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# **Exposing Refugees to Technology**

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Bv

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#### Abstract

U.S. immigration and refugee policy has been one of openness, punctuated by periods of restriction. During this technological age immigrants need to have special skills in order to gain employment and become a part of society in the United States. The objective of this project is to study the refugee/asylee process to the United States. We examine reasons of refugee/asylee immigration to the United States of America. Four countries have been selected in the study, and they are Liberia, Russia, Kosovo, and Bosnia. In each of these countries, we examine reasons for seeking asylum to the United States. There are five reasons to gain asylee/refugee status, and they are race, religion, membership in a social group, political opinion and ethnicity. The country of Liberia has been in political unrest thereby causing terrorist attacks on civilians. Russia has been dealing with the Chechen conflict, which is a battle of Chechen ethnicity. Kosovo has been dealing with the politics of breaking away from Yugoslavia, which have been extremely violent. Bosnians were persecuted for their ethnicity and religion. A data set of numbers of refugees from these countries is collected, analyzed and compared to events in each specific country.

Further more we examine refugee resettlement programs and their responsibilities. We concentrate on technical training, Civics Education, Legal assistance, English for Employment, Refugee Employment and Job Training services, which are provided to refugees and asylees by the Lutheran Community Services of Southern (LSS) New England. Upon receiving this

education LSS facilitates opportunities for newly accepted refugees and asylees to join the American workplace.

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# **Chapter 1 Introduction**

U.S. immigration policy has been one of the greatest openness, punctuated by periods of restriction. Legal immigration has evolved today into a highly-regulated system that allows American families to sponsor close relatives and employers to hire immigrants with important skills, while permitting U.S. foreign policy to remain flexible in accepting refugees and those seeking asylum. During the 17th, 18th and 19th centuries, immigration policy was essentially open borders, and at times immigrants were even recruited to come to America. Between 1783 and 1820, approximately 250,000 immigrants arrived at our shores [13]. Immigration increased from 8,385 in 1820 to 84,066 in 1840, with approximately 70% from England, Ireland and Germany. Immigration totaled 4,311,465 between 1841 and 1860. When immigration rose to 427,833 in 1854 it reached a level higher than every year from 1931 to 1976, with the exception of 1968. It is important to note that, the U.S. population in the 19th century was only a fraction of its 20th century size. For instance, Famine in Ireland, combined with civil unrest and limited economic opportunities in many parts of Europe, accelerated immigration in the mid-1800s [13].

Steamship companies and railroads looking for workers recruited immigrants. New immigrants encouraged their relatives to come to the United States for economic prosperity. By 1875, a larger federal role started to emerge in immigration policy with a law prohibiting convicts and prostitutes from coming to the United States. This role was assured later on with a law that directed illegal

aliens to be deported. The law also granted authority to the Treasury Department over immigration policy [13]. Historically, race and ethnicity have played a major role in legislation aimed at curbing immigration. The forth-rightly, named Chinese Exclusion Act of 1882, was not repealed until 1943. This law specifically prevented Chinese people from becoming U.S. citizens and did not allow Chinese laborers to immigrate because they wanted to minimize Chinese immigration to the United States. A similar "Gentleman's Agreement" with Japan in the early 1900s stopped most Japanese immigration to the U.S [13]. No numerical restrictions on immigration existed in America before the 1920s. Literacy tests did not become law until 1917. However, prior to that, many different criteria were used as admission standards for refugees to the US. Presidents Cleveland, Taft and Wilson vetoed measures in 1896, 1913 and 1915 requiring that an immigrant must be able to read in at least one language [13]. Since then, Immigration to the US has continued to evolve mainly on the basis of world events and US National Security Interests. The immigration policy that began in the 1920s and lasted through World War II has been characterized as a "pause" to help new immigrants assimilate into the American society. Historically evidence showed that the decision to curtail immigration was not made by teams of demographers and educators seeking to improve the citizenship skills of recent immigrants. Rather, it was more properly characterized as one of the saddest chapters in American history, one where racial intolerance arrived and logic exited [13].

The remaining part of this document is characterized as follows: Chapter 2 contains discussion of the Immigration and refugee/asylee process to the United States. Including the benefits they receive and the rules and regulations of the US. Secondly organizations and agencies, which provide support too refugees are examined as well in this chapter. Chapter 3 contains the history and refugee trends of four countries, namely Liberia, Russia, Kosovo and Bosnia. This chapter also reviews the languages spoken in each of these countries. The final two sections of Chapter 3 are a review of computer literacy and methods of learning to use computers. Chapter 4 is the conclusion in which technological learning barriers are touched upon and the most common cause of seeking asylum is discussed, which is the outbreak of war.

# **Chapter 2 Refugees and Asylees**

#### 2.1 Introduction

The House Judiciary Committee employed a eugenics consultant, Dr. Harry N. Laughlin, who asserted that certain races were simply inferior. He argued, "We in this country have been so imbued with the idea of democracy, or the equality of all men, that we have left out of consideration the matter of blood or natural born hereditary mental and moral differences" [13].

The tenor of the times produced legislation aimed at restricting southern European immigrants, i.e. Italians, from entering the country. The Immigration Act of 1924, preceded by the Temporary Quota Act of 1921, set new numerical limits on immigration based on "national origin." Taking effect in 1929, the 1924 Act set annual quotas on immigrants as the "number which bears the same ratio to 150,000 as the number of inhabitants in the U.S. in 1920 having that national origin bears to the number of white inhabitants of the U.S. in 1920, with a minimum quota of 100 for each nationality." Asians were virtually barred from immigration under this law with few exceptions [13]. As important as the numerical quotas were in reducing immigration totals, a crucial role was also played by new instructions the Hoover administration sent to consular officers. Author Laura Fermi writes: In achieving both the reduction and the change of quality of immigration the National Origin law [10] was assisted by the instructions issued in 1930 by the State Department to its consuls abroad, in response to the new cry for restriction at the beginning of the depression. The consuls were to interpret very strictly the clause prohibiting admission of aliens

"likely to become public charges" and to deny the visa to an applicant who in their opinion might become a public problem at any time [10].

Note that in 1930, the first year of the National Origin quotas, 241,700 immigrants were admitted to the US. After the revisions, the numbers fell to 97,139 in 1931 and 35,576 in 1932. The 1933 total of 23,068 immigrants was the lowest since 1831, and has been surpassed in nearly every year since. The Great Depression also played a significant role in dissuading immigrants to the US, although the 1930s did see a small exodus of Europeans fleeing fascism. This brought an intellectual bonanza in the form of Albert Einstein, Enrico Fermi and numerous other scientific and cultural luminaries.

America strictly enforced its refugee laws, which disparately impacted European Jews, and accepted relatively few refugees during World War II. At the height of the Holocaust in 1943, fewer than 6,000 refugees were admitted. The most famous incident came in 1939, when the U.S. refused to allow the 930 Jewish refugees on the luxury liner, St. Louis to dock. The Roosevelt administration said that the immigration quotas were filled and could not be compromised, and sent the boat back to Europe, where many of the passengers later died in concentration camps [13]. The Displaced Persons Act of 1948, the Nation's first refugee law, allowed many refugees from the war torn countries to settle in America. The law codified policy changes that had already seen immigration rise from 38,119 in 1945 to 108,721 in 1946, and later to 249,187 in 1950. One-third of those admitted between 1948 and 1951 were Polish and German. The 1952 Immigration and Nationality Act [13] is best known for its restrictions against

those who supported communism, anarchy or any ideology believed to be subversive. However, the bill's other provisions were quite restrictive and were passed over the veto of President Truman. The 1952 Act retained the national origin quota system for the Eastern Hemisphere. The Western Hemisphere continued to operate without a quota and relied on other qualitative factors to limit immigration. Moreover, the Mexican bracero program, from 1942 to 1964, allowed millions of Mexican agricultural workers to work temporarily in the U.S [13].

Contrary to popular belief, the principle of family unification was not new with the 1965 Act [13]. The 1952 Act actually provided half of each national quota to be divided among three preference categories for relatives of U.S. citizens and permanent residents. The other half went to aliens with high education or exceptional abilities. These quotas applied only to those from the Eastern Hemisphere [13], namely Eastern Europe, Africa and Asia. The 1965 Act sought to correct the racially-based immigration system established in the 1920s. The act provided a 20,000 per country limit and a yearly ceiling of 170,000 for admissions for the Eastern Hemisphere. In particular, it placed an even higher priority on family reunification than the 1952 Act, and established a sevencategory preference system for family members, skills-based individuals and refugees. Quite significantly, it removed the barriers on Asian immigrants, which eventually resulted in a greater proportion of immigrants arriving from Asia than from Europe. The Western Hemisphere was designated a ceiling of 120,000 immigrants but without a preference system or per country limits. Modifications

made in 1978 ultimately combined the Western and Eastern Hemispheres into one preference system and one ceiling of 290,000 [13].

Three significant pieces of legislation were adopted and they have shaped our current immigration system. First, the Refugee Act of 1980 [13] established a new refugee policy and removed refugees from a world limit of 270,000 annually. Second, the 1986 Immigration Reform and Control Act (IRCA) introduced the concept of employer sanctions against companies that "knowingly" hired illegal aliens. It also provided amnesty for many undocumented immigrants. The legacy of this amnesty is still felt today, as many of the recipients are becoming citizens and sponsoring their spouses and children to the US. The amnesty created an artificial bulge in immigration numbers from 1988 into the early 1990s. It was artificial, since these amnesty recipients were already in the U.S. Third, the 1990 Act, which started out as a restrictive piece of legislation, actually increased legal immigration by 40%. In particular, the act increased the number of employment-based immigrants significantly, up to 140,000, while also boosting family immigration [13]. In examining the history and looking at contemporary data there are two notable facts; Immigration rates are not high compared to other periods in American history, nor is the proportion of immigration high, relative to the size of the U.S. population. Immigration today, at approximately 3.1 immigrants per 1,000 U.S. residents in 1981-1990, compared to 10.4 per 1,000 in 1901-1910, is approximately one-third its rate at the turn of the century. In addition, the foreign-born population of the U.S., at approximately 9%, is

significantly lower than the 13% or higher figure that prevailed from 1860 to 1930 [20].

Today, America's legal immigration system is not one of "open borders." Rather, it is a highly-regulated system that balances economic and humanitarian needs. A foreign national can lawfully immigrate through an employment or close family connection or for human rights purposes (as a refugee or asylee). The close family connection for a U.S. citizen is a spouse, parent, sibling, or a minor or adult child. A lawful permanent resident (green card holder) can sponsor only a spouse or child. Essentially the only other way to immigrate would be to apply and receive one of the "diversity" visas, which are granted annually by lottery to those from "underrepresented" countries. Overall, the history of U.S. immigration demonstrates that the country had a nearly open border, with some qualitative restrictions later on, from the 17th century until the early part of the 20th century. This nearly open border was changed dramatically by a sharp turn against those of a particular ethnic or racial origin. This began most profoundly with the Chinese Exclusion Act which became embodied in the national origin quotas of the 1924 Act, and continued until the 1965 Act. Today, the system possesses clear numerical ceilings in virtually every category, yet ethnicity is no longer the defining characteristic of immigration law, nor do many believe it should be [20].

## 2.2 Refugees / Asylees

Refugees and asylees are people seeking protection in the U.S. on the grounds that they fear persecution in their homeland. A refugee applies for protection while outside the United States. An asylee differs from a refugee because the person first comes to the United States, and once here, applies for protection. Refugees generally apply in refugee camps or at designated processing sites outside their home countries. In some instances, refugees may apply for protection within their home countries, such as in the Former Soviet Union, Cuba, and Vietnam. Accepted refugees are sent to the U.S. and receive assistance through a refugee resettlement program [22].

To qualify for refugee resettlement in the U.S., a person must come from a country designated by the Department of State. The person must meet the definition of a refugee by proving that she has a well-founded fear of persecution. The refugee applicant must prove that this fear is based on the possibility of persecution because of her race, religion, membership in a social group, political opinion, or national origin. In addition, a refugee must fit into one of a set of "priority" categories, which factor in degree of risk to the refugee's life, membership in certain groups of special concern to the U.S., and existence of family members in the U.S. After refugees have been in the U.S. for one year, they are eligible to become permanent residents. There is no limit to the number of refugees who may become permanent residents each year [37]. Like a

refugee, an asylum applicant must also prove that he has a "well-founded fear of persecution" based on his race, religion, membership in a social group, political opinion, or national origin. Once granted asylum, the person is called an "asylee."

Individuals inside the U.S. may apply for asylum in one of two ways. The application may be submitted "affirmatively" by mailing it to an Immigration and Naturalization Service (INS) Service Center. The INS will schedule an interview with a specially-trained asylum officer in one of eight asylum offices in the U.S. A "defensive" application is submitted as a way to prevent deportation when an asylum seeker is in removal proceedings. In defensive cases, an Immigration Judge decides upon the asylum seekers fate by reviewing his application. In either instance, the application must be submitted within one year of entry to the U.S., or the person will be found automatically ineligible. Exceptions are allowed for extraordinary circumstances. While there is no limit on the number of people who may apply for asylum, of those applicants who apply based on a claim of persecution for coercive family planning reasons, only 1,000 per year may be granted. In Fiscal Year 2000, more than 16,800 asylum applications were approved [12]. A copy of the asylum application can be found in Appendix B.

