

GOOD NEIGHBOR TEAM ROLES AND AGREEMENT

AREAS OF INVOLVEMENT

We will work with your team to determine how you want to support your partnered refugee family.

We suggest dividing responsibilities among members and to assign a point person to oversee each category the team agrees to help with. This assures everyone on the team becomes involved and keeps the team leader or other members from assuming all the responsibility. The point person would then assure completion of the task the team commits to.

For example, the point person for Health may assist the family in scheduling a doctor's appointment but another team member may volunteer to help the family. Having one person that all team members refer to and share information with also helps avoid confusion and unnecessary doubling of efforts.

U.S. TIE

Most families that come to Sacramento have a U.S. Tie (a family or friend) who agrees to help the family with some services. The WRS Staff meet with the U.S. Tie prior to the family's arrival to determine how they will be able to support the family. Once this information is gathered and the team is partnered with a family, the team will be notified how the U.S. Tie plans to be involved.

WHEN AND HOW TO USE THIS DOCUMENT

The GNT Leader should utilize this document at the "Initial GNT Meeting" to discuss with the team ways that they will come alongside the family. Once signed, the GNT Leader should send it the GNT Volunteer Coordinator who will begin the family match process.

For each category, please name the GNT member who will oversee that area. Under the "GNT column," mark with an "X" the tasks that the GNT could provide additional assistance.

Tasks highlighted in blue indicate items that ARE REQUIRED and FUNDED by the Cooperative Agreement between World Relief and the State Department. In other words, if a GNT is unable to provide assistance in the areas in blue, World Relief will assume all responsibility.

Some teams choose to partner with World Relief to assist with practical resettlement tasks. While each of the categories are important to the successful integration and empowerment of a team's partnered refugee family, the team is not required to provide mentorship in each area.

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SACRAMENTO

| Task | Deadline (from date of arrival) | World Relief | GNT |
|--|---------------------------------------|-----------------|-----|
| <p>Team Leader Name:</p> <p>Overview: The Team Leader’s role is essential in providing momentum, communication, and direction for this team as they empower a new refugee family towards self-sufficiency.</p> | | | |
| <ul style="list-style-type: none"> • Help coordinate the group as a whole • Serve as primary contact for World Relief Sacramento • Prepare the team budget (if applicable) • Ensure team members are fulfilling their responsibilities • Ensure team members log volunteer time and donations • Lead group meetings and debriefs • Recognize and celebrate the efforts of your team • Inform your church or community organization of your team experience | ongoing | | |
| <p>Housing Advocate Name:</p> <p>Overview: The Housing Advocate’s role is essential in preparing for the family’s arrival. This person organizes the collection of Welcome Kits and furniture. This person also helps empower the family by understanding their first apartment in the U.S.</p> | | | |
| Secure safe, and sanitary apartment or house rental | Before arrival | X | |
| Provide Welcome Kits according to the Welcome Kit and Furniture Inventory List | Before arrival | | |
| Provide furniture according to the Welcome Kit and Furniture Inventory List | Before arrival | | |
| Provide culturally appropriate food to stock the cabinets and refrigerator | Before arrival | | |
| Provide a culturally appropriate first meal | Day of arrival | | |
| Set-up Apartment. The team will only be able to set up the apartment if we have keys before family’s arrival. | Before arrival ONLY | | |
| Assist family in signing and understanding rental agreement | 1-2 days after arrival | X | |
| Assist with signing up for utilities (electricity, gas) | | X | |
| Help address needs such as repairs (check w/ World Relief before contacting landlord) | ongoing | | |

Social Services Advocate Name:

Overview: Navigating social services can be very daunting for a newly arrived refugee family. The Social Services Advocate's role is essential in providing support and empowerment to the family as they learn about the services provided to them.

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| Pick family up from airport, transport them to their home | Day of arrival | | |
| Transport to first weeks appointments: Department of Human Assistance (DHA) and Social Security | 2 nd -5 th work day | X | |
| Assist in securing a state ID with the DMV | | | |
| Give or arrange driving lessons/practice | | | |
| Assist in securing a driver's license | | | |
| Teach the use of public transportation | | | |
| Assist in helping find bikes | | | |
| Assist in planning long term transportation solutions (car) | | | |

Education Mentor Name:

Overview: The Education Mentor promotes education opportunities for their partnered refugee family. One of the core components of this will be learning English. This is vital to their ability to integrate into the local community, find employment, and become self-sufficient. The family may attend ESL class through the county, although they could still benefit from more practice.

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|--|---------|--|--|
| Assist with registering adults for ESL classes (if applicable) | 10 days | | |
| Assist with enrolling kids in school | 30 days | | |
| Transport to Cultural Orientation Class (at WRS office or nearby facility). Total of 2 classes on back to back days. | 30 days | | |
| Help arrange transportation to and from school | | | |
| Tutor and/or arrange tutors for ESL and/or children's schooling | | | |
| Share community and cultural knowledge while also making sure that team members are seeking to learn about the cultural knowledge and customs of your partnered refugees | ongoing | | |
| Provide a neighborhood tour (schools, parks, libraries, food banks, historical and cultural sites, etc.) | | | |

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| Job Coach Name: | | | |
| Overview: Refugees who find employment are able to learn English, adjust more quickly to life in the United States and feel a sense of dignity as they are able to care for their families. Note, families that are enrolled in World Relief Sacramento's (WRS) Employment Program will have additional support of WRS staff members who focus on employment services. | | | |
| Assist employable adults in seeking out employment opportunities | | | |
| Help employable adults fill out job applications and prepare for interviews | | | |
| Provide transportation to and from employment interviews when possible | | | |
| Assist to enroll employable adults in employment services | | X | |
| Health Advocate Name: | | | |
| Overview: The Health Advocate has the vital role of enabling their partnered refugee family to learn how to navigate our health care system and advocate for their medical well-being. | | | |
| Transport to Refugee Health Clinic appointments | | | |
| Transport and assist with enrollment in the WIC (Women, Infants, Children) Program (only for female team members) | | | |
| Teach on overall health care (how to make appointments; where to go for check-ups, buy medicine, and get help in an emergency) | | | |
| Help coordinate transportation to appointments | | | |
| Assist with securing primary care and health care provider | | | |
| Help coordinate vaccinations | | | |
| Mentor pregnant mom and assist with OBGYN appointments (if applicable) (only for female team members) | | | |
| Assist with finding a dentist that takes Medi-Cal and help coordinate overall dental care | | | |
| Finance Mentor Name: | | | |
| Overview: The Finance Mentor plays a critical role in helping the family navigate U.S. banking, while also empowering them in financial self-sufficiency and meeting long term goals. | | | |
| Assist in setting up a bank account | | | |
| Coach family on paying bills, budgeting, managing resources, and building credit history | ongoing | | |

Activities Mentor Name:

Overview: The Activities Mentor helps in restoring a sense of community and belonging by introducing the family to sites and activities in our local and wider community.

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| Provide family with maps, guides and other resources that highlight sites and activities in our local and wider community | ongoing | | |
| Plan regular activities for the team and family to have fun! | | | |

We hereby commit to assist this refugee family with the services indicated above. We understand that this is a moral commitment (not legally binding). World Relief Sacramento is ultimately responsible for the provision of the services (in bold) in accordance with their Cooperative Agreement with the State Department. We will agree to keep WRS apprised of all changes relating to this case. We agree to maintain lines of open and regular communication with World Relief Sacramento throughout the initial resettlement period.

Signature of Team Leader: _____ Date _____

Signature of WRS representative: _____ Date _____