

Welcome to Lincoln, Nebraska



COMMUNITY AND CULTURAL ORIENTATION GUIDE

MISSION STATEMENT
CATHOLIC SOCIAL SERVICES

Our Mission as Catholic Social Services of Southern Nebraska is to
perform the Works of Mercy in response to the Call of God.

The Spiritual Works of Mercy

Counsel the Doubtful

Admonish the Sinner

Forgive Injuries

Pray for the Living and Dead

Instruct the Ignorant

Comfort the Doubtful

Bear Wrongs Patiently

The Corporal Works of Mercy

Feed the Hungry

Clothe the Naked

Visit the Sick

Bury the Dead

Give Drink to the Thirsty

Shelter the Homeless

Visit the Imprisoned

WELCOME TO LINCOLN

Even though the circumstances that have brought you here may have been unhappy, terrible and painful at times, we are glad to have you and welcome you to our community.

This community and cultural orientation guide will provide you with important information you need to know about the Lincoln community.

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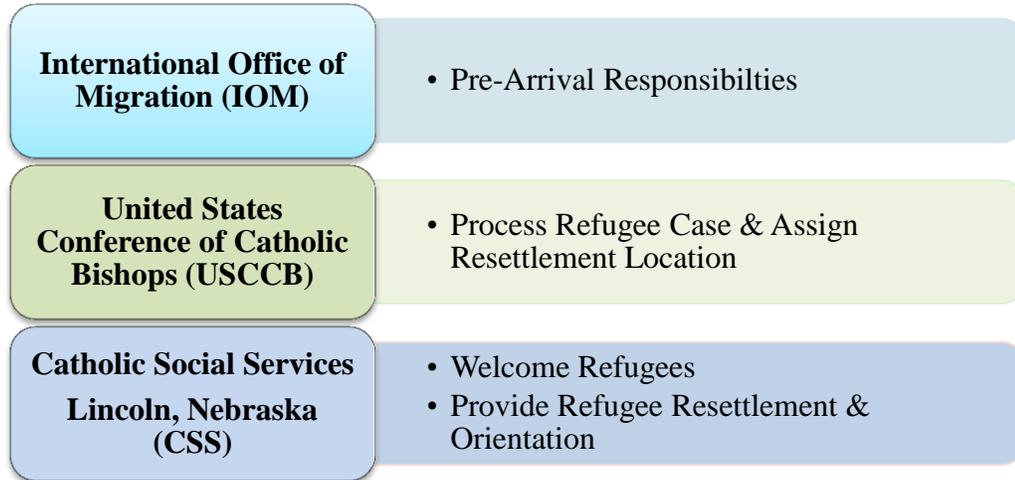
- ❖ U.S. Currency
- ❖ Paying Your Bills
- ❖ Helpful Tips to Remember
- ❖ How To Keep A Budget
- ❖ How to Open A Bank Account

SUPPLEMENTAL MATERIALS (OPTIONAL)

- ❖ “Facts of Life in the United States”
- ❖ Map of the City of Lincoln
- ❖ AR-11 USCIS
- ❖ Nebraska Driver’s Manual
- ❖ Title of Vehicle (sample)
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- ❖ Black Hills Energy Bill (sample)
- ❖ LES bill (sample)
- ❖ Windstream (sample)
- ❖ City Parks Map
- ❖ Community Action Partnership (List of Services and Head Start Applications)
- ❖ Fusion Project
- ❖ Center for People in Need
- ❖ Salvation Army

I. INTRODUCTION

REFUGEE RESETTLEMENT ACTORS



ROLE OF A REFUGEE

What is self-sufficiency?

Self-sufficiency means taking responsibility for your well-being and the well-being of your family.

In what aspects were you self-sufficient in your home country? How did you provide for yourself and/or your family?

Self-sufficiency is very important in the United States. Meeting basic needs including: housing, food, health, transportation and employment, without relying on public or private assistance, is highly valued. Americans will respect those who work hard as opposed to those who are dependent on the U.S. government for their livelihood.

STEPS TO SELF-SUFFICIENCY IN THE UNITED STATES

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Catholic Social Services has this orientation guide for you. It will introduce you to the basics of living in Lincoln and help you navigate the services available as you adjust to your new home. Please do not hesitate to ask questions or share your concerns. We are here to help you.

ASSESSMENT QUESTIONNAIRE

1. What do you know about American culture?
2. What are some differences between your country's culture and that of the United States?
3. Are there any aspects of your culture that might cause a problem in the United States?
4. Are there any aspects of American culture that might cause problems within your family?
5. Have you used a telephone or a mobile phone before? In what ways did you communicate with your family and friends?
6. How did you keep your home clean in your country?
7. What are some benefits of cleanliness?
8. How did you wash your clothes in your country? Have you used a washing machine?
9. Where did you buy your necessities in your country?

10. How did you cook your food at home? Have you ever used a refrigerator, stove or microwave before?

11. Did you have/use public transportation in your country?

12. Have you used public transportation in the United States? In Lincoln?

13. Do you know how to drive? In not, would you like to learn?

14. Are you familiar with banks and bank accounts?

15. Did you have a bank account in your country? Would you like to have one here?

16. How did you manage your finances?

17. What is budgeting? List three important benefits of keeping a budget?

II. BASIC INFORMATION

PERSONAL INFORMATION

It is important to know your personal information, including your address, phone number and the contact information of your caseworker and family/friend. You will need to know your personal information when you apply for a job, go to school or open a bank account. Remember to never give your personal information to a stranger, especially over the phone.

Address _____

Phone Number _____

Languages spoken _____

Family/Friend Contact Information _____

You may have received an identification card:

<p>Name: _____</p> <p>I speak _____</p> <p>Address: _____</p> <p>Phone: _____</p> <p>Interpreter Contact: _____</p> <p>Catholic Social Services Case Manager: _____</p>	<p>I need help and do not speak English. Please call my interpreter. Thank you.</p>
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Exploring the city of Lincoln is a great way to learn about your new home. Please carry this identification card with you, just in case you need it ☺

TELEPHONE



Emergency (911)

Catholic Social Services: _____

Refugee Case Manager: _____

Interpreters: _____

HOME SAFETY

- ❖ Lock doors and windows
- ❖ Role of the police, fire department and other emergency services
- ❖ Do not open the doors to strangers
- ❖ Children must not be left unattended
- ❖ Neighborhood Watch

CAR SAFETY

- ❖ Always wear your seat belt
- ❖ Children under six must ride in a car seat or booster seat



III. LIFE IN THE UNITED STATES

AMERICAN CULTURAL PRACTICES



Greetings:

- Shakes hands
- Make eye contact

Time:

- Schedule appointments
- Be on time

Privacy:

- Call ahead before visiting
- Topics of privacy (salary and health issues are often kept as private information)

Gestures:

- Waving hands for attention is acceptable
- Do not whistle, snap or yell loudly for attention

Families and Relationships:

- Some children attend daycare because both parents must work to financially support the family
- Most unmarried adult children live outside of their parent's home
- Marriages are never arranged
- Some adults live together and choose not to marry
- Elderly often live in nursing homes and receive assistance

Individualism and Self-Respect:

- Americans can be generous and helpful, but expect you to take responsibility.

What are some other difference or similarities between the American cultural and your own?

NEXT: In the United States we have many freedoms, but we also have many laws. Regardless of your refugee or immigrant status, you must obey U.S. laws, and you have the right to be treated fairly.

U.S. BASIC LAWS FOR CULTURAL ORIENTATION

1	Alcohol Cigarettes	It is against the law to sell or give alcohol and/or cigarettes to a minor – the age of minors for these offences may vary from state to state.
2	Alcohol Consumption	You may be fined for drinking alcohol in public – e.g., while walking on the street or in a park.
3	Bribery	Bribery is illegal in the U.S. You do not bribe police officers or other public officials; tipping public officials is also not acceptable in the U.S.
4	Change of Address	As a refugee, you are required by law to inform the US Citizenship and Immigration Services every time you change your address until you get your Green Card.
5	Child Neglect	It is illegal to leave children under the age of 12 unattended – this age varies among states
6	Child Support	You are required by law to financially support your children until they are 18 years old, even if the children are not living with you.
7	Driving	It is illegal to drive a car that is not registered or insured. It is illegal to drive while intoxicated or under the influence of drugs. It is illegal to drive without a U.S. driver’s license. It is illegal to ride in or drive a car without a seat belt on. It is illegal for infants/children to ride in a car without being in a safety seat.
8	Drugs	It is illegal to purchase, sell or use drugs. ‘khat’ ‘qat’ or ‘chat’ is illegal in the U.S.
9	Female Circumcision	This practice is not allowed in the U.S. – It is a very serious offence
10	Fraud	It is against the law to lie in order to get public assistance, immigration benefits and/or other public services. You may be fined, imprisoned, and/or deported.
11	Human Trafficking	To bring people to the United States in order to exploit them sexually or economically is illegal and can lead to imprisonment and/or deportation.
12	Hunting & Fishing	It may be unlawful to hunt and/or fish without a permit
13	Incest	It may be an offence to have sexual activity with your close family members (other than spouse).
14	Jay-Walking	You may be fined for walking across the street outside of a designated area.
15	Littering	You may be fined if you throw trash on the street or out the window of a car.
16	Marriage Age	In most states, there is a specific age below which people are not allowed to marry.
17	Military Service	All males 18-25 in the U.S. must register with the selective service, a government agency that can call individuals to military service.
18	Money Transfer	You may be fined for transferring money without license and/or on behalf of others
19	Nudity/Indecency	You may be fined for exposing your private parts in public.
20	Physical Abuse	Hitting, punching, threatening, and mistreating your spouse and children is Domestic Violence – it is an illegal and punishable offence in the U.S. Your children may be taken away from you if you abuse them. You may also be deported.
21	Police	You should always obey a police officer, disobeying may lead to imprisonment.
22	Polygamy	It is illegal to be married to more than one person at a time.
23	Prostitution	Prostitution, including soliciting a prostitute is an offense for which you could be imprisoned and/or deported.
24	School	Children aged 6-16 are required by law to attend school.
25	Sex	It is illegal to have sex with minors, even with their consent. Minors are those persons under 18 years of age.
26	Sexual Harassment	Offensive comments or behaviors of a sexual nature are illegal in the work place. Any comments of a sexual or personal nature is considered offensive
27	Shoplifting	The taking of goods from a store or street vendor without paying is illegal.
28	Smoking	You may not be allowed to smoke in some public places.
29	Urinating & Defecating in Public	It is an offense to urinate and/or defecate in public areas. You may be fined \$500.
30	Treatment of Animals	It is illegal to sacrifice animals, abuse or neglect pets, or to kill animals for food in one’s home
31	Trespass	It may be an offense for you and/or your animals to go into somebody else’s premises

CELEBRATED HOLIDAYS IN THE UNITED STATES

January	New Year's Day – January 1st Martin Luther King Day – January 19th
February	Valentine's Day – February 14 th Washington's Birthday – February 16 th
March	St. Patrick's Day – March 17 th
April	Income Tax Deadline – April 15 th Easter Sunday
May	Memorial Day
June	Flag Day – June 14 th
July	Independence Day July 4th
September	Labor Day – September 1st
October	Halloween – October 31 st
November	Veteran's Day Thanksgiving
December	Christmas Eve – December 24 th Christmas – December 25th New Year's Eve – December 31 st



The holidays listed in bold print are considered Federal holidays. Most schools and businesses are closed. However, grocery stores and some restaurants remain open.

