

Congolese Career Pathways:
Designing a Successful Transition for the Resettlement of Congolese Refugees, Asylees,
and Diversity Visa Winner Immigrant Professionals

Thesis

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By

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Introduction

Throughout the world, many developing countries have been torn apart by natural disasters, famine, poverty, oppression, political unrest, and wars. These tragic events force thousands of global refugees to look for peace in other countries, many of which are making accommodations through refugee resettlement. Among diverse immigrants received in the United States are the winners of the Diversity Visa lottery program for resettlement, but they have had a difficult time in resettling in the US and finding sustainable livelihood.

In 1948, the United States (US) Congress drafted its first refugee legislation for many displaced Europeans. Private and religious organizations assisted these refugees, setting a precedent for the public-private roles in US resettlement efforts today. However, many of the organizations that supposedly assist refugees in resettlement fail to help them integrate into self-sustaining work (ORR).

As a living example, I was forced to flee from my country, Democratic Republic of Congo (DRC), for safety reasons. In 1999, I was among refugees the US government resettled in Washington State. I could not speak English when I arrived, and the US provided me only three-month housing support, and I knew that meant that I needed to find a job one month after my arrival. Despite the communication challenges, I did what I could to earn income. I sometimes had to change jobs due to my inability to communicate with the employers, staff, and customers. While I worked two to three jobs to pay bills, I had no time to learn English. I struggled to teach myself the language, but that is difficult to do. Consequently, twenty years later, companies still let me go because of my difficulty with the English language.

These experiences have propelled me to use my fieldwork to help other refugees and winners of the DV lottery, particularly from the DCR, to transition more smoothly to resettle into

the US. It requires significant participation both from the US and from the DV lottery winners. To successfully resettle and integrate immigrants from the Democratic Republic of Congo in the United States, Diversity Visa lottery winners must first increase their own understanding of the program. Also, the organization must assume that its current processes require new and innovative approaches based on its historical, geographical, and cultural context of both countries.

I hope my thesis work will help other refugees and immigrants avoid spending multiple years futilely trying to establish life in the US. The findings of this thesis have uncovered the shortcomings of current structures that propose to help refugees and DV lottery winners resettle in the US. Consequently, I want to help DRC immigrants successfully integrate in the United States, and toward that goal, my thesis will first overview the situation of the Congolese in the home country. Second, I expose a brief history of the creation of the DV lottery, its goals, and the motivation of the US legislative. In all, I will define the different groups that have immigrated to the US and detail their conditions via qualitative field research. Third, I will contextualize the problem, using narrative inquiry and case studies that define the common barriers and challenges that these immigrant face in resettling and adapting to American society. Fourth, I will identify my ICD values that will help me as I assist the Congolese in Washington State find their rightful places. Finally, I will establish a Congolese Career Pathway project that will guide Congolese Refugees, Asylees, and Diversity Visa Winners to resettle and to find sustainable careers.

Overview: The Unrest and DRC's Chaos

To understand the needs of the Congolese community in Washington State, it is essential to understand their African backgrounds and experiences. Knowing about this history will guide

organizations and individuals who are resettling DRC immigrants and advise them to take specific precautions. For example, they should understand the immigrants' experience of trauma and take appropriate measures to help. They also should know how to identify conflicting cultures and help in cultural transition through education. Because many of us spend years in isolation, they should establish strategies that allow and preserve people's connection with a community of their peers already established in the area. Most important, they should have plans that allow immigrants' independence, safe housing, and job/career sustainability.

From the beginning of the civil war in the DRC in 1996, the Congolese community has survived numerous atrocities and lived in unprecedented poverty. More than 20 years of violence have resulted in trauma that most Americans cannot comprehend. In fact, a 2017 study by the International Rescue Committee (IRC) estimated that between 1998 and 2002, some 5.4 million people were killed because of the civil war, and approximately 3.9 million Congolese were internally displaced. While the current total of casualties is unknown, 4.5 million people are currently in a situation of acute crisis, exposed to diseases, malnutrition, homelessness, and additional violence (IRC).

With a population of 82.7 million, only a few Congolese have managed to escape the violence. Most are victims of mutilation, rape, and forced displacement, having endured the destruction of property and /or economic and social rights violations. The Cultural Orientation Resource Center Report states that “[b]y the end of 2012, more than 460,000 sought for asylum in neighboring countries [for safety]” (Cultural Orientation Resource Center). Those who have found refuge and asylum in Washington State no longer fear for their lives, but they do go unnoticed because of misrepresentation, especially when compared with other immigrant communities.

For these reasons, Congolese immigrants in Washington need help. I came as a refugee myself; I do not wish other refugee and immigrants to experience the same struggles and challenges as I have experienced for over twenty years. My education has given me an opportunity to help, and I have dedicated my fieldwork to provide solutions to current resettlement and integration barriers and challenges.

Historical Roots of the DV Lottery and Legislation

Historically, the US melting pot has included immigrants from all over the world, and the country has enacted legislation that makes immigration possible. In the 1920s, the US developed a nationality quota system, passed into law in 1924, to determine immigration representation based on the most recent census (U.S. Department of State). The census, however, did not represent every group; consequently, many from around the world were excluded. The quota system sought to limit immigration. It did so because some argued that “the so-called new immigration from southern and eastern Europe was racially inferior to the ‘old immigration’ from northern and western Europe. It was, therefore, polluting the nation’s ‘bloodstream’” (History). As a result, the US directed 70% of the immigration slots to northern Europeans and reduced to almost nothing the numbers of southern and eastern Europeans (History). This law also maintained “...the formidable barriers against immigration from Asia and Africa, while leaving immigration from the Western Hemisphere unrestricted — a gesture of hemispheric solidarity that also served the cheap-labor interests of American employers” (History).

Nonetheless, the growing civil rights movement of the 1960s, which focused on equal treatment regardless of race or nationality, viewed the quota as a discriminatory, backward system (U.S. Department of State). As a result, an increasing number of people from eastern European countries sought entrance to the US. Among them were Greeks, Poles, Portuguese,

and Italians. Finally, in 1963, President John F. Kennedy called the quota system “intolerable” (US Department of State), and after the Senate and House debated the bill to abolish the immigration quota system, “President Lyndon Johnson signed the reform bill into law on October 3, 1965” (US Department of State). In all, however, this bill was not revolutionary, did not affect the lives of millions, and would not reshape the structure of our daily lives. As the following sections will reveal, this law led to many undesirable outcomes, including the creation of the Diversity Visa Lottery. Still, it was an important act of Congress and the administration to repair a very profound and painful error in American justice (History).

Creation of the DV Lottery and its Outcomes

To understand the creation of the Diversity Visa Lottery program context and the intention of the lawmakers behind it, one must first understand the Act of 1965 of Immigration and Naturalization, also called the Hart-Celler Act. In fact, under this legislation, non-European immigrants from countries in Asia, Africa, and Latin America were granted status in the US (History). Still, a greater number of immigrants came to the US from southern Europe.

Another outcome of the Hart-Celler Act was the rapid growth of immigration numbers (History). Specifically, “more than seven million newcomers entered the US legally in the 1980s.” Immigration may have been growing, but the US still sought to lessen it; US laws did not always welcome, include, or profit all immigrants. To illustrate this anti-immigration and preferential practice, the number between 1860 and 1910 show the immigrant share fluctuation between 13 percent and almost 15 percent of the overall population, due to high levels of immigration from Europe. But, the restrictive immigration laws in 1921 and 1924, which gave preferences to northern and western Europeans, dropped the new arrivals from the Eastern Hemisphere, causing immigration to decline to a record low of 4.7 percent in 1970 (McCabe).

