



Refugee Welcome  
Collective

## Questions to Guide Collaboration Between Community Sponsorship Staff and Caseworkers

It is important to have open and thoughtful collaboration between community sponsorship staff and caseworkers on the case management team inform the development and management of your agency's community sponsorship program. Consider using and/or adapting the following guiding questions to promote this collaboration.

**What have been the most helpful tasks/roles community sponsor groups have taken on? Or, if Community Sponsorship (CS) is a new program, what has been helpful for volunteers to take on, or you imagine would be most helpful to have CS groups take responsibility for?**

- Should any of these be included as a requirement?
- Which of these are core services and which are wrap-around?

**What have been the challenges in working with community sponsor groups in the past? For new programs, consider challenges you have faced with volunteers or anticipate facing with CS groups.**

- What strategies or approaches have alleviated some of those challenges in the past?

**What are the most helpful core and wrap-around services for community sponsors to provide?**

**What are the core or wrap-around services that are, or you anticipate will be, most challenging for community sponsors to provide?**

- Among the services that come with challenges, which have possible solutions or best practices that would empower community sponsors to provide them?
- What training tools do caseworkers use to train new caseworkers that could be adapted to train community sponsors to provide services?



### **Who are the best contact points for a community sponsor group leader to possess?**

- Would it be possible to create a contacts map that would include names, numbers or emails, and topics so it is clear who a group leader should contact and for what?
- Would it be possible to create or adapt a community resource guide for community sponsors to use when connecting clients to other local services or programs?
- Are there points of contact we want the CS groups to have? Points of contact we do not want them to have and prefer stay with our case managers?

### **What policies and procedures will our agency have for communication between the group and agency staff?**

- What is the best way for our agency to provide generalized updates such as changes in policies or procedures for all active community sponsors?
- What will our agency recommend as best practice for facilitating contact between a refugee's caseworker and the community sponsorship group?
- What information about a refugee's specific case will our agency be able to share with community sponsor groups and which information should remain confidential unless explicit consent is given by the client?
- What are our agency's policies around community sponsor group members attending caseworker/client(s) meetings?
- Will CS groups complete case notes? If so, how do we want to manage this? And what role will case managers play in the process, review, or approval?

### **What role will the case management team play in the matching of CS groups with client's process?**

- Are there matching requirements or guidelines we want to follow? What should they be?

### **How will our agency address conflict between the caseworker and community sponsorship group?**



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## **Key Wrap-Up Questions**

**How can the community sponsorship staff best support the case management team?**

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**How can we ensure the client's autonomy and interests are protected through this process?**

**Have additional questions you have found helpful to discuss?**

**We'd love to add them to this resource!**

**Please email them to [info@refugeewelcome.org](mailto:info@refugeewelcome.org)**