If there is a religious or national day within your culture and/or home country that you would like to celebrate, remember to inform your employer and/or your children's school office that you would like to take the day off to celebrate.

IV. DOCUMENTATION

When you arrive to the U.S. you will receive an I-94 "ARRIVAL/DEPARTURE RECORD."

It is a required form and given to every foreign national who enters the U.S. on a non-immigrant visa. The airport officer will staple a part of this form to your passport at the Port of Entry (POE).

The I-94 is a very important document. It shows the date you arrived to the U.S. and the date when you should leave the U.S. Every visitor is advised to take good care of this document and return it when exiting the U.S.

The U.S. has very strict entry-exit tracking procedures and it is mandatory to follow the system. This not only saves time and effort but also avoids unnecessary scrutiny when you enter the country at a later date. The U.S. maintains information systems to track temporary immigrants, visa overstays and other relevant information.

The image shows two versions of the I-94 form. The top one is the 'Instructions' page, which includes a header for the Department of Homeland Security, U.S. Customs and Border Protection, and a 'Welcome to the United States' message. It contains detailed instructions on how to fill out the form, including a note that it must be completed by all persons except U.S. Citizens, returning resident aliens, and Canadian citizens. The bottom form is the actual 'I-94 Arrival/Departure Record' form, which is divided into 'Primary Inspection' and 'Secondary Inspection' sections. It contains various fields for personal information, travel details, and a section for 'Remarks/Comments'. A 'STAPLE HERE' instruction is visible at the bottom of the form.

EMPLOYMENT AUTHORIZATION DOCUMENT (EAD)



Refugees are authorized to work in the U.S. without restrictions. The Employment Authorization Card (EAD) will be received by your resettlement office and given to you.

The EAD serves as identification and authorization to live and work in the United States.

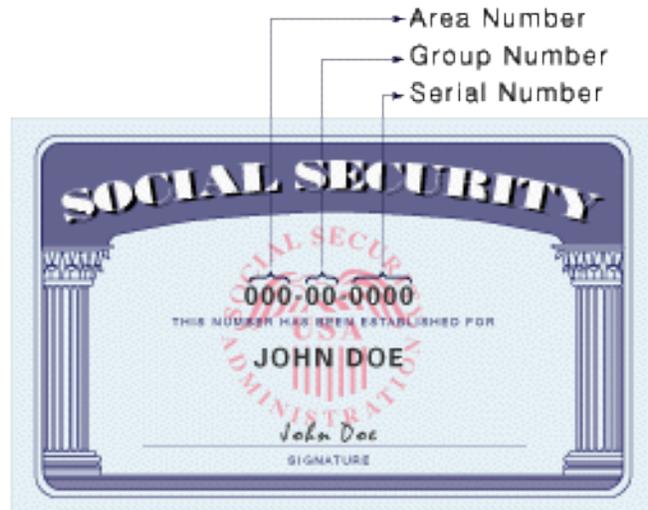
CHANGE OF ADDRESS FORM, USCIS AR-11 FORM

The purpose of the AR-11 is to report the change of address of a refugee in the U.S. The United States Citizenship and Immigration Services (USCIS) must know where you are living at all times. Catholic Social Services will provide you with an AR-11. You may also change your address online at <https://egov.uscis.gov/crisgwi/go?action=coa>. Terms

SOCIAL SECURITY CARD

You must have a Social Security number to get a job, collect benefits and receive government services. You do not need to show your Social Security card often.

Do not carry your card with you. Make a copy to use and keep the original in a safe place at home with your other important papers.



Keep Social Security Number Confidential

The Social Security Administration protects your Social Security number and keeps your records confidential. They will not give your number to anyone, except when authorized by law. You should be careful about sharing your number, even when you are asked for it. You should ask why your number is needed, how it will be used and what will happen if you refuse. The answers to these questions can help you decide if you want to give out your Social Security number.

Identity Theft

Identity theft is one of the fastest growing crimes in America. A dishonest person who has your Social Security number can use it to get other personal information about you. Identity thieves can use your number and your good credit to apply for more credit in your name. Someone illegally using your Social Security number and assuming your identity can cause a lot of problems.

Your Local Social Security Administration Office
100 Centennial Mall Lane, Room 240
Lincoln, Nebraska 69508

SELECTIVE SERVICE SYSTEM

The United States requires that all men between the ages of 18 – 25 register for the U.S. Armed Services. Refugees are considered to be residents of the U.S. and must register within 30 days of their 18th birthday.

Federal and many state laws require registration-age men to be registered with Selective Service to remain eligible for applying for the following benefits: student financial aid, government employment, employment with the U.S. Postal Service, job training and U.S. citizenship for male immigrants.

*Registering with Selective Service **does not** mean that you are joining the military.* Registration is the process of providing the Selective Service System with personal information, such as name, address, date of birth, Social Security number and other related information. It is a civic and legal responsibility.

Catholic Social Services will provide you with an application form that will be mailed to Selective Service.

CITIZENSHIP AND NATURALIZATION¹

E PLURIBUS UNUM – OUT OF MANY, ONE

WELCOME

We are very pleased that you want to become a U.S. citizen. The United States is a nation of immigrants. Throughout our history, immigrants have come here seeking a better way of life and have strengthened our Nation in the process.

For more than 200 years, the United States has remained strong because of our citizens and the common civic values we share. Deciding to become a U.S. citizen is one of the most important decisions in a person's life. If you decide to apply for naturalization, you will be showing your permanent commitment to the United States. You will also be showing your loyalty to its Constitution and its people.

When you are naturalized, you agree to accept all of the responsibilities of being a citizen. You agree to support the United States, its Constitution, and its laws. In return, you are rewarded with all the rights and privileges that are part of citizenship. We welcome your interest and hope you will read on to learn more about naturalization.

GUIDE TO NATURALIZATION

Naturalization is commonly referred to as the manner in which a person not born in the United States voluntarily becomes a U.S. citizen. U.S. Citizenship and Immigration Services (USCIS) created a guide to provide better and more consistent information to people interested in naturalization. It is written mainly for people 18 years or older who want to become citizens. Please take time to review this information to make sure that you are eligible to apply for naturalization. You can find more information at www.uscis.gov or by calling Customer Service at 1-800-375-5283.

WHAT ARE THE BENEFITS AND RESPONSIBILITIES OF CITIZENSHIP?

Benefits – The Constitution and laws of the United States give many rights to both citizens and non-citizens living in the United States. However, some rights are only for citizens, such as:

- Voting
- Bringing family members to the United States
- Obtaining citizenship for children born abroad
- Traveling with a U.S. passport
- Becoming eligible for federal jobs
- Becoming an elected official
- Showing your patriotism

Responsibilities – To become a U.S. citizen you must take the Oath of Allegiance, promising to:

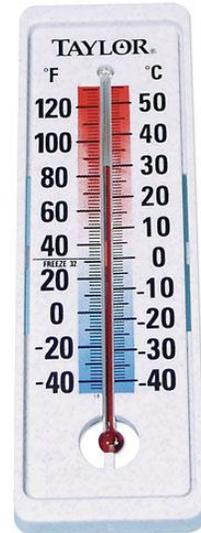
- Give up all prior allegiances to any other nation or sovereignty
- Swear allegiance to the United States
- Support and defend the Constitution and the laws of the United States
- Serve the country when required

Citizens have a responsibility to participate in the political process by registering and voting in elections. Serving on a jury is another responsibility of citizenship. Finally, America becomes stronger when all of its citizens respect the different opinions, cultures, ethnic groups, and religions found in this country. Tolerance for differences is also a responsibility of citizenship. When you decide to become a U.S. citizen, you should be willing to fulfill the responsibilities of citizenship. We hope you will honor and respect the freedoms and opportunities citizenship gives you. At the same time, we hope you become an active member of your community. It is by participating in your community that you truly become an American.

¹ A GUIDE TO NATURALIZATION, www.uscis.gov

V. WEATHER IN NEBRASKA

- There are four seasons in Nebraska—spring, summer, fall and winter.
- Each season brings different temperatures and a variety of weather conditions.
- Remember that in the United States we use Fahrenheit, not Celsius.



SPRING (March/April – June)

The weather is typically cool and may be rainy. Thunderstorms will begin to occur. You can receive thunderstorm advisories on your TV or computer. The average spring temperature is 50 degrees Fahrenheit. Nebraska is also known as Tornado Alley.



Tornadoes are a concentrated form of violent weather which appears as spiraling winds full of dust and debris picked up by the force wind. They can have winds within their walls of up to 300 miles per hour (480kph) and can move across the ground at more than 70 miles per hour (96kph). They can destroy homes, buildings and cause bodily damage.

There are two alert levels. A *tornado watch* informs us if the weather conditions exist for a tornado. A *tornado warning* informs us that a tornado has formed and touched down in our area. Sirens will go off throughout the city; alerting everyone to take shelter.

You may take shelter in a basement or the lowest level of a building. Stay away from windows to avoid shattering glass and bring a blanket and bottled water. If you are driving take shelter at a nearby building.

SUMMER (June – August)

Thunderstorms will continue to happen throughout the summer. Rain is necessary in Nebraska because much of the land beyond the city of Lincoln is used for farming. The summer will also bring extreme heat and high levels of humidity. The average summer temperature is 78 degrees Fahrenheit. It is important to stay cool on hot days. You can use a fan or an air-conditioning unit. All schools and most businesses have air conditioning.