Such is the typical exclusionary law that welcomes some and rejects others. At the same time, globalization was already erasing borders, causing “people, images, ideas, news, contagious diseases, crime, and pornography... goods, services, and money” to move faster and more freely around the world (Myers 37). US lawmakers still restricted laws and excluded unwanted groups of people from immigrating to the US, among them Africans. According to McCabe of the Migration Policy Institute, today, Africans make up a small percentage of immigrants, 3.9%, among the 38.5 million US immigrants (McCabe).

At this time, American immigration policies seemed to require someone to take up the “fair” fight as Emanuel Celler had once influenced the quota system so that it did not exclude immigrants from southern and eastern Europe. He approved of Volf’s philosophy wherein the covenantal premise of Scripture requires us to make space for the other (Volf 154). In general, however, lawmakers did not agree.

According to Volf, politicians and law-makers’ main tasks “must be to nurture people whose very identity should be shaped by the covenants they [politicians and law-makers] have formed so that they do not betray and tyrannize one another” (153). As he envisions a new way of thinking and behaving, Volf speaks to social and spiritual lives, not to “federalist tradition” that might be the foundations of such a new America covenant. Instead of breaking the social covenant in the term of exclusion, why not “make space for the other”? (154).

Today, in particular, Africans need someone like Celler in the American legislation to fight for the rights of the refugees and DV Lottery winners, to make provisions for the struggles they face in America, and to foster success towards fulfilling dreams that brought them here. Celler, for example, argued for equal opportunity for all people, noting that “since the people of Africa and Asia have very few relatives here, comparatively few could immigrate from those

countries because they have no family ties in the United States” (History). And that issue is still prevalent today, given the below breakdown of 2018 immigration statistics:

2018 Racial Makeup of Immigration in the US

White (single race)	46%
Asian	27%
Black	10%
Other races	15%
Two or more races	2%

Source: Batalova, J. et al: Breakdown of 2018 immigration statistics

In short, although their resettlement should be an opportunity for immigrants to transition into a safe and prosperous life, many Congolese who resettle in Washington State cannot achieve this integration due to multiple obstacles relating to raising children, attaining housing, and finding suitable and lasting employment. My fieldwork research results elaborate on a project for career pathways that can assist in helping resettled Congolese to transition successfully into American society. Specifically, it will focus on addressing career and entrepreneurship issues by providing individual and practical steps that may close the skills gap to meet the American workforce. The project will work hard to overcome risks and challenges to help Congolese in their transition.

As a Christian and with ICD’s approaches, Volf asks in *Exclusion & Embrace*, “What should be the relation of the churches to the cultures they inhabit?” (37), and he explains that Christians should condemn living a fractured society, separating peoples and cultural groups, and increasing vicious conflicts (37). Celler seemed to understand that the law was exclusionary,

given that, as Volf explains, “the conceptions of justice depend on particular cultures and traditions . . . [and] peace depends on justice between cultures and traditions” (196).

Qualitative Fieldwork Regarding DV Lottery Details and Challenges

In Washington State, Congolese immigrants and refugees survive on low to no-incomes and face difficulty integrating. Among these people are asylees and winners of the Diversity Visa Lottery. During my volunteer work among the Congolese community, I found the most common needs were in translating documents, mail, and legal papers; refugees needed help writing letters, filling out forms, making calls, finding transportations, and more. Neither the state nor the Lottery organization directly met these needs, and I have observed that the Congolese community members are struggling to meet these, and more basics needs. Some of them lacked primary education, but as Groody has argued, globalization has brought the world together and forced us to learn to live with one another (171). However, some help along the way can really assist in this forced situation. Essentially, the world’s leading countries need to recognize backgrounds, culture, education and more as they receive and resettle refugees. That has not been the case of the Congolese immigrants resettled in the US. My qualitative research among resettled Congolese community in King County has unveiled some points of failure that need attention so that these Congolese can integrate more smoothly into the US. Most of the DV winners are professionals or experienced workers. For them to thrive in their resettlement and build sustainable careers, they need educational or training structures that expose them to new technology, language, and to the American workforce culture.

My qualitative fieldwork project has focused on the Congolese winners of the Diversity Visa lottery. Merriam and Tisdell summarize all qualitative research as being “interested in how meaning is constructed, how people make sense of their lives and their worlds” with the goal “to

uncover and interpret these meanings” (25). That definition seems complex, but as I researched my project, I read Sunstein’s and Chiseri-Strater’s three key questions to guide my fieldwork: what initially disturbed me as I began the research, what intrigued me, and what surprised me (358-360); responding to these questions has helped remind me what I cared for in my community, what I assumed to know, and what my position was in these issues. From my experience in volunteer work with Congolese Integration Network (CIN), a community-based organization meant to help Congolese in the King Country areas, I have “tried to make sense of their lives.” I first noticed that this group did not have much support. I remembered that when I was a refugee, the service I received did not help me fully integrate or find a sustainable job. So, I knew it was difficult for them to resettle and adapt into the community. In pondering what disturbed me, I also remembered Holmes’ comment, “In order to work consciously to bring about the amelioration of social suffering, people must first be aware of the inequalities that cause suffering” (56). So, in the hopes of raising my own awareness, I have conducted a qualitative study with the winners of the DV lottery program. The theoretical framework of my research is based on ICD’s community development approaches. For a lasting solution to the causes of their suffering, I have found the most important step is to listen actively to the stories and observe the world around them. Collaborate and involve interested sectors and include and participate with the concerned group to investigate every challenge and explore all perspectives of the research.

After identifying the participants, the next step consisted of making contact and conducting interviews, this time with highly educated, skilled individuals. I interviewed doctors, nurses, engineers, machinists, teachers, lawyers, and those in social services. The data collection

and observation gave insight and understanding of the condition of the immigrant professionals in Washington State. They may have won the lottery, but they are losing the game.

I conducted my fieldwork to uncover the barriers and challenges that have prevented these highly educated professionals from entering the US workforce following their educational background or work experience from home countries. I wanted to identify the specific methods toward helping these Congolese refugees and immigrant Professionals/DV Lottery Winners successfully transition and resettle in the Seattle area. My key research questions of this qualitative section ask what specific skill gaps Congolese professionals lack as they try to succeed in the US workforce, and what barriers impede DV lottery winners from meeting both resettlement and professional expectations? Adding to my initial informants' groups, I included asylees and refugees to my interview list because they are also from a collectivistic culture. They and their experiences have helped me see the trends of challenges in multiple group ranges of education and work experience. I intended to use my fieldwork to find causes of the integration failure in Washington State, and understanding the obstacles and causes first can help pave a successful transition for these groups.

The answers to these questions came from participants within the Congolese community and CIN members. To conduct these interviews, I partnered with CIN, using their office as my primary setting. Throughout my two-week fieldwork, Floribert Mubalama, Executive Director, Founder of the CIN organization, was my fieldwork supervisor, and Congolese community members were the principal participants. But most interviews were in the respondents' homes. I also reached out to different non-profit organizations with refugee resettlement programs, and I had the opportunity to interview Medard Ngueita, Resettlement Manager at World Relief. I also observed World Relief's English as Second Language classes because WR helps refugees,

asylees, and DV winners who qualify for their services. However, after multiple emails and phone calls, I could not connect with government agencies' officials. Instead, I searched the DV lottery document through the congressional library, official records, reports, bills, bills passed, and those still in the House and Senate, the data of which I have used throughout this paper.