In recent years, the concept of what constitutes a social group that may be targeted for persecution has evolved. For example, some women seeking asylum have based their claims on domestic violence. In this case, the civil authorities of the country have been unwilling to intervene in life-threatening situations, leaving a woman totally at the mercy of her abuser unless she flees for her life. Sexual orientation has also served as the basis for successful asylum claims in some

cases. In either case, it is not only direct persecution by the government that serves as the basis for an asylum claim, but also the unwillingness of the government to protect someone who is in serious danger [21].

Like refugees, asylees may apply for permanent resident status after one year. Unlike refugees, only 10,000 asylees each year are allowed to become permanent residents. Reform of the asylum system in 1995 resulted in a streamlined process that has resulted in more timely decisions. Since the reforms were instituted, more than 10,000 persons each year have been granted asylum. This fact, coupled with the annual adjustment of status limit, has created a backlog of applications for permanent residence. In March of 2001, there were more than 57,000 applications in the backlog. This means that someone granted asylum today will have to wait not one year, but approximately six years before becoming a permanent resident (and then another five years before gaining eligibility for citizenship) [23]. Table 1 shows the difference between how many people apply for asylum and are approved in the first two rows. The following six rows show how many asylees are approved from the selected continents and countries.

Table 1: Asylee Applications and Approvals [5]

Category	Year	1996	1997	1998	1999	2000	2001
Total	applied	128190	85866	49047	38047	46657	63230
	approved	13532	10129	9931	13158	16551	20306
Africa	approved	4,066	3,074	4,937	7,138	7,269	6,330
Europe	approved	4545	2300	2549	2735	3675	4010
Liberia	approved	N/A	388	495	669	678	760
Russia	approved	N/A	740	628	593	632	722
Kosovo	approved	N/A	191	453	718	521	359
Bosnia	approved	N/A	27	20	23	24	32

Individuals seeking to apply for asylum upon arriving at a U.S. airport or other port of entry are subject to a recently-created expedited removal system. If an asylum seeker arrives with false or no documents, he must establish a fear of persecution in on-the-spot interview before an immigration officer, or face immediate deportation. An immigration judge may review a negative decision within seven days. Of the persons identified for expedited removal, only about 1% get beyond the on-the-spot interview and see an asylum officer. Of those, about 88% convince asylum officers that they have a credible fear of persecution and are given the chance to make their case to an Immigration Judge. This expedited removal system is responsible for the deportation of many individuals to their country of origin [5].

## 2.2.1 Refugee Process of the United States

The refugee process is a very difficult process in which an individual frees himself from distressing conditions in his home country. First the refugee must escape the country in which he is from. This is normally a very difficult thing to do since most refugees' come from countries that are having some sort of war. This means that a citizen must avoid conflict and get to the border, where friendly people find them. These people once found out of their own country are then officially considered a refugee [18]. Once an individual has become a refugee he must apply to be relocated to a country of his choice. Many refugees apply to the United States since it is known as the land of opportunity. This application process can take from weeks to months to become reality. When this process is complete and a refugee is accepted they are then interviewed in order to decide if they are to be accepted into the US. The acceptance depends on many factors including the United States quotas [33]. Some of these factors are fear of persecution due to:

- Race
- Religion
- Membership in a social group
- Political opinion
- Ethnicity

After a refugee is finally allowed to come to the United States they are allotted to agencies such as LSS, IRSA and InterAction. The Agencies then set everything up for these refugees including an apartment, and pocket cash.

When they arrive they also already have a work permit and are given a Social Security number. Another responsibility of the agency is to assess the refugee's employment skills and language [15].

# 2.3 Number of Refugees

The United States accepts a limited number of refugees each year. This number is determined by the President in consultation with Congress. In the year of 2001, 80,000 refugees were permitted to come to the U.S. The total number of refugees admitted is divided among different regions of the world. In fiscal years 1996-2001, the regions and the numbers of admissions are shown in Table 2:

Table 2: Number of Refugees per Region [34]

Year/ Geographic Area	1996	1997	1998	1999	2000	2001
Authorized	90000	78000	83000	91000	90000	80000
Africa	7770	7000	7000	13000	18000	21000
East Asia	25000	10000	14000	10500	8000	6000
Europe	45000	52250	54000	61000	44500	37000
Latin America	6000	4000	4000	2250	3500	3500
South Asia	4300	4500	4000	4250	10000	12500
Umallocated	2000	0	0	0	6000	0

The Admittance trend of refugees/asylees to the United States from 1993-2001 is one of decrease. Through these years, the number of refugees that are accepted has fallen opposing the trend since the birth of this country. There were approximately 120,000 refugees in 1993, which has fallen to less then 80,000 refugees in the year 2001.

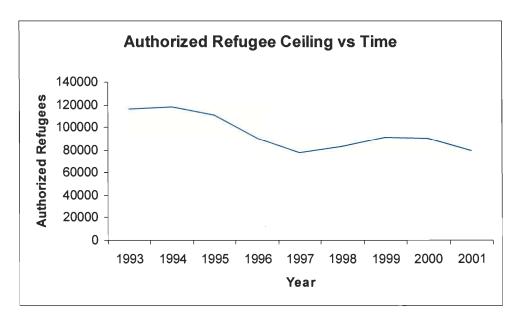


Figure 1: Refugee Admittance Trend [34]

Since this project is concentrating on four countries from two continents it will be useful to look at the trends between these two continents. A comparison of the Refugee ceiling of the continents of Africa and Europe is shown below in Figure 2:

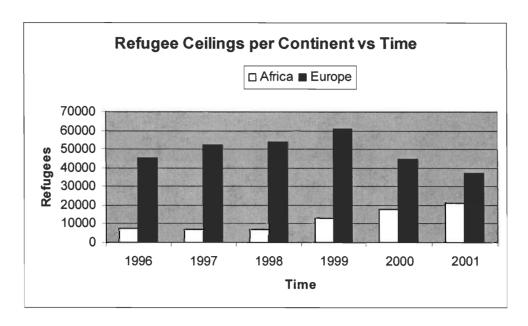


Figure 2: Refugee per continent versus Time [34]

#### 2.4 Benefits

The circumstances under which refugees leave their country are different from those of other immigrants. Often they are fleeing persecution without the luxury of bringing personal possessions or preparing themselves for life in a new culture. Recognizing this fact, the federal government provides transitional resettlement assistance to newly arrived refugees. In the first 90 days, private voluntary agencies contract with the Department of State to provide for a

refugee's food, housing, employment, medical care, counseling, and other services to help the refugee make the transition to economic self-sufficiency.

Certain refugees are entitled to a special program of Refugee Cash and Medical Assistance, provided by the U.S. Department of Health and Human Services and administered by the state in which the refugee resides [15]. While most newly arriving immigrants are barred from receiving Supplemental Security Income (SSI), Medicaid, and Food Stamps until they become citizens, refugees are exempt from this ban for the first seven years after they gain refugee status [12]. Table 2 shows the approximate amounts of money given to resettlement agencies or organizations for the years of 1996-2000. These funds are given through grants, for which agencies must apply for.

Table 3: Refugee Resettlement Funding for 1996-2000 (in millions \$) [34]

Program Component	1996	1997	1998	1999	2000
Transitional/Cash and Medical Services	\$263.3	\$254.1	\$234.0	\$220.7	\$220.7
Social Services	80.8	110.9	130.0	160.3 <sup>a</sup>	144.0
Victims of Torture					7.5
Preventive Health	2.7	4.8	4.8	4.8	4.8
Targeted Assistance	60.4	54.9	54.5	49.5	49.5
Carryover Balance				(20.3)	
Total	\$407.2	\$424.7	\$423.3	\$435.3	\$426.5

The United States is a land of great diversity. Refugees may be resettled in small towns or big cities. If you have close relatives already in the U.S., you will probably be resettled where they live. If you do not, a resettlement agency will decide the best place for you based on the availability of jobs and services. Refugees are expected to go to the assigned site and remain there during their initial resettlement. The resettlement agency, often called the "sponsor," is the most important source of information and assistance during the first months of adjustment to life in the U.S. An agency representative will meet you at the airport, arrange for housing, and prepare a resettlement plan that includes initial contact with governmental services and employment agencies. If you are approved and you do not have a sponsor in the U.S., sponsorship will be arranged [21]. Resettlement agencies are funded by the US Federal government. Although the US government gives these agencies a large portion of money the agencies need more to keep their programs up and running. Therefore many agencies must apply for private grants in order to offer their services.

# 2.5 Immigration and Refugee Programs

This section will review several agencies which help immigrants, refugees and asylees. It will assess each agency and note relevant programs. Finally we will study LSS in more depth then any other agency since this is the organization that this project worked in cooperation with.

Immigration and Refugee Services of America (IRSA) established the National Alliance for Multicultural Mental Health (NAMMH) as a means to respond appropriately and compassionately to the unique needs of refugees entering the United States who have been the victims of war, trauma, and torture. IRSA's Medical Case Management Program provides technical assistance to organizations that are resettling refugees with special health care needs. In the current phase of the program, IRSA is working with national and community based resettlement agencies to enhance organizational capacity to provide care for HIV-positive clients and to create partnerships with AIDS service providers.

InterAction's Africa Liaison Program Initiative (ALPI) is a continuous dialogue among three key groups of development stakeholders aimed at achieving mutual understanding and more effective collaboration in their development efforts. ALPI brings together representatives of Africa and the US to discuss the challenges they face in working towards sustainable development and to identify opportunities that might overcome such difficulties.

The Disaster Response Committee (DRC) of InterAction provides PVOs with a framework for coordination, joint planning, and information sharing in emergency response activities and a common voice within the international humanitarian relief community. In the past year, the Disaster Response Committee has made significant progress in strengthening participation in interagency coordination and planning, addressing the security needs of relief workers, enhancing cooperation between humanitarian aid and military forces in humanitarian assistance operations, and promoting standardized training courses for workers operating in complex emergencies.

Members of InterAction's Committee on Migration & Refugee Affairs (CMRA) work to help those who have been forced to flee their homes. The CMRA agencies focus on refugee protection, assistance, processing, resettlement and advocacy. They also address issues of immigration, naturalization and asylum reform. The CMRA provides a forum through which the agencies coordinate their programs and policies, build consensus on refugee issues, and interface with the US government, the UN, and other international agencies. These are only a few programs that these two agencies offer. There are many other Refugee Resettlement agencies such as Church World Service and International Rescue Committee. These Organizations have different programs and help many different types of people. Contact information for these organizations is available in Appendix A.

# 2.6 Lutheran Community Services of Southern New England (LSS)

LSS is a voluntary agency, which is a branch of the national program

Lutheran Immigration and Refugee Service. To contact the Worcester branch

use <a href="mailto:LCSJLantz@earthlink.net">LCSJLantz@earthlink.net</a> email address. Here several programs are offered

in the Worcester branch of this organization. Nearly 100 percent of refugees and

asylees make use of all of the programs offered by LSS. LSS handles many

cases on a yearly basis. The number of refugees per year is shown below in

Table 4 along with where they are from.

Table 4: LSS Case Load per Year

Year	96-97	1998	1999	2000	2001
Refugees	20	50	54	46	50
Bosnia	20	50	7	0	8
Kosovo	0	0	22	0	0
Liberia	0	0	6	17	0
Russia	0	0	0	0	0

There are four major countries that these refugees are originally from, approximately 85 from Bosnia, 22 from Kosovo, 23 from Liberia, and 15 from Russia. Other countries where refugees have come from are Vietnam, Afghanistan, and other African countries. In order to support the programs LSS offers to these clients substantial financial assistance is needed. Approximately 70% of their funding is from the Federal government, but the other funds are donated from private foundations.

# 2.6.1 Legal Assistance

The legal assistance program is another vital program to refugees since refugees have no idea about the rules and regulations of the United States government. This program is very important for all refugees that go through LSS. The program helps refugees process all the paper work that is needed for immigration. There are many laws and rules that apply to refugees and asylees which are not knows by them. This program also can help refugees with the dept of education by finding equivalents to previous education or setting up more education. Finally the most important part of this program is the granting of a lawyer. The lawyer can help with all law matters and helps things go much smoother for refugees. The lawyer is only for use with immigration, medical and scholastic matters, and will not be of assistance for criminal acts.

