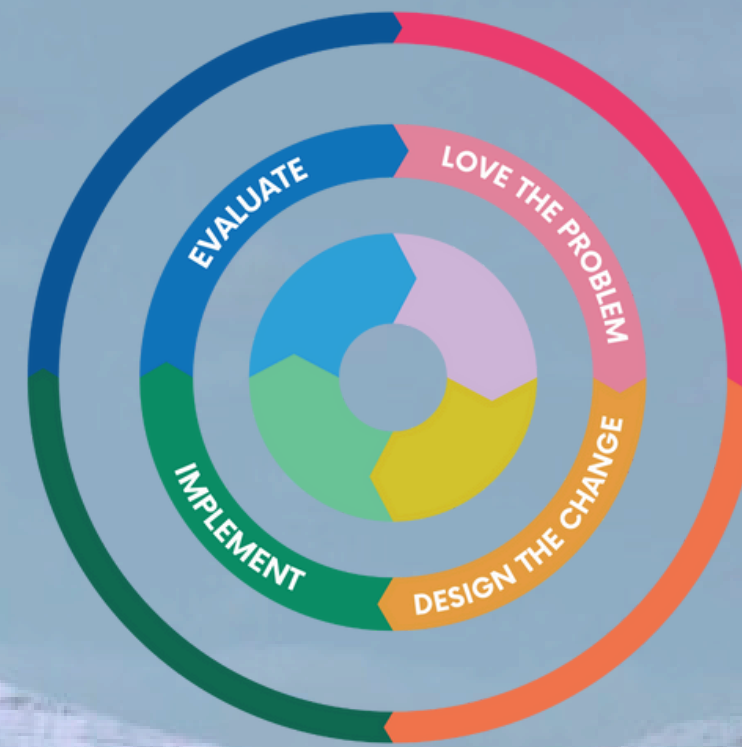


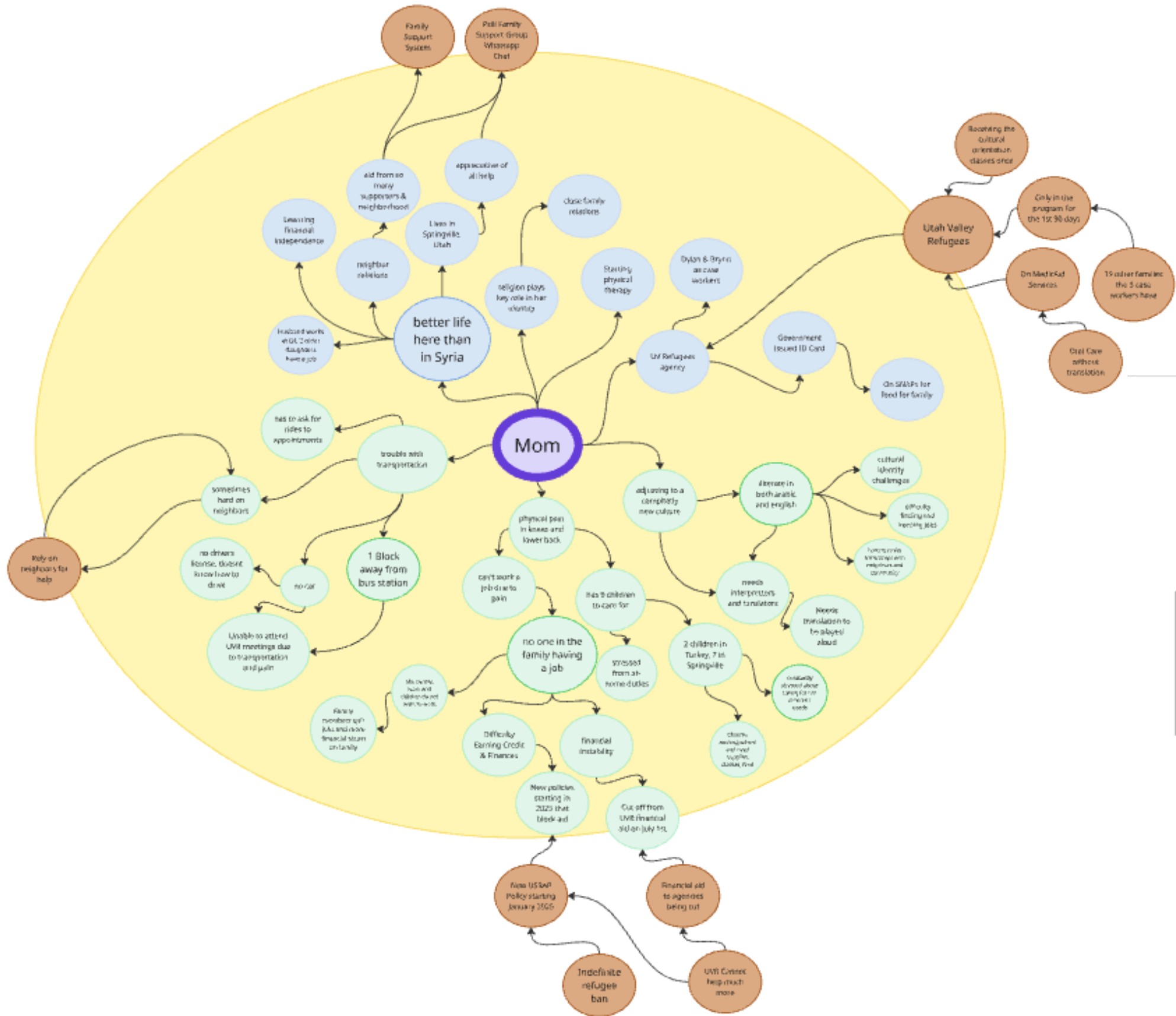
REFUGEE LAB

Ballard Center for Social Impact Labs

BALLARD CENTER
BYU MARRIOTT



GETTING TO KNOW 'THE ONE'



"Every part of it is hard. I can't pick just one thing."