FALL/AUTUMN (September – November)

The days will become cooler. The average fall/autumn temperature is 52 degrees Fahrenheit. You may want to begin wearing a light jacket and run the heat during the night. Autumn is a beautiful time of year and all the trees in Lincoln will begin to change.

- You may experience allergies, which is a reaction to the changing season. Symptoms may include sneezing, runny nose and itchy, watery eyes. In most cases, you can buy medication at your local pharmacy to help you through the season. Allergies typically occur at fall or spring times.

WINTER (December – February/March)

Winter may be mild or extremely cold. The average winter temperature is 30 degrees Fahrenheit. Strong winds and snowfall are common. The wind may be violent and at freezing levels. Remember to wear protective seasonal clothing, including: hats, mittens, gloves, and scarves. Children must be properly dressed especially if they are walking to school or taking the bus.



Snow can affect driving conditions. Ice can also be very dangerous for driving and walking.

Large snowstorms or severe ice storms may cause schools to be closed for the day. However, most businesses and supermarkets remain open. Hospitals and emergency services never close. You can find weather advisories and school closing information on your television or computer.

Immediately following a snowstorm, you will see large trucks clearing roads, emergency snow routes and parking lots. If you own a car and park on the street, please be aware that you may be asked by the city to park on a certain side of the street in order to allow the trucks to freely remove the snow.

If you are a homeowner or renting a duplex, you may be responsible for clearing the snow from your driveway. You **MUST** shovel the sidewalk in front of your home. It is required by law.

All winter storm and blizzard warnings will be announced on the news television station and radio. You may also check online.

VI. CITY OF LINCOLN AND POPULAR DESTINATIONS



WELCOME TO LINCOLN, NEBRASKA

The United States of America

This map (right) contains the notable cities, rivers and regions in the state of Nebraska. You can see the changing terrain of the state, from low-lands in the east to the increasing hills and mountains in the west.

The Platte River runs through Nebraska and serves as an important source of water for farm irrigation, recreation and industrial uses (hydroelectric power).



Nebraska is referred to as the Great Plains. Almost 93% of Nebraska's land is used for farming. The largest crop produced is corn, followed by soybeans. Nebraska also has some of the country's largest numbers of cattle, hogs, pigs, chickens and sheep.

SEASONAL EVENTS IN LINCOLN

Jazz in June – Begins at 5:00pm at 12th & R Streets near the University of Nebraska–Lincoln campus at the plaza west of Sheldon Museum. Live jazz music starts at 7:00pm. For the best seating, come early and bring a blanket or lawn chair for comfort. ☺

**Remember to check Lincoln’s newspaper – Journal Star – for weekly events through the city.*

FARMERS MARKETS

Haymarket Farmer’s Market – Located in the Historic Haymarket (8th and P Streets) on Saturdays from 8:00am to 12:00pm in May through mid-October. There are more than 200 vendors gathered to sell:

Baked goods; muffins, kolaches, croissants, breads, baklava, homemade root beer, egg rolls, crab rangoons, Hawaiian desserts, meat kabobs, coffee, teas, seasoning mixes, kettle corn and jams. Innovative Arts & Crafts, including: jewelry, glassware, Americana furniture, primitives artwork, dried flowers, decorated baskets, hand sewn items, barn wood/willow and other outdoor furniture, and more!!!

Fallbrook Farmers Market

Fallbrook Town Square Park
570 Fallbrook Blvd. Lincoln, NE
(402) 473-4300
June 7th – September 20th 2012
Thursdays 3:30pm – 7:00pm
Locally grown produce, baked goods,
handcrafted items, family and kids’ activities



Old Cheney Road Farmers’ Market

55th & Old Cheney Road, Lincoln, NE
(402) 309-9096
April 29th – October 28th 2012
Sundays 10:00am – 2:00pm
Fresh local produce, artisan cheeses, baked
goods, and natural meats. Accepts Credit/Debit and SNAP benefits

St. Paul United Church of Christ Farmers’ Market

13th & F Streets, Lincoln, NE
(402) 617-0320
May 15th – October 9th 2012
Tuesdays 4:30pm – 7:30pm
Neighborhood market

University Place Community Market

48th and Madison, Lincoln, NE
(712) 369-5019
June 13th – September 19th 2012
Wednesdays 3:00 – 7:00pm
University Place residents welcome the community to this friendly local produce, food vendor trucks,
crafts and entertainment

MUSEUMS AND PLACES OF INTEREST

Nebraska State Capitol – Open daily to the public with guided tours every hour. The Nebraska State Capitol is the house of the Nebraska Legislature and other offices of the State government. This is a wonderful opportunity to explore the history and culture of Nebraska. Elevators take you to the top of the Capitol where you can enjoy a full view of Lincoln.

Address: 1445 K Street (402) 471-0448
Hours of Operation: Monday – Friday: 8:00am – 5:00pm
Saturday/Holidays: 10:00am – 5:00pm
Sunday: 1:00pm – 5:00pm
Cost of Admission: FREE, tours included every hour



Museum of Nebraska History – Many people and cultures have made Nebraska their home. Come see fascinating artifacts and hear amazing stories from our rich past.

Address: 15th and P Streets
Hours of operation: Monday – Friday 9:00am – 4:30pm
Saturday/Sunday 1:00pm – 4:30pm
Cost of Admission: Suggested donation \$2.00

The Mary Riepma Ross Media Arts Center – Committed to screening a diverse set of independent, educational documentaries and foreign films. A recent documentary told the story of Burma and the refugee crisis.

Address: 313 North 13th Street
Hours of Operation: Varies based on the film/event
Cost of Admission: Based on age and time of day (\$6.50 - \$9.50)

Lied Center for Performing Arts – Fine arts performances, theater productions, dance and music concerts

Address: 301 North 12th Street
Hours of Operation: Varies on the concert/event
Cost of Admission: Varies on the concert/event

Morrill Hall – Nebraska's largest natural history museum includes the world's premier collection of fossil elephants, interactive paleontology exhibits, American Indian exhibits and more.

Address: North 14th and Vine Streets
Hours of Operation: Monday – Saturday 9:30am – 4:30pm
Thursdays 9:30am – 8:00pm
Sundays 1:30pm – 4:30pm
Cost of Admission: Based on age (children are FREE)
FREE during June, July and August, excluding the Planetarium

ENTERTAINMENT FOR CHILDREN

Lincoln's Children Museum – invites children to create, discover, and learn through the *power of play*. Build, dance, play, climb, sing, and laugh at the Lincoln Children's Museum in Lincoln, Nebraska.

Address: 1420 P Street
Hours: Tuesday – Saturday 9:30am – 5pm
Thursday's Family Evening 9:30am – 7:30pm
Sunday 1:00pm – 5:00pm
Admission: Children under 1 are FREE
Children 2–6 years \$7.00
*Yearly passes can be purchased at the Museum ☺

Lincoln Children's Zoo

Address: 1222 South 27th Street
Hours: Sunday – Saturday 10:00am – 5:00pm
Admission: Children under 2 are Free
Children 2-12 years \$6.25
Adults 13 – 61 years \$7.25
Seniors 62 and over \$6.25



CITY PARKS

The city of Lincoln has 125 parks that can be found throughout different neighborhoods. Lincoln also has several larger parks—Mahoney, Holmes and Pioneers—that offer a summer concert series, sand volleyball and a lake. Please see the attached hand-out of all city park locations.



AMERICAN FOOTBALL



FOOTBALL IN NEBRASKA

The state team of Nebraska is the Cornhuskers (Huskers). The team is associated with the University of Nebraska—Lincoln. The players are students of the University and play in a division against other university teams throughout the U.S.

Many Nebraskans take pride in the football team and show their support by attending games, watching the team play on TV with friends and family and by wearing red and white colored-clothing on game days.

The football stadium is located in downtown Lincoln near the University. Games are played on Saturdays from the end of August until January, when there is the championship game.



CLOTHING

Barnabus Project (Sheridan Lutheran)
931 Saunders Ave. (11th and Cornhusker)
(402) 423-4769

Hours: Saturdays 9:00am – 3:00pm and 1st Thursday of every month from 6:00pm – 8:00pm

*FREE Clothing and some household items

*Must register upon first visit

Capital City Christian Church Clothing Exchange

7800 Holdrege Street

(402) 467-4458

Hours: Every 3rd Saturday of the month from 9:00am – 1:00pm

*FREE Clothing

The Daisy *Discount Clothing

6433 Havelock Ave.

(402) 475-7777

Hours: Fridays and Saturdays from 10:00am – 4:00pm

Family Thrift Center

1745 'O' Street

(402) 476 – 2857

Hours: Monday – Saturday from 10:00am – 6:00pm

*Discount clothing, household supplies, and furniture

Lincoln Berean Church

6400 S. 70th Street

(402) 483 – 6512

Hours: Every 2nd Tuesday of the month from 1:00pm – 7:00pm

*FREE Clothing

Once Upon A Child

2600 S 48th Street *Van Dorn Plaza*

(402) 464-4443

Hours: Monday – Friday 9:30am – 8pm; Saturday 9:30am – 6:00pm; Sunday 12:00pm – 5:00pm

*Discount children's clothing (sizes 0 – 16 years); toys, books and baby furniture

People's City Mission – Homeless Prevention Center

26th and 'O' Street

(402) 475-6888

Hours: Monday & Friday 9:00am – 11:30am; 1:30pm – 4:00pm; Wednesday 9:00am – 11:30am

*FREE Clothing / *Furniture pick-up call (402) 475-6892

Purple Peacock Community Clothing Closet

2640 R Street

Hours: Monday 1:00pm – 4:00pm; Wednesday 9:30am – 12:00pm; Thursday 6:00pm – 8:00pm; Friday 11:00am – 4:00pm; and the third Saturday of every month 9:00am – 11:00am

*FREE Clothing, shoes, accessories and linens

St. Louise Gift and Thrift Store

2201 'O' Street

(402) 474-1600

Hours: Tuesday – Saturday from 10:00am – 6:00pm and Saturday 9:00am – 1:00pm

*Discount clothing, toys, books, household supplies and furniture



GOODWILL STORES

*Discount clothing, household supplies, toys, books and furniture

Vine Street Store

(402) 466-3223

4555 Vine Street

Hours: Monday – Friday from 9:00am – 8:00pm; Saturday 9:00am – 7:00pm; Sunday 11:00am – 6:00pm

