

Case Management



IINE serves refugees and new immigrants who are overwhelmingly low-income with limited support networks, and are traditionally among the most underserved groups in the U.S. Refugees by definition have been uprooted by war and conflict, experiencing profound loss – homes, material goods, financial resources, even friends and family.

From diverse backgrounds and experiences, the majority of the refugees and new immigrants IINE serves share a lack of familiarity with American culture, institutions, habits, and values. Our Case Management program ties our continuum of care together to support individuals and families as they orient and adjust to life in New England.



The goal of IINE Case Management services is to connect newcomers to basic needs, services, and opportunities, including cultural orientation, housing, food, healthcare, education, employment, and community connection. Services begin with a comprehensive intake and assessment, and include care planning, referral to health and mental health services, referral to education and employment, and self-sufficiency support. Through a combination of home visits and office appointments, case workers provide ongoing support to ensure that clients are able to access, maintain and engage in education and employment services.

Within our Case Management program, IINE offers unique services to persecuted immigration populations including refugees, asylees, parolees, unaccompanied immigrant minors reunifying with family, and victims of human trafficking. We have site-specific programming focusing on refugee youth, Central American minors, and Haitian community members. Our staff designs services to address each individual's distinct social, emotional, legal, and vocational needs.



International
Institute of
New England