



**Refugee Welcome  
Collective**

# RWC Baseline Survey Report

This report was developed by the Refugee Welcome Collective, a project of CWS, under an agreement paid for by the U.S. Department of State. Content in this report does not represent the policy of the Federal Government.

## Introduction

This baseline survey was conducted at the national and local resettlement agency (RA) levels in December 2022. It was completed by staff at the national and local RA offices who were responsible for overseeing community sponsorship (CS) programs. Data collected is meant to (a) inform work and outcomes of all resettlement agencies across the country, and (b) track the outcomes of the PRM-funded Capacity Building Project for Community Engagement awarded to Church World Services' Refugee Welcome Collective for FY 2023 – FY 2025.

## Methodology

### a. Data Collection

The baseline survey includes responses from the eight (8) 2022 RWC-member national RAs (there were nine [9] national RAs at the time; the 9th national RA had not joined the RWC membership at the time of the baseline survey completion, however, they have since joined the membership) and 101 local resettlement office respondents. Survey tool question items were proposed by RWC members at an in-person meeting. RWC member feedback and RWC staff input were incorporated into the final tools. The national survey tool and local survey tool were e-mailed to national RAs on December 13, 2022. National RAs completed the national RA survey tool and provided their local resettlement offices with the local resettlement office survey tool. The survey closed on January 31, 2023. Respondents included all eight (8) 2022 RWC-member national RAs.

### b. Data Analysis

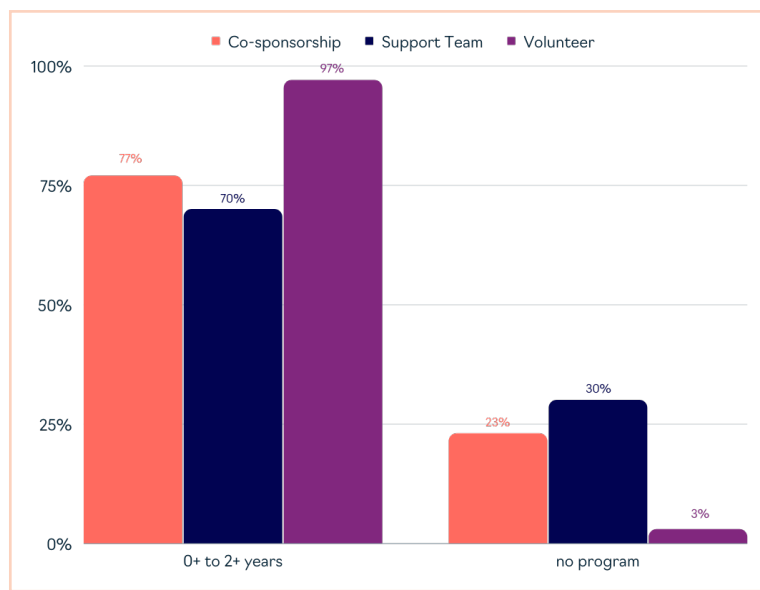
Sixteen (16) questions were asked on the national RA baseline survey and eight (8) respondents answered all the survey questions. Twenty (20) questions were asked on the local RA baseline survey. Data was compiled in Excel and visualized in charts.

## Findings

### Local Resettlement Agencies

**a. Stage of programs:** 77% of respondents' co-sponsorship program has existed between 0+ years and 2+ years, and 23% of local RA respondents do not have a co-sponsorship program. 70% of respondents reported that their Support Team program is between 0+ years and 2+ years while 30% do not have a support team program. Only 3% do not have a volunteer program while 97% reported having a volunteer program (see Figure 1).

Figure 1: Stage of programs



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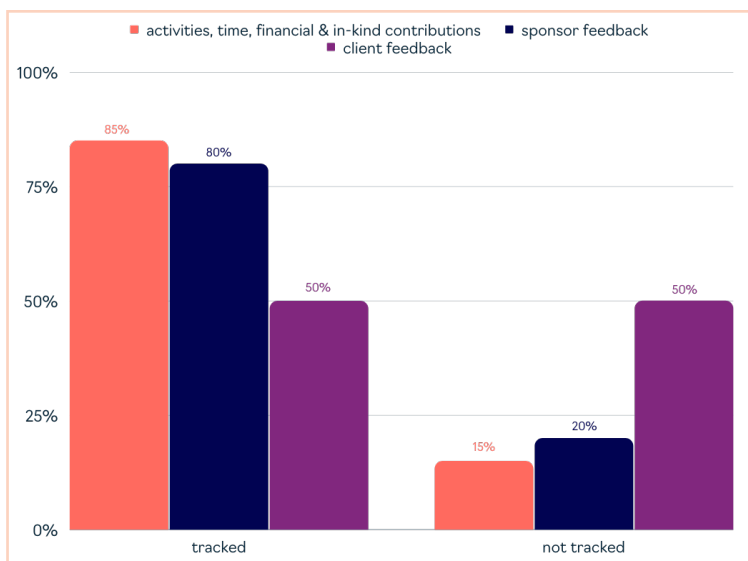
**b. Training:** An average of 90% of respondents reported that staff managing sponsorship programs at their offices and sponsor groups have received training on their role and responsibilities as community sponsorship staff and on using trauma-informed care respectively. Meanwhile, while 51% reported that their offices use the Community Sponsorship Essentials baseline training, 49% reported that their offices do not use the training.

