

jewish family service

of western
massachusetts

www.jfswm.org

mission

Our mission is to provide exceptional social services, grounded in Jewish values, to support individuals and families from diverse cultural and economic backgrounds.

Main Office

15 Lenox Street, Springfield, MA 01108
t 413.737.2601 f 413.737.0323

Citizenship and ESL Classes

Trinity United Methodist Church
361 Sumner Avenue, Springfield, MA 01108
t 413.304.2187



Follow us on [facebook.com/JFSWM](https://www.facebook.com/JFSWM)

JFS is a beneficiary agency of the Jewish Federation of Western Massachusetts.



Cultural Broker Program for Refugees

Family Support Services
Promoting Health and
Independence

jfs
of western massachusetts

What is the Cultural Broker Program for Refugees?

The cultural broker program for refugees provides individualized intensive community support services. Each individual or family is paired with a trained case worker who speaks their language and understands their culture. Our multicultural staff works closely with community providers (medical and mental health professionals, transitional assistance agencies, educators, public safety organizations, etc.) linking resources and developing a comprehensive service plan.



Who is a Refugee?

Refugees are invited to this country by the U.S. government after the United Nations determines someone is unable to return to their country of origin due to persecution and fear for their safety. Refugees often witness extreme violence and are exposed to hardships. Refugees are resilient. Unfortunately, due to the level of persecution and the challenges of adjustment to their new lives, refugees may face significant health and mental health difficulties.

How can the Cultural Broker Program help?

- Assist with health care, transitional assistance and housing
- Provide service coordination and linkage
- Improve daily living skills
- Access mental health services and other community resources
- Promote personal and family stability in work, school, and relationships
- Prevent hospitalizations

Our goal is to foster independence and wellness for every individual and family.

How to make a Referral:

If you know refugee individuals or families who might benefit from this service, please call 413.737.2601 or email info@jfswm.org.

Additional JFS Refugee Services:

- Employment placement and support
- ESL classes
- Cultural orientation
- Springfield school outreach
- Elder resources
- Health promotion
- Community education and outreach
- Citizenship classes and application assistance

Refugees have been granted permanent legal status by the United States government and are eligible to become citizens after 5 years.