roadtosuccess@uwcr.org.

Learn more at:

<https://www.uwcr.org/how-we-help/workforce-development/road-to-success/>

New Hope Ministries: 5228 East Trindle Road, Mechanicsburg, 717-766-7333. New Hope helps people build resumes, job search assistance and application process. Free Job Fairs monthly. Free Forklift training classes, CDL Class A training program, and Nursing Assistant training. EMT, Pharmacy Technician, Phlebotomy Technician, Medical Assistant, CDA, Rise up, Logistics/Warehouse, GED Program.

Harrisburg Area Community College: With the ease of taking the Carlisle Area Transit (CAT) bus from downtown Carlisle to Harrisburg, technical training and college coursework for adults who are ready to expand their skills may be worth exploring at HACC. <https://www.hacc.edu/>

Shippensburg University's Office of Workforce Development offers employer specific and sector trainings. To learn about current offerings, visit: <https://workforce.ship.edu/>

Employment Support: Depending on their current capacity, a resettlement agency may also help with initial job applications and placement assistance. In some cases, agencies working with direct clients can provide employment support to refugees, for up to five years.

Your Local Networks: Local neighbors and friends who know area businesses and employers can be instrumental in helping newcomers find and secure jobs, learn workplace skills, and plan career development strategies that help them envision and build a path towards high quality jobs of greatest interest to them.

BUSINESS START-UP

Penn State Harrisburg LaunchBox: Free Business Start-Up Coaching Advice & Legal Support
<https://harrisburg.launchbox.psu.edu/about/>

FINANCES

Establishing a **bank account** can ensure that when newcomers are paid by an employer their paycheck is able to be deposited. Help choose a bank that is within easy walking or biking distance from their home. Banks will need a photo ID, a Social Security card and maybe an official piece of mail or document that verifies a current address (like a utility bill or state document like a Work Authorization). Explain to working adults the benefits of direct deposit. Some banks in downtown Carlisle include:

- M & T Bank
- Orrstown Bank
- Santander Bank
- Wells Fargo Bank

Note: Some federal credit unions are not able to accept new members who are refugees. They must be lawful permanent residents.

Some **local employers may use an online bank and credit card system** to pay their employees' wages. Thus, depending upon where individuals work, they may be able to postpone joining a local bank.

Maranatha Carlisle (20 North Hanover Street, Carlisle – 717-258-1000) offers free financial guidance and low-cost management services to individuals seeking help managing their monthly finances. Visit: <https://maranatha-carlisle.org/>

HOME INTERNET

School Computers: Children attending area schools are typically issued an iPad or computer laptop from 5th to 12th grades. If needed, schools can offer “hotspots” to students to ensure their easy access to a free Wi-Fi connection at home. Ask school guidance counselors.

CenturyLink may be able to connect them to free or discounted **internet access** through their special Broadband Benefit program:

<https://www.centurylink.com/aboutus/community/community-development/lifeline/broadband-benefit.html>

TRANSPORTATION

Free Bikes: New Life Community’s Life Cycle - 64 E. North Street, Carlisle, PA.
Call 717-240-0060 during office hours (Tuesday-Friday, 9 am-3 pm)

Carlisle Area Ride Service (CARS): Carlisle Area Ride Service (CARS) is a free service provided by volunteers to low-income residents with limited access to transportation. Complete their Registration Form to learn about eligibility: <http://carlislearearideservice.com/wp-content/uploads/2019/08/CARSRiderRegistrationFillablePDF.pdf>

Carpools: Volunteers might offer to drive carpools on a rotating basis.