**c. Data Collection/Tracking/Sharing:** Keeping data in co-sponsorship cannot be overemphasized because it provides

guidance and information on how best to manage the program. Data on activities, time, financial and in-kind contributions made by sponsor groups are well tracked by respondent offices, less than 10% do not track this information. More than 80% of local offices reported collecting feedback from sponsors on their experience in the sponsorship program. In sharp contrast, 53% of the respondents reported collecting feedback from clients on their experience in the sponsorship program (see Figure 2).

**d. Management and Staff:** Local offices were asked who heads their co-sponsorship program and 60% of respondents reported that their sponsorship program is headed by a community sponsorship coordinator. Other sponsorship programs were reportedly

Figure 2: Data tracked & feedback collected



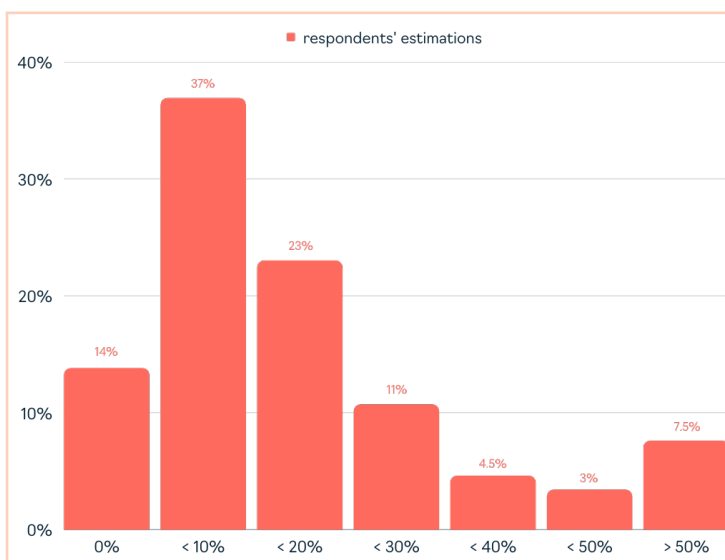
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headed by directors, case managers, one or more community sponsorship coordinators, and others. 80% of respondents noted that their co-sponsor groups in FY2022 were less than fifteen (15). 21% of respondents reported more than 15 support teams in FY2022. On the number of volunteers for FY2022, 15% of respondents reported more than 500 volunteers. 5 respondents noted that their office had less than ten (10) volunteers for FY2022.

**e. Resources:** Respondents were asked to identify resources that would help their organization further build capacity for their sponsorship program(s). Many resources were listed. Training/training materials, staff(ing), mentorship/support, partnership, funding, RWC App/resources/tech, and data/data reporting are the top resources identified by respondents.