Hard Working

Financial instability

Supportive community & neighbors

Difficulty with transportation

Strong Family Bond

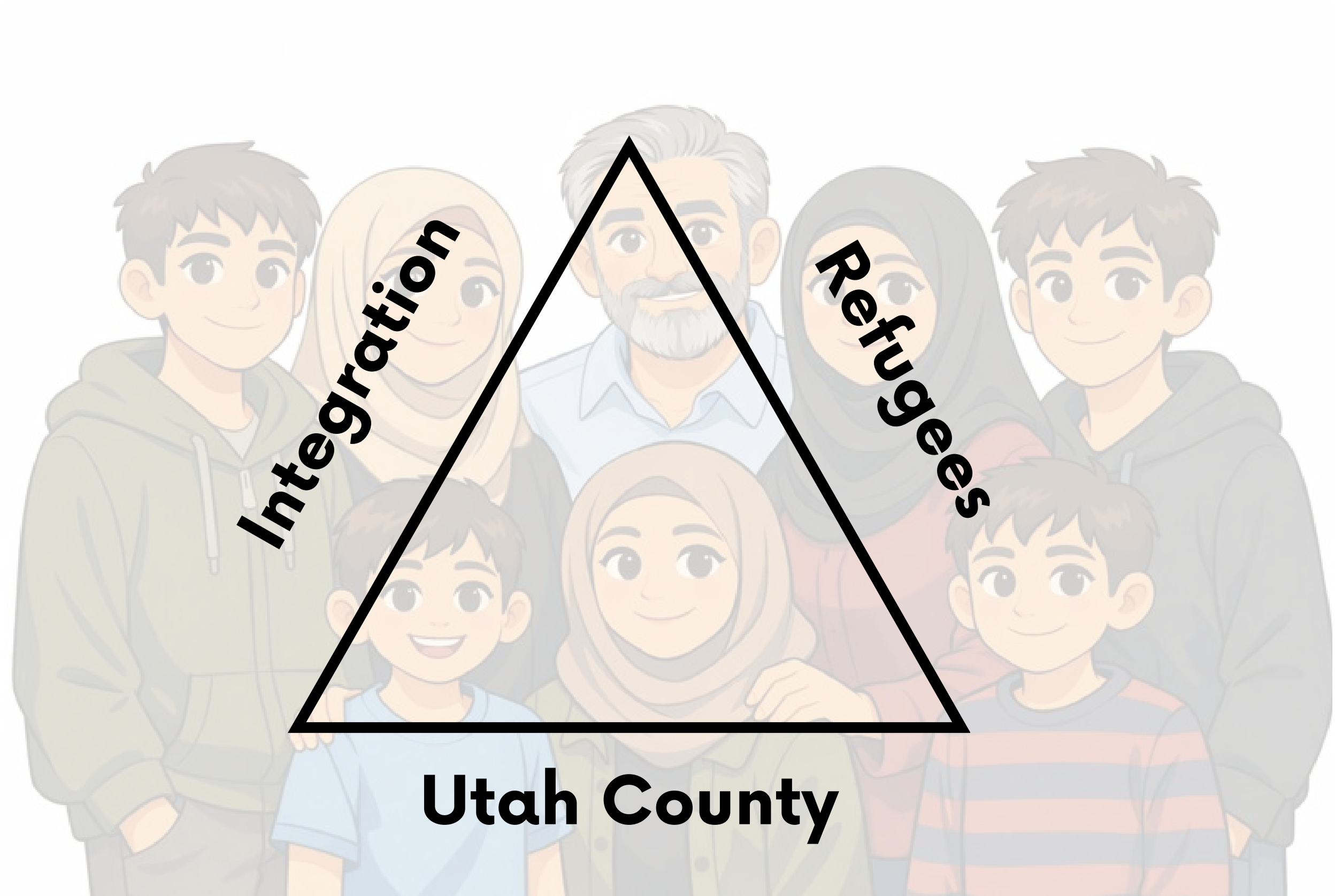
English Language & Literacy Skills



Strengths

Weaknesses

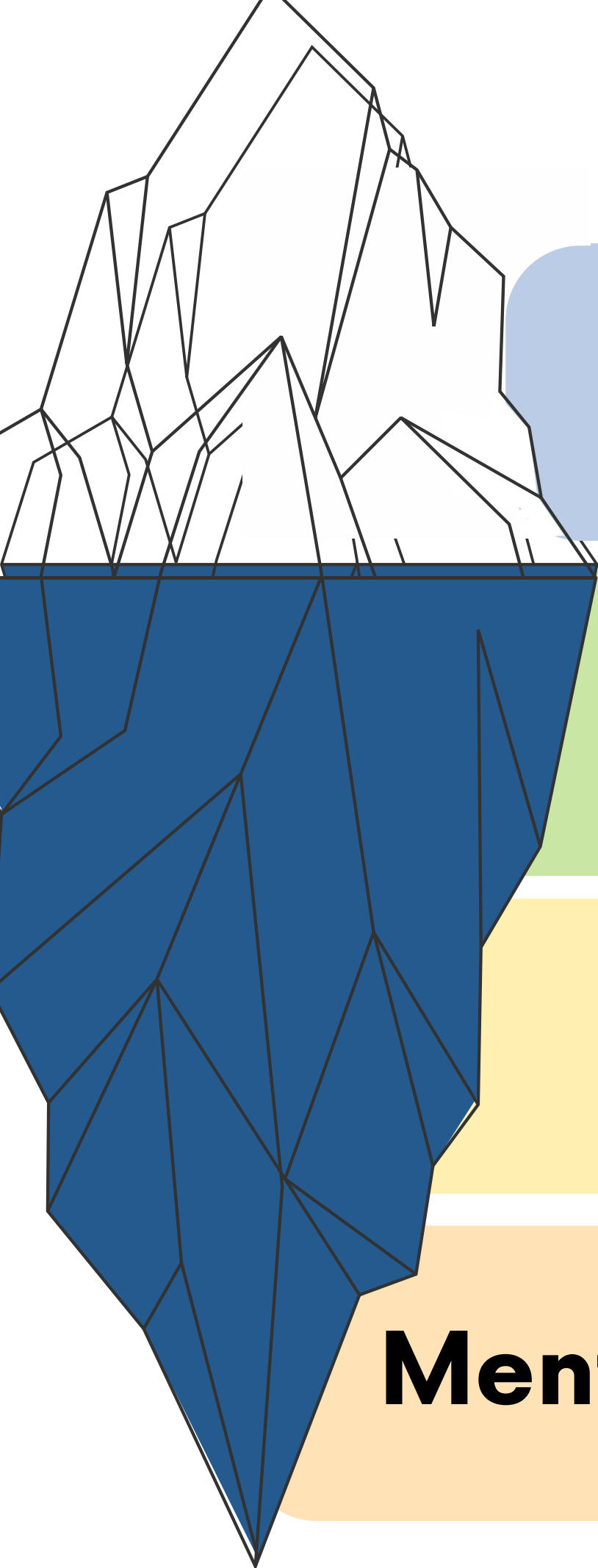
ISSUE TRIANGULATION



**ECONOMIC AND
CULTURAL INTEGRATION