RabbitTransit might be a possibility in some cases... <https://www.rabbittransit.org/>

His Hands Auto Repair Ministry offers affordable auto repairs to the general public, which helps to support the mission. His Hands is a PA inspection facility; in addition to Inspections and general maintenance like oil changes and lubes, they perform routine auto repairs to mufflers, brakes, suspension, steering, tires, lights, and other repairs such as starters, alternators, power steering, brakes, water pumps, etc. Call to ask about your specific repair. His Hands donates used cars for resale to low-income people. Very few if any vehicles in stock for sale at this time. Address: 730 North College Street in Carlisle. Call: 717-258-5483. Website: <https://www.hishandsauto.org/contact/>

www.AutoTrader.Com: For those interested in buying a car, online websites like Autotrader may be a useful way to begin searching and gaining a sense of used car prices throughout our region. The car database is free and searchable by zip code, price, mileage, model, and CarFax certification. The cost of used cars has increased by 37% during the pandemic, which makes finding affordable and reliable vehicles very challenging.

Local Churches could play a very valuable role in highlighting the need for donated or low-cost/trade-in vehicles, through their congregations.

GETTING A PENNSYLVANIA DRIVER'S LICENSE (NON-COMMERCIAL)

1. **Print the PA Driver Learner's Permit Application form.** (Copies are also available at PA Driver's License Centers). This form details documents required for non-US citizens: <https://www.dot.state.pa.us/Public/DVSPubsForms/BDL/BDL%20Form/DL-180.pdf>
2. **Complete medical screening part of the form:** A doctor (in this case, likely Sadler Health Center) needs to complete the medical section on page 2. Sadler can complete the form if they have seen the patient for an annual or new patient visit within the past 6 months—as long as they're an established patient, they don't need a new exam.
3. **Study for the Knowledge Test**
 - a. Review this PA Driver's License Study Guide & Test Questions: <https://www.dot.state.pa.us/public/dvspubsforms/bdl/bdl%20manuals/manuals/pa%20drivers%20manual%20by%20chapter/english/pub%2095.pdf>
 - b. If Pennsylvania does not have drivers test materials available in the language of a non-English speaking applicants, individuals are permitted to request that their translator contact PennDOT and request a "Knowledge Test Translation Authorization Letter" for their required language and test location. PennDOT will contact the translator within 5 business days to discuss the request. Call: 717-412-5300 or 1-800-932-4600.
4. **Visit the Carlisle PA Driver's License Center** (950 Walnut Bottom Road, Carlisle) during open hours (no appointment is necessary).
 - a. Submit your completed application, present your proofs of identify and residency, and submit required application fees.
 - b. Take the 18-question knowledge test at the center on their computer.
 - c. Hopefully they pass! If not, they may take the knowledge test two more times.
 - d. Upon successful completion of the knowledge test, a learner's permit will be issued.
 - e. If desired, they may now schedule their Road Test date.
5. **Practice driving** in the car that will be used for the Road Test. Experienced adult drivers ages 18 and older do not need to fulfill a specific number of driving practice hours—they may take the Road Test whenever they are ready. It will be helpful to find a trusted volunteer who can offer some local driving guidance and allow the use of their vehicle for this temporary period of practicing—and then allow the driver to use their same vehicle for the Road Test.
6. **Schedule and Pass the Road Test.**

IMMIGRATION LEGAL SERVICES

Families will have different statuses and be in different stages of their refugee resettlement process. Depending on the circumstances of their arrival, the path to U.S. residency and citizenship may not be guaranteed and may take years to work towards.

Visit the US State Department for general guidance related to the country of origin: <https://www.state.gov>

Visit U.S. Citizenship and Immigration Services: <https://www.uscis.gov>

Compass Immigration Legal Services: As a nonprofit organization in Harrisburg, our mission is to provide accessible legal services to individuals, families, and businesses who cannot otherwise afford the cost of a private attorney or law firm. All clients are charged “flat” fees for services at a rate that is affordable to them, given a detailed analysis of their income level and unique financial situation. For those clients who cannot afford to pay any fees, CILS maintains a pro-bono “Charity Care” list. Call: (866) 275-2457

LINK: <https://www.compassimmigrationlegal.org/>

PUBLIC LIBRARIES

Getting a library card is easy! Adults simply need any photo ID and a piece of mail with their name on it (that’s been mailed to their current household address in the county). Here in Cumberland County, just one free library card gives members access to all 8 libraries in our county.

