

## R&P Cultural Orientation Model Assessment, Nepali

Participant Name \_\_\_\_\_ Case # \_\_\_\_\_

Assessor Name \_\_\_\_\_

Date CO Completed \_\_\_\_\_ Date of Assessment \_\_\_\_\_

Additional Notes \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### Reminders for assessors:

- Locally- or culturally-relevant terms may be substituted in English or in the language of the assessment.
- Any term used in English or other languages may be defined or rephrased if the participant does not understand the word.
- Partial credit should only be awarded where indicated. “Prompt” and “Incorrect” boxes do not receive credit.
- The assessment should be given to one participant at a time.
- Do not indicate to the participant whether responses are correct or incorrect during the administration of the assessment. You can say “thank you” or “ok” after each response to indicate you are moving on to the next question.
- You should provide reassurance or stop the assessment if the participant becomes upset or frustrated.
- You should prompt the participant for another answer or to be more specific if (1) the answer was almost correct but too vague, (2) the participant misunderstood the question, or (3) the participant indicates the question is not applicable to her or him.

### Before beginning the assessment:

- Make a statement such as the following:

“We are conducting this assessment to find out how much you know about the U.S. after attending cultural orientation. Your responses will not have any impact on the services provided to you and your name will not be used in any reports about the results. Please let me know if you need to stop or take a break.”

“हामी तपाईंले सांस्कृतिक अभिमुखीकरणमा भाग लिएपछि तपाईंलाई संयुक्त राज्य अमेरिकाको बारेमा कति थाहा छ भन्ने बुझ्न यो मूल्यांकन संचालन गर्दैछौं । तपाईंलाई प्रदान गरिएको सेवाहरुमा तपाईंका जवाफहरुको कति पनि प्रभाव पर्ने छैन र यसको नतिजाहरुको बारेमा कुनै पनि रिपोर्टहरुमा तपाईंको नाम प्रयोग गरिने छैन । यदि तपाईंलाई एक छिन रुक्न मन लागेको छ वा विश्राम चाहिएको छ भने कृपया मलाई थाहा दिनुस् ।”
- This statement can be made in any language and using any wording that feels comfortable, as long as the following ideas are conveyed:
  - Results will not affect services provided to individuals or case members.
  - Data will not be reported publically by name.
  - Participants may stop or take a break at any time.

<b>1</b>	What is one reason why it is important to learn English?					
<b>१</b>	अंग्रेजी भाषा सिक्नु किन महत्वपूर्ण छ भन्ने कुराको एउटा कारण के हो ?					
Response:		<table border="0"> <tr> <td style="text-align: center;">Correct</td> <td style="text-align: center;">Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>
Correct	Incorrect					
<input type="checkbox"/>	<input type="checkbox"/>					
Give 1 point for correct answer						

Reason should reflect survival or comfort in the U.S., e.g., employment, acculturation, talking to Americans, English is the language spoken here. A response like “because the case worker said to” should not be considered a correct answer. If the participant states that s/he already speaks English, **prompt** “Why is it important for anyone in the U.S. to learn English?” “कुनै पनि व्यक्तिकोलागि संयुक्त राज्य अमेरिकामा अंग्रेजी भाषा सिक्नु किन महत्वपूर्ण छ ?”

<b>2</b>	What is your address and phone number?					
<b>२</b>	तपाईंको ठेगाना के हो र फोन नंबर कति हो ?					
Address (Must include house #, street name, apt # [if applicable], and city):		<table border="0"> <tr> <td style="text-align: center;">Displayed or said correctly</td> <td style="text-align: center;">Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Displayed or said correctly	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>
Displayed or said correctly	Incorrect					
<input type="checkbox"/>	<input type="checkbox"/>					
Give 0.5 point for correct answer						
Phone number (Must have area code if routinely stated by locals):		<table border="0"> <tr> <td style="text-align: center;">Displayed or said correctly</td> <td style="text-align: center;">Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Displayed or said correctly	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>
Displayed or said correctly	Incorrect					
<input type="checkbox"/>	<input type="checkbox"/>					
Give 0.5 point for correct answer						
EXEMPTION: Participant has no phone		Exempt <input type="checkbox"/>				

Information must be said, written, or displayed in English. You may prompt the participant if s/he does not mention a critical element (e.g., “What is the city?”) (“सहरको नाम के हो ?”), and all critical elements must be stated accurately for full credit. If a participant cannot remember address and/or phone number or cannot say it in English, **prompt** “Do you have it written down on something you carry with you?” “तपाईंले आफुसंग लियर हिंड्ने कुरामा आफ्नो फोन नम्बर र ठेगाना लेखेर राख्नु भएको छ ?” Displaying address and phone number on something carried at all times (including cell phone or pocket card) should be considered a correct answer. If participant does not have a personal phone number, you may mark “Exempt.”