# 2.6.2 Refugee Employment program

The refugee employment program is one of LSS's biggest programs. This program is probably the most vital to our government and to the refugees themselves. To survive and prosper in the United States refugees must find a job. This is a very difficult process for a refugee who has come to a new place and probably doesn't speak English. When a refugee arrives he doesn't know how to get a job in the United States therefore LSS finds potential jobs for their clients. LSS does not give jobs to their clients they teach them how to interview and set up interviews for them. Since this program is important to the United States government many refugees are sent to LSS for job placement. The employment program is the most important program and has many more clients

than any of the others. Also refugees are only eligible for this program for their first 3 years.

## 2.6.3 English for Employment

This program is self explanatory, because it teaches English for the workplace. The program is very simple but very effective for the refugees who engage in it. The program does not try to teach refugees how to speak English fluently or properly. The program only tries to teach the refugees how to speak conversational English and important work related vocabulary.

This program is taught by volunteers who speak many languages in order to be able to communicate between teacher and student. This class is offered twice a week for two hours. During this class students are taught many nouns, how to conjugate verbs and how to structure sentences. They are also tested weekly for progress. This class is also a very personal class in which there is a lot of one on one correspondence.

# 2.6.4 Training Program

The training program is one that changes in accordance with local business's ability to volunteer their time. This program is mainly to teach refugees how to do some manual labor. The program is not for all refugees since some of them are extremely well educated and don't need a manual labor job. But on the other hand some refugees possess very few useful job skills and it would be in their benefit to learn how to do some manual labor. Some examples of the types on skills this program will teach a refugee are, soldering

(small electronics), and welding. These skills are taught by local businesses who volunteer their time.

#### 2.6.5 Civics Education

This program is a very important program in today's technologically advanced workplace. Many jobs have a need for at least basic computer skills and if a person does not possess these skills it lowers their appeal to companies in need of employees. Therefore LSS has this program which teaches refugees from around the world how to turn on and do basic things with a computer.

This program may seem very easy at a glance, but becomes very difficult when actually looked at. Almost all refugees do not speak English as their native language, making English either a second language or not spoken at all. This creates many problems for these refugees since computers in the United States are programmed in English. These refugees may be extremely intelligent, but without being able to read or understand the text on a screen makes a computer very difficult to use. See Table 4 for the origin of refugees.

The other hurdle that must be passed is one that many people don't think about. Some refugees may be engineers or doctors and used a computer for their job at home and only have to adjust to the language difference. On the other hand a refugee may come from a tribe in Africa and has never seen a computer in their entire life. This makes teaching computer skills very difficult since the refugee may not even understand the concept of a computer.

LSS utilizes volunteers with above par computer skills to teach this class.

The class is made up of two, two hour sessions per week. The teacher will walk

students through many different simple computer processes such as email, word processing and web browsing. Since the students come from many different backgrounds they are taught on a very personal basis.

# **Chapter 3 History and Facts**

In this section, we will be exploring the geographical and personal facts of Liberia, Russia, Kosovo, and Bosnia. We will also be discussing the recent history of these countries from their peaceful times to their times of horror. The history will then be analyzed in order to find the reasons for their citizens to flea to the US. Finally languages spoken in these countries will be examined. The following figure is the continent of Africa in which Liberia is described by the red arrow.

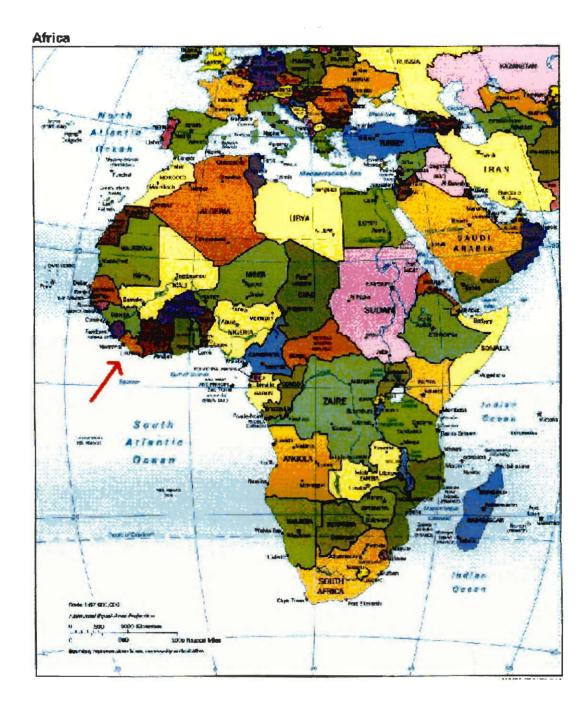


Figure 3: Africa [30]

#### 3.1 Liberia



Figure 4: Liberia [30]

#### 3.1.1 Facts

Liberia is about the size of Tennessee covering 111,370 sq km on the western side of Africa (see maps above). Liberia has a tropical environment of hot days with cool to cold nights and often heavy showers. For the most part Liberia is flat; the highest elevation of the country is 1380 m (Mount Wuteve). The flatness and situation of the country creates high dust-laden winds from the Sahara desert. Liberia has a population of 3,288,198 of which the majority of people are very young. This population is also about a 50/50 male/female ratio [30]. A summary of facts on Liberia is shown in Table 5.

Table 5: Liberian Facts 2002 [30]

	Liberia			
Size	111,370 sq km			
Population	3,288,198			
Natural Resources	iron ore, timber, diamonds, gold, hydropower			
Sex Ratio	0.98 male(s)/female			
Life Expectancy	female: 53.33 years/ male: 50.33 years			
GDP - per capita	\$1,100			

## 3.1.2 History

Liberia became an independent republic on July 26, 1847, which was previously a United States colony. Control was extended inland from the 1890s, although the peoples of the interior were not full subdued until the 1920s. In the mid-1920s socio-economic conditions began to undergo considerable change when the US-owned Firestone Plantations Co. began operations in Liberia establishing massive rubber estates, and becoming the country's principal private-sector employer [3]. Between the 1920's and the 1990's there was much civil unrest between many groups seeking control of Liberia. On December 22, 1994, after a peace conference was convened in Accra, Liberian participants reached agreement on a cease-fire, which was to begin later that month. Additional accords reaffirmed the terms of the agreement, including provisions for the establishment of demilitarized zones throughout Liberia and for the installation of a reconstituted council of state. New institutions were to be installed on January 1, 1996, following a multi-party election. Later in December of 1994 the Nigerian government reduced its contingent from about 10,000 to 6,000, in accordance with its stated aim to gradually withdraw from Liberia. The cease-fire, which started on 28 December 1994, was widely observed, despite reports of skirmishes around Monrovia [36].

Negotiations on the membership of the council of state, impeded by Taylor's persistent demands that he be granted the chairmanship, continued until early February 1995. Charles Taylor was a former government official, who was

previously sought for trial on charges of corruption, led the rebel forces. A compromise arrangement was negotiated, whereby Chief Tamba Tailor, the traditional ruler who had been nominated by several parties, would assume the office of chairman, while Charles Taylor and Kromah would become joint vice-chairmen. In the same month reports of renewed hostilities between two factions in south-eastern Liberia prompted concern that any agreement reached by the armed factions would be undermined. In early March 1995 the Tanzania government announced that its military contingent (which numbered 800) was to be withdrawn from Liberia by the end of that month. Later in March David Kpormakpor and Tamba Tailor met Ghanaian officials in Accra to discuss the continuing political impasse, apparently caused by Charles Taylor's reluctance to assume his seat in the new council of state [3].

#### Time of Terror

In April 1995 sixty two civilians were massacred by unidentified armed groups in the town of Yosi, near Buchanan. This renewed fighting in other parts of Liberia. At the end of April 1995 the withdrawal of the contingent of Tanzania commenced. In May of 1995 a summit meeting was convened in Abuja, Nigeria, to Liberian conflict; however, Charles Taylor failed to show, and a number of issues regarding the composition of the council of state remained unresolved. It was announced that the installation of the council of state was to be postponed until the constituent factions demonstrated commitment to the observance of the cease-fire and the disarmament process [9].

In June 1995 clashes took place at the border with Cote d'Ivoire. In July 1995 the Guinean government attributed border incursion, in which several people were killed. At the end of that month peace negotiations resumed in Monrovia, which however, Charles Taylor again failed to attend, continuing to demand the position of first vice-president in the council of state. Despite the recommendations at the summit meeting in May, that the five members representing the warring factions be granted equal status as joint vice-chairmen. Meanwhile, the UN special representative in Liberia indicated that UN Observer Mission in would be allowed to expire in mid-September 1995 unless sufficient progress was achieved in the peace process [9].

On August 19, 1995, following a further Economic Community of West African States (ECOWAS) meeting at Abuja, Nigeria, the warring factions signed a peace accord. This provided the installation of a reconstituted council of state, which was to remain in power for a period of one year. Pending elections: an academic with affiliations, Prof. Wilton Sankawnlo, was to assume the office of chairman, while the other seats were to be allocated to the leaders of five of the warring factions. Later that month a cease-fire began, in accordance with the terms of peace agreement. The new transitional council of state was formally installed in September 1995. However Reports emerged that clashes between factions had resumed and at end of September about 65 civilians were killed [9].

In October 1995, at an emergency meeting of ECOWAS the governments of Nigeria, Ghana, Cote d'Ivoire, Burkina Faso and Togo pledged to contribute additional forces to ECOMOG (which then numbered 7,269), to ensure the

effective implementation of the peace process. In mid-December 1995 the deployment of ECOMOG forces began, in agreement with the Abuja peace agreement. Following continued clashes and the attack on ECOMOG troops, ECOMOG suspended deployment of its forces, and launched a counter-offensive in an attempt to restore order. Hostilities continued in early 1996 with large numbers of civilians killed or displace. At the end of January 1996 unidentified forces attacked members of UNOMIL. In February clashes of several factions resulted in the removal of Johnson from the cabinet and the council of state subsequently ordered that he be arrested on charges of murder [9].

In early April 1996, forces representing the new government, led by Charles Taylor, launched offensive action against Johnson and his supporters. Fighting rapidly intensified, resulting in the displacement of large numbers of civilians, who fled and took refuge in embassy compounds then in Liberia. The US government began to evacuate US citizens and other foreign nationals from the US embassy, where many civilians had taken shelter. President Rawlings of Ghana urged Johnson's surrender in exchange for pledges of safe conduct, and appealed to the council of state to suspend military action against him. Following negotiations, the warring factions agreed to a cease-fire [3].

The cease-fire agreement proved unsuccessful and some factions launched renewed attacks against Johnson. Further discussions took place between an ECOMOG delegation and Johnson's supporters, who demanded guarantees of protection for members of the Krahn ethnic group as a precondition for surrender. The evacuation of foreign nationals continued, while

the US government dispatched warships to the region, with the stated aim of ensuring the protection of US diplomatic staff in Monrovia. Later in April 1996 a further cease-fire agreement was reached under the aegis of the US government, the UN and ECOWAS [3].

In early May 1996, an emergency summit meeting was abandoned after the heads of state of the majority of member countries failed to attend. During the absence of Johnson, who left the country under US protection to attend the planned summit meeting, factions launched further attacks against Johnson's men. The resumption of intense fighting prompted large numbers of civilians to flee in an attempt to leave the country, attracting international concern. A Nigerian freighter transporting some 4,000 Liberians was refused entry by other West African coastal nations until, the Ghanaian government agreed to accept the refugees. At the end of May 1996 the UN Security council warned the armed factions that international support would be withdrawn if fighting continued. In early June Johnson's supporters agreed to disarm and to leave their military strong hold, while an ECOWAS arbitration mission commenced discussions with the faction leaders in an effort to restore the peace process [36]. In August 1996, at an ECOWAS conference in Abuja, the principal faction leaders (apart from Johnson, who remained abroad) signed a further peace agreement. A reconstituted council of state was to be installed by the end of that month, with a former Liberian senator, Ruth Perry, replacing Sankawulo as chairman. Taylor and Boley were to remain members of the new administration. Under a revised timetable, elections were to take place at the end of May 1997, and power was to be transferred to an elected government by mid-June, while the armed factions were to be dissolved by the end of January of that year. In order to implement the new timetable, ECOMOG (which then numbered 8,500) was to be reinforced. Faction leaders who failed to comply with the new agreement would be subject to sanctions, including travel restrictions, the 'freezing' of business assets and exclusion from the elections, while the establishment of a war crimes tribunal was recommended. In early September Perry was inaugurated as chairman of the council of state [9].

The implementation of the peace process gained momentum, following the new Abuja accord. Taylor, Boley and Kromah ordered their followers to withdraw from territory under their control, and by late August the removal of some roadblocks had begun. The cease-fire was generally observed, although skirmishes were reported in various areas. Under the terms of the peace agreement, Johnson was reinstated to a reorganized cabinet at the end of September 1996, becoming minister of transport. The reopening of some roads allowed humanitarian organizations to resume operations in regions that had previously been inaccessible. However, activity by faction members continued to prevent free movement in some portions of the country. The delivery of UN relief supplies inadvertently caused a massacre, with members of one of the factions killing a number of civilians in a raid to steal the food supplies. In early October 1996 ECOMOG demanded that roadblocks were to be removed from the main highways in western Liberia. ECOMOG troops subsequently encountered no armed resistance when they took control of the region. By the end of the month

they had also gained control of the southern port of Greenville. In early

November it was announced that ECOMOG was to be reinforced by about 2,300

personnel from several West African states, including Nigeria, Ghana and Mali

[3].