17th and Sumner Store

(402) 438-1109

1700 S. 17th Street

Hours: Monday – Friday from 9:00am – 8:00pm; Saturday 9:00am – 7:00pm; Sunday 11:00am – 6:00pm

Edgewood Store

(402) 421-2669

Edgewood Shopping Center

5500 South 56th Street, #3

Hours: Monday – Friday from 9:00am – 8:00pm; Saturday 9:00am – 7:00pm; Sunday 11:00am – 6:00pm

N. 27th Street Store

(402) 465-4663

3910 N 27th Street

Hours: Monday – Friday from 9:00am – 8:00pm;
Saturday 9:00am – 7:00pm; Sunday 11:00am – 6:00pm

Downtown Store

(402) 477-7216

1731 O Street

Hours: Monday – Saturday 9:00am – 6:00pm; Sunday
11:00am – 4:00pm

Specialty Electronics Store

(402) 486-4939

5745 O Street

Hours: Monday – Saturday 9:00am – 6:00pm; Sunday
11:00am – 4:00pm



FREE MEALS

The Gathering Place

1448 E Street

(402) 476 -7398

*Serves free meals Monday through Friday from 5:00pm to 6:00 pm

Matt Talbot Kitchen and Outreach

2121 North 27th Street

(402) 477-4116

*Serves free meals Monday through Sunday from 11:30am – 12:30pm and 5:30pm – 6:30pm

People's City Mission

110 Q Street

(402) 475-1303

*Service:

Men – breakfast 5:45am – 6:15am; lunch 12:30pm – 1:00pm; dinner 6:00pm – 6:30pm

Families – breakfast 6:45am – 7:15am; lunch 11:30am – 12:00pm; dinner 5:00pm – 5:30pm

FREE FOOD ITEMS

Family Resources Center

4621 NW 48th Street
(402) 434-2621

*Distribution is the fourth Monday of every month from 5:00pm – 6:00pm

Indian Center

1100 Military Road
(402) 438-5231

*Distribution begins on Tuesday at 1:00pm and Thursdays at 10:00am

People's City Mission

110 Q Street
(402) 475-1303

*Distribution hours are Monday and Friday afternoons from 1:30pm – 3pm

*Must register upon arrival

El Centro de Las Americas

2032 U Street
(402) 474-3950

*Distribution is Thursdays from 12:30 – 2:00pm

Salvation Army

2625 Potter Street
(402) 474-6263

*Distribution is Monday – Friday 12:00pm – 4:00pm; Wednesday extended hours until 6:00pm
Tuesday and Friday include bread, vegetables, and other food starting at 9:30am



GROCERY AND DISCOUNT STORES

Wal-Mart

4700 North 27th Street
(402) 438-4377

3400 North 85th Street
(402) 466-0447

8700 Andermatt Drive
(402) 484-6166

Super Saver

233 North 48th Street
(402) 464-8552

2662 Cornhusker Highway
(402) 466-7100

5440 South 56th Street
(402) 423-7181

Russ's Market

1550 South Coddington Avenue (402) 477-6236
4400 South 33rd Court (402) 420-1414
1709 Washington Street (402) 477-1238
130 North 66th Street (402) 466-8111
2840 South 70th Street #15 (402) 483-0044
6300 Havelock Avenue (402) 464-5804

Ethnic Grocery Stores in Lincoln

Karen/Asian Market at 17th Washington



GOOD NEIGHBOR CENTER
2617 Y Street Lincoln, NE 68513 (402) 477-4173

The Good Neighbor Community Center provides basic needs to over 65,000 low-income individuals a year. Each client is personally welcomed through an individual interview and encouraged to participate in the following programs.

Shopping Floor

After meeting with an interviewer and completing the needs assessment, each client may shop for clothing and household goods at no cost. Clients can shop for clothes every 60 days for each member of the family. We encourage clients to bring some proof of income and expenses every time they come in to update our database.

NOTE: Appointment needed before one can come in to shop. Call us at 9am to set up an appointment.

Perishables

Each Monday and Wednesday, the GNCC distributes food provided by local stores and the Food Bank of Lincoln between 10am-12pm. *No appointment needed to come in for perishables.*

Non-Perishables

The GNCC distributes food from the city wide Lincoln Pantry System. The GNCC also distributes food for boxes made from donations received from the community. Clients can receive food every 30 days.

NOTE: Appointment needed before one can come in for a pantry. Call us at 9am to set up an appointment.

Grandparents Room

Grandparents are invited to shop every other year for their grandchildren during the holiday season. Grandchildren must be 10 years old or younger. GNCC posts the sign up dates for this and grandparents need to bring in social security cards for their grandchildren to receive their gifts. *NOTE: Please call to make an appointment.*

MENA HOPE Project

The MENA provides assistance for persons from the Middle East and North Africa. Classes provided include: Healthy cooking, Citizenship, Swimming, and Sewing. *NOTE: Please call Zainab Al-baaj for more information.*

ESL Classes

A teacher from South East Community College is on site three times a week to work with level 2 students. *NOTE: Call South East Community College for more details at 1-800-642-4075 to sign up and asked to be placed at the Good Neighbor Community Center location.*

GED Classes

Every Tuesday and Thursday evening the center provides GED classes in corroboration with South East Community College. *NOTE: Call SCC for more details at 1-800-642-4075 to sign up and asked to be placed at the Good Neighbor Community Center Location.*

Computer Classes

We offer introduction to computer classes and have a lab where clients can use computers to do job searches and work on computer skills. Days for these classes are Tuesdays and Thursdays 11am-12pm. *NOTE: No appointment is needed for this program.*

Diaper Club

Mothers with children 2 years old and younger can receive 12-34 diapers (or less depending on donations) every month. *NOTE: No appointment is needed to come in for diapers.*

Taxes

GNCC works with Union College to help with tax filing during the tax season. Dates will be posted when the season is on. *NOTE: No appointment necessary.*

LINCOLN AGENCIES / CASE MANAGEMENT

COMMUNITY ACTION PARTNERSHIP



210 O Street
Lincoln, NE 68508
Phone: (402) 471-4515

FUSION PROJECT

Located in the Asian Center
2635 O Street
Phone: (402) 477-3446



CENTER FOR PEOPLE IN NEED



3901 North 27th Street, Unit 1
Lincoln, NE 68521
Phone: (402) 476-4357

SALVATION ARMY

2625 Potter Street
(402) 474-6263



CATHOLIC SOCIAL SERVICES

2241 O Street
Phone: (402) 474-1600



These agencies offer many services to meet the needs of our community, including: food donations, emergency services, and computer and ESL classes. Please refer to the agencies by calling or visiting to see how they can best serve you.

PUBLIC LIBRARIES

The city of Lincoln offers a wide variety of books for all ages. You are invited to stay and read at the library or register for a library and take the book home with you.

Bennett Martin Public Library

136 South 14th Street

(402) 441-8500

Hours: Monday - Saturday: 10:00am – 6:00pm; Sunday: 12:00pm – 6:00 pm

Victor E. Anderson Branch

3635 Touzalin

(402) 441-8540

Hours: Monday - Thursday: 10:00am – 8:00pm; Friday- Saturday 10:00am – 6:00pm; Sunday: 12:00pm – 8:00pm

Bethany Branch

1810 North Cotner Boulevard

(402) 441-8550

Hours: Monday - Saturday: 10:00am- 6:00pm;

Loren Corey Eiseley Branch

1530 Superior Street

(402) 441-4250

Hours: Monday - Thursday: 10:00am – 8:00pm; Friday – Saturday 10:00am – 6:00pm; Sunday 12:00pm – 8:00pm

Charles H. Gere Branch

2400 South 56th Street

(402) 441-8560

Hours: Monday - Thursday: 10:00am – 8:00pm; Friday – Saturday 10:00am – 6:00pm; Sunday 12:00pm – 8:00pm



South Branch

2675 South

(402) 441-8570

Hours: Monday - Thursday: 10:00am – 8:00pm;
Friday – Saturday 10:00am – 6:00pm; Sunday
12:00pm – 8:00pm

Bess Dodson Walt Branch

6701 South 14th

(402) 441-4460

Hours: Monday - Thursday: 10:00am – 8:00pm;
Friday – Saturday 10:00am – 6:00pm; Sunday
12:00pm – 8:00pm

Dan A. Williams Branch

5000 Mike Scholl Street

(402) 441-8580

Hours: Monday – Thursday 4:00pm – 8:00pm; Friday 4:00pm – 6:00pm; Saturday and Sunday 1:00pm – 6:00pm



POST OFFICES

1. Post Office - College View	5100 Van Dorn St Hours — Tue: 7:30am-5:00pm	(402)458-1834
2. Post Office - Four Star Card	5500 Old Cheney Rd Hours — Tue: 10:00am-5:30pm	(402)434-7747
3. Post Office - Four Star Drug	1265 S Cotner Blvd Hours — Tue: 9:00am-5:00pm	(402)473-1633
4. Post Office - Gateway	5945 R St Hours — Tue: 8:00am-5:30pm	(402)458-1833
5. Post Office - Havelock	6240 Platte Ave Hours — Tue: 8:30am-4:30pm	(402)458-1833
6. Post Office – Hy-Vee #1385	5010 O St Hours — Tue: 7:00am-10:00pm	(402)255-3913
7. Post Office – Hy-Vee #1386	1601 N 84th St Hours — Tue: 7:00am-10:00pm	(402)467-5505
8. Post Office – Hy-Vee	6001 Village Drive Hours — Tue: 7:00am-10:00pm	(402)421-2462
9. Post Office – Hy-Vee	5020 N 27th St Hours — Tue: 7:00am-10:00pm	(402)477-4764
10. Post Office – Hy-Vee CPU # 5	7151 Stacy Ln Hours — Tue: 7:00am-10:00pm	(402)255-3913
11. Post Office - Indian Village	1201 Calvert St Hours — Tue: 8:30am-5:00pm	(402)458-1830
12. Post Office - Lincoln	700 R St Hours — Tue: 7:30am-6:00pm	(402)458-1842
13. Post Office - State House	301 Centennial Mall S Hours — Tue: 7:30am-4:00pm	(402)458-1842
14. Post Office - University Book	402 N 14th St Hours — Tue: 8:30am-5:00pm	(402)472-8497
15. Post Office - University Place	2427 N 48th St Hours — Tue: 8:30am-4:30pm	(402)458-1837
16. Post Office - Woods Park	110 N 35th St	(402)458-1837



VII. PUBLIC TRANSPORTATION



StarTran Public Bus System Mission Statement

To provide the citizens of Lincoln a convenient, reliable, comfortable, safe and affordable public mass transit system.