Contextualizing the Participants Using Interviews and Case Studies

As mentioned before, members of the Washington Congolese community have come here under varying provisions. In the following section, I will discuss the findings from my interviews and case studies. The earliest Congolese immigrants to the US included students, professionals, government programs, wealthy families, and so on. Additionally, some were sponsored family members and political asylees. In recent years, the US has added the Diversity Visa Lottery winners to the list as well as a significant number of refugees. Congolese refugees and asylees are increasing in the US as the DRC continues to suffer from an endless war. However, while my community is slowly improving its community leadership and connectivity, Congolese integration remains challenging.

Refugees

I, myself, came to the US for resettlement from the DRC in 1999 and understand the effort that it takes to succeed in the US. I have spent twenty years in the US, but I am still struggling to free myself from the trauma caused by the first Zaire (Congo) war (1996-1997). Even now, I am working to achieve income stability, language acquisition, stable housing, cultural adjustment, and health systems, but they are all significant obstacles to overcome. This is frustrating because, in the DRC, I worked as a health professional with stable, reliable, and sustainable work for my future. Where I grew up, studying in the medical field was among the

most promising careers. But with the war in the country, I could not stay to explore my job options.

The United Nations Refugee Agency (UNHCR) defines refugees as those who are forced to flee their home country to escape war, violence, or persecution (UNHCR, website). Many refugees in camps live with unmanaged trauma resulting from the unimaginable atrocities they have witnessed or experienced. As the Congolese arrive in Washington State, they still carry this anguish. According to the Federal Office of Refugee Resettlement, hundreds of Congolese have been resettled in Washington State since 2010; however, there are large inconsistencies in refugees' documentation. This inconsistency was the most outstanding hold up for resettlement among my interviewees: an incorrect birthdate, misspelled names, omitting a date or location. These were common errors, but the Congolese who filled out the documents could not speak or write English. The organization bringing them to the US had not properly assisted them. It had not contextualized their culture; it had not considered the trauma they had experienced nor their ability to adjust and find sustainable futures, all without much assistance. Perhaps this lack results from not knowing the Congolese well. They are an underrepresented population in Washington State. Still, the United Nations agency and the High Commissioner of Refugees reported in 2018 that DRC refugees were the third group resettled in Washington State and the first in the nation (UNHCR). In fact, the number of Congolese people resettled in Washington State since 2001 is likely at more than 11,000 individuals (Cultural Orientation Resource Center). According to the 2016 CDC health report of Congolese refugees, an additional 50,000 Congolese refugees were projected to resettle in the US between 2013 and 2018 (Cultural Orientation Resource Center). These numbers demonstrate the increase of Congolese population in the US. In the Fiscal Year (FY) 2018, the US admitted only 22,491 refugees, the country

admitted 30,000 in FY2019 and prepared for 18,000 in FY 2020 (Batalova, J. et al.). The DRC still has the highest number of refugees resettled in the US due to unrest situation in the homeland.

This global unrest has affected many nations, and it's become apparent that although many countries have the capacity to resettle refugees, not all have the qualifications to do so well. During my fieldwork, I talked with Mubalama who says that many countries can receive refugees, but not all can resettle them. The Congolese are not alone in this difficult process. A refugee screening includes the six UNHCR's criteria of the UN convention on refugee and resettlement: race, religion, nationality, membership to a particular social group or political opinion, and inability to return to his/her country due to fear for safety and/or of persecution (The 1951 Convention). This resettlement process can take years. Mine did; in fact, it took three years and four months. According to the UNHCR, resettlement itself is the transfer or relocation of refugees from an asylum country to another state/third country that has agreed to admit them and ultimately grant them permanent settlement, which is one of the three durable solutions for refugees and asylees.

Asylees

An asylum-seeker is a person who has left his or her own country because of danger. This person has protection from persecution but has not yet been legally recognized as a refugee in another country. Once accepted, the asylum-seeker becomes an asylee (Oxford, Advanced American Dictionary). According to the National Immigrant Justice Center, in their document entitled "Basic Procedural Manual for Asylum Representation Affirmatively and in Removal Proceedings" of October 2017, an Asylum-seeker is granted an application if he/she meets the definition of a refugee:

Any person who is outside any country of such person's nationality or, in the case of a person having no nationality, is outside any country in which such person last habitually resided, and who is unable or unwilling to return to, and is unable or unwilling to avail himself or herself of the protection of, that country because of persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion. (National Immigrant Justice Center)

The difference between an asylee and a refugee is that a refugee requests protection while still outside the country, and this person must be granted protection or resettlement rights before entering the land of asylum. Someone who seeks the same protection, but is already inside the country of refuge, is called an asylum-seeker. Some people enter the country of refuge without documentation, but still apply for asylum. An asylum-seeker submits the application by following the US immigration laws and the UNHCR convention as required. In this initial application, many asylum-seekers make errors (National Immigrant Justice Center), which is one of the reasons that this non-profit service center helps immigrants to complete their applications with volunteer (Pro Bono) attorneys or inexperienced interns (National Immigrant Justice Center).

However, even with the help of an attorney or volunteer, the language barrier can still pose a problem. For example, Delphin A. Zaki is one asylum-seeker from the DRC with whom I spoke. Unfortunately, an immigration officer denied his initial application due to multiple errors that Zaki thinks that he could have avoided with knowledgeable help, guidance, and support. Although he admitted that he used an interpreter during his first interview with the Immigration Officer for his I-589 (the primary form that every asylum seeker submits to request protection),

his interview was not sufficient to earn asylum. From Zaki's perspective, the denial was due to his limited English and the inconsistencies in his documentation.

I have long pondered the effect of someone's living so long in the US without legal or a stable status. Imagining that it damages that person's overall health and well-being, I asked Zaki about his journey, and he did not try to hide his emotions as he sat across the coffee table in his living room. After losing some of his family members to related political persecutions, Zaki fled his country for safety. Today, he is in danger of losing his life if he returns to DRC. Zaki is an engineer in new technology and communication, and in the DRC, he served in many public and government positions. In the US, however, despite his education he still cannot find meaningful work to become functional and productive. His children, still in the DRC, are not getting an education because he cannot provide for them. Married now to a US citizen, Zaki hopes to bring his children to the states once the legal documents become available to him. It is not clear when that may happen because Zaki is not yet a permanent resident. He does not have legal documents for himself, so he cannot guarantee his children's entry into the US. In short, Zaki is a victim of globalization.

Myers explains how the globalizing world works when he quotes Ben Ramalingam, a research fellow at the Institute of Development Studies. Ramalingam describes the office supplies around him as coming from different countries around the world: the phone is powered by chips made from metals mined in the Democratic Republic of Congo (Myers 38). In this mindset, I thought, if Zaki is stateless today, it is precisely because greed for these metals perpetuates violence, corruption, and killing in his country. In fact, by the end of 2012, more than 2.4 million Congolese were internally displaced, and more than 460,000 had sought asylum in neighboring countries. The highly complex conflict in DRC is fueled by corporations and

countries around the world who support the unrest in the east of DRC. The Harvard Humanitarian Initiative report of April 2010 explains why this is so, arguing that “there were many competing interests and varying agendas, usually surrounding the struggle to gain control over DRC’s rich reserves of diamonds, gold, and coltan” (VanRooyen, Michael, et al.). In all, greed over resources is the underlying cause of unrest in DRC.

Wanting more answers in regard to asylum practices, I turned to nonprofit organizations for information. I interviewed Ngueita from Chad, a resettlement manager at World Relief who explained to me that organization’s practical process of resettlement. World Relief serves those refugees and asylees who flee violence and persecution and who later arrive in Seattle, hoping to find safety, freedom, and a community. Having entered the US with his family as an asylum seeker, today, Ngueita helps others do the same. He oversees all activities involving immigrant’s connection and integration into the community to restore their lives. These activities include the initial reception, housing placement, English classes, employment placement, and so on.

