

## GOOD NEIGHBOR TEAM APARTMENT SET-UP GUIDE

You have the honor of being the first to welcome a refugee family to Sacramento! This guide is meant to provide you with instructions on what to anticipate from this volunteer experience.

### Before Apartment Set-Up:

#### Gather or shop for Welcome Kits and furniture for the ASU

- For a list of required and optional items and tips for gathering them, refer to the [Welcome Kit and Furniture Inventory List](#).
- If you have not yet been matched with a family, for now gather items for a family of four unless your team knows they want to be partnered with a large family. Extra items can be donated to future refugee arrivals.
- If your GNT is unable to collect furniture items, please inform the WRS GNT Volunteer Coordinator at least 3 days prior to Apartment Set-Up.
- GNT's are welcome to donate clothes, but we suggest asking the family if they want these kinds of donations after GNT formally meets with partnered family.

#### GNT Housing Advocate should inform WRS GNT Volunteer Coordinator (VC) if GNT will need to:

- Receive a tax deductible receipt for any donations. Please scan and send receipts to Jessica Alvarado at [JAlvarado@wr.org](mailto:JAlvarado@wr.org).
- Store furniture in our onsite warehouse. Note, WRS can only keep your furniture items in onsite warehouse if ASU is within 1 week.
- Receive assistance from WRS staff to load/unload furniture for ASU day.

#### GNT Housing Advocate should inform WRS GNT VC which household items are still needed.

- Furniture that will not be provided by GNT will be provided by WRS donations or purchased from the family's Resettlement Grant.

#### WRS GNT VC will update GNT Housing Advocate on keys (i.e. when available and where to access).

- If we have keys to an apartment prior to your partnered family's arrival or the day of, we will put them in a lockbox attached to the doorknob of the family's apartment.
- Lock box code: 3750
- GNT should leave keys in the lockbox at all times in case WRS staff needs access to apartment.

#### WRS GNT VC will inform GNT Housing Advocate if GNT should purchase groceries and/or welcome meal.

- For a list of groceries, suggestions and tips for purchasing, refer to the Welcome Meal and Groceries Shopping Checklist.
- If the GNT is not asked to purchase groceries/welcome meal, it is because the family's US Tie has informed WRS that they would provide these items.

- Make or buy a card or welcome sign to leave in the apartment.**
- Make a photo collage or take a GNT group photo and add contact information so family can familiarize themselves with names/faces.**

Note: Volunteers should always expect the unexpected. WRS cannot always guarantee to have keys to an apartment before your partnered family arrives to Sacramento. Occasionally, an apartment will not be available until after the family's arrival. In which case, the family will either stay with their U.S. Tie, Host Home, or an Extended Stay and this guide will be adjusted.

## Day of ASU

- Buy groceries and/or welcome meal (if applicable)**
- Clean apartment (if applicable)**
  - Apartment complex maintenance crew will try their hardest to have units ready *before* a family's arrival. Sometimes, apartments will need additional cleaning and may need to be sprayed with insect killer spray. If apartment availability date changes, it is likely because maintenance needs more time to fix the apartment.
- Set up the family's apartment**
  - For immediate assistance during ASU Day please call WRS GNT VC on her cell phone.
  - Please refer to FAQ to find out what constitutes "Immediate Assistance."
- Pray over the family's new home**
- Ensure GNT places the key back on the lockbox (if applicable)**

## Day after ASU

- GNT Housing Advocate should send the WRS GNT VC an approximate value of all collected donations. WRS Staff would need to track these donations in our database.**
- Log all volunteer hours on Track – It – Forward and provide feedback in the "Notes" section.**
  - For any questions about Track – It – Forward, please email Jessica Alvarado at [JAlvarado@wr.org](mailto:JAlvarado@wr.org).

## FAQ

### **What if we need a gate code to get into the apartment complex?**

- All the information regarding the family's apartment will be sent to GNT Housing Advocate in an email. Keep in mind not every complex has a gate code.
- If the Housing Advocate does not receive a gate code, however there is a gate and the team cannot get in, this requires immediate assistance and Housing Advocate can contact the GNT VC on his/her cell phone.

## **We arrived to apartment and there were no beds. Will WRS provide them, if yes what should GNT do?**

- WRS will provide beds once our order comes in and our contract employees deliver them to the apartment. The WRS GNT VC will update the Housing Advocate with an approximate date/time when this will take place. If beds are moved in before family arrives, GNT can make the beds. However, if beds are moved in a couple of hours before family's arrival, WRS contract employees will make the beds.

## **We noticed the kitchen appliances and heater were not working, what should we do?**

- If ASU is during business hours, and kitchen appliances and/or heater are not working properly, Housing Advocate should call/text WRS GNT VC and he/she will inform WRS Housing Specialist who will communicate this to the apartment manager.
- If ASU is during non-business hours and kitchen appliances and/or heater are not working properly, Housing Advocate should send the WRS GNT VC an email and he/she will inform WRS Housing Specialist who will communicate this to the apartment manager.

## **What if we have items to donate that are not on the Welcome Kit and Furniture Inventory List?**

- We encourage GNT's to provide items that are on the list as this also contains "Optional" donations. If however there is an item the team hopes to donate that is not on this list, please contact the WRS GNT VC about its appropriateness and need.
- If the GNT wants to donate items that will assist the family with finding employment, such as a bicycle, laptop, TV, we suggest to wait to provide these items until the family has arrived. It could be the case that this family will be enrolled in WRS' employment (Match Grant) program, in which case these donations count toward a "Match Fund" only if donated after the family is enrolled in this program.

## **What if we want to collect clothing for the family?**

- WRS encourages teams to donate seasonal clothing to the family after their arrival. After the GNT formally meets the family at the GNT First Visit, Housing Advocate can ask family if they would like/need seasonal clothing.
- Again, it could be the case that this family will be enrolled in WRS' employment (Match Grant) program, in which case interview clothing for the father count toward a "Match Fund" only if donated after the family is enrolled in this program.

## **Why do we have to log volunteer hours, are they really important for World Relief?**

- Logging hours allows WRS to communicate a positive message to church partners and the wider community of the many ways volunteers support refugees. Volunteers are also donating their time to serve refugees, therefore WRS likes to be responsible to track this information.
- In addition, some of the grants we have (Match Grant) rely heavily on documentation of volunteer participation. Therefore logging hours is vital to the success of our programs.

## **You mention Match Grant a lot in the FAQ section, what is it and how do we know if our partnered family is on this program?**

- The Match Grant Program is designed to provide assistance to refugees so they can quickly obtain a job in order to become self-sufficient and provide for their family. Refugees who choose to be enrolled in the program, do so about a week after they arrive to Sacramento. In

doing so, they agree to make concerted efforts to look for a full time job as soon as they can with the assistance of WRS Employment Specialist.

- A major part of the funding for this program is meeting the match required. With every dollar of funding provided, World Relief has to raise a certain amount to match the grant.
- One way this is accomplished is through donations that go to the families. Items related to advancement in a job search are prioritized, such as transportation gift cards, briefcases, work attire, computers, etc.

**Our partnered family is on the “Match Grant Program” and wants to donate items that count toward the match. What is the best way of informing WRS about this donation and giving it to the family?**

- Please list any donations in the “Notes” section of Track – It – Forward with the value, name of donor, and mailing address for WRS to send a donation receipt.
- We always encourage teams to first contact WRS GNT VC if they have a big donation (such as a TV or laptop). If the team begins the relationship by giving gifts, this can often lead to unhealthy friendships. Therefore, wait some time to provide these items and involve the family as much as possible in this decision.