Free computer access at all public library branches and a quiet space to relax or engage young children can be especially helpful.

SCHOOLS & CHILD CARE

Public Schools: All school-age refugees are eligible to be enrolled in public schooling. Our local school systems have a process and commitment to make this easy for new families—including for families that don’t have all their school records. Call the school district to begin the process.

Child Care: The Carlisle United Way’s Success by Six offers information on affordable childcare providers throughout our community. 717-243-4805.

Financial Assistance for Childcare: Child Care Consultants, a nonprofit childcare resource and referral agency, serves families living in Cumberland, Dauphin, Lebanon and Perry Counties. Offices are located in York and Lemoyne, PA. They can also make arrangements to meet families in Carlisle. For more information or to make an appointment contact:

Early Learning Resource Centers:

- 701 Bosler Ave. Suite C, Lemoyne, PA 17043 | 717-210-3334 | 800-864-4925
- 29 N. Duke St., York, PA 17401 | 717-854-2273 | 717-854-2273

Access the financial assistance application at: <https://childcareconsultants.org/>

Head Start: Capital Area Head Start provides preschool services for children and families in Dauphin, Cumberland, and Perry Counties. Head Start pre-kindergarten programs are comprehensive, state and federally funded child development programs serving children ages 3-5. The Early Head Start program serves children ages birth to three and women who are pregnant. Call 717-541-1795. Use the online application, available in [English](#) or complete the [online form](#) to have an enrollment specialists contact you within 5 business days.

TRANSLATORS

Greater Carlisle's community is now home to people from around the world. Those who arrived in Carlisle formerly as refugees can have an especially valuable roles to play in welcoming newcomers. Consider contacting the resettlement agencies in Harrisburg for tips on ways to foster local connections with people of the same nationality as your new family. Carlisle's Employment Skills Center is also a great resource to make local connections.

YOUTH & FAMILY ACTIVITIES

Cumberland Valley Visitor's Center (33 W. High Street in Carlisle, located inside History on High's - The Shop). Stop by to pick up free maps, tourism brochures and recreation guides for our region. Share information about the many fun things to do in Central Pennsylvania:

<https://www.visitcumberlandvalley.com/>

- **Carlisle Borough Parks & Recreation Activity Schedule** (find a fun activity):
https://www.carlislepa.org/parks_and_rec/index.php
- **Carlisle Family YMCA** (join for just a month or more):
<https://carlislefamilyymca.org/join/membership-rate/>
- **Carlisle Arts Learning Center** (try a class): <http://www.carlislearts.org/>
- **Hiking, Biking & Paddling Guide – Simply Moving**:
<http://www.forbetterhealthpa.org/wp-content/uploads/2013/09/SimplyMovingLowRes2.pdf>
- **Explore King's Gap Environmental Education Center**:
<https://www.dcnr.pa.gov/StateParks/FindAPark/KingsGapEnvironmentalEducationCenter/Pages/default.aspx>
- **YWCA of Carlisle & Cumberland County** (pre-school to adult programs):
<https://ywcacarlisle.org/programs/>

CLOTHING

Consider asking what they need before assuming. Also, realize that wearing used clothing and styles that someone is unaccustomed to may make them uncomfortable. Please help to ensure that any used items being shared are wanted, freshly cleaned, folded and in like-new condition. Prices in America are typically much higher than those abroad—friendly local tips on where and how to shop for bargains and offering to go on shopping trips together may be appreciated.

- **Thrift Stores:** Community Aid, Goodwill, The Salvation Army.
- **Carlisle Area Family Life Center – Clothing & Equipment for Babies, Infants & Expecting Moms:** 155 N. Hanover St., Carlisle – 717-243-1918. Babies & Infant Clothing. Monday, Wednesday, Friday and Saturday hours: 10:00 am- 1:00 pm, Tuesday hours: 1:00pm- 5:00pm and 7:00pm-9:00pm and Thursday hours: 7:00pm-9:00pm. Saturday hours: 10:00am-1:00pm (September-May) If not open and/or available can call the hotline at the National Life Center at 1-800-848-LOVE (5683). Maternity, newborn layettes, infant clothing up to 4T available, as well as diapers & related infant supplies.