On October 31, 1996 the peace process suffered another serious threat, with an apparent assassination attempt against Charles Taylor by unidentified assailants when he arrived at the offices of the council of state. Taylor was unharmed but at least three of his aides were killed. Taylor accused Boley and Johnson of instigating the attack, although they both denied involvement. ECOMOG arrested about 20 people. Taylor refused to attend subsequent meetings of the council of state, on security grounds, but the incident remained largely inconclusive and did not prove to be an obstacle to the peace process [36]. The process of disarmament officially recommenced in late November of 1996, with ECOMOG deploying troops throughout much of the country, and establishing demilitarized zones to separate the warring factions. Progress was very slow, however; by the end of December the UN reported that about 6,000 of an estimated total of 60,000 rebel forces had been disarmed at the 11 official demobilization points. In January 1997 the national disarmament and demobilization commission revised the estimated number of combatants, to a total of only 23,416. ECOMOG agreed that the estimate of 60,000 (based on claims by faction leaders) was exaggerated and announced that a more realistic number would be 30,000-35,000. Shortly before the end of January 1997, the stipulated date for the completion of disarmament under the terms of the Abuja

accord, the number of combatants demobilizing suddenly increased. By the end of that month ECOMOG announced that about 23,000 rebel fighters had been disarmed. The deadline was extended by a week to allow the process to be completed, and ECOMOG declared that 91% of forces had been disarmed at the end of that period, although final figures were inconsistent. The faction leaders all declared that their movements had been officially dissolved in accordance with the Abuja agreement, and Taylor and Kromah announced the reconstruction of their military organizations into the civilian National Patriotic Party (NPP) and All Liberia Coalition Party respectively [9].

In mid-February 1997, ECOWAS confirmed that voting by proportional representation would take place on May 30 to elect a president and a bicameral parliament, comprising a 64-seat house of representatives and a 26-seat senate. At the end of February, Taylor, Kromah and Boley resigned from the council of state in order to contest the presidential election. They were replaced by nominees from their respective organizations. The office of the UN high commissioner for refugees (UNHCR) drafted a program for a mass repatriation of refugees, which was to start in May 1997 and continue for 18 months, at a cost of US \$60m [3].

During a nationwide search for illicit armaments in March and April of 1997, ECOMOG discovered two large arms caches at Kromah's residences and smaller quantities of armaments at the residences of Taylor and Boley. Kromah was placed under house arrest and threatened with prosecution and exclusion from the elections but was subsequently released without charge, after issuing a

public apology. ECOMOG was progressively reinforced during the first half of 1997, and by May 15th had reached a total strength of about 13,000 [3].

Several political parties which had become inactive during the civil conflict re-emerged and a number of civilian candidates presented their candidacy for the presidency, including the former ministers, Gabriel Baccus Matthews and Togba-Nah Tipoteh. An attempt in late March 1997 by an alliance of seven of the longstanding parties to agree on a single presidential candidate failed when some of the parties rejected a poll which had been won by Cletus Wotorson. The selection of a new seven-member independent electoral commission was impeded by disagreements, with Taylor contesting the appointment of the chairman. The body was finally inaugurated in early April 1997, but the delay affected the electoral timetable. By early May 1997 it was evident that preparations for the poll were not adequately advanced, and all the parties, apart from Taylor's, demanded a postponement. ECOWAS acted decisively in the dispute, announcing later that month that the first round of voting would be rescheduled on July 19, 1997, with a second round taking place on August 2nd 1997 if no presidential candidate won more than 50% of votes cast. A total of 13 candidates were to contest the presidential election, including Ellen Johnson-Sirleaf, a political exile from the Doe regime and hitherto a director of the UN development program. Taylor was generally viewed as the most popular candidate, with a well-organized campaign, financed by profits accrued from unofficial exports and supported by his private radio station, the only one broadcasting nationwide, Kiss FM. Johnnson-Sirleaf, who contested the election,

quickly emerged as his closest rival. A 10-day voter registration census commenced in late June 1997, but was extended by a few days in some areas, owing to adverse weather conditions [36].

The electoral campaign was conducted peacefully, apart from a few clashes between rival supporters and allegations of a further conspiracy to assassinate Taylor. Voting, which took place on July 19, 1997, was also without serious incident, apart from some logistical difficulties. More than 500 international observers, who monitored the electoral process, declared that no serious irregularities had occurred. According to the final results, Taylor secured an outright victory, with 75.3% of the votes cast, while Johnson-Sirleaf obtained 9.6% of the votes in the legislative elections the NPP won 49 seats in the House of Representatives and 21 seats in the senate. Taylor was duly inaugurated as president on August 2<sup>nd</sup> 1997. He subsequently appointed a cabinet which retained some members of the transitional administration, Including Seekie and Roosevelt Johnson. A nine-member national security council was established to ensure the maintenance of civil order [9]. During this time of terror in Liberia refugees were leaving Liberia at a hefty rate. There was a lack of civil government and never ending terrorism. The transfer from this time to the peacefulness in Taylor's first years of presidency (1996-1998) is perfectly illustrated below. Figure 5 shows the number of refugees coming to the United States between the years of 1996 and 2001. The slope of the line is downward starting at nearly 800 refugees in 1996 falling to less then 200 in 1998.

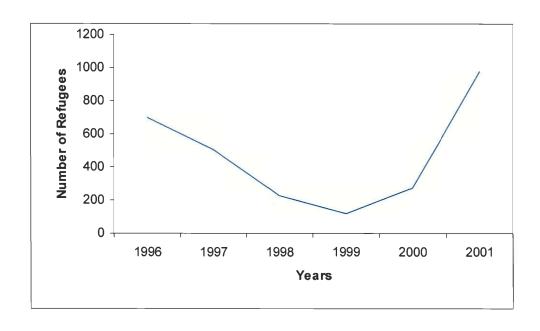


Figure 5: Liberian Refugee Statistics 1996-2001 [34]

#### Taylor's Regime and Peace

The new legislature, convened in August 1997, subsequently reinstated the constitution of 1984, and ECOWAS ended the sanctions that had been imposed against Liberia. As in the constitution of 1847, the presidency exercised primacy over the executive, legislature and the judiciary [3]. Shortly after his inauguration Taylor reaffirmed diplomatic recognition for Taiwan, which had pledged large amount of financial assistance for Liberia. The People's Republic of China subsequently severed links with Monrovia and closed the Liberian consulate in Hong Kong. Meanwhile, the civil conflict in neighboring Sierra Leone remained a potential source of destabilization, and resulted in several thousand refugees fleeing to Liberia. In August 1997 Taylor accused Kromah of reassembling elements of his faction across the border, with the ultimate aim of destabilizing the government in Monrovia. Kromah denied the accusations,

however and, in an apparent gesture of good faith, he was appointed to head the country's national reconciliation commission in December 1997 [9].

UNOMIL was dissolved, following the termination of its final mandate at the end of September 1997, with only a small office remaining in Monrovia to support efforts to reinforce the peace. The ECOMOG contingent remained in the country, as agreed under the Abuja peace accord, to assist in the restructuring of the Liberian armed forces, but its relations with the government rapidly deteriorated. In October 1997 Taylor criticized ECOMOG's use of military force in its efforts to reinstate the elected Sierra Leonean president, Ahmad Tejan Kabbab, following a military coup in that country. The government announced that ECOMOG would no longer be permitted to launch airborne offences from Liberian territory against the junta in Freetown. ECOMOG ousted the junta, following a major offensive action in February 1998, and shortly afterwards accused Liberia of training remnants of the former regime's forces for a counter-attack, a charge which the government denied [36].

Tension over domestic security issues increased in November of 1997, and this prompted Taylor's insistence that his own security forces be deployed at the border with Sierra Leone. Taylor suggested that ECOMOG remain in Liberia following the end of its mandate in February 1998, but only to assist in the training of security forces, while responsibility for restructuring the armed and security forces is transferred to the government. However, ECOMOG's field commander, General Victor Malu, protested that its mandate for restructuring could only be amended on the authority of ECOWAS, and expressed concern

that the government would not construct a neutral and ethnically-balanced army. In late November 1997, Taylor demanded that ECOWAS withdraw Malu, who was subsequently replaced by Gen. Timothy Shelpidi. Relations with Nigeria remained poor, however in November 1997, the Nigerian government began to reduce its ECOMOG contingent in Monrovia. Guinea withdrew all its troops by the end of January 1998. Nevertheless, by mid-1998 ECOMOG was still based in Liberia [9].

Meanwhile, there was continuing international concern over the new government's record of human rights. In October of 1997 Amnesty International alleged that abuses were continuing and in December opposition politician, Samuel Dokie, his wife and two other members of his family were abducted and killed in Gbarnga, prompting immediate condemnation from the USA and the European Union. Five members of Taylor's presidential guard were charged with their killing, but the charges against three of them were abandoned, due to lack of evidence, and the remaining two were acquitted in April of 1998. Human rights groups and foreign diplomats in Monrovia also protested against the nuisance of restrictions on press freedom, which included the arrest of several journalists, raids on newspaper offices, a ban on the independent daily newspaper, Heritage, and the closure of three radio stations, all of which were subsequently reopened. In March 1998 a Nigerian military spokesman and 20 Nigerian journalists were released following journalists were arrested in Monrovia, accused of Espionage and drug-trafficking intervention by ECOMOG troops [36].

In January 1998, Taylor reorganized the cabinet, appointing a prominent member of the LPP, Larmin Kawai, as minister of transport. Further unrest in Monrovia erupted in March 1998, however when Johnson accused Taylor's security agents of arresting and assaulting his bodyguards and claimed that his own life was threatened. Government officials met Johnson to ease tension, and he was subsequently removed from the cabinet and appointed ambassador to India. However Johnson subsequently refused to accept the post. In the same month Kromah, who had also expressed fears for his own safety, was removed from his position of head of the reconciliation commission and replaced by a prominent member of his political party. In early May 1998 two people were killed in riots by demobilized members of the armed forces who were demanding unpaid salaries. However, civil order was restored when the government commenced payment of the amount outstanding. In June 1998 the government and ECOWAS signed an agreement which revised ECOMOG's mandate in the country. The contingent was henceforth banned from intervening in civil disputes. Later that month the House of Representatives approved legislation providing for the creation of a further state, to be known as River Gee, in the south eastern part of Liberia [3].

In August of 1998 Johnson's unexpected return to Liberia after a period of medical attention precipitated further tension. In September 1998, security forces staged an offensive action against Johnson's base in an attempt to capture him. Unofficial reports indicated that about 300 people were killed in the ensuing fighting, and in summary executions carried out by Taylor's forces. The Liberian

government conceded that about 53 peoples had been killed. It was reported that, following the attack on members of the Krahn ethnic group by the security forces, several thousand Krahn fled to Cite d'Ivoire. Johnson and about 23 of his supporters succeeded in taking refuge in the US embassy compound, after clashes with Taylor's forces, which entered the compound and injured two US security guards. The government later announced that Johnson, Kromah and 21 of their associates had been charged with treason, following an abortive coup attempt, and demanded that US embassy officials relinquish Johnson to Liberian authority. After discussions with the Liberian government, Johnson was allowed to leave the country for Sierra Leone. In response to the incursion into the US embassy compound, the US government temporarily closed the embassy, and deployed a vessel near the Liberian coast. The US charge d'affaires demanded that the Liberian authorities initiate an investigation into the incident and formally apologize. In November 1998 while the apology was forthcoming, it was announced that an investigation would be conducted in co-operation with the UN. In the previous month of 1998, 32 civilians were charged with treason. Their trial began in November 1998. A number of AFL officers were also charged with collaborating to overthrow the government. In early December 1998 the government abandoned proceedings against five of the civilians on trial for treason, who were to act as state witnesses. In April of 1999 13 of the defendants were sentenced to 10 years' imprisonment [9] within this same month it was announced that nation-wide municipal and chieftaincy elections were to be postponed indefinitely owing to lack of funds. Nevertheless, in mid-May 1999 the elections were conducted in Margibi, Nimba and Grand Bassa Counties, together with by-elections for the senate and House of Representatives. It was reported that voter registration for the elections was low, partly as a result of poor levels of education. Also in May 1999, Taylor dismissed 11 cabinet ministers and several heads of public corporations who had failed to attend a religious service. These men were reinstated later that month. [9]

Taylor's concern over continuing reports of activity by former members of a clan continued to adversely influence Liberia's relationship with Guinea. In February of 1999, Taylor reiterated claims that the Guinean government was providing support to Liberian dissidents. In April 1999 unidentified forces, who were believed to have entered the country from Guinea, attacked the town of Voinjama, in Lofa County, temporarily taking hostage several Western European diplomats. Troops subsequently regained control of the town, and Taylor submitted a formal protest to the Guinean government. The incident prompted some 6,000 Liberians in the region to flee to Guinea [36].