- * Bus schedules are available online or at the main office.
- * Bus schedule operate at different times on Saturday and Sunday.

FIXED ROUTE SERVICE COST

Cash Fare	\$1.75
Child (4 and under)	FREE
31 Consecutive Day Pass	\$45.00
Low-Income 31 Consecutive Day Pass (Monthly Pass)	\$8
20 Ride Pass	\$33.00
Star Shuttle/Downtown Zone	\$.25
Regular & Stop-over Transfers	FREE

Regular – A regular transfer lets you board a different bus going in the same direction as if it were the first bus you boarded. This transfer is good for one hour or until the next connecting bus arrives.

Stop Over – A stop over transfer lets you stop for one hour along your route and re-board the same bus going in the same direction.

CONTACT INFORMATION

710 J Street
Lincoln, Nebraska 68508
(402) 441-7185

For bus schedule information: (402) 476-1234

Office hours: Monday – Friday 8:00am to 4:30pm (closed on holidays)

StarTranInfo@lincoln.ne.gov

FREQUENTLY ASKED QUESTIONS

Do I need exact change when riding the bus?

Yes, please have exact change ready when you board the bus.

Where can I obtain a monthly pass?

StarTran passes are available at the main office—710 J Street—and major banks, grocery stores and high schools. Including:

Bank of the West (Downtown location)
Hy-Vee
IGA Marketplace
League of Human Dignity
Lincoln Electric System
Russ's Markets
Save Mart
Sun Mart
Union Bank (3643 S 48th & 121 S 13th Streets)
Wells Fargo (Downtown location)

Lincoln Middle and High Schools: *Bryan Learning Center, Culler, Dawes, East, Goodrich, Irving, Lefler, Lincoln High, Lux, Mickle, Northeast, Park, Pius X, Pound, Scott, Southwest and Southeast.*



How do I identify my bus?

Every StarTran Bus is marked beside the front door and above the windshield with a route number and name. If you should have any doubts or questions about the routes, please feel free to ask the bus driver.

How can I tell where the bus stops are?

Most stops are marked by a blue and green bus sign. Buses do not load or unload in the middle of a block. Always arrive at your bus stop five minutes before the scheduled time to ensure that you do not miss your bus.

How do I know when to get off the bus?

Just pull the bell cord or press the strip above your seat one block before you want to get off. This will alert the driver to stop at the next corner. If you are not familiar with the area, ask the driver to let you know when you are approaching your destination.

Do you have special transportation services for the elderly and disabled?

Disabled persons unable to use regular bus service may qualify/register for specially equipped StarTran Handi-Van at the League of Human Dignity, 1701 'P' Street, (402) 441-7871.

OBTAINING YOUR LICENSE

When applying for a STATE I.D., LEARNER'S PERMIT OR DRIVER'S LICENSE, you must present documentation of:

1. Identity containing name and birth (passport, green card, I-94, etc...)
2. Verified address in Nebraska (tenant lease or postal mail)
3. Social Security Card

STEPS TO DRIVING

1. Learner's Permit – Allows a person to legally practice driving for a Provisional Operator's Permit (POP). A computer exam is required to obtain the learner's permit. There are 25 questions and 20 must be answered correctly. An audio assistance option is offered in addition to the computer exam. Basic knowledge of the English language is required. Driver manuals are available and you can find a practice exam online at: http://www.nebraska.gov/dmv_cgi/2003exam/practice_test.cgi
2. Driver's License – Authorizes the holder to operate any motor vehicle with the exception of a motorcycle and commercial motor vehicle. You must take a driving test with an examiner in the passenger seat. Any mistakes made during the exam will result in a subtraction of points. You must drive and park without fault. You must provide your own vehicle for the exam. Interpreters are not allowed to accompany you; therefore basic knowledge of the English language is required.

DRIVING CLASSES

1. Southeast Community College (SCC) offers practice driving time at \$35/hour with an instructor. You must register for at least two hours or more of driving time through their extended education office located at 301 South 68th Street.

Driver's education is also offered through SCC, which includes detailed classes and driving behind the wheel. This course is primarily offered to high school students, but is open to the public for \$225. The price is scheduled to increase in 2013 to \$240. For more information contact Rhonda Taft at (402) 437-2710 or email rtaft@southeast.edu

2. Road Ready offers an in-depth driving course to persons of all driving abilities. The course includes six hours of classroom instruction and six hours of one-on-one driving. The course is \$278. This may seem expensive, but driving is an important step towards self-sufficiency. Interpretation can be arranged for all twelve hours. Contact information: 2900 O Street, Suite L (402) 477-5933
3. Nebraska Safety Council offers driver's education and defensive driving classes. If needed, you must provide your own interpreter. You can find more information at: www.nesafetycouncil.org/ or by calling (402) 483-2511. Their offices are located at 3243 Cornhusker Hwy. Suite A10

BUYING A CAR

There are a number of expenses involved in owning a car, including tax, registration and insurance. You must register your vehicle in less than 30 days after purchasing. To register, follow these steps:

1. You will need to provide an original document showing proof of insurance. Automobile insurance is required by law. Several insurance companies in Lincoln include: Farm Bureau, All State, State Farm, Geico and Liberty Mutual.
2. Present a “Bill of Sale” receipt.
3. Present original “Title of Vehicle” Note: There is ONLY one title for every car that is registered in the state of Nebraska. Duplicate titles are not allowed without special permission from the State of Nebraska.
4. Take all documents to the County Treasurer’s office located at 625 North 46th Street, Lincoln.
5. If you have questions, call the Lincoln County Treasurer (402) 441-8703.

WHERE TO BUY A CAR

There are several options available to you.

1. Ask family or friends, already established in Lincoln, if they know of someone selling a vehicle. You can often rely on others to help you find a good deal with a trusted individual.
2. Check Craigslist in the Lincoln/Omaha areas: <http://lincoln.craigslist.org/> Craigslist is a website where people advertise used or new items, including cars. You can also find good deals on furniture and even employment opportunities on Craigslist. It can be a very useful tool.
3. The Lincoln Journal Star is the newspaper of Lincoln and advertises new and used cars for sale. Checking the paper daily, especially on Saturday and Sunday, can be very helpful. The city also has several other newspapers and journals that advertise cars for sale.



***Beware of individuals taking advantage of you.
Check with family, friends, neighbors or other individuals that you trust to ensure that you
are getting a good deal for the price.***

VIII. HOUSING

HOUSING ORIENTATION (See supplemental materials: “Mercy Housing”)

- ✓ Maintaining Your Apartment
- ✓ Safety and Security
- ✓ Mail and Notices
- ✓ Being a Good Neighbor
- ✓ Energy Conservation



WHEN YOU ARE READY TO MOVE

Consider the following:

- ✓ Rent Know your income and how much you must spend on rent every month.
- ✓ Location Do you need to be near a bus station or family members?
- ✓ Space Lincoln housing laws limit the number to 2 persons per bed/sleeping room.
- ✓ Laundry Are laundry facilities available or will you walk to a laundry mat?
- ✓ Storage Do you need additional storage space for bikes, etc...?
- ✓ Garage You may want a garage if you own a car, especially during the winter months.

HOUSING ASSISTANCE

Applications can be made for financial assistance through the Lincoln Housing Authority. Applications can be found online at: <http://www.l-housing.com/> and their office is located at 5700 R Street, Lincoln, NE 68505.

Please know that there is a waiting list and priority is given to persons participating in preferred programs, including Match Grant and Employment First. Please speak with your caseworker to learn more about the application process.

BLACK HILLS ENERGY calculates the amount of gas usage in your home during a given time period. Gas may be used for heating or cooler your home and/or water.

READING YOUR BILL



The front of your bill shows an easy to read summary of charges, a graph of your energy use over a 13-month period, and important information about your account. The back of your bill provides the details you need to understand what makes up the charges on your bill.

1. **Your Information:** This is your account number, name, and date the bill was mailed.
2. **Amount due:** Easily find your amount due and due date. All payments need to be made on or before the due date. Past due charges will be included in your amount due. If you are enrolled in Automatic Bank Transfer, this is the amount and date your payment will be automatically made for you.
3. **Reach Out To Us:** Visit us online, email or call us to learn about the services we provide or to manage your account.
4. **Energy usage chart:** Compare several factors that might influence your energy use - it includes your average use per day and cost per day for this month, last month and last year.
5. **A breakdown of how your bill is figured:** Account summary provides the transactions since your last bill that were used to determine your balance due for the billing period. If you are enrolled in Budget Billing, this will show the amount of your monthly budget payment.
6. **Read Your Messages:** Important information about your account is provided in this section. Additional information is also provided on the back of your bill.
7. **Payment Remittance:** If mailing your payment, return this portion of your statement in the return envelope provided. Please don't fold your payment or attach it to the stub. For details on automatic or online payment options
8. **Black Hills Cares:** Black Hills Cares helps eligible customers meet their energy needs through tax-deductible donations from our customers and employees. We match the contributions and forward the total to assistance agencies for distribution. Just mark the appropriate amount to enroll in an automatic monthly contribution or to make a one-time donation.
9. **Detailed usage information:** This area provides detailed usage information for each service on your account, including billing rate, meter readings and dates, meter number, and total energy usage for the billing period.
10. **Detailed charge information:** Here you will find detailed charges for your service, including customer charge, all associated charges itemized for your energy usage, and applicable taxes for the billing period.
11. **Your transaction history:** Listed in this area is detailed information for financial transactions affecting your account including payments made since your last bill, fees and adjustments, deposits billed, payment arrangements, energy assistance or budget balance amount if you are on the budget billing plan. These transactions are included in the summary on the front of your bill.
12. **Additional messages:** Additional messages for you are listed in this area.



LINCOLN ELECTRIC SYSTEM (LES)

Tenants are almost always responsible for their own electric bill, which calculates the usage of electricity in the rental during a given time period. You will receive a bill in the mail and it is your responsibility to pay.

