



THE CENTER

201 Bleecker Street | Utica, New York 13501 | 315.738.1083 | [TheCenterUtica.org](http://TheCenterUtica.org)

## Services

### Adult Learning

The Center offers on-site English language classes for speakers of other languages (ESOL), administered through Mohawk Valley Community College. Our goal is to enable adult learners to be literate, productive, and successful in the workplace, home, and community by delivering responsive adult education programs and services. This program focuses on improving the English skills of its participants and also develops employment skills that will benefit students both professionally and socially. All non-native English speaking Utica residents who are 18 and older can take the ESOL classes for free. When taking the course, students are enrolled as non-credit MVCC students.

### Community Education

Community education sessions are offered on the third Friday of every month. Topics include traffic safety, fire safety, bike/pedestrian safety, and other special health topics. All sessions are offered in collaboration with the Office for New Americans. Special sessions on immigration topics with attorneys on-site are also offered for your convenience throughout the year.

We also welcome presenters from the Utica community. This is a great way to share important information with our multilingual community members and to tell them about the services your program has.

### Cultural Competency

We bring over 35 years of cultural and linguistic expertise to our fun and exciting cultural competency and awareness training. We offer this training to all businesses, organizations, and government agencies interested in improving employees' understanding of different worldviews and guiding employees to become more culturally aware. We are committed to working with you to create welcoming work environments. Be our partner in building a community with many cultures. We have proven experience and can work across a variety of sectors, including healthcare, mental health services, government services, education, business, legal, and language sectors.

### Employment & Workforce Development

The employment department at The Center builds our community by connecting employers with skilled employees. Our culturally and linguistically appropriate staff assist all newcomers to prepare you for a career that meets you and your family's needs. Education and training opportunities are offered prior to job placement to increase employer satisfaction and employee retention.



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## Services *(cont.)*

### Health Access Program

Our Health Access Program provides extended case management services for individuals who are beyond 90 days of intensive case management. This special medical and additional case management predominantly consists of helping individuals with various medical services. The program works closely with the refugee resettlement department and assists with referrals to primary care physicians (PCPs) and other health services as needed. The Center is committed to providing quality programs that result in the best outcomes for its clients.

### Immigration & Citizenship

The Center has the resources and tools to help you with the immigration and citizenship processes. We provide services and learning opportunities to help you get your feet on the ground and make Utica feel like home. We offer services for adjustment of status, naturalization applications, and citizenship classes. Legal consultations and referrals are available with our Office for New Americans.

### Interpretation – Compass Interpreters

Compass Interpreters, our interpretation department, can help you communicate in over 40+ languages. Our interpreters provide in-person, accurate, and complete interpretation assignments daily. Our medical interpreters were trained by our licensed trainer and have completed the Cross-Cultural Health Care Program's Bridging the Gap course. We also offer telephonic interpreting and can provide video interpreting as requested. Community education courses, immigration information programs, and other learning opportunities are available for interpreters to continue their education.

### Translation

TONE-Translation Of Nearly Everything, is the translation department at the Center, providing written document translation for individuals, organizations, and businesses. Just like The Center, we are committed to facilitating understanding and creating opportunities in a multicultural world on the move. The majority of our translators are former refugees and immigrants. They are more than skilled language experts – they are also cultural advisors. They understand you and your needs and want to be a partner in your success.

### Office for New Americans

The Office of New Americans (ONA) was established to assist newcomers to New York State and to help new Americans fully participate in New York State civic and economic life. The Center hosts two Office for New Americans programs: The Office for New Americans Opportunity Center and the Community Navigator Program.



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## Services *(cont.)*

### Refugee Resettlement

Refugee resettlement programs and services assist refugees admitted through the U.S. Refugee Admissions Program. As a cooperative agency for resettlement, and an independent affiliate of LIRS, we operate under the policies, procedures, rules, and regulations of the federal U.S. Refugee Admissions Program.

### Traffic Safety

The Center's Traffic Safety and Child Passenger Seat Safety Program educates refugees, immigrants and non-native English-speaking Utica residents on automobile, bicycle, pedestrian, and child passenger safety tips.

### The Welcome Center

The Welcome Center is just that – a community space and training center in Utica for residents of the Mohawk Valley region to feel welcome. The community space includes office areas, workstations, and conference rooms where all community members can work and utilize The Center's resources. The Welcome & Opportunity Center provides access and opportunities necessary for refugees, immigrants, and newcomers to receive support services, community resources, education, vocational & entrepreneurship opportunities to engage and contribute to the economy and cultural vibrancy of the city and region.

### Making A Connection Program (MAC)

Making a Connection (MAC) is a specialized program for refugee youth and young adults in our community. Using a tailored curriculum, the MAC Program provides participants the skills and services necessary for acclimating to life in America and accomplishing their educational and career-oriented goals. The purpose of the MAC program is to match refugee youth with positive adult mentors, programs, and services that promote positive civic and social engagement and support individual educational and vocational advancement.