By late 1998 most of the ECOMOG forces in Liberia had been redeployed in Sierra Leone, owing to increased rebel activity in that country, and to continued tension between the Liberian government and ECOMOG officials; about 2,000 Nigerian and Ghanian troops belonging to the ECOMOG contingent remained in Monrovia. In late December 1998, the government closed Liberia's border with Sierra Leone in response to the escalation in civil conflict in the neighboring country, and pledged support for the administration of President Ahmed Kabbah. In January 1999, it was announced that the remaining

ECOMOG troops in Liberia were to be relocated to Sierra Leone, following a major offensive by rebel forces against the Sierra Leonean capital, Freetown. Later that month Taylor dismissed US and British allegations that the Liberian government was providing secret logistical support to the rebels as an attempt to destabilize his administration. Nevertheless, Liberia was criticized by a number of West African governments, particularly that of Nigeria, which claimed to have evidence of Taylor's involvement in rebel operations in Sierra Leone. A small number of ECOMOG troops remained in the country in mid-1999 to supervise a program for the destruction of armaments surrendered by the armed factions. In late July 1999, Taylor presided at the public burning of weapons in Monrovia. The ceremony was intended to symbolize the end of hostilities. In August 1999, a rebel group, known as the Joint Forces for the Liberation of Liberia (JELL), seized about 50 employees of international nongovernmental organizations, including six Western European nationals, and 50 of their dependents in Lefa County. The JFL, which was reported, comprised former members of the rebels, demanded supplies in return for the release of the hostages. The British government dispatched a delegation to assist the Liberian authorities in negotiating with the rebels, and the foreign nationals were subsequently released [3].

The civil conflict in Sierra Leone and Taylor's handling of this situation caused unrest in his nation. Many people were now in fear of their lives once again. This can be shown by the sudden jump in refugee in search of a new home. The bar chart, Figure 6 below, more than doubles the number of refugees

each year from 1999 through 2001, in which the number of refugees nearly reach 1000.

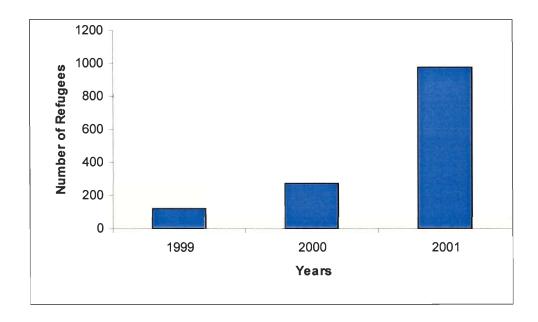


Figure 6: Liberian Refugee Statistics 1999-2001 [34]

### 3.1.3 Language

Liberia's official language is English of which 20% speak. There exist some 20 ethnic languages, of which a few can be written and are used in correspondence. Since the official language of Liberia is English there is no language barrier for Liberian refugees [2].

#### 3.2 Russia

In this section we will be exploring the geographical and personal facts of Russia. We will also be discussing the recent history of this country from its peaceful times to its times of horror. The history will then be analyzed in order to find the reasons for their citizens to flea to the US. Finally their language will briefly be studied. The following figure represents the continent of Asia in which Russia is vividly displayed.



Figure 7: A View of Russia [31]

#### 3.2.1 Facts

Russia is the biggest country in the world, situated in the Northern portion of Asia, having a total area of 17,075,200 sq km. The climate of Russia tends to be on the cooler side since it is so far north of the equator, but has many different climates due to its size. Russia's is home to approximately 144,978, 573 people and of which a large portion are middle aged [31]. Some important facts are shown in Table 6.

Table 6: Russian Facts 2002 [31]

	Russia
Size	17,075,200 sq km
Population	144,978,573
Natural	wide natural resource base including major deposits of oil,
Resources	natural gas, coal, and many strategic minerals, timber
Sex Ratio	0.88 male(s)/female (2002 est.)
Life Expectancy	female: 72.97 years/ male: 62.29
GDP - per capita	\$8,800

#### 3.2.2 History

The possible beginning of the fragmentation of the Communist Party and the Soviet era took place when Boris Yeltsin, leader of the U. S. S. R, who urged faster reform, left the Communist Party along with other radicals. In March 1991, the Soviet people were asked to vote on a referendum on national unity engineered by President Gorbachev. The resultant victory for the federal government was tempered by the separate approval in Russia for the creation of a popularly elected presidency of the Russian republics. The bitter election contest for the Russian presidency, principally between Yeltsin and a Communist loyalist, resulted in a major victory for Yeltsin. He took the oath of office for the new position on July 10, 1991 [38].

Reversing his relative hard-line position, Gorbachev together with leaders of nine Soviet republics signed an accord called the Union Treaty, which was meant to preserve the unity of the nation. In exchange the federal government would have turned over control of industrial and natural resources to the individual republics. An attempted coup d'état took place on August 19, 1991, orchestrated by a group of eight senior officials calling itself the State Committee on the State of Emergency. Boris Yeltsin, barricaded in the Russian parliament building, defiantly called for a general strike. The next day huge crowds demonstrated in Leningrad, and Yeltsin supporters fortified barricades

surrounding the parliament building. On August 21 1991 the coup committee disbanded, and at least some of its members attempted to flee Moscow. The Soviet parliament formally reinstated Gorbachev as president. Two days later he resigned from his position as General-Secretary of the Communist Party and recommended that its Central Committee be disbanded. On August 29, 1991 the parliament approved the suspension of all Communist Party activities pending an investigation of its role in the failed coup. At the time of the attempted coup, the republic's President Boris Yeltsin was the most popular political figure in the lands comprising the former Soviet Union. A leading reformer, he became the first directly elected leader in Russian history and received 60% of the vote for president of the Russian Republic [24].

Yeltsin championed the cause for national reconstruction and the adoption of a Union Treaty with the other republics to create a free-market economic association. On Dec. 12, 1991, the Russian parliament ratified Yeltsin's plea to establish a new commonwealth of independent nations open to all former members of the Soviet Union. The new union was created with the governments of Ukraine and Belarus, who along with Russia were the three original cofounders of the Soviet Union in 1922. After the end of the Soviet Union, Russia and ten other former Soviet republics joined in a Commonwealth of Independent States on Dec. 21, 1991 [26]. At the start of 1992, Russia embarked on a series of dramatic economic reforms, including the freezing of prices on most goods, which led to an immediate downturn. A national referendum on confidence in Yeltsin and his economic program took place in April 1992. To the surprise of

many Russians, the president and his shock-therapy program won by a resounding margin. Yeltsin convened a constitutional conference in June 1992, which adopted a draft constitution in July. In September 1992, Yeltsin dissolved the legislative bodies left over from the Soviet era. The impasse between the executive and the legislature resulted in an armed conflict on Oct. 3 1992 with vice-president Rutskoi opposing the orders of Yeltsin and barricading the Yeltsin's House. Yeltsin prevailed largely through the support of the military which bombed the White House and arrested the Rutskoi and the opposing parliament members. The constitutional referendum on Dec. 12, 1992 was a victory for Yeltsin, but the parliamentary election on the same day saw the rise of the extreme nationalist Vladimir Zhirinovsky, with Western-oriented parties performing relatively poor [26].

The southern republic of Chechnya's president accelerated his region's drive for independence in 1994. In December 1994, Russian troops closed the borders and sought to squelch the independence drive. The Russian military forces met firm and costly resistance. Shortly before the scheduled presidential election of June 1996, a ceasefire was arranged in Chechnya. Yeltsin started the year with slim chances for reelection. But bolstered by favorable media attention, fear of a Communist resurgence, and vigorous campaigning, he won the second round of voting in July 1994 against a Communist opponent. In May 1997, the two-year war formally ended with the signing of a peace treaty that adroitly avoided the issue of Chechen independence [38].

Yeltsin bounded back into the political fray in March 1997 after eight months' absence caused by sickness. His first action was to reshuffle the Cabinet to include new ministers with strong reform credentials. The young reformers announced plans to overhaul taxation, housing, and welfare; restore central control over headstrong regional leaders; and curb the power of Russia's monopolies (natural gas, electricity, and railways). These plans for reforming Russia went awry [24]. In March 1998 Yeltsin dismissed his entire government and replaced Prime Minister Viktor Chernomyrdin with the young and little known fuel and energy minister Sergey Kiriyenko. On August 28, 1998, amid the Russian stock market's free fall, the Russian government halted trading of the ruble on international currency markets. This financial crisis led to a long-term economic downturn and to political upheaval. President Boris Yeltsin then sacked Prime Minister Kiriyenko and reappointed Chernomyrdin. The Duma rejected Chernomyrdin, and on Sept. 11 elected foreign minister Yevgeny Primakov as prime minister. The repercussions of Russia's financial emergency were felt throughout the world [38]. Impatient with Yeltsin's chronic illnesses and increasingly erratic behavior, the Duma attempted to impeach him in May 1999 on five charges: provoking the 1991 fall of the Soviet Union, using force to dissolve the parliament in 1993, starting the ill-conceived 1994-96 war in Chechnya, ruining the nation's military, and impoverishing the Russian people through ruinous economic policies. The charge regarding Chechnya was considered the only one with a chance of approval. But the impeachment motion was quickly quashed and soon Yeltsin was on the ascendancy again. In keeping

with his capricious style, Boris Yeltsin dismissed Prime Minister Yevgeny Primakov and replaced him with Interior Minister Sergey Stepashin, who was confirmed by the Duma in May 19, 1999. On August 9, 1999 Boris Yeltsin announced Vladimir Putin, former head of KGB, as new Prime Minister. The Chechnya conflict surged again after the government blamed Chechen terrorist for bombings in Moscow that had killed hundreds of people. On the last day of the 20<sup>th</sup> century, Dec. 31, 1999, Boris Yeltsin announces his resignation. Vladimir Putin became his successor, and later elected president of Russia and on March 26, 2000 [28]. The conflict with Chechnya became the focal point of refugees in search of leaving Russia. Once the Chechen war was officially over (1996) there were many less refugees leaving their homes in Russia. Also, once Vladimir Putin a former KGB was put into power (1999) the war and output of refugees both escalated. After the Chechen war the number of Refugees fell from over 1000 to less than 2500 in 1998. Once Putin was in power the number of Refugees rose to over 5000 in 2001 as shown in Figure 8.

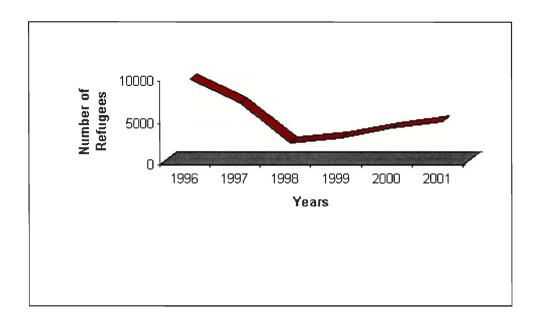


Figure 8: Russian Refugee Statistics 1996-2001 [34]

# 3.2.3 Language

The official language of Russia is Russian. Russian is a language spoken by more than 200 million people, many of whom are monolingual, that is, they speak only Russian. Russian is spoken in Russian Federation, Ukraine, Belorussia and other republics of former USSR. The Russian alphabet consists of 33 letters: 21 consonants, 10 vowels, and two letters without sound - soft sign and hard sign. Below is the Russian alphabet [6].

Table 7: Russian Alphabet [6]

Russian Letter			
Α	a	P	D
Б	б	С	C
В	В	Т	Т
Γ	Γ	У	V
Д	L	Φ	d
E	е	X	Х
E	ë	Ш	П
Ж	ж	Ч	ч
3	3	Ш	Ш
И	И	Ш	Ш
Й	Й	Ъ	Ъ
К	К	Ы	ы
Л	Л	Ь	Ь
M	M		
Н	н	Э	3
О	0	Ю	Ю
П	π	R	Я

The next diagram shows the layout of a Russian keyboard.

# ЙЦУКЕНГШЩЗХЪ ФЫВАПРОЛДЖЭ ЯЧСМИТЬБЮ

Figure 9: Russian Keyboard [6]

#### 3.3 Kosovo

In the next two sections, we will be exploring the geographical and personal facts of Kosovo, and Bosnia respectively. We will also be discussing the recent history of these countries from their peaceful times to their times of horror. The history will then be analyzed in order to find the reasons for their citizens to flea. Finally their language will briefly be studied. The following figure is the continent of Europe in which both of these countries are situated.