<b>3</b>	Can you tell me two services provided by [name of agency] that help refugees resettle or adjust to life in the U.S.?						
<b>३</b>	के तपाईंले मलाई (संस्थाको नाम)ले प्रदान गरेको कुनै दुई सेवाहरूको बारेमा भन्न सक्नुहुन्छ, जसले शरणार्थीहरूलाई पुनर्वास गर्न अथवा संयुक्त राज्य अमेरिकाको जीवनमा घुलमिल हुन मद्दत गर्छ ?						
Response 1:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Correct</td> <td style="text-align: center;">Prompt</td> <td style="text-align: center;">Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Prompt	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Correct	Prompt	Incorrect					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
Response 2:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Correct</td> <td style="text-align: center;">Prompt</td> <td style="text-align: center;">Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Prompt	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Correct	Prompt	Incorrect					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
If needed, response 3:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Correct</td> <td style="text-align: center;">Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>		
Correct	Incorrect						
<input type="checkbox"/>	<input type="checkbox"/>						
Give 0.5 point for each correct answer (maximum 1 point)							

If client names something related to but not the responsibility of the resettlement agency or does not specify how the service provided by another organization is connected to the agency (e.g., says “public assistance” instead of “signs me up for public assistance”), **prompt** “Can you think of anything else?” “के तपाईं अन्य कुनै सेवाका कुराहरूको बारेमा सोच्न सक्नुहुन्छ ?” If an individual’s responses are all too general (e.g., “they will help me,” “health”), you may **prompt** “Can you think of specific things they can do to help you adjust to life in the U.S.?” “उनीहरूले संयुक्त राज्य अमेरिकाको जीवनमा घुलमिल हुन तपाईंलाई मद्दत गर्दा अन्य खास-खास कुराहरू के के गर्न सक्छन् भनी तपाईं सोच्न सक्नुहुन्छ ?” Local resettlement agencies should provide assessors with a list of correct responses (e.g., what direct services and referrals are offered) and what responses are close but not directly connected or too vague and thus suitable for prompting.

<b>4</b>	For each health concern that I say, indicate whether you should care for it yourself, make an appointment with your doctor's office, or go to a hospital emergency room.		
<b>४</b>	मैले बोलेको प्रत्येक स्वास्थ्य सम्बन्धि चिन्ताको विषयमा भन्नुस् वा देखाउनुस् कि तपाईंले आफैले यसकोलागि हेरचाह गर्नुपर्छ वा तपाईंको डाक्टरको कार्यालयमा जचाउन समय लिनुपर्छ अथवा तपाईं अस्पतालको आकस्मिक कक्षमा जानुपर्छ ।		
#1: Your chest or heart hurts १. तपाईंको छाती वा मुटु दुख्छ ।	<i>(Answer: hospital)</i>	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>
#2: You have a runny nose २. रुघाले तपाईंको नाक बगिरहेको छ ।	<i>(Answer: yourself)</i>	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>
#3: You have an earache for three days ३. तीन दिनदेखि तपाईंको एउटा कान दुखीरहेको छ ।	<i>(Answer: doctor)</i>	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>
#4: You have a small cut on your finger ४. तपाईंको औंलामा एउटा सानो ठाउँमा काटिएको छ ।	<i>(Answer: yourself)</i>	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>
#5: You think you have broken your ankle ५. तपाईंको विचारमा तपाईंको गोली गांठो भाँचिएको छ ।	<i>(Answer: hospital)</i>	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>
#6: You have a big rash on your back ६. तपाईंको ढाडमा एउटा ठूलो बिमीरो ( खटिरो छ) ।	<i>(Answer: doctor)</i>	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>
<i>Give 1 point for all 6 correct, 0.5 point for 3-5 correct, and 0 points for 0-2 correct</i>			

