



Catholic Charities  
Diocese of Charlotte

## Mission Statement

“We are a Christian ministry of charity, service and justice dedicated to providing help to those in need, hope to those in despair, and inspiration for others to follow.”



Catholic Charities' first Syrian family at the Charlotte airport reception area

## Services

“We serve the poor, the vulnerable, and those in need of our services. Our services are available to all of God's people regardless of their age, race, ethnicity, religious affiliation, or economic/social background. Through our services we seek to strengthen families, build communities, and reduce poverty.”

# Refugee Resettlement in Charlotte, NC

Noah Zimmermann

## What I did

- Assist clients with applications for benefits and employment
- Help provide cultural orientation
- Assist updating, organizing, and reviewing case management files
- Provide assistance to clients with questions and concerns



Refugee clients in a cultural orientation class

## Our Clients

Our refugee clients were from all over the world, including Syria, Congo, Somalia, Burma, Bhutan, and Ukraine. We dealt with cases that were either sponsored or free cases, and the cases could be single or family cases.



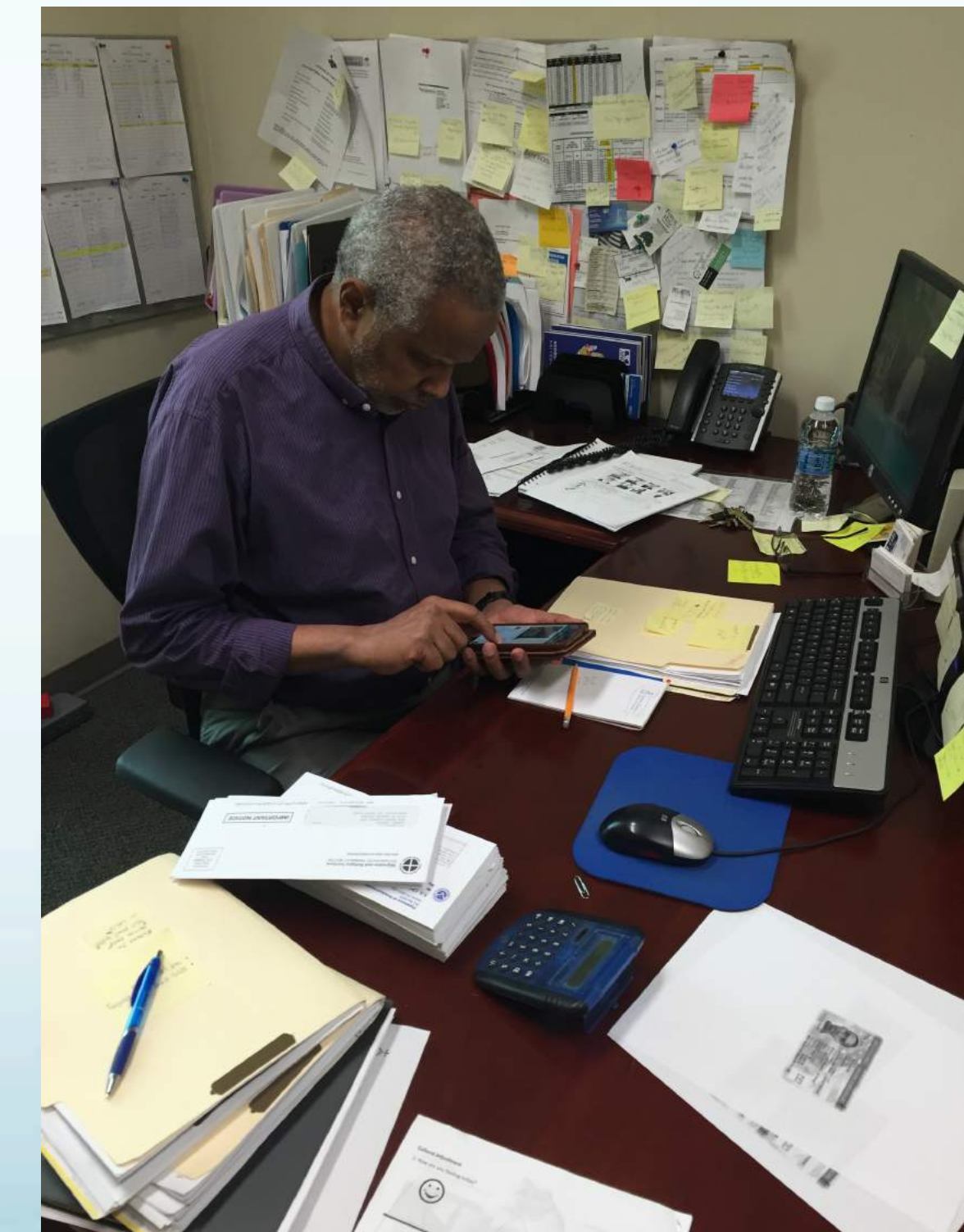
Map showing range of clients' home countries

## What I Learned

- The process of refugee resettlement
- How to apply for benefits like SNAP, TANF, and Medicaid
- How nonprofits are held accountable to their funders, especially through audits
- Skills for social work



A client, Wardan, carries his two-year-old son, Abdul Hamed, home after bus training



My boss Ashir at his desk, calendar covered in post-it notes on the wall behind him