RESOURCES FOR TEACHING ENGLISH LANGUAGE LEARNERS

(Compiled by Betsy Walters)

Websites with information for Teachers of English learners:

1. www.esol.excellencegateway.org.uk (Wealth of information!)
2. www.apsva.us/reep/eslcurriculum (ESL Curriculum for Adults)
3. www.ontesol.com (Resources Heading)
4. www.teachingrefugees.com (Supports educators but has resources re. refugees)
5. <https://esol.excellencegateway.org.uk/content/teachers/lessons-and-activities/learners-new-esol/new-esol-outcomes-framework-0> Outcomes for Learners - (Part 2 – pg. 9)
6. https://repository.excellencegateway.org.uk/New_to_ESOL_Guidance_Aug_2019.pdf (Top 10 Teaching Tips pg. 14)

Online Language Translation Tools:

1. <https://translate.google.com/> Use **Google Translate** for text, spoken translation and documents.
2. www.lexilogos.com
3. www.refugeephasebook.com (Adaptable chart with 180 words and phrases in English and many other languages.)

Student Workbooks and Teacher Guides:

1. Confidence and Connections Workbooks - www.intercambio.com
2. Side by Side Workbooks from Pearson www.pearson.com

Websites with Materials for Teaching English Language Learners:

1. www.eslflashcards.com (Free flashcards with many categories)
2. www.clarkness.com (Free printable and online books – amazing resource!)
3. www.teacherspayteachers.com (Many free resources. Search ESL Free or any topic free)
4. www.theenglishhubforrefugees.com (Materials Heading – flashcards and online resources)
5. www.esl-kids.com (Flashcards and other printed materials and ideas)
6. www.dltk-teach.com
7. www.hubbardscupboard.com (Literacy heading – Free printable books)
8. www.enchantedlearning.com (Books and other activities to print - \$20 per year)
9. www.worksheetworks.com (Generate handwriting worksheets)
10. www.englishforeveryone.org (Worksheets and reading)
11. www.makinglearningfun.com (Activities)
12. www.ellii.com (Subscription-based site – great picture cards!)

**Free & Low-Cost
ONLINE CLASSES FOR ADVANCED & INTERMEDIATE STUDENTS**

ADVANCED UNIVERSITY CLASSES

Coursera: Free Online Advanced University Courses – Many Subjects

<https://www.coursera.org/courses?query=free>

Harvard University: Free Online Advanced University Courses

<https://pll.harvard.edu/catalog/free>

Stanford University: Free Online Advanced University Courses

https://online.stanford.edu/explore?filter%5B0%5D=free_or_paid%3Afree&keywords=&items_per_page=12

Open.Edu: The Open University

<https://www.open.edu/openlearn/free-courses/full-catalogue>

University of the People: Tuition-Free Online University with Bachelor’s and Master’s Degrees (\$ some fees apply)

https://www.uopeople.edu/?utm_source=google&utm_medium=cpc&utm_campaign=ggl-search_brand_us&utm_term=people%20university&utm_content=78968327747&gclid=CjwKC-AiAxP2eBhBiEiwA5puhNatHxidT-Ya38G1xDnagfjkq2XvOUA4i6Wd-h8aFVB5f4W5JJIW2IRoCQsIQAvD_BwE

BEGINNER & MIDDLE LEARNERS

Khan Academy: Free Lessons for Kindergarten to 12th Grade

<https://www.khanacademy.org/>

Tutor.com: Free tutor on demand through Cumberland County Library System. K-12 and college student tutoring. Free support with Resume Writing. Ask your local library or visit Cumberland County Library System online for free access.

<https://www.cumberlandcountylibraries.org/tutor> <https://www.tutor.com/>

Resettlement Resource Guide Compiled By



**PARTNERSHIP
for Better Health**

A Community Foundation
Making a Difference — Together