<b>5</b>	If you were at the hospital and needed an interpreter, what would you say in English or do to ask for one?			
<b>५</b>	यदि तपाईं अस्पतालमा हुनुहुन्छ र एकजना दोभाषे चाहियो भने तपाईं अंग्रेजी भाषामा के भन्नुहुन्छ ?			
Response 1:		Fully correct	Correct but requires prompt	Incorrect
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If needed, response 2:		Correct	Incorrect	
		<input type="checkbox"/>	<input type="checkbox"/>	
<i>Give 1 point for fully correct initial response, or give 0.5 point for each correct answer (maximum 1 point)</i>				

A fully correct initial response would include a question or a statement in English signifying the need for an interpreter and an indication of which language is needed (1 point). If the participant does not say the name of her or his language, **prompt** “How would you tell them what language you speak?” “तपाईं आफू कुन भाषा बोल्नुहुन्छ भनी उनीहरूलाई कसरी भन्नुहुन्छ ?” (response must be in English). English responses need not be grammatically correct but must be comprehensible. Demonstrating the use of a ‘language request’ card or stating that the participant would call someone they know who speaks English should be awarded full credit (1 point). If the participant states that s/he already speaks English, **prompt** “What if you needed to ask for an interpreter for another person?” “यदि तपाईंले कुनै अर्को व्यक्तिको लागि एकजना दोभाषेको माग गर्नु परेमा के गर्नुहुन्छ ?”

<b>6</b>	When your [name of initial assistance program] ends, how will you/your family get money?			
<b>६</b>	जब तपाईंको (पहिलो सेवा कार्यक्रमको नाम) सकिन्छ, तब तपाईं वा तपाईंको परिवारले कसरी पैसा पाउंछन् ?			
Response 1:		Correct	Prompt	Incorrect
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If needed, response 2		Correct	Incorrect	
		<input type="checkbox"/>	<input type="checkbox"/>	
<i>Give 1 point for correct initial response or response to prompt (maximum 1 point)</i>				

If the participant says something vague like “the government” or “the community,” **prompt** “Can you be more specific?” “के तपाईं अझै निश्चित वा स्पष्टरूपमा भन्न सक्नुहुन्छ ?” (the participant must then name or describe a government/community program or office). If the participant states that another family member will support her or him, **prompt** “How will s/he get money to support the family?” “उनले परिवार पाल्न कसरी पैसा पाउने छन्?” Depending on the participant’s situation, correct responses may include employment of self or other household members as well as federal or state income supports.

<b>7</b>	What are two things a refugee can do to become employed?			
<b>७</b>	रोजगार भएको व्यक्ति हुन एकजना शरणार्थीले गर्न सक्ने कुनै दुई कुराहरु के के हुन् ?			
Response 1:		Correct	Prompt	Incorrect
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response 2:		Correct	Prompt	Incorrect
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If needed, response 3:		Correct	Incorrect	
		<input type="checkbox"/>	<input type="checkbox"/>	
Give 0.5 point for each correct answer (maximum 1 point)				

Response should reflect tangible steps toward employment, including steps on a job search or application, learning English, job training, or getting necessary documentation. If refugee's response is too general (e.g., "go to the agency") or related to attributes that make one employable (e.g., "be hardworking and honest"), prompt **"Can you think of anything else?"** "के तपाईं अन्य कुनै सेवाका कुराहरुको बारेमा सोच सक्नुहुन्छ ?" If the refugee indicates they cannot work due to age or disability or if they are already employed, prompt **"What can any refugee do to become employed?"** "कुनै पनि शरणार्थीले कामदार हुन केके गर्न सक्छन् ?"