As I listened to Ngueita’s explanations, I thought of Zaki, who would have had the same opportunity as an asylee if the immigration officer had granted his petition. While on the list for deportation, Zaki decided to collect new information, perhaps for a second hearing. He believes that it was wrong for the judge to deny him asylum, and he continues to blame his lack of skill with English language and poor guidance in the process (Zaki).

Whether Zaki or other refugees will be successful one day or not, as of 2018, “around 23 million people apply for the DV lottery each year” (Travel.State.Gov.) It presents its own unique picture of immigration.

DV Winner Immigrants in the US (Washington State)

Among the Congolese immigrants resettled in the United States, many enter as “DV winners” under the program known as the US Diversity Visa Lottery. Basically, this program is a drawing, wherein people can enter their information in the hopes that they will be chosen to relocate. The program opens and runs online through the US Department of State website, usually from October through early November. To increase the chances of winning, participants must follow the requirements and instructions from the official website. They also must read the registration instructions, fill out the forms, and submit the application. They must keep their confirmation number, using it to check the status of the selection for the entrance status of that Fiscal Year. Another critical step is to know how to respond in the interview if selected and, finally, how to follow the interview process.

Read the Instruction

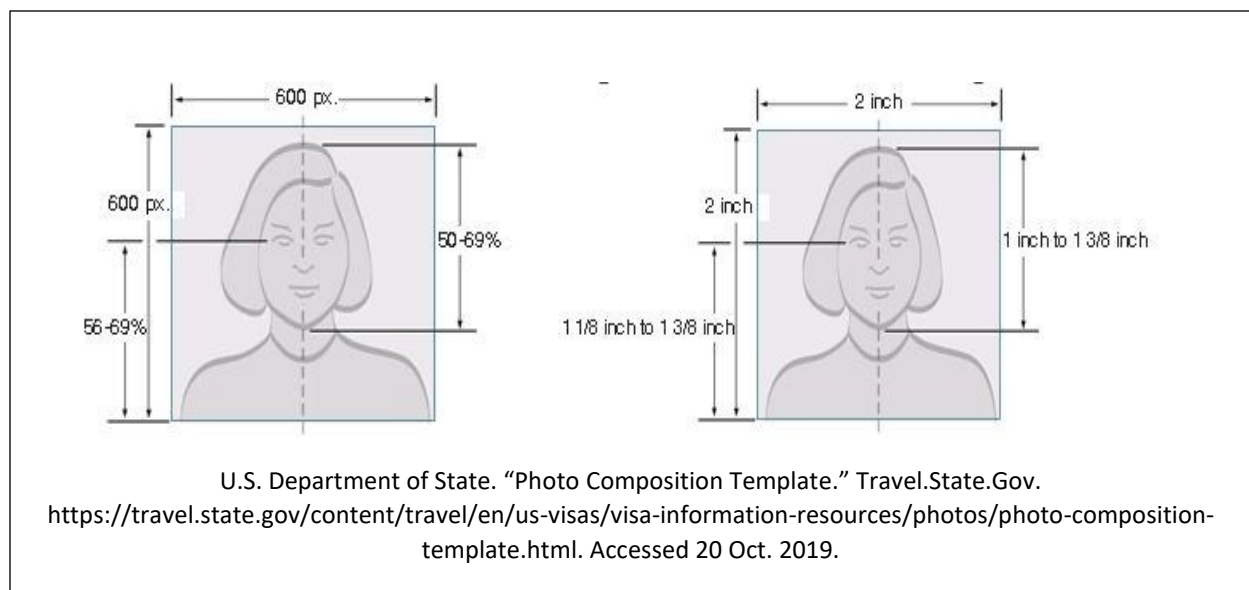
The US Diversity Visa Lottery is a global game that has become an annual event. Participants must follow specific instructions, precisely as the system has programmed it. For instance, anyone who is interested in the DV 2021 lottery must complete everything on the US travel website [travel.state.gov] from October 2nd, 2019 to November 5th, 2019. Many Congolese find this task difficult as they lack sufficient technological training because of the economic disadvantages of their home country. In addition, to prove their eligibility, individuals must have been born in an eligible country and have specific education levels or work experiences.

From my interview respondents, I have learned that many people pay a third party to help them play the game. Some traveled from one country to the other to enhance their eligibility. Either their country was not eligible, their family member locations weren't secure, or other roadblocks remained. Others had to borrow money to be able to play because, in DRC, the program has become an important business for some, mainly those able to acquire and know to

use a computer or afford an internet cafe. For instance, Madam Marie-France Mutombo Mujinga, now in the US as a lottery winner, says she had to borrow money to finalize the processing of her document. To process everything, she and her family traveled from the south of the DRC to the capital, Kinshasa, and stayed for months in a disastrous situation with her extended family (Mujinga).

Fill Out and Submit Application

The DV Lottery program presents many disadvantages to under-resourced people such as the Congolese. While the program seems easy because it is internet-based, it is not accessible to Congolese for that reason. Mujinga's spouse, Mukendi, for example, said the program does not give enough time to complete the orientation. He wished that the instructions had been detailed in a way that everyone could understand, especially considering that the instructions on the website also warn that "multiple entries will be disqualified" (U.S Department of State). Another difficulty for Congolese is to follow the photo requirements. While many use a smart phone, they find it challenging to produce a quality picture: the program instructs to submit a 2x2 inch photo, in color, and with the exact pixels as in the samples below.



Keep Your Confirmation Number

After the submission, players must keep the confirmation number issued at the end because that number is their only access to the drawing. The number is valuable also because dishonest internet café owners or businesses who know the number can either sell it or give it away as an enticement perk, says Mukendi. Ironically, then, these dishonest people also benefit from the program. Due to multiple and complex US immigration policies, the program has also “created a prime opportunity for immigration lawyers and other visa-related firms to reach out more broadly to new potential clients” (Goodman). According to Goodman, the operation of the DV lottery program quickly spread to internet café around the world, and in 1994, it was also the subject of the world’s first internet spam.

DV Lottery Program: Congolese - DRC - Entries Received and Selected

Congo-Kinshasa	Entrants/Played	Derivatives/Dependent	Total	Selected	Visa Issued
FY 2016	258,895	241,500	500,395	4,475	Not found
FY 2017	330,601	284,853	615,454	3,835	Not found
FY 2018	424,636	350,657	775,293	4,497	Not found

Source: www.dvlottery.state.gov

Check the Entrance Status

For the Fiscal Year 2021, a few months after the submission of the application, the program will select between 100,000 to 125,000 people as winners and issue up to 50, 000 Green Cards (U.S Department of State). The time after selection becomes critical for participants because winners must prepare all the required documents and get ready for interviews. It is also disappointing for others who have spent so much time and money but have not been selected.

Know How to Respond

The time to respond to the program can be critical to some players, especially if they live in the DRC where not everyone has access to the internet. This step allows players to receive the final instruction and the interview schedule, including the appointment. Mukendi's family, for instance, decided to stay for several months under challenging conditions in Kinshasa, DRC, to find out if they had won because the cost to go back and forth to *their province* would have been too much. Immigrating to the US is a wish for many people around the world, especially for Mukendi, a mechanical engineer and a former Gecamine and Amiba's worker, who finds himself unemployed due to war in DRC. He also wanted to give their children an excellent education. Although both companies are the government's mining enterprises, he could not secure the future of his family because of the bad governance and corruption that had reduced the DRC inhabitants to poverty. He felt he could not allow himself to miss any occasion to leave, so he applied for the DV lottery program. He, his three children, and his wife decided to stay close to the US embassy in Kinshasa to avoid any delay due to difficulties related to travel or lack of money to pay air flight. Because of travel related expenses, the couple borrowed money to be able to eat during their stay in Kinshasa while waiting to fly to the US. Now in the US, they are working hard to repay that money plus provide their own livelihood.

