



April 13, 2011

Brandon Frasier
City of Boise
715 S Capital Blvd
Boise, ID 83702

Dear Brandon Frasier:

Enclosed is an Easy Upgrades incentive check for your recent energy efficiency project.

Application Number: **EZ 110199**
Business/Facility Name: **Boise Public Library Main Branch**
Address: **715 S Capital Blvd, Boise**
Project Scope: **HVAC efficiency**
Incentive: **\$1,800.00**

We appreciate your efforts to enhance energy efficiency. This incentive payment is our way of saying "Thanks" and reminding you that energy efficiency pays.

We were glad to help and hope that you will spread the word. Please share your energy-saving experience and cost-cutting incentive with others. If you want to take advantage of this program again this year or next, we'd be glad to help. Feel free to call your Customer Rep or me anytime.

Thanks again,

A handwritten signature in cursive script that reads "Todd Schultz".

Todd Schultz
Energy Efficiency Program Leader
tschultz@idahopower.com

Enclosures

cc: Bruce Cleveland, Idaho Power

**Third Annual Idaho Conference on Refugees
February 28 – March 1, 2011 Boise State University
Report by Kathleen Callahan 4/1/11**

Thank you for the opportunity to attend this conference. It gave me an opportunity to 1) network with service providers in our community and learn about the programs they offer, and 2) learn more about the refugee experience. This opportunity will help me make better informed outreach plans at Boise Public Library.

One of the highlights was the keynote address by writer Hadani Ditmars who spoke about her experiences in Iraq before and after the war. Post invasion realities include 50% unemployment, civil strife, and theocratic thuggism. Yet in the midst of despair, she found art, beauty, architecture and music. The people have suffered so much but they can still sing and dance.

Monday, February 28

The Dependable Strengths Articulation Process: Identifying Strengths, Creating Hope, and Increasing Employability for Refugees

Katie Hearn Zang, Center for Dependable Strengths

The Dependable Strengths Articulation Process (DSAP) is a peer-assisted, group process proven to help people improve their quality of life through identification and application of their unique strengths. It was originally developed as a job finding tool, and can increase a person's self esteem, motivation and responsible behavior. Zang led us through a series of exercises designed to help us identify our own individual strengths. The process is designed to help us find out what we have done right so we can be sure to do it again, and to move forward by finding safe footholds and continuing to climb. DSAP has been used in a variety of settings including social services and employment systems.

Legacy Quilt Project

Lisa Sterling, School Psychologist, Boise School District, Hamdi Hassan, Leoncia Baby

Sterling gathered three refugee families together for 2 half-days to create quilts that told a tale or shared a memory of their home countries. At the end, each family went home with its own story quilt. Hamdi Hassan and her family are from Somalia. Their quilt has squares that show their house in Africa, a tree that grew near their house, a table set with tea cups, and henna used for celebrations. This quilt depicts the joy of cultural traditions, family, home, friends, and tea time. The project provided an opportunity for the families and the volunteers who assisted them to reflect upon the values and experiences they want to pass along to future generations. The quilts were on display at Boise Public Library in December, 2010 and January, 2011 and are currently on display during the month of April, 2011.

Resettlement Community: One Model of Response

Hildegarde Ayer and Joan Cloonan, Artisans4Hope

Artisans4Hope is a local, socially motivated nonprofit organization, the goal of which is to assist our refugee citizens in developing the skill base, language acquisition, and community knowledge needed for them to succeed. About 20 refugee women attend a weekly knitting class. Women also attend

sewing and English classes. The items the women make are sold at local craft fairs with the income going to the artisans who crafted them. The income bolsters their families' incomes. Artisans4Hope utilizes a sustainable business model which can transition to refugee leadership and operations.

Communications Gone Wrong

Myrna Ann Adkins and Burna Dunn, Spring Institute for Intercultural Learning

Miscommunication and lack of complete understanding often occurs between people who speak the same language. When communication is attempted between 2 people who do not speak the same native language, frustration and miscommunication are even more likely. Following are some strategies which may help insure that the desired communication actually occurs:

- Speak more slowly than usual, but do not use unnatural language.
- Present ideas, facts, or directions in a logical order.
- Pause frequently to give the listener adequate time to process the language and content.
- Watch for body language that may aid the communication or indicate confusion.
- Actively listen and paraphrase what the speaker has said.
- Avoid idioms, slang or jargon.
- Assume communication can occur. Handle your fear.

Working with Refugee Groups: Strategies & Resources

Sanja Bebic, Cultural Orientation Resource Center, Center for Applied Linguistics

Working in groups, we identified challenges and strategies in working with refugees.

Challenges included:

- Language acquisition
- Transportation
- Participation
- Trust
- Child care
- Learning styles
- Concept of time
- Trauma
- Work experience

Strategies included:

- Build trust
- Make process clear
- Be informed
- Identify goals
- Empower women
- Listen to stories
- Be kind