You can pay:

Online: http://www.les.com/your_home/payment_op.aspx

Mail: LES / P.O. Box 80869 / Lincoln, NE 68501

Walk-Up: 1040 'O' Street (11th & 'O' Street) *Lobby walk-in services 8 a.m.-6 p.m., Monday-Friday*

TELEPHONE COMPANIES

1. **Windstream** is the local telephone company in Lincoln. On your first bill, you will see a connection fee for starting services. However, your monthly bills following will be significantly less.
2. **Cellular Phones** are another option. They can be purchased through cellular companies, including: Verizon, Alltel, Cricket or AT&T. These particular cellular companies require that you purchase a plan, which usually involves a contract of one-year or more.
3. **“Pay As You Go”** is a cellular plan that allows you to purchase a cellular phone at Wal-Mart, Best Buy or another local retailer and then personally charge your phone every month. You can buy refill cards at local grocery and ethnic food stores.



When you leave a rental you MUST call to cancel/stop service.

When you move into a new rental, you MUST call to begin/start service.

IT IS VERY IMPORTANT TO PAY YOUR BILLS ON TIME.

TENANT / LANDLORD ROLES & RESPONSIBILITIES:

- ✓ Be sure that you understand the lease. If you have questions, ask the landlord or a friend for assistance.
- ✓ The lease should include the monthly rent amount, due date and leasing period (typically 6 – 12 months).
- ✓ Be sure that you have the name and contact information of your landlord.
- ✓ If there are any problems involving apartment maintenance or neighborhood disturbances call and inform your landlord immediately.
- ✓ The landlord should provide you with an inspection checklist. This gives you the opportunity to list any faults with the apartment, example: chipped wood, torn carpet, damaged countertops or broken handles. This checklist will be reviewed when you move-out. You will be responsible for any damages incurred during your lease.

HOUSING ORIENTATION CHECKLIST

To be completed during the R&P period

1.	Demonstrate the use of basic appliances (dishwasher, furnace, laundry etc.)	Yes	No
2.	Explain how smoke detector works and when to change batteries.	Yes	No
3.	How is the landlord contacted?	Yes	No
4.	When and how will rent be paid?	Yes	No
5.	What utilities are tenants responsible for?	Yes	No
6.	Any questions about the lease?	Yes	No
7.	Discuss the neighborhood (parks, schools, post office, etc...)	Yes	No

Do you have any questions regarding the lease or the roles and responsibilities of a tenant and landlord?



BED BUG ALERT:

Human bed bugs are found worldwide and are dispersed through human travel. During the last decade, there has been a significant increase in bed bug infestations in the U.S. Although bed bugs have never been shown to transmit diseases, people living in bed bug infested homes may experience psychological stress, anxiety and insomnia.

Description and Habits

Bed bugs are reddish-brown, wingless and very flat. Bed bugs usually attack humans, but may feed on other warm-blooded animals, including pets. During the day, bed bugs hide in cracks and crevices near the bed or places where people sleep at night. At night, bed bugs come out of their hiding places to feed. Bites are most often found on the upper body: neck, arm and shoulders, but may be found on legs or ankles.

Where Do They Come From?

Bed bugs don't just appear spontaneously in a home or apartment. The most common ways bed bug infestations get started are:

- Travelers bring bed bugs home from infested hotels or motels in their luggage.
- They may be brought home with infested used furniture.
- Bed bugs can hitch a ride to another location by hanging on clothing.
- Family members living away from home may bring them home on holidays.
- If you move into an infested home or apartment, you will have an instant infestation.



Once brought inside apartments or hotel rooms, bed bugs readily travel to other bedrooms as their numbers increase. If you live in an apartment, you can get them from your neighbors.

Managing Bed Bugs

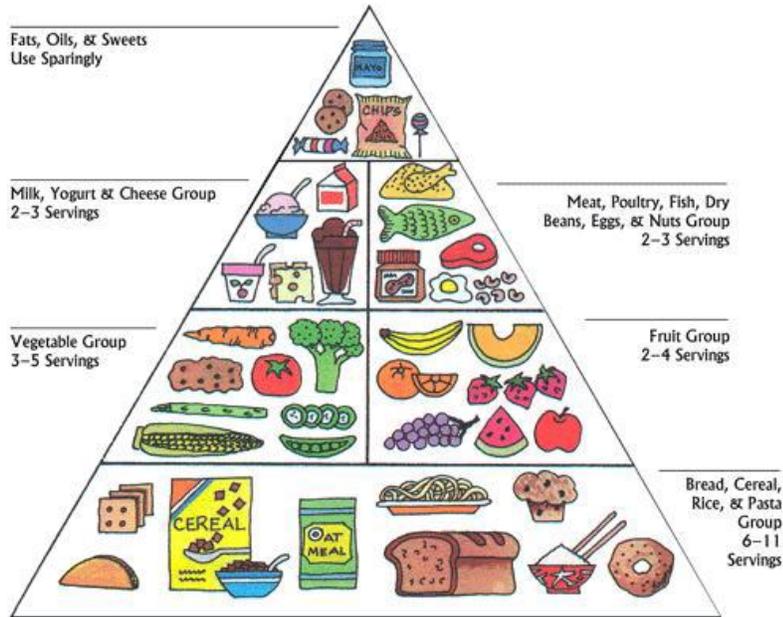
Thoroughly clean infested rooms. Launder bedding and dry thoroughly in a hot dryer to kill all stages of bed bugs. Vacuum infested areas thoroughly, including mattress, foundation/box springs, furniture, beds, headboards, sofas. After you are finished, take the vacuum cleaner bag immediately to the trash. If there is a serious bed bug infestation, removing wall-to-wall carpets may be helpful. Some people recommend throwing mattresses away. It is extremely important to eliminate clutter and reduce hiding places for bed bugs.

Chemical Treatments

Non-chemical methods (vacuuming, steaming, laundering, mattress encasement) will be helpful in bed bug control, but, by themselves, are not likely to eradicate the bed bug population. This means insecticides must be used to treat bed bug harborage areas. Do not treat mattresses or bed linens unless the insecticide label specifically says you can treat them. Read all product labels carefully! Because treating all the areas where bed bugs hide is difficult, we recommend hiring an experienced pest control professional.²

² <http://lancaster.unl.edu/pest/resources/bedbug263.shtml>

IX. HEALTH CARE



WHAT TO EAT?

You may notice some differences between the U.S. and your home country when it comes to food.

You will have the opportunity to shop and purchase food that is similar to what you are used to at the local ethnic grocery stores.

Always remember that nutrition is important in maintaining a healthy lifestyle.

It is essential to keep a balanced diet of grains, fruits, vegetables, dairy and protein.

PERSONAL HYGIENE

Most people in the U.S. bathe at least every other day. Washing yourself and your clothing regularly is expected to prevent body odor, unsanitary conditions and the spread of sickness. Remember to use shampoos and conditioners for washing your hair and soap for washing your body. Brushing your teeth and flossing on a regular basis is extremely important. Wearing deodorant is recommended. All personal hygiene items can be purchased at Wal-Mart-, Target, Walgreens or grocery stores.



WHAT IS AN EMERGENCY?

If you experience chest pain, shortness of breath, or are severely bleeding: these are all signs of an emergency and it is necessary for you to call **9-1-1**.



When you call 9-1-1 a fire truck, police car and/or ambulance will arrive.



If there is a fire in or near your home, call **9-1-1**

GOING TO THE DOCTOR



When you first arrive to the U.S. you will have three refugee health screening appointments.

- ✓ These appointments will involve immunizations, TB testing and a physical.
- ✓ You will be referred to an eye doctor for vision and a dentist for a routine dental exam.
- ✓ Physicals and immunizations are required for children to attend school and for employment.
- ✓ You may be referred to a specialist if you require additional medical attention.
- ✓ **ALWAYS BE ON TIME:** If you are late or miss an appointment it could take weeks or months to reschedule.
- ✓ As a refugee, you will be provided with eight months of free health insurance (Medicaid).

HOW TO USE MEDICAID TAXIS

Call: 1-855-230-5353

Hours: Monday-Friday, 8am-5pm

Call three days in advance and when the operator answers, say in English: "I speak (language) . I need an interpreter." They will transfer you to an interpreter that can schedule transportation.

INFORMATION YOU WILL NEED:

1. Your address, where you will be picked up.
Address: _____ Lincoln, Nebraska _____
2. The address of your appointment:
Doctor's Office: _____
Address: _____ Lincoln, Nebraska _____
3. The date and time of your appointment.
Date: _____
Appointment Time: _____

On the day of the appointment, you should be ready and watching for your taxi to arrive.

After the appointment, call for the taxi to pick you up:
(402) 477-4111



X. HEALTH INSURANCE

Health insurance can be expensive in the United States. However, it is YOUR responsibility to afford health insurance.

As a refugee, you are granted eight months of free health insurance—Medicaid. You will be assigned a health insurance company—Coventry or Shared Advantage. During this time, you may have multiple visits with the doctor, dentist and eye-doctor.

You may also be referred to a specialist if you have thyroid or heart concerns, hearing disabilities, etc...



When eight months of free health insurance (Medicaid) has ended, it becomes your responsibility.

There are several options.

1. Health insurance through your employer – In many cases, your employer will offer health insurance. Thus, by having a job, you will have the opportunity to be insured and insure any immediate family members (wife, husband and children).
2. Find a local insurance company and pay out of pocket – This option will require you to sign-up for a plan through a privately-owned insurance company. When you are choosing a plan, you must be mindful of the policy. Sometimes policies do not cover pre-existing conditions, such as diabetes and other policies have limited coverage, as an example: not covering all or any maternity costs.
3. Low-income Medicaid – If you are not employed, or have a job that pays at or below the poverty level in Nebraska, you can apply for continued Medicaid coverage. It will not be free, but costs will be determined based on your income. You can apply for low-income Medicaid assistance at the Department of Health and Human Services (DHHS).

It is very important to ALWAYS have health insurance. If an accident occurs and you are not covered, the total cost of emergency, hospital and medicinal care could result in thousands of U.S. dollars.

HEALTH INSURANCE COMPANIES IN NEBRASKA

Individual and Family Health Insurance Companies in Nebraska

- BlueCross BlueShield of Nebraska
- Celtic Ins. Co.
- Coventry
- Humana
- IHC Group
- UnitedHealth One



Dental Insurance Carriers in Nebraska

- Ameritas Life Insurance Corp.
- Humana
- Madison National Life Insurance Company
- Security Life Insurance Company of America
- UnitedHealth One



***More information of the various insurance companies can be found online or in the phone book.**



The **People's Health Center** provides affordable, comprehensive, accessible, culturally appropriate, cost-effective primary health care. The Center serves the people of Lincoln, especially those individuals/families with limited resources or with other barriers to health care.