<b>8</b>	Imagine I am a friend who is staying with you at your home. Tell me how to get from your home to the nearest grocery store. Be sure to give me specific instructions so that I can get there by myself.			
<b>८</b>	कल्पना गर्नुस् ,म तपाईंको एकजना साथी हुं जो तपाईंको घरमा बसिरहेको छ । तपाईंको घरबाट सबभन्दा नजिकको किराना पसलमा कसरी पुग्नेबारेमा मलाई भन्नुस् । मलाई विशेष निर्देशन दिएर निश्चित हुनुस् जसले गर्दा म त्यहाँ आफैँ पुग्न सकुं।			
Response:		Correct	Prompt	Incorrect
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If needed, response 2:		Correct	Incorrect	
		<input type="checkbox"/>	<input type="checkbox"/>	
Give 1 point for correct initial response or response to prompt (maximum 1 point)				

Assessor may substitute another critical service such as drug store, food pantry, or laundromat (if not in participant's own apartment complex). Correct answers may be a description of driving or walking directions or stating which bus/train to take and where to get off. The participant need not name specific streets but should provide some description of which direction and how far to go (if walking or driving) or how far to go on public transportation. The answer should provide sufficient evidence that the participant knows where the grocery store or other critical service is; the question is not testing the participant's ability to provide directions.

<b>9</b>	What might happen if you do not pay your rent?			
<b>९</b>	तपाईंले आफ्नो डेरा/घरको भाडा तिर्नु भएन भने के हुन सक्छ ?			
Response 1:		Correct	Prompt	Incorrect
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If needed, response 2		Correct	Incorrect	
		<input type="checkbox"/>	<input type="checkbox"/>	
Give 1 point for correct initial response or response to prompt (maximum 1 point)				

If participant states that another family member pays the rent, prompt “What might happen to your family if [name of family member] does not pay the rent?” (परिवारका सदस्यको नाम)ले भाडा तिर्नु भएन भने तपाईंको परिवारलाई के हुन सक्छ ?” Correct answers include become evicted/have to leave the home, bad credit report, get sued by landlord, other legal consequences depending on the locality.

<b>10</b>	What are three things you should do to be safe in your home?			
<b>१०</b>	आफ्नो घरमा सुरक्षित हुन तपाईंले गर्नुपर्ने तीन कुराहरु केके हुन् ?			
Response 1:		Correct	Incorrect	
		<input type="checkbox"/>	<input type="checkbox"/>	
Response 2:		Correct	Incorrect	
		<input type="checkbox"/>	<input type="checkbox"/>	
Response 3:		Correct	Incorrect	
		<input type="checkbox"/>	<input type="checkbox"/>	
Give 1 point for all 3 correct, 0.5 point for 1-2 correct, and 0 points for 0 correct				

Answers may be stated as things to do or to have (e.g., supervise children in the bathtub, keep a fire extinguisher in the apartment) or things to avoid (e.g., don't smoke in bed).

<b>11</b>	Imagine you are helping a newly-arrived refugee learn to use the local transportation system (buses or subway). What are two specific things you would tell or show him or her in order to take the bus or subway?					
<b>११</b>	कल्पना गर्नुस् , तपाईं भर्खरै आएका एकजना शरणार्थीलाई स्थानिय सार्वजनिक साधन ( बस वा भूमिगत रेलगाडी ) को प्रयोग गर्न सिक्न सहयोग गर्दैहुनुहुन्छ । तपाईंले उहाँलाई अथवा उनीलाई बस वा भूमिगत रेलगाडी चढ्नकोलागि खासखास कुराहरु केके भन्नुहुन्छ, वा देखाउनुहुन्छ ?					
Detail 1:		<table border="0"> <tr> <td style="text-align: center;">Correct</td> <td style="text-align: center;">Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>
Correct	Incorrect					
<input type="checkbox"/>	<input type="checkbox"/>					
Detail 2:		<table border="0"> <tr> <td style="text-align: center;">Correct</td> <td style="text-align: center;">Incorrect</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Correct	Incorrect	<input type="checkbox"/>	<input type="checkbox"/>
Correct	Incorrect					
<input type="checkbox"/>	<input type="checkbox"/>					
<i>Give 0.5 point for each correct answer (maximum 1 point)</i>						
<i>EXEMPTION: There is no public transportation</i>						
		Exempt <input type="checkbox"/>				

*Relevant details might include: buy a ticket, use a ticket, use coins to pay, read a map, board the train/bus, exit the train/bus, where to get on, where to get off (each of those counts as one detail). If participant is likely to need specialized transportation for the disabled, ask about this system. For specialized transportation, one detail such as whom to call may suffice, depending on the level of independence required to access/use service.*

<b>TOTAL SCORE:</b> _____ out of _____ <div style="display: flex; justify-content: space-around; font-size: small;"> <span>Total points awarded</span> <span># questions attempted (9.5, 10, or 11)</span> </div>
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