Figure 10: Europe [32]



Figure 11: Kosovo [32]

# 3.3.1 Facts

Kosovo is a relatively small country, situated between Serbia and Albania in south east Europe, having a total of 10,887 sq km. It is home to approximately 2,100,000 people of which a large portion is of Serbian descent [32]. Some essential facts are shown in Table 9:

Table 8: Kosovo's Facts 2002 [32]

	Kosovo	
Size	10,887 sq km	
Population	2,100,000	
Natural Resources	oil, gas, coal, antimony, copper, lead, zinc,	
	nickel, gold, pyrite, chrome, hydro power	
Sex Ratio	0.9 male(s)/ female	
Life Expectancy	female: 75.72 years/ male: 69.31	
GDP - per capita	\$1,800	

# 3.3.2 History

During the year of 1989 conflict began in Kosovo. Serbian leader Slobodan Milosevic took away Kosovo's independence. Street violence erupted when the Kosovo assembly approved the measure. Violence escalated and more than 20 people were killed [35]. January of 1990, violent clashes between police and ethnic Albanian demonstrators continue. Police shoot dead at least 10 people. The following month of February Yugoslavia sent troops, tanks, warplanes and 2,000 more police to Kosovo. By the end of this month many more have been killed and a curfew imposed. In July 1990 Ethnic Albanian legislators in Kosovo declared independence. Serbia dissolved the Kosovo assembly and protests continue [35]. The following year the Bosnian war began and Neighboring Albania's parliament recognized Kosovo as an independent republic. Then in May of 1992, Writer Ibrahim Rugova was elected as president of the self-proclaimed republic after an election held in defiance of Serbian authorities. Following this election in October 1992, Serb and ethnic Albanian leaders in Kosovo held face-to-face peace talks for the first time in three years [35]. During the next two years, police arrested more than 30 ethnic Albanians on suspicion of preparing an armed uprising. A Serbian court sentenced 68 ethnic Albanians for up to eight years in prison for allegedly setting up a parallel police force. Then Serbian authorities settled several hundred Croatian Serb refugees in Kosovo. Thereby drew protests from ethnic Albanian leaders [35].

In 1996 Serbia signed a deal with ethnic Albanian leaders to return Albanian students to mainstream education after a six-year boycott of state schools and colleges. After this controversy was resolved the violence still remained the clandestine separatist group Kosovo Liberation Army (KLA) emerged for the first time claiming responsibility for a series of bomb attacks. In 1997 the Serb rector of a prestigious University was badly injured by a car bomb. Also a suspected leader of the outlawed KLA is killed in a gun battle with police. During March another bombing of the University injured four civilians. Six months following these tragedies, armed men stage simultaneous night attacks on police stations in 10 Kosovo towns and villages. As the number of guerrilla incidents increased, clashes also continued sporadically between police and peaceful protesters [35].

At the beginning of 1998, an ethnic Serb politician was killed in apparent retaliation for the reported killing of an ethnic Albanian by the police. During February and March of 1998 there was a burst of violence. Dozens were killed in Serbian police operations against suspected Albanian separatists in the Drenica region of Kosovo. Houses were burned and villages evacuated. Tens of thousands protested in the Kosovo capital, Pristina, against the violence, and street clashes erupted. Kosovo Albanian leader Ibrahim Rugova, disregarding Western calls for compromise, demanded outright independence for Kosovo. Ethnic Albanians voted for a president and parliament in elections which are considered illegal by Belgrade. During the elections 95% of Serbs vote against international intervention in Kosovo, in a referendum [35].

The contact group for the Former Yugoslavia agreed, with the exception of Russia, to impose new sanctions against Yugoslavia over Kosovo. US envoy Richard Holbrooke began a round of shuttle diplomacy which resulted in Yugoslav President Milosevic inviting Ibrahim Rugova for peace talks. Ethnic Albanian and Serb negotiators started talks in Pristina as fighting continued [35]. During the summer months of 1998 the UN Secretary General, Kofi Annan, warned NATO that it must seek a Security Council mandate for any military intervention in the Serbian province. France and Britain draft a UN Security Council resolution to try to bring about a ceasefire. A massive month-long offensive action severely weakened the KLA until a significant stronghold - the village of Junik - fell into Serb hands on the 16th of August. The UN called for a cease-fire [35].

In September 1998 the Serbian army continued to attack villages in the Drenica region of Kosovo. Following these attacks, the United Nations Security Council voted in favor of a resolution calling for a ceasefire in Kosovo. This was a Warning to the Yugoslavian Government of "additional measures" if it failed to comply. NATO took the first formal steps towards military intervention in Kosovo. Heavy fighting continued despite Serbian assurances that the offensive was over. At least 36 ethnic Albanian civilians were reported massacred in three separate incidents [35]. Waiting nearly a month, Western nationals were advised to leave Yugoslavia as NATO prepared for air strikes. NATO countries gave the go-ahead for military action against Yugoslavia if President Milosevic did not comply with United Nations resolutions on Kosovo. Following intensive diplomatic

efforts by US envoy Richard Holbrooke, Yugoslavia agreed to allow a 2,000strong monitoring force into Kosovo to ensure it complied with UN demands, averting the immediate prospect of NATO air strikes [35].

The United States special envoy for Kosovo, Christopher Hill, said the humanitarian and security situation in the Serbian province was improved significantly in the few weeks after the Belgrade ceasefire agreement was signed. But later NATO and the US accused both the Belgrade government and the ethnic Albanian rebels of endangering the cease-fire in Kosovo. Dozens of international monitors began training in Kosovo before going into the field to verify that in 1998 October's ceasefire agreement continued [35]. Following the great efforts of the UN the Serbian authorities said their forces kill at least 30 ethnic Albanians in the worst clash since October's ceasefire agreement. US special envoy Richard Holbooke warned differences between Serbs and ethnic Albanians over the future of Kosovo remained very grave. Fresh fighting broke out in Northern Kosovo, which jeopardized international efforts to bring peace between the parties. During the year of 1999 the bodies of almost 40 ethnic Albanians are found at a scene of recent fighting in Southern Kosovo, in what appeared to have been a mass execution. In response, NATO sent two senior military officers to Belgrade to warn the Yugoslav authorities that they faced air strikes if they do not end the violence [35].

Kosovo has been in a steady state of violence. This was apparent when looking at the number of refugees originating from this region. The latter violence

seemed to have sparked many more people to leave. A look at the number of refugees from Kosovo is shown in Figure 11. This figure shows a common trend of between 1,000 and 1,500 refugees from 1996 through 2000. There were nearly 4,500 refugees in the year of 2001.

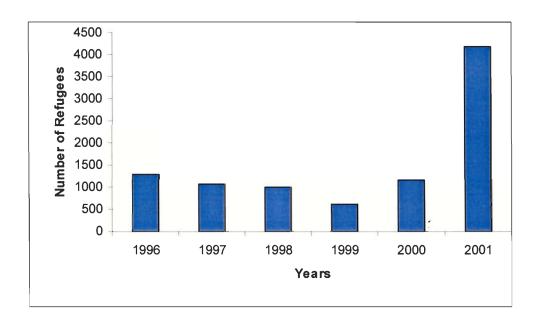


Figure 12: Kosovo's Refugee Statistics 1996-2001 [34]

#### 3.3.3 Language

In Kosovo they speak two languages Serbian and Albanian. Serbian and Croatian are generally considered one language, combined under the single term Serbo-Croatian. The latter is the most important language of Yugoslavia, where it is spoken by about 8 million people, or about 80 percent of the population. The Serbs, however, call their language Serbian, and being of Eastern Orthodox

religious persuasion, write it in a modified form of the Cyrillic alphabet. The Roman Catholic Croats, on the other hand, call their language Croatian and employ the Roman alphabet. Street signs and other inscriptions in Yugoslavia are generally written in both alphabets. Below is the 30 letter Serbo-Croatian alphabet [11].



Figure 13: Serbian/Croatian Alphabet [11]

Albanian is an Indo-European language spoken by about 6,400,000 inhabitants of the eastern Adriatic coast in Albania and also in neighboring Yugoslavia, principally in Kosovo and Macedonia, west of a line from near Leskovac to Lake Ohri. There are perhaps 300,000 more speakers in isolated villages in southern Italy, Sicily, and southern Greece. The origins of the general name Albanian, which traditionally referred to a restricted area in central Albania, and of the current official name Shqip or Shqipëri, which may well be derived from a term meaning "pronounce clearly, intelligibly," are still disputed. The name

Albanian has been found in records since the time of Ptolemy. In Calabrian Albanian the name is Arbresh, in Modern Greek Arvanítis, and in Turkish Arnaut; the name must have been transmitted early through Greek speech.

The official language, written in a standard roman-style orthography adopted in 1909, was based on the south Gheg dialect of Elbasan from the beginning of the Albanian state until World War II, and since has been modeled on Tosk. Albanian speakers in Kosovo and in Macedonia speak eastern varieties of Gheg but since 1974 have widely adopted a common orthography with Albania [11].

The Albanian alphabet has 36 letters including 7 vowels in red, shown below.

Aa Bb Cc Çç Dd Dhdh Ee Ëë Ff Gg Gjgj Hh Ii Jj Kk Ll Llll Mm Nn Njnj Oo Pp Qq Rr Rrrr Ss Shsh Tt Thth Uu Vv Xx Xhxh Yy Zz Zhzh

#### 3.4 Bosnia



Figure 14: Bosnia [29]

# 3.4.1 Facts

Bosnia is situated on the Balkan peninsula of Europe, having a total of 51,233 sq km. The climate of Bosnia varies from the cool mountain regions to the warmer near coastline of the Adriatic Sea. Bosnia is home to approximately 3,482,495 people of which a large portion are middle aged [29]. Some essential facts are shown in table 10.

Table 9: Bosnian Facts 2002 [29]

ALL PARTIES AN	Bosnia
Size	51,129 sq km
Population	3,964,388
Natural Resources	coal, iron, bauxite, manganese, forests, copper, chromium, lead, zinc, hydropower
Sex Ratio	1.02 male(s)/female
Life Expectancy	female: 74.93 years/ male: 69.3 years
GDP - per capita	\$1,800

## 3.4.2 History

Enormous number of war crimes, genocides and other felonies, were committed against the Serbian people. Serbs underwent the greatest ethnical cleansings in Europe, numerous execution places, mass graves, concentration camps, prisons, vast exiles, forced Islamization, destruction of historical, religious and sacred objects and monuments throughout the history. The same happened in the Bosnian Civil War 1992-1996 [27]. About 7,000 Serb children were killed in Yugoslavia's Civil Wars, twice as many as Croat and Muslim children combined. The pain that Europe's ancient, Christian, and honorable nation has suffered, is a disgrace to all of Christians in Europe, and America [1].

## 3.4.3 In The Words of a Bosnian Refugee

The aggression of the Serbs towards the Bosnians began in May of 1992. This woman's husband had to stop working for a Serb company. Three days later he was arrested by Serbian forces in Skelanie. She was taken with all the other women to a gymnasium where they were kept as prisoners for 5 days. After 5 days of negotiating with the Serbs they were set free but were not allowed to return to their houses again. The Serbs transported them to a town across the Skelane River in Serbia where they spent one night in a warehouse. After that sleepless night, the Serbs came with buses and transported them all to Macedonia. In Macedonia, they were accommodated with host families and they stayed there for 3 months. The women could not seek employment in Macedonia

because they were refugees and so they decided to go to Austria on their own. In Austria they stayed in a refugee camp in Batkrojice. After 3 1/2 months they went to Germany, because they heard the conditions were better there for refugees. In December of 1992 they went to Germany, and stayed there for five months. However, the living conditions in the German refugee camp were just as bad as in Austria. After those five months they came to the United States as refugees.

## 3.4.4 Language

Bosnians speak three different languages Croatian, Serbian and Bosnian.

Above the Serbian and Croatian language has been discussed. Table 11 presents the Bosnian alphabet and pronunciations [4].

Table 10: Bosnian Alphabet [4]

Aa	a in apple: dan (dan)-day
Bb	as English B
Сс	ts in cats: crn (tsrn)- black
Сс	ch in church: čitati (chitati)- to read
Ċć	as in chin, chimney, future, Dutch: noć (noch)- night
Dd	as English D, drive, drop
Dž	J in John, jibe,pledge: d <sup>ž</sup> ep (dzhep)- pocket
Ðđ	roughly dj,dy or George, judge, jacket: me <sup>đ</sup> u(medju)-among

Ee	e in net, trek, emit: pet (pet)-five					
Ff	as English F, fault, fury					
Gg	as English G, glowing, guide: grad (grad)-city					
Hh	ch in loch, hand : hvala (hvala) -thank you					
li	e in he, deed: imati (eemati) - to have					
Jj	y in yes, yellow : Ja (Ya) –l					
Kk	as English K, candle,car, cat, clock					
LI	as English L, floor, lion, love					
Lj	Il in million: haljina (halyina)- dress					
Mm	as English M, mine					
Nn	as English N, nice, never					
Nj	n in news, onion: knjiga (knyeega)-book					
Оо	in not, hold, over: molim (moleem) -please					
Рр	as English P, piano, people					
Rr	rolled, river, roof					
Ss	in bless, sea, gossip					
Šš	sh in shy, slushy, wish, shirt: <sup>š</sup> est (shest)- six					
Tt	as English T					
Uu	oo in food, roof: put (poot)- road					

1	<b>/</b> v	as English V, vivid
Z	Zz	as English Z, plausible, noise
2	Žž	s in pleasure, profusion, ceisure: <sup>ž</sup> ivjeti(zheevyetee)-to live

## **Chapter 4 Conclusion**

To become a refugee or an Asylee you must fear persecution. There are four basic criteria for being persecuted, and they are race, religion, political beliefs, and ethnicity. Refugees are mistreated for these reasons on a daily basis. In some selected interviews from individuals of countries considered in this study, maltreatment was a major reason for seeking refugee to the US. A Liberian man was persecuted for being in an overthrown government. A Russian woman feared for her life because she lived in Chechnya. Within Kosovo, a woman was thrown out of her home because of her ethnicity.