Madam Mujinga, the winner of Mukendi's family DV lottery, says that there is much misinformation about the program. She explained, "Maman Rose, les gens disent que quand-on vient ici aux Etats Units toutes choses est gratuites" --or literally, "Mommy Rose, people say that when we come here to the United States, everything is free" (Mujinga). Here, she referred to the refugee resettlement program wherein refugees who arrive in the US are already assigned an organization that takes care of their needs. They are met at the airport, receive the initial three

months' rent, and get help with other critical first steps to establishing a legal and social life in the US. These provisions also include public health visits for immunizations, English language learning registration, and introduction to malls and grocery stores. Then there's locating free services such as food banks, clothes banks, free toys for children, social security administration office, and more.

Mujinga added that it is disappointing when people have such expectations without knowing which specific programs they are talking about. Now, she knows that these "provisions" relate mainly to refugee resettlement, not to DV Lottery settlement. During my interview, I noted that the DV Lottery program does not have a clear orientation program that explains its purpose and goal. I tried to learn the specific information or local orientation training they had earlier received about the program. The couple knew only about the one-time, 1 to 1 ½ hour orientation, information they received only after they successfully passed the interview. They recalled that they learned about the orientation only the day they bought their visas for the US. In fact, many Congolese play the lottery expecting to come to the US and have the same assistance services of the refugee's resettlement program.

The Interview Process

The final step of the DV lottery program is the interview process. It invites winners to interview at the Embassy or the US Consulate that runs the DV lottery program. According to the official DV lottery program website, if the participant passes the interview, it's the only time that the US government charges a fee for the visa.

During my fieldwork, I met Kalonji, Medo, a Gynecologist, DV winner, who was in the midst of a case involving himself and immigration officials. Kalonji was selected for the US green card during the Fiscal Year 2016 entrance. At that time, he resigned from the hospital

where he was an OB/GYN in Namibia, Africa. Namibia was ineligible for the DV lottery program; consequently, the Doctor had to travel with his family to the US Embassy in South Africa to begin the process of coming to the US (Kalonji). His leaving Namibia turned out to be quite a loss for his country. Imoagene explains it this way: “The diversity visa lottery program has become a key migration channel for African migrants to the United States”. It is a program, she argues, that contributes to the loss of human resources and the brain drain of highly skilled professionals from African countries. In other words, the program is, in part, delaying the development of the African continent because the program is draining many of its skilled and educated citizens.

According to Kalonji, after resigning from his work, he moved to South Africa for the interview and got his green card for entry into the US. Unfortunately, his family members’ passports had expired. Therefore, they could not pass the interview together, which caused a delay in coming to the US. Eventually, Kalonji came to the US and left the family behind. Depressed and hopeless, Kalonji has reached out to different officials in the hope of finding help for his family because their condition is becoming a humanitarian concern, as the Appendix photo demonstrates. His children have difficulty studying due to their living conditions. His six children and their mother live in a one-room place, and Kalonji is unable to provide for them because he cannot find a good job, despite his experience and degree. For photos and more information about this family, see Appendix B.

Kalonji is not alone in trying to escape the misery and corruption of Africa to make a good life in Western countries. However, when young educated Africans come to the US, they are often unable to use their skills. Kalonji, first resigned from his job as an OB/GYN because his family pressed him to immigrate to the US so that they’d have a good life and provide a good

education for their children. But he did not have time to prepare as he had hoped, and his prospects now are not what he'd expected. Now in the country without his family, he has to petition and pay for each of the seven members of his family. Without sustainable work, he has hardly been able to support himself much less help his family. For him, the DV Lottery has been more a devastation than a benefit. During my fieldwork, I talked with more than 15 other professionals from DRC, including Dr. Max Ibengo, Dr. Theresa, Dr. Medo Kalonji, and three other doctors who prefer to remain anonymous. All of them worked in difficult scenarios and with limited resources; yet, all became medical doctors. Back in the DRC, they were the models for future generations, icons in their communities, their work more critical because of their skills and scientific backgrounds. Sometimes, their parents and relatives had sacrificed everything to allow them to study well. In their publication, Nguyen et al. explain, "Engineers, doctors, nurses, scientists, accountants, and teachers in their home countries, foreign-educated immigrants now find themselves working as nannies, cashiers, security guards, and cab drivers in the US, if they find work at all (Nguyen et al.). Nonetheless, President Trump's administration has initiated the end of the DV lottery program. On 23rd May 2019, Congressman John Kennedy, introduced the bill to terminate the Diversity immigrant Visa Program. The bill has been read twice and sent to the Judiciary Committee, where it remains to this day (8 U.S.C. 1151 and 1153). My recommendation is that Congress should evaluate the program, keep what is working, and find new ways to improve it. Africans have many talents that could benefit the US, but the system devalues all the capacity and rich culture that they bring into the US.

It is true that the elite class of African citizens and skilled professionals look to move to Western or European countries to make good lives for themselves. Why? Part of the answer lies in the fact that the colonization of the DRC lasted from the 1800s to the Independence in 1960.

One might expect that after Independence, the country should have paved at least some way to escape its current misery (BBC News). Instead, Africans are still hiding behind the effects of colonization. Consequently, the DRC alongside the greater African continent, is losing skilled citizens who seek visas to travel to developed countries. Those not related to the circle of power find this journey to be the only way to free themselves, and to give their children the chance at a better life. Still, given the role that colonization has played in bringing the DRC to where it is today, it must be conceded that developed countries are certainly to blame for bringing corruption and crime to African leaders in order to protect their interests at the expense of the people who live there. Astonishingly, the same people who corrupt Africans are those have been doing it all along: the international banks, organizations, wealthy countries and capitalistic greed, and those who claim that African leaders do not have good governance. However, the DV lottery program practices the same method of exploiting skilled Africans, but with different denominations and strategies. It is time for African generations to say, “Enough.” When Africa wakes up, competent citizens will remain in their communities to care for and enjoy the Congo River.

If the US intends to help Africans, particularly the Congolese, it should reform its DV lottery program and sufficiently inform the participants about the outcomes of playing the game. People do not know exactly what the benefit is. My fieldwork has reviewed the public good of the participants today, all to reveal that the majority of the participants remain confused. They do not retain the same or better benefits than refugees who resettle in the US; in fact, their program has the same outcomes. Nonetheless, the misinformation leads to false expectations, and lottery winners come to the US, expecting the program to support housing through rent assistance for

three months, cash, food, and intensive case management when all these services are for refugees and their families only.

Over and over, during interviews, winners of the DV lottery shared the shock of arriving in the US believing that they would receive the same benefits that refugees do. Ngueita at World Relief informed me that the immigrants who enter the US under the DV lottery program must take care of themselves from day 1: they are not entitled to the initial programs that the federal government funds, such as housing (Ngueta). Only after the DV holders receive benefits from the Department of Social Health and Services and the department refers them to the World Relief or other organizations, can they get English classes and employment services (Ngueta).