Location: 1021 N. 27th Street in Lincoln, NE 68503

Hours: Monday through Thursday 8:00 a.m. - 7:00 p.m. and Friday 8:00 a.m. - 5:00 p.m.

A variety of languages are represented at the People's Health Center. They are able to interpret on site in the following languages: Spanish, Vietnamese, Kurdish, Arabic, Burmese, Karen and French.

City Mission's Free Medical Clinic delivers affordable, comprehensive, coordinated, patient-centered care while reducing health disparities associated with poverty, race, language and culture. Payment is expected at the time of visit. For those without insurance, payment is based on a sliding fee scale. Proof of one month's income is required to determine the fees for services rendered. The sliding fee scale is based on the federal poverty guidelines. The offices are located at 401 North 2nd Street, Lincoln, Nebraska.



HOSPITALS IN LINCOLN



St. Elizabeth Regional Medical Center
555 South 70th Street
Lincoln, NE
(402) 219-8000

Bryan LGH Health Systems
1600 South 48th Street (EAST)
Lincoln, NE
(402) 489-0200

2300 South 16th Street (WEST)
Lincoln, NE
(402) 475-1011

MENTAL HEALTH

Cultural Shock and Depression

The United Nations defines a refugee as someone who “owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality, and is unable to, or owing to such fear, is unwilling to avail himself to the protection of that country.”

At Catholic Social Services, we understand that you may be coming from unimaginable situations involving fear, extreme poverty, violence and despair. However, when you leave behind these situations, you say good-bye to family and friends and it is therefore customary to feel anxious, lonely or depressed when you arrive to the United States. Stress is a common occurrence when adjusting to a new culture and you may experience one or more of the following:

Physical stress: *drowsiness, dizziness, nausea, chest pain, increased heartbeat, headaches, or difficulty breathing*

Mental stress: *confusion, nightmares, intrusive thoughts, or difficulty concentrating*

Emotional stress: *fear, guilt, grief, nervousness, intense anger, irritability, depression or loneliness*

Behavioral stress: *withdrawal, isolation, loss/gain of appetite, increased alcohol consumption, or anxiety*

Combating Culture Shock

Learning English will help you communicate with others in the community.

Being active at work or at your children’s school will allow you meet others.

Taking community classes enhances your knowledge of the American culture and/or technical skills for the workplace.

Sharing the many beautiful, positive memories and traditions of your home culture with those around you informs Americans and others of who you are and where you come from.

We are committed to the well-being of you and/or your family.

Please never hesitate to speak with us about any difficulties you may be experiencing.

LOCAL COMMUNITY RESOURCES

Bryan Mental Health (West) Counseling Center	2300 South 16 th Street Lincoln, NE	(402) 481-5991	Mental health issues, depression, anxiety, substance abuse
CenterPointe	2633 P Street Lincoln, NE	(402) 475-8717	Helps low-income and homeless with addiction and mental health disorders.
Child Guidance Center	2444 “O” Street Lincoln, NE	(402) 475-7666	Recovery from abuse or trauma, anger management, depression, family conflict, divorce, substance abuse, behavioral problems, adolescent issues poor school performance
University of Nebraska- Psychiatric Clinics	515 South 26 th Street Lincoln, NE	(402) 552-6006	Attention deficit disorder, chronic mental illness, dementia, pregnancy related and developmental disorders

CALL A HELP—LINE

Nebraska Family Help Line	1-800-866-8660	www.nebraskafamilyhelpline.ne.gov	Speak with trained counselors on any mental health issue.
National Suicide Prevention Hotline	1-800-273-8255	www.suicidepreventionlifeline.org	Speak with trained counselors on any mental health issue.
The Trevor Project	1-866-488-7386	www.thetrevorproject.org	Organization providing crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender, and questions youth.

XI. EDUCATION

Lincoln Public Schools

Primary and secondary education is mandatory in the United States. Children must attend school and as parents you are required by law to send them.

The U.S. education system in Lincoln, Nebraska is as follows:

- ✚ Lincoln Public Schools – Students will attend neighborhood schools from kindergarten through twelfth grade. Children with limited English skills will attend special classes until they have achieved the correct grade level. Refugees have the opportunity to attend high school until the age of twenty-one. More information will be made available to you by Lincoln Public Schools (LPS), should you be attending or sending your children to school. In most cases, children will walk or take the bus to school. If you are able to drive or carpool with another family, especially during the cold winter months, it would be helpful. Public education is free.
- ✚ EXCITE – Children between the ages of three and five are invited to participate in the Excite program. Classes are held throughout the city of Lincoln, usually at elementary schools, community centers or churches. This program is run by Lincoln Public Schools (LPS). You must register your child by calling (402) 436-1995 to schedule an appointment at the LPS Teaching and Learning Center located at 949 West Bond Street. You must present a birth certificate and immunization record of your child and your own income verification. There is usually a waiting list, therefore it is best to register your child as soon as possible.
- ✚ Parochial Schools – There are a number of elementary and middle schools run by the Catholic diocese of Lincoln. There is one Catholic high school – Pius X High School—located at 6000 A Street. A Catholic education is not free, but financial assistance is available.
- ✚ Private Schools – There are a number of elementary, middle and high schools run by private churches and organizations. Tuition (payment) is required, but financial assistance is sometimes offered.



Teacher/Parent Relationship

As parents, you are encouraged to take an active role in the education of your children. You will have the opportunity to meet with your child's teacher at the beginning of the school year. There will be several opportunities during the school year: parent-teacher conferences, where the teacher will inform you on the progress of your child's academics. You are free to call the school, teacher or public school liaison with any questions, comments or concerns.



Extra-Curricular Activities

There are many extracurricular activities offered through schools to engage your children in the arts, music, theater, dance and sports. If your child shows an interest in a particular subject such as: math, science or politics they can join clubs or student council (leadership).

Please take advantage of the opportunities offered to you by the Lincoln public school system and community!

ENGLISH AS A SECOND LANGUAGE (ESL)

**Learning English is one of the most important steps towards self-sufficiency;
By learning English you become independent.**

SOUTHEAST COMMUNITY COLLEGE (SCC)

The program consists of a series of classes to provide a strong foundation in fundamental grammar structures, sentence patterns and vocabulary of English. All ESL classes include reading, writing, listening and speaking. Class options vary based on location and quarter. Classes that are offered include:

- 4 levels of beginning English
- 4 levels of intermediate English
- 2 levels of advanced English
- Refugee ESL is located at First Presbyterian Church on 17th and F Streets

SCC Newcomers Educational Center –
Non-credit intermediate-level ESL courses
in the areas of:

- Dental Assisting
- Food Service and Hospitality
- Medical Laboratory Technician
- Medication Aide
- Microcomputer Technology (Beginner & Intermediate)
- Nursing Assistant



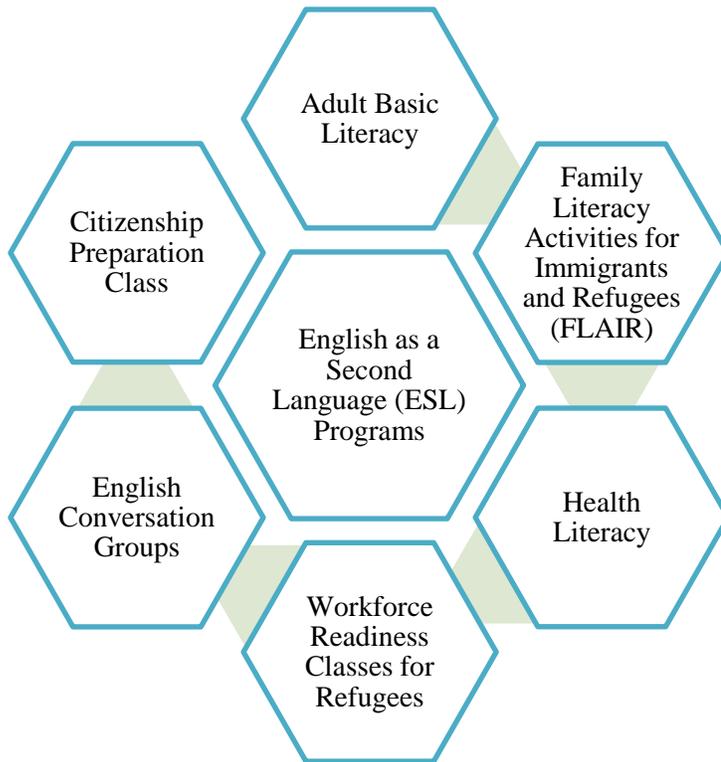
These courses will offer opportunities for students to explore careers and college programs, develop specialized technical vocabulary, and become familiar with college faculty facilities, services and academic expectations. Not all courses are offered every quarter. Contact 437-2821 or ygoomez@southeast.edu to find out which courses are currently offered.

Many adults who come to the United States have difficulty transferring their education. There are several options in Lincoln to help you overcome this obstacle and successfully transfer your skills and find a job.

If you never earned a high school diploma or your education does not transfer to the United States you can receive a **General Education Diploma (GED)**. The GED requires that you pass five exams—Language Arts, Reading, Math, Science and Social Studies. Southeast Community College offers FREE classes to prepare you for these exams. The classes are offered quarterly and can be taken in the morning, afternoon or evening. Obtaining your GED will enable you to pursue higher paying jobs in a variety of professions.



Southeast Community College
8800 “O” Street Lincoln, Nebraska
Susan Kash-Brown, Assistant Director ESL
(402) 437-2722
skashbro@southeast.edu



You must register and take an entrance test on one of the following occasions:

Mondays from 2:00pm – 3:30pm at Lincoln Literacy located at 745 South 9th Street

Saturdays from 1:00pm – 3:00pm at Bennett Martin Public Library located at 136 South 14th Street

After testing, you are assigned to an ESL level based on your English abilities. You are invited to participate in any of the classes listed above. Lincoln Literacy offers child care and transportation for every class. Please pursue these opportunities to expand your knowledge! For more information, call (402) 476-7323 or email info@lincolnliteracy.org. You can also visit their website: www.lincolnliteracy.org

CENTER FOR PEOPLE IN NEED

3901 N. 27th St. | 402-476-4357

Offers beginning to advanced ESL classes daily. Registration for the classes are Monday through Friday 3:00 - 5:00 PM.