Refugees generally flee their country because they fear persecution, as stated above. The cause of this fear in most cases is war. Three out of four of the countries this project has concentrated on can be directly linked to war. The conflict with Chechnya was the focal point of refugees wanting to leave Russia. Once the Chechen war was officially over in 1996 there were many less refugees leaving their homes in Russia. Also, when Vladimir Putin a former KGB, came into power in 1999 the war and output of refugees both escalated. This is shown in Figure 15.

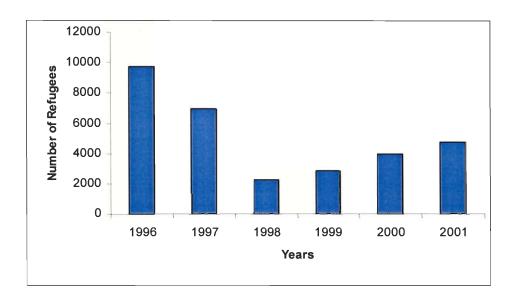


Figure 15: Russian Refugee Trend 1996-2001 [34]

During the civil war in Liberia, large numbers of refugees Liberia. There was a lack of civil government and never ending civilian intimidation and attacks. The transfer from this time to the peacefulness in Taylor's first years of presidency (1996-1998) are faultlessly illustrated. Following Liberia's civil war, the civil conflict in Sierra Leone and Taylor's handling of the situation caused unrest in his nation. Many people were now in fear of their lives once again. This can be shown by the sudden jump of refugee in search of new homes in the years of 2000 and 2001, see Figure 16.

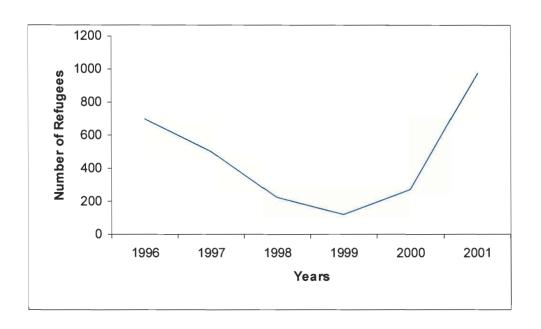


Figure 16: Liberian Refugee Trend 1996-2001 [34]

There are many Immigration and Refugee agencies to help these victimized people. They each have ways of helping these people in their own distinctive ways. This paper has concentrated on the Lutheran Community Service of Southern New England (LSS) located in Worcester Massachusetts. LSS offers unique programs such as Civics Education and English for Employment.

Computer skills are extremely important in the United States' jobs and society. Every immigrant, refugee or asylee needs to learn computer skills. Many refugees who already possess computer skills are persecuted for the political beliefs. This is because national governments normally possess the financial resources to be up to date with technology. Refugees maltreated for race, religion, or origin, are less likely to possess computer knowledge. Since most of these refugees are from countries that lack the fiscal resources to build a

technological infrastructure for their citizens. For this group of refugees there are many manuals and computer programs which can help with the process of becoming fluent with computers. These programs can help open the door to the United States competitive job market and to create a positive immigrant influence in the United States.

The final barrier to becoming confident with computer use is the language barrier. One of the four countries that have been highlighted is Liberia, in which English is the national language generating no language barrier. Russia, Kosovo, and Bosnia do have this difficulty of the language barrier. Their cases have to be evaluated one by one and immigrants need to learn how to read, write and speak English. LSS offers the English for Employment program, which helps solve the language barrier problem. The United States receives thousands of refugees yearly. Refugees all need to learn communication and technological skills in order to find employment and become a part of society in the United States. The introduction of computer and civics education to refugees is an important step in obtaining essential skills. The Lutheran Community Service of Southern New England (LSS) offers such opportunities. LSS teaches non-English speaking immigrants to speak English, which is extremely important for computer use in the United States.

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## Appendix A: Agency Contact

### **Church World Services**

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## Immigration and Refugee Services of America (IRSA)

Phone: (202) 797 2105

Email: <u>IRA@IRSA.USCR.org</u>
Web: <u>www.refugeesusa.org</u>

### **InterAction**

Phone: (202) 667 8227 Email: <u>IA@interaction.org</u> Web: www.InterAction.org

## **International Rescue Committee**

Phone: (212) 551 3000 Web: www.IRC.org

# Appendix B: Refugee/Asylee Form

See following pages

## Application for Asylum and for Withholding of Removal

Preuse check the box it you also want to appri	y for withholding of remov	al under the Convention Agair	nst Torture.		
PART A.I. INFORMATION ABOU	T YOU				
1. Alien Registration Number(s)(A #'s) (if an	ny)		2. Social Sec	curity No.	(if any)
3. Complete Last Name	4. First Na	me	5. Middle Na	Vame	
6. What other names have you used (Include	e maiden name and aliase	s.)			
7. Residence in the U.S. C/O				Telephor	ne Number
Street Number and Name				Apt. No.	
City		State		ZIP Cod	e
8. Mailing Address in the U.S., if other than a	bove	<u> </u>	<u>.                                    </u>	Telephor	ne Number
Street Number and Name				Apt. No.	
City		State		ZIP Cod	e
9. Sex  Male Female	10. Marital Status:	☐ Single ☐ Mar	ried Divorce	ed 🗀	Widowed
11. Date of Birth (Mo/Day/Yr)	12. City and Country of	Birth			
13. Present Nationality (Citizenship)	14. Nationality at Birth	15. Race,	Ethnic or Tribal Grou	ıp	16. Religion
17. Check the box, a through c that application	· <del></del>	never been in immigration cou			<u> </u>
b. I am now in immigration court proceedi	ngs. c. [	I am not now in immigrat	ion court proceedings	, but I have	been in the past.
18. Complete 18 a through c. a. When did you last leave your country?	Mo/Day/Yr)	b. What is	s your current I-94 Nu	ımber, if aı	ny?
c. Please list each entry to the U.S. beginning List date (Mo/Day/Yr), and your status for	with your most recent entr each entry. (Attach addi	y. tional sheets as needed)			
		Status Date Status Expires			
Date Place			Date S	tatus Expir	es
Date Place		Status	Date S	tatus Expir	res
Date Place Date Place		Status Status	Date S	tatus Expir	es
Date Place Date Place Date Place  19. What country issued your last passport or	travel 20. Pas	Status Status Status Status		Expiration	n Date (Mo/Day/Yr)
Date Place Date Place Date Place	travel 20. Pas Travel I 23. Are	Status Status Status sport # Document # you fluent in English?		Expiration /	n Date (Mo/Day/Yr) I
Date Place Date Place Date Place  19. What country issued your last passport or document  22. What is your native language?	travel 20. Pas	Status Status Status Sport # Document # you fluent in English? Yes No	21. What other land	Expiration /	n Date (Mo/Day/Yr) I
Date Place Date Place Date Place 19. What country issued your last passport or document	travel 20. Pas Travel I 23. Are	Status Status Status Sport # Document # you fluent in English? Yes No	21.	Expiration /	n Date (Mo/Day/Yr) I
Date Place Date Place Date Place  19. What country issued your last passport or document  22. What is your native language?	travel 20. Pas Travel I  23. Are  Action: Interview Date:	Status Status Status Sport # Document # you fluent in English? Yes No	21. What other land	Expiration /	n Date (Mo/Day/Yr) I
Date Place Date Place Date Place  19. What country issued your last passport or document  22. What is your native language?	travel 20. Pas Travel 1 23. Are	Status Status Status Sport # Document # you fluent in English? Yes No	21. What other land	Expiration /	n Date (Mo/Day/Yr) I
Date Place Date Place Date Place  19. What country issued your last passport or document  22. What is your native language?	20. Pas Travel I  23. Are  Action: Interview Date: Decision:	Status Status Status sport # Document # you fluent in English? Yes	21. What other land	Expiration /	n Date (Mo/Day/Yr) I
Date Place Date Place Date Place  19. What country issued your last passport or document  22. What is your native language?	Action: Interview Date: Decision: Approval Date	Status Status Status  sport # Document # you fluent in English? Yes	21. What other land	Expiration /	n Date (Mo/Day/Yr) I

#### PART A.II. INFORMATION ABOUT YOUR SPOUSE AND CHILDREN **Your Spouse** I am not married. (Skip to Your Children, below) 1. Alien Registration Number (A#) (If Any) 2. Passport/ID Card No. (If any) 3. Date of Birth (Mo/Day/Yr) 4. Social Security No. (If any) 7. Middle Name 5. Complete Last Name 6. First Name 8. Maiden Name 11. City and Country of Birth 9. Date of Marriage (Mo/Day/Yr) 10. Place of Marriage 12. Nationality (Citizenship) 13. Race, Ethnic or Tribal Group 14. Sex ☐ Male Female 15. Is this person in the U.S.? ☐ Yes (Complete blocks 16 to 24) ☐ No (Specify location) 17. Date of last entry in the U.S. (Mo/Day/Yr) 19. Status when last admitted 16. Place of last entry in U.S.? 18. I-94 No. (If any) (Visa type, if any) 20. What is your spouse's 21. What is the expiration date of 22. Is your spouse in immigration 23. If previously in the U.S., date current status? his/her authorized stay, if any? court proceedings? of previous arrival (Mo/Day/Yr) (Mo/Day/Yr) ☐ Yes ☐ No 24. If in the U.S., is your spouse to be included in this application? (Check the appropriate box.) Yes (Attach one (1) photograph of your spouse in the upper right hand corner of page 9 on the extra copy of the application submitted for this person.) □ No Your Children. Please list ALL of your children, regardless of age, location, or marital status. ☐ I do not have any children (Skip to Part A.III., Information about Your Background.) ☐ I do have children. Total number of children (Use Supplement A Form I-589 or attach additional pages and documentation if you have more than four (4) children.) 2. Passport/ID Card No. (If any) 3. Marital Status (Married 4. Social Security No. 1. Alien Registration Number (A#) Single, Divorced, Widowed) (if any) (if any) 5. Complete Last Name 6. First Name 7. Middle Name 8. Date of Birth (Mo/Day/Yr) 11. Race, Ethnic or Female 9. City and Country of Birth 10. Nationality (Citizenship) 12. Sex Male Tribal Group 13. Is this child in the U.S.? Yes (Complete Blocks 14 to 21) No (Specify Location) 14. Place of last entry in the U.S.? 15. Date of last entry in the U.S.? 16. I-94 No. (If any) 17. Status when last admitted (Mo/Day/Yr) (Visa type, if any) 18. What is your child's current status? 19. What is the expiration date of his/her 20. Is your child in immigration court proceedings? authorized stay, if any? (Mo/Day/Yr) ☐ Yes ☐ No 21. If in the U.S., is this child to be included in this application? (Check the appropriate box.) Yes (Attach one (1) photograph of your child in the upper right hand corner of page 9 on the extra copy of the application submitted for this person)