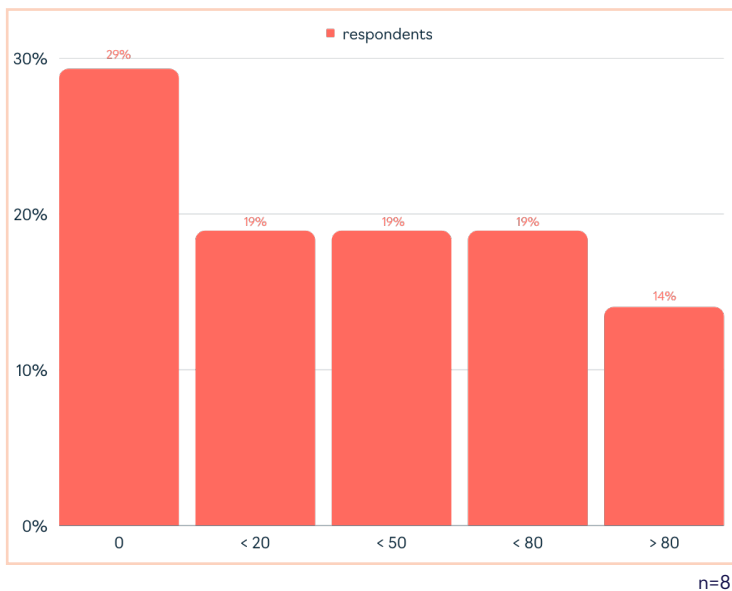
**f. Refugees:** The survey sought to know an estimate of the percentage of sponsors or volunteers of an immigrant or refugee background. Staff respondents were asked to estimate based on volunteers and sponsors they know or assumed to be refugees or immigrants or the children of a refugee or immigrant. While nine (9) respondents estimated 0%, twenty-four (24) respondents estimated less than 10%, fifteen (15) respondents estimated less than 20%, seven (7) respondents estimated less than 30%, three (3) respondents estimated less than 40%, two (2) respondents estimated less than 50%, and five (5) respondents estimated greater than 50% (see Figure 3). On refugees paired with co-sponsors in their office in FY2022, seventeen (17) respondents reported that there were no refugees paired with co-sponsors in their office in FY2022. Eleven (11) respondents had less than twenty (20), less than fifty (50), and less than eighty (80) refugees respectively.

Figure 3: Refugees/immigrants as sponsors/volunteers



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Figure 4: Number of refugees paired with sponsors at local offices in FY 2022



Eight (8) respondents reported that more than eighty (80) refugees were paired with co-sponsors in their offices in FY2022 (see Figure 4)

### National Resettlement Agencies

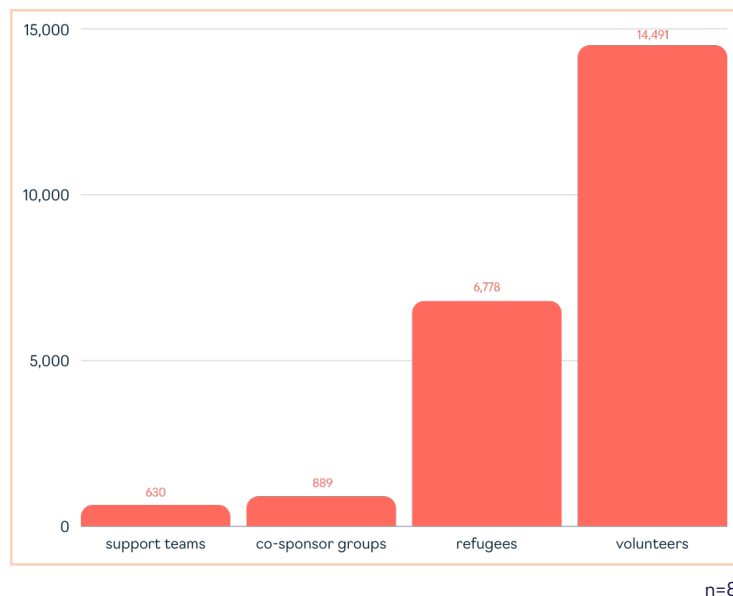
a. National RA staff respondents reported the number of local offices that have community sponsorship programs in their network. We found that the highest number of local offices with community sponsorship programs is 40 while the lowest number of local offices with community sponsorship programs is 10.

b. Six (6) of the national RA staff strongly agree, one (1) agree, and one (1) disagree that their organization has a goal for clients they would like to have paired with co-sponsors across their network. Two (2) of the national RA staff strongly agree, five (5) agree, and one (1) disagree that their organization has a clearly defined plan for supporting the growth of community sponsorship programs across their network. Two (2) of the national RA staff strongly agree, four (4) agree, and two (2) disagree that their organization has a clearly defined plan for supporting the sustainability of community sponsorship programs across their network. While one (1) national RA staff disagrees, six (6) and

one (1) national staff strongly agree and agree respectively that their organization would like to work with the RWC to connect local chapters of national service member organizations with their local sites (see Figure 6).

c. The national survey respondents indicated that across the 8 RAs, 6,778 refugees were paired with co-sponsors in FY2022. This number included individuals in the Reception and Placement Program and the Afghan Placement and Assistance Program. Respondents also indicated engagement of 889 co-sponsor groups and over 630 support teams. 14,491 volunteers were engaged in welcoming through the RA networks (see Figure 5). We calculated, based on the low estimate, that support