AMONG REFUGEES
IN UTAH COUNTY.**



ICEBERG MODEL



Events

Pacito v. Trump case challenging the indefinite refugee ban

Utah Community raised \$1.5 million for Catholic Community Services

All USRAP funding cut

Patterns

Higher levels of unemployment and lower wages

Low understanding of US financial systems

Reliance on public programs

Structures

Social and professional isolation

Job certifications & credentials not recognized in US

Language and literacy barriers

Mental Models

Mistrust of refugees by local population

Refugees romanticization of American Dream

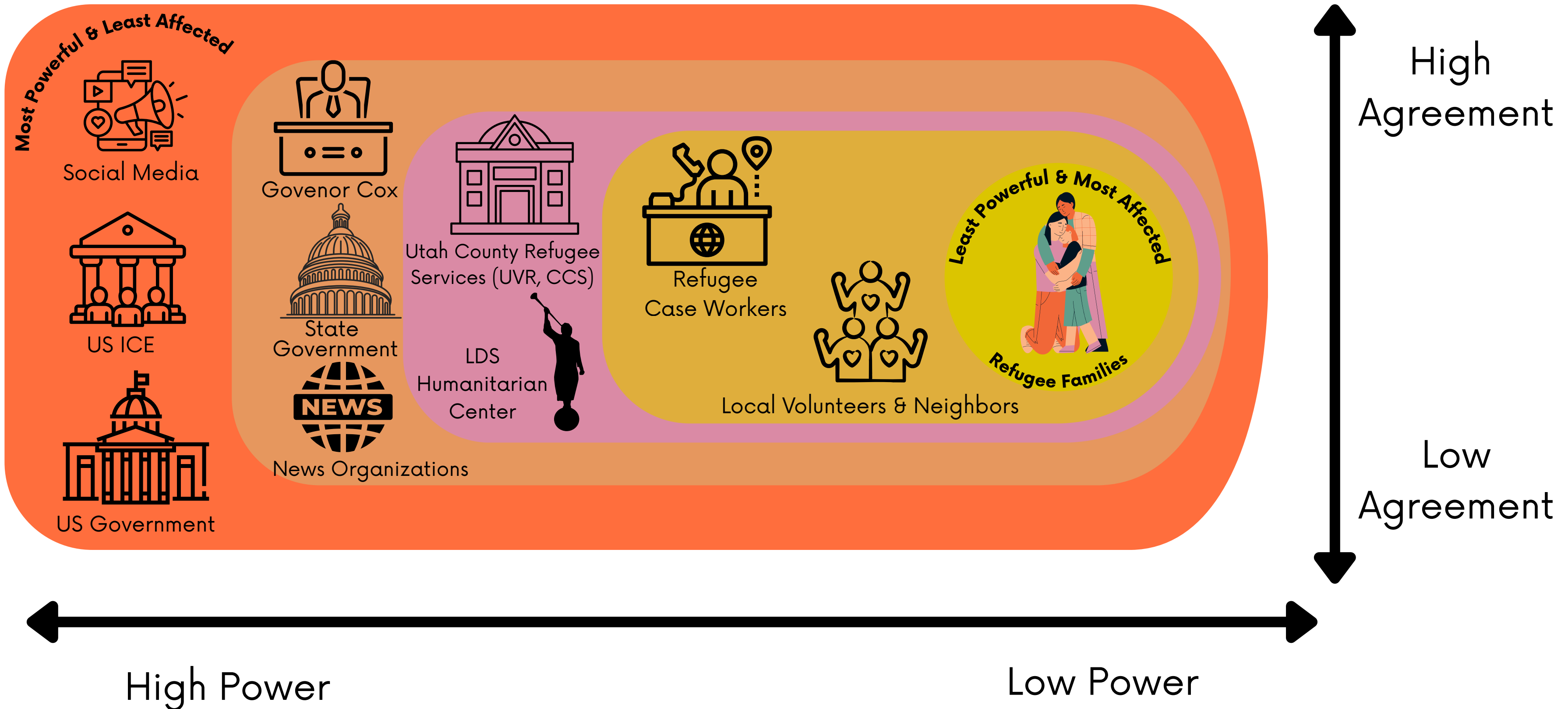
Negative cultural/behavioral attitudes (racism)

