

GOOD NEIGHBOR TEAM: MONTH-TO-MONTH GUIDE

The timeline below provides need-to-know information as well as ideas for building friendships with the family. Although the tasks listed below are important, the relationships formed with the family are the most important.

FORMING A GOOD NEIGHBOR TEAM

- Find 5-10 people who want to form a Good Neighbor Team (GNT). Select a team leader. Have the team leader reach out to World Relief's Volunteer Care Specialist to talk about preparation and training.
- Team Leader Meeting:** In this initial meeting with the team leader, we will learn more about the team, discuss what is involved with a GNT, and equip the team leader for their role.
- Initial Team Meeting:** The initial team meeting will be led by the team leader (without a World Relief Sacramento staff). In this meeting, the team will confirm their intention to be a GNT, discuss what's involved with a GNT, and begin the initial training (based on materials and information given to the team leader by World Relief Sacramento (WRS) at the team leader meeting)

Optional: We would be happy to come meet with the team to share more about the GNT experience and answer any questions before the training if the team leader or team would find this helpful.

- Team Preparation:** Before the GNT training, all team members must complete their volunteer application, reference checks, criminal background checks and driver's check (if applicable).
- Team collects a Welcome Kit** for a family of 4 (unless the specific family match is already known) and does other noted preparation work.
- Good Neighbor Team training:** This 4-hour training provides an overview of the refugee journey and prepares the team for their roles and responsibilities as a GNT.
- Equip Training:** *Optional:* World Relief will work with the GNT to direct team members to EQUIP trainings and/or shadowing in apartment setup, transportation to appointments, English tutoring, or other areas.

Family Match

- World Relief staff will match the team with a family. As soon as a possible match is known, we will contact the team leader to provide basic information about the family and to plan the first meeting (with the family, the team, and a World Relief Staff). A team could wait from 1 week -1 month to be matched.

Preparing for the Family's Arrival:

- Apartment Set-Up** (usually day before or day of arrival)
- Grocery Shopping** (day before or day of arrival): if applicable, get groceries for the family

DAY OF ARRIVAL:

- Typically late night airport arrival.
- Family stays in prepared apartment or in temporary housing (U.S. Tie or host home until apartment is ready)
- Meet the family at the airport
- Bring family back to their new home
 1. Introduction of team to the family
 2. Brief home orientation

FIRST MONTH: POST-ARRIVAL

DAY AFTER ARRIVAL

- Family is visited by their World Relief Sacramento Caseworker.
 - If the family is a UN Refugee (not a Special Immigrant Visa holder) they will receive their I-94 (document stating their legal status in the US) from their WRS Caseworker.
- They are given brief cultural orientation and initial pocket money (\$40/per person or \$30/person for families of 3+ individuals)

WITHIN FIRST 2-7 [WORKING] DAYS

- A World Relief Staff person take the family to apply for:
 - Cash Assistance (CalWorks), Food Stamps (CalFresh), and MediCal at the DHA (Department of Human Assistance)
 - Cash Assistance
 - For single case- \$331/month + food stamps
 - For couple- \$541/month + food stamps
 - Family of 5- \$909/month +food stamps
 - Social Security Cards
- Help WRS transport the family to their SS and DHA appointment (remember, your role is to begin forming a friendship with the family)
- Opens SMUD and PG&E account for their apartment.
- For non-proficient English*--Enrolls in ESL at county-approved program (could be put on waiting list for a long while)
- For proficient English*—enrolls in employment services through the Department of Human Assistance
 - (many times, attendance to ESL or Employment Services are required in order to continue to receive Cash Assistance)
- World Relief Caseworker defines Resettlement Agency's roles and responsibilities
- Caseworker also gives resources to client /shows client about:
 - Transportation
 - Programs that they are qualified to apply for/enroll in
 - Repaying their travel loan
 - Education opportunities for the future
 - Public Laws, Hygiene and Health
- Cell Phone:** In most cases, the U.S. Tie will get a cell phone and SIM card for the family unless the team has specified otherwise. See "Second Month" for Free Cellphones.
- EBT Card:** Families will likely receive a temporary EBT card at their DHA intake appointment with food assistance available.
- Cash Assistance: A family will either be on Refugee Cash Assistance (RCA) or Temporary Assistance for Needy Families (TANF)**
 - RCA is for refugees age 19 or over, single or married, **with no children**. RCA will begin after the family's intake appointment at the DHA. Note: The DHA and not World Relief oversee the management of their RCA.
 - TANF is for refugee families **with children**. When a family goes on TANF the employable adults are also enrolled in Employment Services through the DHA. This employment service is called Welfare-

to-Work and covers basic job training skills in three classes. At the end of these classes, Welfare-to-Work helps them apply for jobs. World Relief provides transportation to the FIRST class.