Ngueita assert, though, that there are organizations that “make sure that all of them do have jobs, or at least we help them find jobs, and some of them would turn down some jobs that are being found for them” (Ngueta). These non-profit organizations work hard to help immigrants, but according to my informants, the jobs they are getting are the ones other people do not want to take. They are posts that require physical, challenging work, often in unsafe conditions. Nguyen et al. explain the “brain waste” of foreign-educated immigrants for very specific reasons: “lack of information and guidance around career re-entry requirements; limited proficiency in English, especially in vocationally-specific language and usage; recertification hurdles and costs; the tendency of some employers to discount foreign training and experience; and limited professional and social networks in the US” (Nguyen et al.). However, people in need do not have and are not getting the information needed to guide them how to navigate the system. Among all those who spoke with me from Congolese community, not one knew that such services were available.

Core values

In my fieldwork, research, interviews, and studies, I sometimes asked myself: *Why I am doing this work?* In those moments it was helpful to recall a question that Sunstein and Chiseri-Strater ask about the research process: *What disturbed you enough to begin the process of research?* My answer is always: It's the plight of the Congolese who hope to resettle in Washington State but who have little guidance or contextual understanding from the organizations and individuals who have brought them to the US. Thus, I have worked hard to educate myself in ways I might bring solutions to their troubled lives. In the past two years, I have engaged in the self-transformation that I had hoped to see during my graduate studies. Among other things, my motivations in pursuing this project is to become an agent of healing on both individual and community levels, and to work for social justice.

At the heart of the various issues surrounding visa procurement and immigrant resettlement for many is a core issue of trust. All in all, the community sees the exploitation of the poor by the rich, corruptions of those in charge, dominations, oppressions, and the list goes on. The insecurity among poor communities is also a big problem because it removes trust in any development initiatives, even when people are sincerely trying to alleviate poverty. Particularly in my country, DRC communities have become the world's victims of rapes, killing, and a silent genocide. Those remaining will significantly struggle social justice initiatives when their own authority does not even protect them against such humanitarian crimes. And, unless people feel secure, whether in Washington State or in the DRC, it is hard for them to work for any long-term program. Therefore, as a community leader of tomorrow, I feel the need to reassure people of intentions and gain their trust. I firmly believe they must feel loved, secure, and safe. They must

feel a sense of belonging and must keep their dignity if they are to share in the benefits of both community and personal development.

In the Congolese community of Washington, particularly for refugees, asylees, and winners of the DV Lottery Program, social justice means access restorative services, and the cessation of resettlement program practices that erode human dignity. The DV Lottery Program, for example, must stop exploiting African immigrants and refugees whose uninformed decisions to come to the US costs them everything. They must offer better opportunities to help people who leave behind their possessions and professions to come here, and who fall into poverty because they can't navigate the system.

Conclusion

As I have argued, organizations and individuals should consider the points suggested herein to help DRC immigrants successfully integrate into the United States. First, related to the overview of the situation of the Congolese in the home country, these helpers should know the unprecedented trauma that Congolese have endured because of war and its violence before arrival, and they should care for them accordingly. In specific, the US immigration system and DV lottery program must innovate their practices to help immigrants and lottery winners resettle. To do so, they must identify the mental and physical condition of those arriving and create methods to aid them in resettlement. Many are struggling against challenges to adapt to American society and to build sustainable lives. Because I intend to work with these immigrants, DV Lottery winners included, I have identified my ICD values which will guide me to practice my faith and guide my steps in helping my chosen communities find solutions to their problems. Toward that end, I have created a project entitled the Congolese Career Pathway. This project

will guide Congolese Refugees, Asylees, and Diversity Visa Winners to resettle and to find sustainable lives and jobs/careers.

Appendix A

Project: Congolese Career Pathways

The following project has been created to guide and assist Congolese immigrants who have come into the US as refugees, asylees, and DV lottery winners to successfully resettle in Washington State. It addresses skills gap among participants to become successful in American workforce. The project assesses candidates' skills and experience to determine the appropriate technological training, language skills, educational certifications, career placement, home sustainability, and more. It works via a contextual understanding of culture, prior trauma, counseling needs, and skill enhancement. I have developed it for use in Washington State; however, it can be used in any country that is experiencing refugee resettlement. If used, it can ease the process for both the host country and the refugees alike. The core values upon which this project is based are that each person is valuable, that *copowerment* (mutual empowerment by service provider and client) helps all involved, and that living among those one hopes to serve is the best way of service.

This project is supported by the CIN. In July 2017, a CIN conducted a pilot project to study the experiences of Congolese refugees' resettlement in King County Washington; it received funding from United Way of King County. This pilot project moved 79 beneficiaries (female single parent and family members) above the federal poverty guidelines and provided housing stability and economic empowerment within twelve months. After evaluation, it became apparent that this strategy has not only brought Congolese refugees out of isolation, but it has also boosted their sense of belonging in American society. The evaluation was highlighted by recommendations included herein, in addition to my fieldwork findings. The project will assist participants in the following ways:

- ❖ Education help. Assist all eligible professionals and experienced Congolese immigrants to fill in their skills' gap so that they can compete in the American workforce. According to Washington State records, the high prevalence of housing insecurity stems from poor education, having an annual household income under \$50,000, being an unmarried woman, 25 and older, and living in households with children, and/or having three or more adverse childhood experiences (ACEs).
- ❖ Small businesses. Assist and facilitate participants in developing skills for small businesses.
- ❖ Transportation. Assistance for all clients in the program and group sessions; this assistance includes support with driver's training and license acquisition.
- ❖ Trust fund. This fund will help in times of need, such as loss of job, accident, illnesses, and other emergencies,
- ❖ Mentorship. It will hire culturally competent Community Health Navigators to provide mentorship and technological literacy.
- ❖ Housing. Housing assistance is the top priority of those in the program. Having a safe place to live influences all other aspects of successful resettlement.
- ❖ Mental health assistance. Nearly half of the adults coming from DRC meet the criteria for depression or PTSD.
- ❖ Language Acquisition. 60% of Congolese refugees entering the US cannot speak English.
- ❖ Transition time. Assistance for easier integration into the new culture. Despite the vast resources available to refugees, a lack of transition time to learn the culture

and language means that many refugees, asylees, and DV lottery winners remain confined to multiple, minimum wage jobs with little job security.

- Also, it has been suggested to extend the program to other refugees (other communities with similar problems) who meet the criteria.

Project Objectives

The project sponsors have the following responsibilities:

- Research for funds for the project implementation.
- Identify participants, volunteers, and partners for the projects.
- Offer guidance, counseling, and necessary support to the project implementation model in a timely manner. Also provide feedback on changes as needed for the “WHY” the project was created, the meaning to live with dignity as a human.
- Provide feedback as needed and maintain case management to participants to facilitate their transitions.
- Identify the skills gap and provide training to fill up skills gaps for sustainable work.
- Build resume, profiles, and help to find work.

Deliverable Description

By implementing these steps, the project’s goal is to prepare immigrants for a successful transition and integration in their life and career resettlement. It further seeks to provide humanitarian support to immigrants, to identify and help solve obstacles and challenges, and to turn participants toward career paths in which they can earn a sustainable income and enjoy thriving lives and families.

The project management will take the following steps:

Phase 1 (1-6 Months): Project implementation

1. Fundraising: in this phase the project will seek for funds.
 - Identify funders and donors and submit the application or grant funding applications.
 - Establish partnership with organizations/agencies with the history and experience of helping immigrants. The project starts activities when funds are ready.
 - Establishing the physical location
 - Sign contract (rent) with landlord.
 - Furnish the office and any needs.
 - Establish the team management to carry out day to day activities.
 - Post job openings.
 - Interview candidates: job description and qualifications:
 - Have skills required for the case management tasks.
 - Are culturally competent/aware of the project's mission, vision, and values.
 - Orientation:
 - Objectives and goals of the project
 - Candidates sign for their commitment to assist participants as part of the team management.
 - Establish a working schedule to launch the implementation of the project.