STAKEHOLDERS

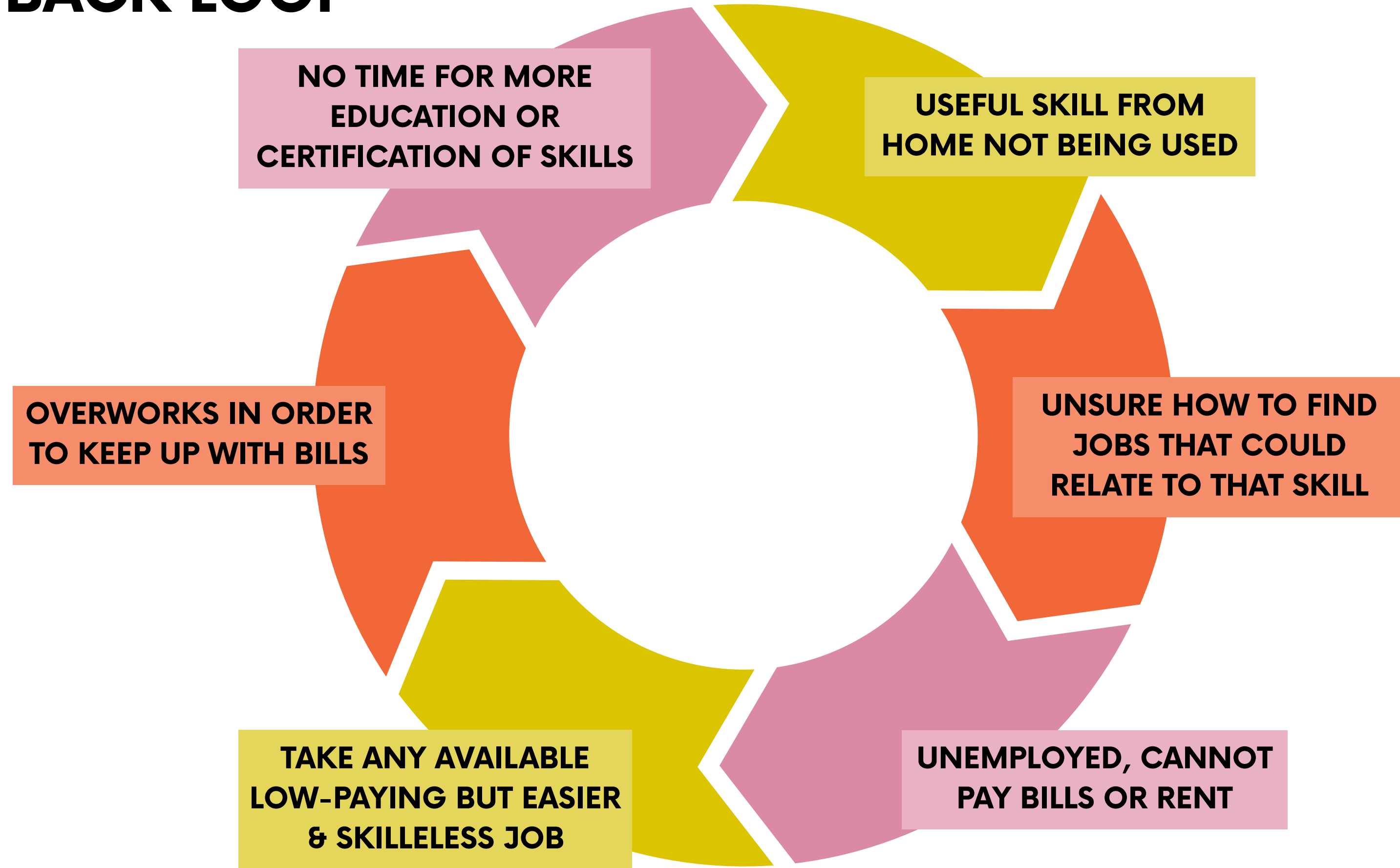
MAP



PLAYERS OF POWER MAP

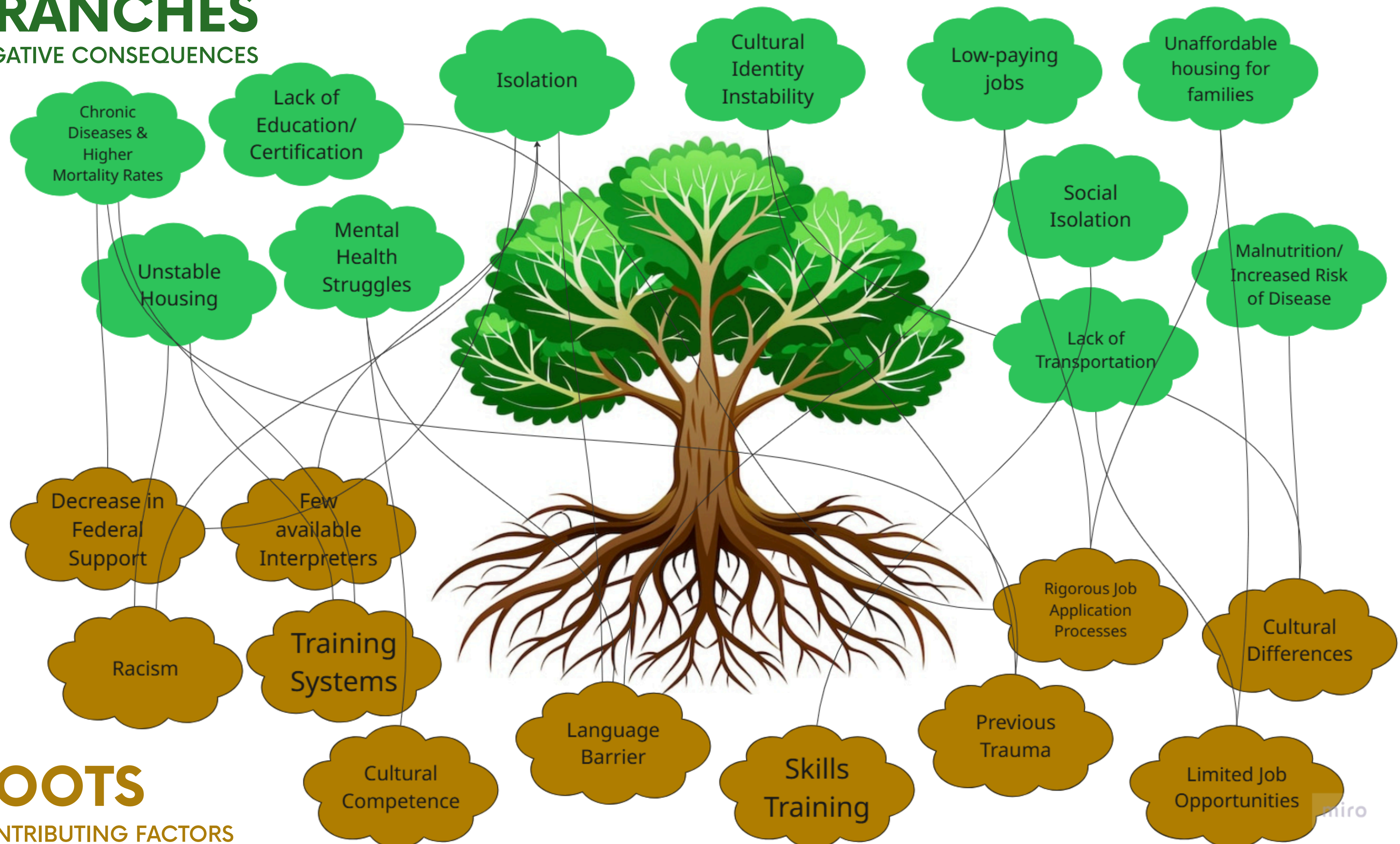


FEEDBACK LOOP



BRANCHES

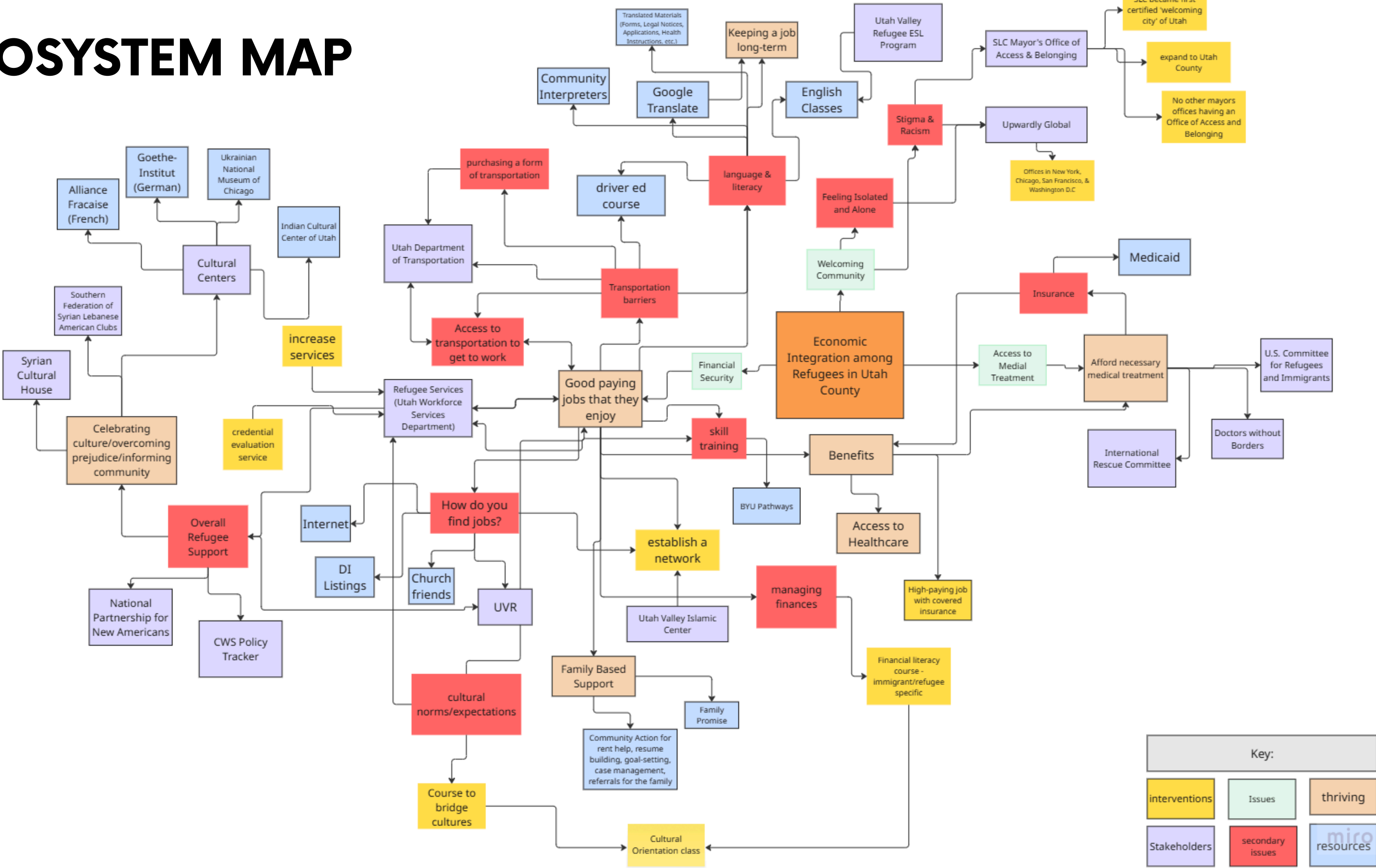
NEGATIVE CONSEQUENCES



ROOTS

CONTRIBUTING FACTORS

ECOSYSTEM MAP



WHAT DOES FLOURISHING LOOK LIKE?



1

Access to transportation

2

Language & literacy skills

3

Financial security

4

Welcoming community

PROPOSED INTERVENTIONS

POLICY



PROGRAM



PRODUCT





POLICY



**What: Working to make Provo the 2nd
“Welcoming City in Utah”**

**How: Creating a Provo Office of
Access & Belonging, a BYU welcoming
and belonging class, or a “Know Your
Neighbor” program**

PROGRAM



DESIGN THE CHANGE

What: Mandatory financial literacy course

How: A volunteer caseworker assigned to a refugee family to discuss topics on basic financial literacy through regular check-ins

PRODUCT



DESIGN THE CHANGE

What: Transportation access tools

How: Subsidized e-bikes, scooters, or bus passes

QUESTIONS?