☐ No

### PART A.II. INFORMATION ABOUT YOUR SPOUSE AND CHILDREN Continued

Alien Registration Number (A#)     (if any)	2. Pass/ID Card No. (if any)	3. Marital Status (Married Single, Divorced, Widowed)	4. Social Security No. (if any)				
5. Complete Last Name	6. First Name	7. Middle Name	8. Date of Birth (Mo/Day/Year)				
9. City and Country of Birth	10. Nationality (Citizenship)	11. Race, Ethnic or Tribal Group	12. Sex  Male Female				
13. Is this child in the U.S.?							
14. Place of last entry in the U.S.?	15. Date of last entry in the U.S.? (Mo/Day/Yr)	16. I-94 No. (If any)	17. Status when last admitted				
18. What is your child's current status?	19. What is the expiration date o his/her authorized stay, (if any) (Mo/Day/Yr)						
21. If in the U.S., is this child to be included	d in this application? (Check the app	ropriate box)					
☐ Yes (Attach one (1) photograph of y ☐ No	our child in the upper right hand corn	er of page 9 on the extra copy of the a	application submitted for this person.)				
Alien Registration Number     (A#)(If any)	2. Passport/ID Card No. (If any)	3. Marital Status (Married, Single Divorced, Widowed)	de, 4. Social Security No.				
5. Complete Last Name	6. First Name	7. Middle Name	8. Date of Birth (Mo/Day/Yr)				
9. City and Country of Birth	10. Nationality (Citizenship)	11. Race, Ethnic or Tribal Group	12. Sex  Male Female				
13. Is this Child in the U.S.? Yes	(Complete blocks 14 to 21)	] No (Specify Location)					
14. Place of last entry in the U.S.?	15. Date of last entry in the U.S. (Mo/Day/Yr)	? 16. I-94 No. (If any)	17. Status when last admitted (Visa type, if any)				
18. What is your child's current status?	19. What is the expiration authorized stay, if any		rr child in immigration court edings?				
21. If in the U.S., is this child to be include	d in this application? (Check the app	propriate box)					
☐ Yes (Attach one (1) photograph of y☐ No	our child in the upper right hand corn	ner of page 9 on the extra copy of the	application submitted for this person.)				
Alien Registration Number (A#)  (If any)	2. Passport/ID Card No. (If any)	3. Marital Status (Married Single, Divorced, Widowe	d) 4. Social Security No. (If any)				
5. Complete Last Name	6. First Name	7. Middle Name	8. Date of Birth (Mo/Day/Yr)				
9. City and Country of Birth	10. Nationality	11. Race, Ethnic or Tribal Group	12. Sex  Male Female				
13. Is the child in the U.S.?	es (Complete blocks 14 to 21)	No (Specify Location)					
14. Place of last entry in the U.S.?	15. Date of last entry in the U.S.? (Mo/Day/Yr)	16. I-94 No. (If any)	17. Status when last admitted (Visa type, if any)				
18. What is your child's current status?	19. What is the expiration date of his/stay, if any? (Mo/Day/Yr)	her authorized 20. Is your chil	d in immigration court proceedings				
21. If in the U.S., is this child to be included in this application? (Check the appropriate box)  Yes (Attach one (1) photograph of your child in the upper right hand corner of page 9 on the extra copy of the application submitted for this person.)  No							

### PART A.III. INFORMATION ABOUT YOUR BACKGROUND

Please list your last address where you lead dress in the country where you fear per Form I-589 or additional sheets of papers.	rsecution.	(List Address, C	. If this is not City/Town, Dep	the country where your partment, Province, or i	fear persecution, also State, and Country.) (	list the last Use Supplement I	3
Number and Street	City	y/Town	Department	, Province or State	Country	_	ates
(Provide if available)			-			From (Mo/Yr)	To (Mo/Yr)
Provide the following information about additional sheets of paper if necessary		es during the last	t five years. L	ist your present address	first. (Use Supple	ement Form B or	
Number and Street	Cit	y/Town	Department	, Province or State	Country		ates
						From (Mo/Yr)	To (Mo/Yr)
						!	
			<del> </del>		<del></del>		
			<u> </u>				
						]	
3. Provide the following information about paper if necessary.)	t your educat				ent B Form I-589 or a		
Name of School		Type of Schoo	1	Location	(Address)	From (Mo/Yr)	tended To (Mo/Yr)
						110111 (1110/111)	10 (10/17)
					·		
				<u> </u>			
				<u> </u>			
4. Provide the following information abou B or additional sheets of paper if nece	nt your emplo	yment during the	e last five year	s. List your present emp	loyment first. (U.	se Supplement Fo	rm
Name and Addre	ss of Employ	er		Your Occ	upation	From (Mo/Yr)	Dates To (Mo/Yr)
	-					Tion (WO/11)	10 (10/0/17)
5. Provide the following information about Form I-589 or additional sheets of page 1.589 or additional sheet 1.5	at your paren per if necess	ts and siblings (b	rother and sist	ers). Check box if the po	erson is deceased. (	Use Supplement I	3
Name		City/	Town and Co	untry of Birth		Current Location	1
Mother					☐ Deceased		
Father		<u> </u>			☐ Deceased		
Siblings					☐ Deceased		,
					☐ Deceased		

### PART B. INFORMATION ABOUT YOUR APPLICATION

1.

(Use Supplement B Form I-589 or attach additional sheets of paper as needed to complete your responses to the questions contained in PART B.)

When answering the following questions about your asylum or other protection claim (withholding of removal under 241(b)(3) of the Act or withholding of removal under the Convention Against Torture) you should provide a detailed and specific account of the basis of your claim to asylum or other protection. To the best of your ability, provide specific dates, places, and descriptions about each event or action described. You should attach documents evidencing the general conditions in the country from which you are seeking asylum or other protection and the specific facts on which you are relying to support your claim. If this documentation is unavailable or you are not providing this documentation with your application, please explain why in your responses to the following questions. Refer to Instructions, Part 1: Filing Instructions, Section II, "Basis of Eligibility," Parts A-D, Section V, "Completing the Form," Part B, and Section VII, "Additional Documents the You Should Submit" or more information on completing this section of the form.

ructions, Part 1: Filing Instructions, Section II, "Basis of Eligibility," Parts, "Additional Documents the You Should Submit" or more information on a	
Why are you applying for asylum or withholding of removal under section 2 under the Convention Against Torture? Check the appropriate box(es) below.	
I am seeking asylum or withholding of removal based on	
	<ul> <li>☐ Race</li> <li>☐ Religion</li> <li>☐ Nationality</li> <li>☐ Political opinion</li> <li>☐ Membership in a particular social group</li> <li>☐ Torture Convention</li> </ul>
A. Have you, your family, or close friends or colleagues ever experience  No Yes If your answer is "Yes," explain in detail:	d harm or mistreatment or threats in the past by anyone?
1) What happened;	
2) When the harm or mistreatment or threats occurred;	
3) Who caused the harm or mistreatment or threats; and	
4) Why you believe the harm or mistreatment or threats occurred.	
B. Do you fear harm or mistreatment if you return to your home country	?
☐ No ☐ Yes If your answer is "Yes," explain in detail:	
1) What harm or mistreatment you fear;	
2) Who you believe would harm or mistreat you; and	
3) Why you believe you would be harmed or mistreated.	

### PART B. INFORMATION ABOUT YOUR APPLICATION Continued

2. Have you or your family members ever been charged, arrested, detained, interrogated, convicted and sentenced, or imprisoned in any country other than the United States?
□ No □ Yes If "Yes," explain the circumstances and reasons for action.
3.A. Have you or your family members ever belonged to or been associated with any organizations or groups in your home country, such as, but not limited to, a political party, student group, labor union, religious organization, military or paramilitary group, civil patrol, guerrilla organization, ethnic group, human rights group, or the press or media?  No Yes If "Yes," describe for each person the level of participation, any leadership or other positions held, and the length of time you or your family members were involved in each organization or activity.
B. Do you or your family members continue to participate in any way in these organizations or groups?  No Yes If "Yes," describe for each person, you or your family members' current level of participation, any leadership or other positions currently held, and the length of time you or your members have been involved in each organization or group.
4. Are you afraid of being subjected to torture in your home country or any other country to which you may be returned?  No Yes If "Yes," explain why you are afraid and describe the nature of the torture you fear, by whom, and why it would be inflicted.

### PART C. ADDITIONAL INFORMATION ABOUT YOUR APPLICATION

(Use Supplement B Form I-589 or attach additional sheets of paper as needed to complete your responses to the questions contained in Part C.)

1.	Have you, your spouse, your child(ren), your parents, or your siblings ever applied to the United States Government for refugee status, asylum, or withholding of removal?
	If "Yes" explain the decision and what happened to any status you, your spouse, your child(ren), your parents, or your siblings received as a result of that decision. Please indicate whether or not you were included in a parent or spouse's application. If so, please include your parent or spouse's A-number in your response. If you have been denied asylum by an Immigration Judge or the Board of Immigration Appeals, please describe any change(s) in conditions in your country or your own personal circumstances since the date of the denial that may affect your eligibility for asylum.
2.	A. After leaving the country from which you are claiming asylum, did you or your spouse or child(ren), who are now in the United States, travel through or reside in any other country before entering the United States?    B. Have you, your spouse, your child(ren), or other family members such as your parents or siblings ever applied for or received any lawful status in any country other than the one from which you are now claiming asylum?    No Yes If "Yes" to either or both questions (2A and/or 2B), provide for each person the following: the name of each country and the length of stay; the person's status while there; the reasons for leaving; whether the person is entitled to return for lawful residence purposes; and whether the person applied for refugee status or for asylum while there, and, if not, why he or she did not do so.
3.	Have you, your spouse, or child(ren) ever ordered, incited, assisted, or otherwise participated in causing harm or suffering to any person because of his or her race, religion, nationality, membership in a particular social group or belief in a particular political opinion?
	☐ No ☐ Yes If "Yes," describe in detail each such incident and your own or your spouse's or child(ren)'s involvement.

### PART C. ADDITIONAL INFORMATION ABOUT YOUR APPLICATION Continued

1.	After you left the country where you were harmed or feared harm, did you return to that country?
	No ☐ Yes If "Yes," describe in detail the circumstances of your visit (for example, the date(s) of the trip(s), the purpose(s) of the trip(s), and the length of time you remained in that country for the visit(s)).
5.	Are you filing the application more than one year after your last arrival in the United States?
	☐ No ☐ Yes If "Yes," explain why you did not file within the first year after you arrived. You should be prepared to explain at your interview or hearing why you did not file your asylum application within the first year after you arrived. For guidance in answering this question, see Instructions, Part 1: Filing Instructions, Section V. "Completing the Form," Part C.
6.	Have you or any member of your family included in the application ever committed any crime and/or been arrested, charged, convicted and sentenced for any crimes in the United States?
	☐ No ☐ Yes If "Yes," for each instance, specify in your response what occurred and the circumstances; dates; length of sentence received; location; the duration of the detention or imprisonment; the reason(s) for the detention or conviction; any formal charges that were lodged against you or your relatives included in your application; the reason(s) for release. Attach documents referring to these incidents, if they are available, or an explanation of why documents are not available.

PART D. YOU	R SIGNATURE							
After reading the inform must complete Part E.	nation regarding penal	ties in the instructions, complete and sign	n below. If someone helped you pre	pare this application,	he or she			
submitted with it are all it knowingly makes under of knowingly subscribes as presents any such applica thereunder, or knowingly or which fails to contain more than five years, or it	true and correct. Title 18 coath, or as permitted un- true, any false statemen ation, affidavit, or other or presents any such appliant reasonable basis in both." I authorize the release	of the United States of America, that this is 3, United States Code, Section 1546, provider penalty of perjury under section 1746 of with respect to a material fact in any appl document required by the immigration law cation, affidavit, or other document contain the law or fact - shall be fined in accordance ease of any information from my record willity for the benefit I am seeking.	des in part; "Whoever of Title 28, United States Code, ication, affidavit, or knowingly as or regulations prescribed ning any such false statement be with this title or imprisoned not	Staple your photograph here or the photograph of the family member to be included on the extra copy of the application submitted for that person.				
Asylum Officer or an I or as evidence in, remo	mmigration Judge. As eval proceedings even	d States illegally are subject to removal ny information provided in completing f the application is later withdrawn. Ap neligible for any benefits under the Imn	this application may be used as a b oplicants determined to have know	basis for the institution	on of, us			
Print Complete Name			Write your name in your nativ	e alphabet				
Did your spouse, paren	t, or child(ren) assist you	in completing this application?	□ No □ Yes (If "Ye	es," list the name and	relationship.)			
Asylum applicants may with your asylum claim	n your spouse, parent, or be represented by coun	(Relationship) child(ren) prepare this application? sel. Have you been provided with a list of Yes		f "Yes," complete Par	t E)	onship)		
Γ		1	_					
Sign you	r name so it all appears	within the brackets		Date (Mo/	Day/Yr)			
I declare that I have prepayed have knowledge, or which language he or she under	pared this application at ch was provided to me b rstands for verification b	the request of the person named in Part D, y the applicant and that the completed app perfore he or she signed the application in m me to civil penalties under 8 U.S.C. 1324	that the responses provided are base dication was read to the applicant in my presence. I am aware that the known	ed on all information o	f which I age or a	T OR CHILD		
Signature of Preparer		Print Complete Name						
Daytime Telephone Number 508-754-1	1121	Address of Preparer: Street Number	and Name					
Apt. No.	City	Worcester	State MA		ZIP Code	01608		
You will be asked to	complete this Part v	AT INTERVIEW OR HEARI when you appear before an Asylum ( ce for Immigration Review (EOIR) ;	Officer of the Immigration and	Naturalization Ser	vice (INS), or an	,		
I swear (affirm) that	I know the contents of	of this application that I am signing, i	ncluding the attached document	s and supplements,	that they are all tr	ue		
to the best of my kno	wledge taking into a	ecount correction(s) numbered		that were made by to before me by the				
	Signature of Appli	cant	-	Date (Mo/Day)	(Yr)			
Write Your Name in Your Native Alphabet			Signature o	Signature of Asylum Officer or Immigration Judge				