WITHIN THE FIRST 30 DAYS

- A World Relief Staff or the GNT will enroll children in school and get required immunizations (if applicable)
- Attend initial WIC (Women, Infants and Children) intake interview (if applicable)
- Medical Assistance:** The family will apply for Medical Assistance during their DHA intake. After approved (it may take 2-4 months), the family will receive a packet in the mail regarding their healthcare choice. They will have 20 days to make a decision. Ask them if they have received the packet, yet. Once they have received the packet, notify the WRS Volunteer Care Specialist about next steps.
- Social Security Card:** The family should receive their Social Security Cards within the first month of their arrival.
- Employment Services (Welfare-to-Work) through DHA:** The family will likely have their first Employment appointment in the first (or second) month. They will receive a letter with the appointment time. They should ask for free bus cards for ESL classes at this appointment. They can also apply for childcare assistance if they have small children.
- World Relief Caseworker visits family again to check in on them. If all basic needs are taken care of, their World Relief Caseworker will give them the remainder of their initial welcome funds. These funds (\$925/person) are given to the resettlement agency for support of the refugee family and to meet their initial needs related mostly to housing and food.

Ideas for Building Friendship with the Family:

- Welcome Dinner:** Have the family over for a welcome dinner with all of your team.
- Home Orientation:** If needed, show the family how to use the different kitchen appliances, cleaning products, etc.
- Laundry:** If needed, show the family where to go for laundry and how to use the machines.
- Groceries:** If needed, take the family grocery shopping (if the family doesn't have a temporary EBT card with food money on it, the family can use their first R&P Grant Check, which they received from their WRS Caseworker).
- Bank Account:** If the family wants, help them set up a bank account (Wells Fargo seems to be the best option for our refugee families). This should be done so they can write a check for their rent next month.
- Uber/Lyft/Bus Training:** If needed, tell the family their options for additional transportation needs. You can also show the family how to use the bus.
- Thrift Stores, Discount Stores, and Craigslist:** If the family wants, show them affordable stores near their neighborhood. When talking about Craigslist, you can share safety tips and ways to avoid scams.
- Community Tour:** provide the family with a tour of their neighborhood and community. This could include grocery stores, the bank, the library, and local parks.

Family Appointments:

- DHA appointment registration
- Signing up for a Social Security Card

- DHA Public Assistance Intake Appointment
- Children's School Enrollment
- Adult's ESL Enrollment
- Health Screening Appointments through the Refugee Health Clinic
- Women, Infant, and Children (WIC) appointment (if family has children under 5 years old)

SECOND MONTH

- EAD Card:** This only applies to traditional United Nations refugees NOT Special Immigrant Visa holders. The family should receive their Employment Authorization Document (EAD) cards within 4-6 weeks of their arrival.
- For family members over 65 only:** After receiving the EAD card, the family member will need to go to the Social Security office to apply for Supplemental Security Income (SSI). WRS staff can provide more details if applicable to the family you are working with.
- Rent:** Family will begin paying rent for the remainder of their lease.
- Bills:** The family should start receiving their electrical and/or gas bill. If they have not received any bills, notify WRS staff. Check with WRS staff about how the family should pay for these bills.
- Free Phone:** After the family has received their Social Security cards, they are eligible to get cell phone assistance. The 99 Cent Store on El Camino (2224 El Camino Avenue Sacramento 95821)

Ideas for Building Friendship with the Family:

- Writing Checks / Paying Utilities:** Sometimes the family will receive a credit for "X" amount on SMUD or PG&E and will not know what it is for. Go over why people receive credits and what to do if they owe "X" amount.
- Budget:** If the family would like to, assist them with creating a personal budget.

THIRD MONTH

- Team Debrief:** 3-4 months after the team has been matched with a family, WRS staff will meet with your team to celebrate and evaluate how the last few months have gone, while also planning for the next 3 months.
- World Relief closes the family's case:** World Relief will no longer be overseeing the family's case. We will still be involved to the extent that the GNT informs us about the family.

SIXTH MONTH

- Travel Loan:** Family should start receiving their Travel Loan bill. They will be required to pay around \$30 per person per month. If they need to defer their loan or attempt to reduce the payments, please contact WRS staff.
- Team Debrief:** WRS staff will meet with your team to celebrate and evaluate your Good Neighbor Team experience and help the team plan for the future.

OTHER IMPORTANT INFORMATION:

Other Need to Know Information:

- EIGHTH MONTH:** This is the last month the family will receive Refugee Cash Assistance (RCA) from the Department of Human Assistance.
- Employment:** If someone in the family begins to work, they should notify the county within 10 days of their new employment.
- ONE YEAR:** the family will apply for their Green Card (SIV receive their Green card after 3 months)