

# Bhutanese Community of New Hampshire (BCNH)



## Mission Statement

*Creating an enduring legacy of New Americans' heritage for future generations through stewardship of successful integration and community contributions.*

## Organizational Profile

Bhutanese Community of New Hampshire (BCNH) is an independent non-profit organization that serves refugee, asylees and immigrant populations in central New Hampshire. We have staff members from diverse background. Majority of our staff members were refugees at some point who closely understand the needs of the population they serve. The organization has successfully implemented several federal, state and local grants.

It is a matter of honor for BCNH to be highlighted in The White House Task Force on New Americans Report, 2015 for its outstanding services to refugees and immigrants in the state of New Hampshire. Similarly, in 2016, the organization was awarded with "2016 MLK Coalition Special Award" for its continued efforts in offering unflinching support to New Americans in their resettlement needs and in their integration process.

Bhutanese Community of New Hampshire (BCNH) offers a variety of unique and diverse programs which are carefully designed to strengthen New American communities by supporting individuals and their families to achieve self-sufficiency.

## Social Service:

This program offers daily case management and employment services to refugees and asylees. The program provides ongoing referrals and daily case management for newly arrived refugees and asylees. Services include crisis intervention, educating & counseling refugees, and immigrants on post-resettlement needs for medical, employment, and integration needs.

## Nutrition Education Program:

To address growing issues of obesity and to provide nutrition education to community members, BCNH partners with UNH Cooperative Extension to introduce nutritional education program. This program offers nutritional education, food resource management, physical activity, and food safety education. The program further offers an opportunity for participants to learn more about purchasing and preparing nutritious meals.



## Citizenship Preparation:

BCNH's citizenship preparation classes focus to expand the availability of high quality citizenship preparation services for lawful permanent residents. These classes are designed to access free of cost for low-income and other underserved lawful permanent residents. The organization is developing, identifying, and sharing promising practices in citizenship preparation; supporting innovative and creative solutions. BCNH is increasing the use of and access to technology in citizenship preparation programs as a part of the citizenship and civic integration process.

## Employment Services:

This program offers job readiness, job coaching, job placement, and job retention to New Americans. Some of the activities included in this program are one-on-one job counseling, assistance on job applications, group sessions of employment orientations, establishing network and partnership with local employers. It also offers education on refugees and their specific cultures to employers and coordinates job fairs with staffing agencies.

## Case Management:

Case management program offers daily case management services to refugees and asylees. It provides ongoing referrals, assessment, plans, coordination, and evaluation of services required to meet clients' health and human service needs. Our case management program is characterized by effective communication, and resource management that promotes quality and cost-effective interventions and outcomes.



## Older Refugee Service:

BCNH offers this service to older refugees and asylees who are at least 60 years of age and residing in New Hampshire. The program includes home visits, referrals and coordination to dental clinics, medical clinics, rides to appointments, assistance with housing needs, and preparation for naturalization test including application support and orientation.



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### **Women Leadership:**

BCNH leadership, including key female leaders in the community, established the goals to improve access to health and human services for Bhutanese women and to increase their representation in leadership positions in the community. To meet this goal, activities include home visits, counseling and daily case management. This allows Bhutanese women to integrate more fully into the ongoing services and activities provided by BCNH.

### **Mental Health Service:**

Bhutanese refugees have emergent mental health problems. It has overwhelmed the entire community. As a part of mental health support and referral program, BCNH has developed culturally appropriate outreach strategies & intervention, and referral process for professional help. In an attempt to save lives, BCNH refers individuals at mental health risk for professional help at mental health service providers. Periodically, the organization offers mental health training to general public. Riverbend Community Mental Health, Inc. the Mental Health Center of Greater Manchester and National Alliance on Mental Illness (NAMI) New Hampshire are its principal partners.



### **English as a Second Language-ESL:**

The major objectives of this program are to develop skills of English language reading, writing, speaking, and listening to enable the students to comprehend and understand English linguistic components. The teachers diagnose weakness in speaking and writing English and adopt appropriate strategies to address the issues. Currently we are operating three English classes per week including weekends. These classes help individuals prepare for job readiness and naturalization.



### **Health Insurance:**

BCNH has delivered marketplace outreach and education services for two years (2014 and 2015) as a subcontractor on the Federal Consumer Assistance grant to offer education and outreach to diverse groups of immigrants and refugees in New Hampshire. With this capacity, BCNH has received funding from the Centers for Medicare and Medicaid Services (CMS) to conduct outreach, education, and enrollment activities with marginalized resettled refugees and other limited English proficient groups.

### **5 Year Strategic Planning:**

BCNH introduced five Year Strategic plan in 2014. During these five years, BCNH will embark on a systematic program to build the crucial elements of organizational capacity to position itself to become a leader and founding member of a new Mutual Assistance Association that builds on the strengths of multiple ethnic community organizations to provide the highest quality social services required by refugees and other recent immigrants as they strive to integrate fully into mainstream New Hampshire society.

### **UniteLanguages-National Interpreting Services:**

BCNH in collaboration with U.S. Committee for Refugees and Immigrants (USCRI) proudly presents interpreting and translating services nationwide for our valued customers, partners and the prospective clients. Offering quality service through trained and skilled manpower efficiently and effectively is our goal. We are available 24 hours, 7 days a week. We offer prompt and reliable services through our trained interpreters. They are constantly educated and trained in professional ethics, confidentiality, accuracy, professionalism, and other factors that ensure successful interpreting. They can work in medical, legal, social services, and educational settings. Our rates are very affordable and competitive.

### **Our services are:**

In-person interpreting / Video Remote Interpreting  
Audio Remote Interpreting, and Cultural Brokering

Contact us for any kind of interpretation needs.

“Bhutanese Community of New Hampshire-BCNH offers linguistically and culturally appropriate services. I am one of the beneficiaries and I can't even imagine my integration into the host community without their support.”

*Geeta Chhetri, Manchester, NH*

“I am a New American from Rwanda. I have approached Bhutanese Community of New Hampshire for my Green Card Application help. I am amazed by their service. They are very courteous, timely, and above all, their services are free of cost. I am happy with their services. I applaud BCNH for their pioneer services for New Americans.”

*Chris Viviane Mukangamije, Concord, NH*

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