

CWS Tasks

CWS Office: 308 East King St. Lancaster, PA 17602

Welcome Team Supervisor: Christine Baer - 717-358-9278

Pre-Arrival

- Home Evaluation and Safety check
- Communicate with Team the availability of household and furniture donations for the family

Post-Arrival

- Airport reception

Day after arrival:

- 1st home visit by the Case Manager
 - o Intake with the family (includes an explanation of what the coming months will look like)
 - o Housing and personal safely orientation

First 3 weeks:

- Cultural Orientation Classes
- Complete the application for a Social Security Card
- Complete Change of Address
- Application and coordination of Public Benefits
- Lease Signing with the family
- *If applicable:* Referral to WIC
- *If applicable:* Assist Welcome Team with school enrollment

Medical

- Coordinate with South East Lancaster, Brightside, to set up first health screening
 - o Communicates appt dates with Welcome Team
- Coordinate with South East Lancaster, Brightside, to ensure immunizations
 - o Communicates appt dates with Welcome Team
- Assist the Welcome Team with starting the process of transferring the family's case to a local family practice

Welcome Team (Level 3) Tasks: Tasks are sorted into Committees

Reminder: Always try to report back to CWS Caseworker and Employment specialist if you went to an appointment or applied for a job!

Pre-Arrival

Housing

- Secure housing
- Collect household goods and furnishings'
 - o *If needed:* Can coordinate with CWS staff to look through household/furniture donations in our donation hub
- Clean/set-up apartment
- Supply food for the family for the first week
 - o *If needed:* Can coordinate with local food bank for a food basket
 - o *If needed:* Can coordinate with CWS staff and pick up a food basket at the CWS office from the Lancaster County Council of Churches

Post-Arrival

First Week: - Team can come to the Airport Reception

Transportation

- Create a sign up system to easily post and track transportation needs
- Transport the family for 8 days (M-Th) to Cultural Orientation at East Chestnut Street Mennonite in Downtown Lancaster (*class runs from 9:30-Noon*)

Cultural Adjustment

- Walk through the family's house with them asking them if they need any items or appliances explained to them
- Walk or drive the family to the closest supermarket
- Give a 'welcome to the community' tour, pointing out local landmarks and places you can explore together in the coming weeks/months
- Within two weeks of arrival, take family to the local clothing bank (*Ensure family has coats and warm shoes within 1 day*)
- Assist the family to find a local ESL class

CWS Tasks

Post-Arrival

Employment

- Employment Orientation with Employment Specialist
 - o Communicate appt time with Welcome Team
- Job search and placement

The family's Case Manager and Employment Specialist will be available to them via phone, email, and in person appointments to answer questions and problem solve as needed. There are three times when the Case Manager will make intentional home visits.

1. The day after arrival
2. 30 days after arrival
3. 90 days after arrival

30 Day Home Visit

- Check in, evaluate how the transition is going and review health, benefits, work, and school tasks with the family

90 Day Home Visit

- Check in and review of source of income, budget, ESL, and on-going services

Ongoing:

Employment Program:

The Employment Program can assist an individual for up to 5 years after arrival

If an individual would like to come back for help getting a 'job upgrade' they can call the Program Coordinator, Besy, at 717-358-9397

Health Program:

For those who are struggling to understand health care in the United States, we have an extended Health Case Manager

Welcome Team (Level 3) Tasks

Post-Arrival

Schooling

- Start the process of reaching out to the local school district
 - o Would district faculty/staff like a 'refugee 101' training by CWS staff?
 - o Who is the person who the Case Manager should contact in order to ensure school enrollment is started?

Second Week:

Health

- Begin to search for a local family medical practice for the family's medical care to be transferred to

Transportation

- Begin to teach about the public transportation
- Transport the family into Lancaster city for their first Health Screening (*Appt info from CWS, Instructions and directions provided*)
- Transport the family to the Social Security office at the Greenfield Corporate Center after the case manager has filled out their applications (*Instructions and directions provided*)

Jobs

- Begin a conversation with the members of the family who will be working
 - o What types of jobs would you like?
 - o Give an idea of some local jobs
 - o Start networking on behalf of the individual

Third/Forth Week:

Health

- Show the family the doctor's office in their home town

Transportation

- Transport the family to the CWS office for their Employment Orientation
- Transport the family to medical appointments either in Lancaster City or in the local community

CWS Tasks

Ongoing:

Individual Volunteers:

- Individual community volunteers can be partnered with the family as the Welcome Team needs assistance with any given committee

Cultural Orientation:

- The Cultural Orientation classes are required for everyone, however, if an individual or family is struggling, they can return to the class as long as they need to

Welcome Team Tasks

Post-Arrival

Ongoing:

Housing

- Assist the family in continuing to understand how to contact their landlord for maintenance requests
- Assist the family in understanding how to shovel snow and mow grass

Transportation

- Goal is to teach the family how to be self-sufficient with transportation. Bus, walking, biking etc.
- Share information about how to study for the PA drivers permit test

Health

- Goal is for the family to understand how to schedule medical appointments themselves as needed

Cultural Adjustment

- Continue to focus on cultural elements that the family may be struggling with (sorting mail, grocery shopping, etc)
- Engage in fun activities to get the family out of the house (park, movie night, pot luck, first time sledding)

Schooling

- Advocate for the parents as they learn the school system
 - o Do they understand what is happening at parent teacher conferences?
 - o Make sure they understand where their children go to school and how they can contact the office if they need to
- Homework help with the children

Jobs

- Share a simple budget sheet with the family to assist them with budgeting and tracking their expenses
- Continue to network to secure employment

Empowerment in Action: Every interaction with a newcomer is a learning experience. Swap these common “helping” actions for ones that bring our refugee friends closer to self-sufficiency:

“Helping”	Empowering
Driving someone to all of their appointments	Taking the bus together as a mutual learning experience, teaching them how to buy a ticket and read the bus map.
Calling the doctor/case worker/teacher/etc to make an appointment for the family	Teaching the family how to call to make appointments on their own (<i>even</i> if they don’t speak English). Practice through role playing telephone calls, write out note cards, or help them to find a neighbor that can assist until their English improves
Sorting through the family’s mail, tossing away the unimportant things	Make a list for the family of what items are important to keep (with samples) e.g. utility bill, letter from USCIS, letter from school, etc
Agreeing to do things for someone who asked for help because they believe they “can’t” do it on their own	Make “Yes, you can” your #1 most over used phrase. Teach your refugee friends how to ask for help in a way that is self-empowering: Every ask for help should start with “How” (as in “How do I write a check?” “How do I check the balance on my EBT?” “How do I get to the Indian grocery store” not “Can you write this check for me?” “Can you check my balance for me?” “Can you take me?”...) Every time you answer Yes to a “Can you...” question you’re sending the message that they can’t do it themselves (and they can!)