UNIVERSITY OF NEBRASKA – LINCOLN (UNL)

The University of Nebraska (UNL) is a leading educational institution. Students come from across the United States and around the world to attend. The following colleges include:

*Agricultural Sciences & Natural Resources * Architecture * Arts and Science * Business Administration * Education and Human Sciences * Engineering * Fine and Performing Arts * Graduate Studies * Journalism and Mass Communications * Law * University of Nebraska Medical Center*

The university is significantly more expensive than community college. You will need to work hard and save money in order to attend or build good credit in the United States and apply for student loans. You must repay loans upon graduation. Building good credit can be accomplished by paying your travel loan or buying a car or a home. Grants are made available to students, but in most cases you must be a U.S. citizen.

If you truly want to pursue an education at the University of Nebraska-Lincoln you must be willing to work hard; success is not free.

For more information: <http://www.unl.edu/>





LEARNING ENGLISH ONLINE

Study English at home on your computer or at the

Lincoln Public Libraries

PROGRAM	SKILL LEVEL	CONTENT	WEBSITE
Learning Chocolate	Beginner	Memorize vocabulary using pictures, sounds, and games. Topics include animals, sports, holidays, jobs, transportation and more!	http://www.learningchocolate.com/
English-Zone.Com	ALL	Learn idioms, verbs, grammar, and how to write stories.	http://english-zone.com/index.php Register with email and password
ESL FLOW	ALL	Focus on speaking, grammar, jobs and career, public health/safety. Most of the activities are in PDF format and include: practice tests, reading and writing materials.	http://www.eslflow.com/
Randall's ESL Cyber Listening Lab	ALL	Topics include phone conversations, animal sounds, families, and telling time. Each exercise has a multiple-choice quiz.	http://www.esl-lab.com/
ESL VIDEO	ALL	Topics include American pop culture, current news, politics, and history. Video transcripts and listening comprehension quizzes are included!	http://www.eslvideo.com/index.php
Voice of America (VOA) Special English Program	Intermediate/ Advanced	World news, developments in science and technology, arts and entertainment, health and business. Videos use a core vocabulary to describe objects, actions or emotions. Special English broadcasters read at a slower pace and English captions are included ☺	http://www.voanews.com/learningenglish/home/ Translations in many languages, including Arabic and Burmese
Literacy Works	Intermediate/ Advanced	Review current and past news stories and articles by CNN San Francisco and CBS 5. Stories are categorized from Adventure, Business & Economy, Crime, to Science & Technology and Culture & Society. Includes vocabulary and multiple choice activities to test comprehension.	http://literacynet.org/cnnsf/archives.html
Live Mocha	ALL	Connect with native speakers from around the world and practice by conversation, reading and writing.	http://www.livemocha.com/ Register with email and password
Mango Language	ALL	Conversation skills, vocabulary, pronunciation, grammar, and culture	http://www.mangolanguages.com

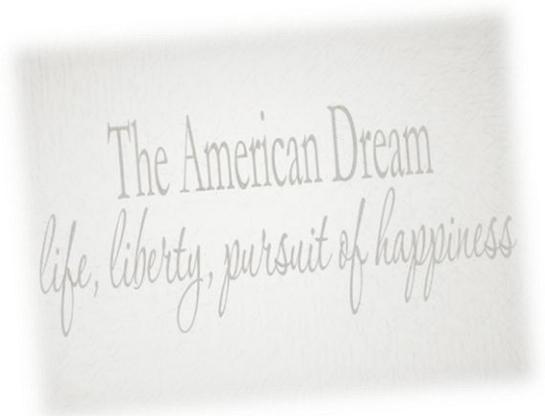
XII. EMPLOYMENT

You will be attending an employment presentation from Catholic Social Services soon after your arrival to Lincoln. We offer employment case managing services to all refugees that we resettle. During the presentation you will have the opportunity to learn:

- BENEFITS OF WORK
- REALISTIC EMPLOYMENT EXPECTATIONS
- JOB SEARCH
- INTERVIEWING TECHNIQUES
- PROFESSIONAL DRESS AND PERSONAL HYGIENE
- TRANSPORTATION AND CHILDCARE
- WAGES, TAXES AND BENEFITS
- BUDGETING
- SAFETY ON THE JOB
- EDUCATION AND CAREER ADVANCEMENT
- EMPLOYMENT

XIII. PUBLIC ASSISTANCE

When you arrive to the United States, the government offers resettlement assistance. The Supplemental Nutrition Assistance Program (SNAP) gives you a monthly allowance to purchase food. You will have eight months of Medicaid (free health insurance). There is also cash assistance programs based on family composition; if you are a single refugee living alone or if you arrived with your spouse and/or children. Your caseworker is responsible for applying on your behalf. However, there are guidelines that accompany these benefits and it will be your responsibility to ensure that you meet the requirements.



Please understand that government benefits are temporary assistance as you adjust to the United States. During this time, you are expected to take English classes, enroll in technical or applicable skills classes and be actively working with your employment case manager in seeking possible job opportunities. If you resort to solely relying on government aid for an extending period of time and do not take an interest in creating a new life for yourself and /or your family, you will encounter setbacks.



Americans value those who are willing to work hard to support themselves. You can make a positive impact on your future and that of the community, state and country that you are now a part of. In the 1776 Declaration of the United States, it is written that all people of the United States are entitled to life, liberty and the pursuit of happiness.

Please know that Catholic Social Services is here to help. We want you to achieve self-sufficiency in a manner that is consistent to your culture and livelihood.

XIV. FINANCE

U.S. CURRENCY



PAYING YOUR BILLS

Every month you will be responsible for paying rent, utilities, food, transportation (bike repairs/bus tickets/car gas and maintenance) and other basic necessities. You must also consider the cost of health insurance, school fees and day-care. In addition, you may want to set money aside to save or send home for family and friends in your country. Keeping a budget is a great way to ensure that you have enough money to spend and save.

HELPFUL TIPS TO REMEMBER

- **IT IS VERY IMPORTANT TO PAY BILLS ON TIME.** If you pay a bill later than its due date, you will be charged a late fee. Late fees can be expensive and they negatively affect your credit score in the United States. Good credit scores are important when you want to buy a house or apply for student loans.
- Payments can be made in the following ways:
 - Cash Payments (*in person*)
 - Money Orders (*made at a bank or post office for a small fee*)
 - Checks (*in person or by mail*)
 - Online (*debit card*)
- After you make a purchase or pay a bill, keep receipts for your records.

Your Name	
Your Address	<u>Today's date</u> 20 <u>08</u>
City, State ZIP	
Payable to <u>University of Florida</u>	\$ <u>26.00</u>
<u>Twenty-six and 00/100</u>	dollars
Memo <u>Subtropics</u>	<u>Sign Here</u>

Example Check

HOW TO KEEP A BUDGET

Keeping a budget will help you spend money wisely.
You can make decisions in your household on how you want to spend and save money.

Monthly Financial Responsibilities

	Housing - Application - Deposit - Rent (monthly)	\$
	Telephone	\$
	Electricity	\$
	Gas	\$
	Food	\$
	Other Necessities	\$
TOTAL		\$

My Finances & Household Budget – Assessment Questionnaire Review

What is budgeting?

List three important benefits of keeping a budget.



HOW TO OPEN A BANK ACCOUNT

An important and necessary step towards self-sufficiency

A bank is a place where you can keep your money safe. In the United States it is not recommended that you keep a lot of cash in your home. When you receive checks from Catholic Social Services, government benefits, social security, or checks from your employer – you should deposit them into your bank account. Follow these steps on how to open your own bank account.

- Choose a bank in Lincoln to start an account.

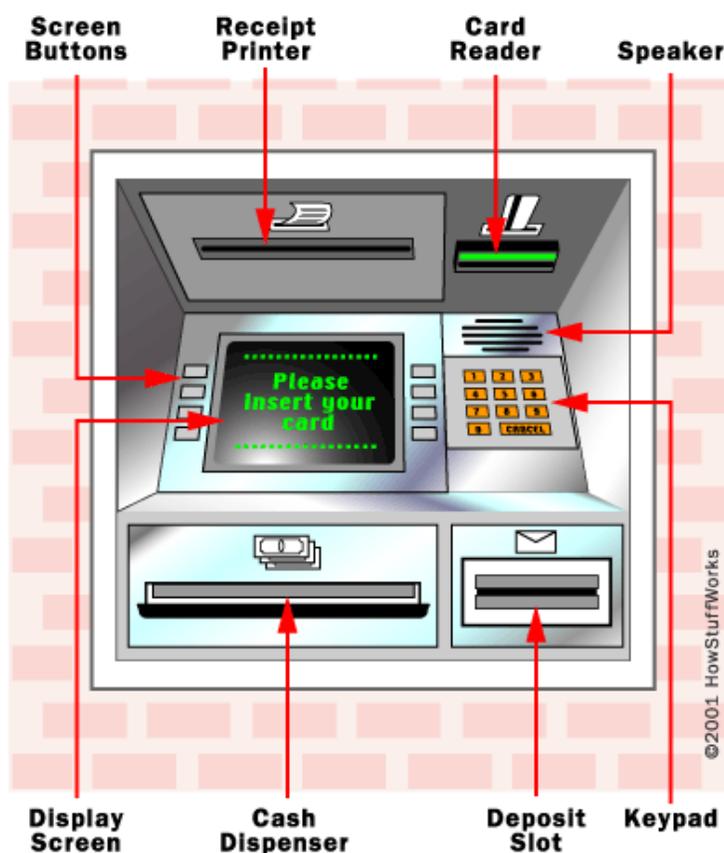
- **Checking account** – This account is for keeping money that you intend to spend on monthly bills and groceries.

- **Savings account** – This account is for setting aside money to save.

- You will receive a **debit card** in the mail to activate. This card will allow you to withdrawal money from your bank or an ATM machine. You can also use your debit card when making purchases at the store, or paying bills and purchasing items online.

- If you spend money that is not in your account you are breaking a law and the bank will charge you money.

- Keep your bank account information private.



ASSESSMENT QUESTIONNAIRE REVIEW

Are you familiar with banks and bank accounts?

Would you like to have a bank account?

How did you manage your finances?

What questions do you have about opening a bank account?