Phase 2 (15-30 Days): Identify participants, volunteers, and partners

- 2.1 Identify participants in the community and schedule a meeting with each for an interview; Establish the needs, and plan schedule of activities; identify prospective companies or employers.
 - Complete the intake forms through interviews.

- Participants Qualification: age 25-55, income \$0-50,000 at the time of the intake:
 - Refugee
 - Asylee
 - DV lottery winner
 - Volunteers Qualification:
 - fluency in English
 - competent in new technology use
 - commitment to the project vision
 - culture awareness
- Establish the needs, and plan schedule of activities.
- Identify prospective companies or employers.

2.2. Access Candidate's skills and needs:

- Through interviews
 - Identify and establish the candidates' skills
 - Establish work experience
 - English language fluency and knowledge
 - Assess computer knowledge
 - Assess for certifications
- Collect company's requirements for a profession.
- Compare skills and Establish candidate's skills gaps to the desirable career.
- Identify specific training and learning.
- Assess personal and family living needs.

- Match schools, training, employer, software requirement, and establish the costs.
- Establish individualized action plan, schedule, and the timeline for each activity.

Phase 3 (18-20 Months): Identify the candidate's skills and assess the needs:

- Organize orientation with qualifying candidates.
- Distribute schedule to each including the necessities for training.
- Provide a monthly (rent, transportation, childcare) stipend of \$1,000 to each participant to ensure their ability to live stably during the program period.
- Provide English language classes (6 quarters max), those organized in partnership with Highline College and Refugee Women's Alliance (ReWA), depending on the demographic location of each participant.
- Provide group counseling. Following the success of group counseling sessions in CIN's other program (noted above), clients in this project will also be required to participate in group counseling sessions. These are organized and held by community members in collaboration with partners that include HealthPoint, Center for Multicultural Health, ReWA, OneAmerica and more. Sessions are held twice a month for two to three hours each time.
- The Project also provides these additional resources to support participants' success:
 - Intensive case management by Congolese Career Pathways case manager who helps participants connect with program resources.
 - Intervention to solve barriers to allow participants to be fully engaged in the program (childcare, transportation, fear, finances, etc.).
 - Access to other resources such as public housing.

- Opportunities to create durable friendships and strong relationships among participants with cultural events and gatherings.

Phase 4 (15-30 Days): Participants EXIT the intense training after 24 months

1. RCP project members will help participants prepare resumes, profiles, and search for jobs or job placements. The activities are to help the participants start their careers or small businesses.
2. RCP project will organize a graduation ceremony rich in the candidates' cultural context at the end of 24 months of training. The ceremony will help participants heal their souls, celebrate culture, and embrace the new adventure. This activity gives opportunities to participants to speak up about their past if they want to and share their commitment after the training and share their objectives and goals.

Key Dates and Milestones

Phase 1: 1-6 Months—Time after received funds. Seek funds for the project implementation.

Phase 2: 15-30 days— Identify participants, volunteers, and partners.

Phase 3: 18-20 Months— Identify the candidate's skills and assess the needs.

Phase 5: 15-30 days— The participants exit the intense program after 24 months.

Organizational Considerations/ Brief History of the Organization

Incorporated by Washington State's Secretary of State's office in 2016, CIN is the result of an effort by a group of Congolese refugees and immigrants and other non-Congolese who were determined to put into place mechanisms to address the complicated issues of social, economic, and cultural integration that hinder the effective development of the Congolese in Washington state. Before the CIN founding, the lack of a structured Congolese community-based

organization in Washington, particularly in King County, where many Congolese refugees and immigrants live, has led to the Congolese community's marginalization. Today, CIN is an organization for Congolese, led by Congolese for global community development.

It is imperative for Congolese who receive resettlement in Washington State to work with those who understand their past atrocities and cultural competency, including language skills, to guide these immigrants to overcome the many challenges they face during their transition and adaptation to American society.

The outsider probably assumes that Congolese will feel welcome, adapt, and succeed with help from any non-profit organization. That is a false hope and assumption; it's more about understanding human needs, knowing the culture, and feeling someone's pain as one's own. Refugees undergo a difficult process to get here, and once here, their challenges begin anew. Others can assume that Congolese are incompetent, that they are lazy, or that they do not work hard. There is, however, a reality that only an insider can understand. I have been in the US for more than twenty years. When I arrived, I could not speak English, which made it difficult to adjust to other needs in a new environment and community, and it affected all of my life. After the first three months, I was "on my own" and had to afford the high housing cost in King County. This reality, however, has transformed my life because I am working hard for my education, yet my English skills still bring struggle and stress. Regardless, I will work hard to invite many people to open their hearts to help these Congolese in need. The goal of this project is to provide practical steps for a successful transition for the resettlement of Congolese refugee and immigrant professionals in Washington State. In doing so, I will develop a workable plan that will activate the following:

1. Focuses on the "inclusive" purpose of humanity

2. Implements appropriate sustainable development plans through careers
3. Reduces the risk of human vulnerability to disasters
4. Builds resilience
5. Breaks the cycle of poverty

Business Case

Summary:

- Implement Congolese Career Pathways for a successful transition for the resettlement of Congolese refugees, asylees, and Diversity Visa winners.
- Budget will vary compared to the initial cohort due to a startup of the project.

Expected Outcomes:

- Gain missing skills for the desired career.
- Gain stability of life and sustainable work for sustainable income.
- Overcome barriers, Successful transition of resettlement and integration in the communities.
- Break the poverty cycle in the family.

Scope Definition

In this proposed scope of the project, CIN, a sponsor, or a managing nonprofit organization will work with professionals of different backgrounds such as civil engineers, medical doctors, teachers, pastors, nurses from the Congolese community. The implementing organization through RCP will support participants on an ongoing basis so that they successfully resettle and integrate.

RCP will help participants to do the following:

- Gain, maintain, and fill in the skills gap and workforce skills; equip participants with skills ready for the work market.
- Maintain sustainable jobs, build resilience, and break poverty cycles.
- Gain social-emotional skills, resources, and community connections that help them address issues related to trauma and relocation, and that help them nurture healthy families and social relationships.
- Work for participants feel “fit” in the community and gain a sense of belonging.
- Identify and encourage participants to gain control of the future.

After the end of the program and participant graduation, CIN will continue to provide case management as needed to reassure sustainability during the transition and adjustment from the program to independently navigating American society. CIN will connect participants to appropriate resources such as the Milk Fund to support childcare services as needed for children under the age of 10. CIN will also help participants find affordable transportation options for themselves. The project, however, will not do the following:

1. Register participants in a two-or four-year college program
2. Finance a participant’s business, enterprise startup, or any legal responsibility related finances.

The project will evaluate at the end of years 3, 5, and 10 to help determine the success of the project from its outcomes, objectives, milestones, and other indicators. It will compare the skills, knowledge, and earnings of the participants before, during, and after THREE years of interventions. Then, the FIFTH- and TENTH-year evaluations will examine the OUTCOMES and GOALS of the project.

Risk Identification

- **Unwilling Participants:** risks to fail if the project cannot find participants. Here the RCP manager and sponsor know the community, and they will find more participants. They will educate them and provide enough information so that they understand the benefits. RCP will organize field study in companies and centers to unlock their potentials.
- **Lack of Volunteers:** Nonprofits survive with volunteers, so RCP will work hard to recruit and maintain volunteers through recognizing gifts cards and flexible opportunities for them to learn new skills and Congolese culture.
- **Participants struggle to find work or are rejected:** work is the first objective because it will enable participants to break the cycle of poverty. RCP will work closely with employers to support our participants in this transition. RCP will make sure participants get the skills needed for the work of choice.
- **Unable to meet the financial needs after the initial if the project is approved:** once the RCP secures the first fund, it will work with partners to reduce expenses as well as find new funds.