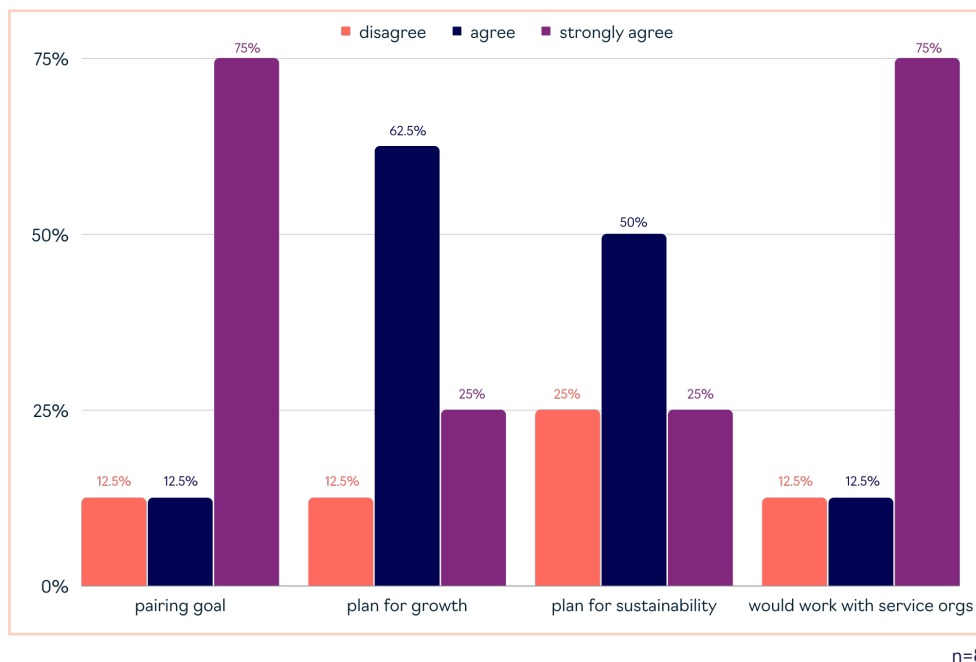
Figure 5: Number and type of groups engaged in FY 2022



teams and co-sponsor group included five (5) individuals, therefore RAs engaged over 22,086 community members as volunteers, co-sponsors, or support team members.

d. Data collection main sources used by national RAs include data reporting, community engagement reports, CS data tracking sheets, in-house data collection tools, case note recording platforms,

Figure 6: National RA goals, plans, and openness to partnership



quarterly reports, and mandatory questions on R&P period reports. However, different barriers exist in accessing and reporting detailed data about sponsorship programs across networks at the national level. These barriers, as reported by respondents, include “harmonizing data collection tools”, “local staff filling reports and surveys with information that is not required”, “challenges surrounding asking for additional data when information is not required by PRM and ORR”, “little funds to hire an FTE to stay on top of the CS programs”, “local RAs [sic] reluctant to instruct volunteers how to log hours”, and “data reporting.”

e. Supports provided by national RAs as reported by the survey respondents include one-to-one TA sessions, monthly and quarterly check-ins, monthly CoP meetings, in-person reflection events, regular training, CoP calls, community sponsor manual, resource templates, RWC resources (such as CS explainer, MoU, core service checklist, and CS toolkits for co-sponsors).

## Recommendations

The baseline survey has provided insight into how sponsorship programs and staff are faring. While there are some commendable areas that would need consolidation, the survey has also shed more light on areas where more effort is needed.

One significant area where RWC Members indicated more work is needed is data collection/tracking/sharing. While data on activities, time, financial and in-kind contributions made by sponsor groups and sponsors’ experience in the sponsorship program were well tracked, more effort is needed in collecting feedback from clients on their experience in the sponsorship program. It is also important to note that data/data reporting is one of the top resources identified by respondents to help them build capacity in their sponsorship program(s). It is recommended that local offices and national offices invest time and resources in gathering relevant information on clients served, staff, and programs to understand areas where consolidation and improvement are needed.

The baseline survey indicated that a substantial percentage of local offices did use the Community Sponsorship Essentials baseline training. It was also found that the top resource identified by survey respondents to help build capacity for their sponsorship program(s) was training/training materials (mentorship/support and RWC App/resources/tech were among the other resources identified). Therefore, another area where more work is needed is training. It is recommended that to build capacity for sponsorship programs at both national and local resettlement agency levels, training be prioritized and mentorship/support be encouraged. The RWC, for instance, is a hub for resources and technical assistance (TA) to support coordinated advancement in these areas and TA can be requested to help the sponsorship program(s) at these offices.