Assumptions and Constraints

- Assume educating the Congolese so that they gain the skills necessary to find and maintain sustainable work for a thriving future.
- Assume ability to find all the necessary funds to provide the client with service needed.
- Assume that the Congolese will accept and collaborate with the program.

Acceptance Criteria

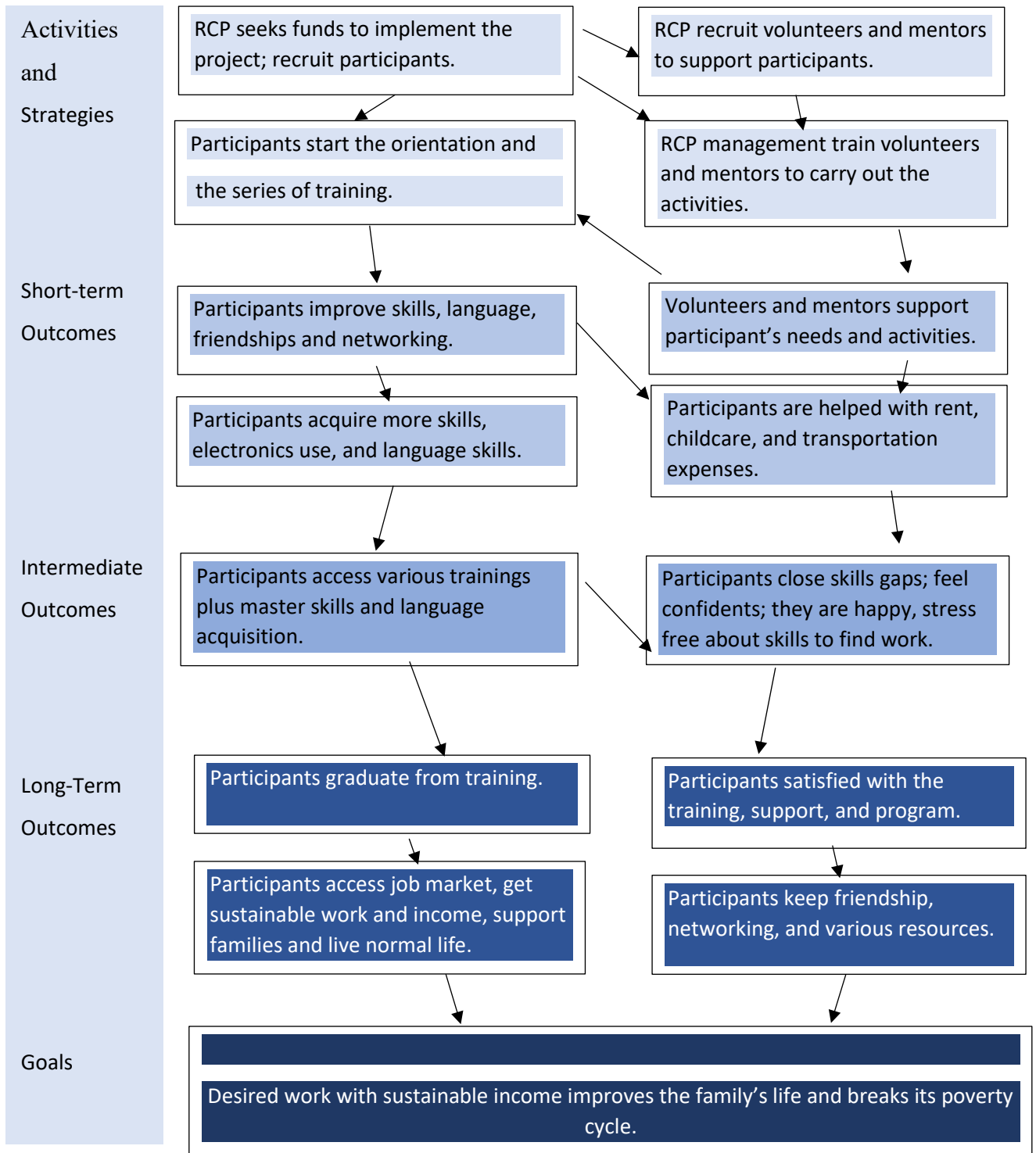
Congolese immigrant age 25 and older, with an income \$50,000 or less and resettled in Washington State as one of the following:

- Refugee
- Asylum
- DV Lottery Program winner

Approval

At this time, the approval section remains in progress until the project finds a suitable grantor or donor.

Outcome Map



Evaluation Plan

Outcome	Indicators	Data Collection Method/Tools	Frequency and Schedule of Data Collection	Sampling Strategy and Sample Size
1. Participants feel comfortable with training, improve skills, and language.	1.1 Pursuit of or stay in the program 1.2 Not missing training 1.3 Increased skills 1.4 Increased English fluency	<ul style="list-style-type: none"> • Pre- and during program survey report • 100 % ongoing observations 	<ul style="list-style-type: none"> • Pre- during and post-program training 	<ul style="list-style-type: none"> • All participants and families involved in the program
2. Participants will acquire knowledge of American workforce, their expectation, and will develop skills to use electronics, computers, and other tools as required from each position.	2.1 Know American working habits 2.2 Have skills for Career ready	<ul style="list-style-type: none"> • 90-100 % of student understand what skills they required through interview and observations • 90-100 % satisfactions through interviews, survey, and observations 	<ul style="list-style-type: none"> • The beginning of each training cohort • The end of each training 	<ul style="list-style-type: none"> • All participants and families involved in the program
3. Participants will know the process to get jobs and identify work that gives livable income.	3.1 Know skills required by employers 3.2 Know types of work they want	<ul style="list-style-type: none"> • 90-100 % of students get good paying and desired jobs according to experience, by interview and observations. 	<ul style="list-style-type: none"> • The beginning of each training session 	<ul style="list-style-type: none"> • Observation all and interview of all participants • Record from all training activities of all students
4. Families will feel ease with the new income and auto suffice.	4.1 Get livable job with sustainable income. 4.2 Keep work for longer time.	<ul style="list-style-type: none"> • 90-100 % family or parents free of unpaid bills by survey or interview • 90-100 % send all children to school through interview 	<ul style="list-style-type: none"> • The beginning and at the 3rd, 5th and 10th year after end of the training 	<ul style="list-style-type: none"> • Observation and interview of all families and participants • Review skills, jobs, and income and compare with before and after training of all students
5. More opportunity to get and keep work; also, to like work	5.1 RCP Participants will increase income, improve life, reduce or break poverty circle in families. 5.2 Stable and sustainable income	<ul style="list-style-type: none"> • 90-100 % of participants at the job workforce • 90-100 % student life and family's successes • 90-100 % hold jobs, business and with enough or plan savings; all by interviews. 	<ul style="list-style-type: none"> • The beginning of training, and after third, fifth, and tenth year after graduations from the training 	<ul style="list-style-type: none"> • All families and students from the program • Review work record • Survey all students from the program

Appendix B

Dr. Kalonji's Photos



Dr. Kalonji's family in the front yard of their residential house in Namibia before winning DV.

Dr. Kalonji, his wife, and their guest in the house before DV.



Dr. Kalonji's children sleeping in a one-bedroom after winning DV and left behind.

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