Demystifying Monitoring – Breakout Room Activity
RWC National Community Sponsorship Conference, May 16, 2024

Breakout Room 1 – A monitor conducts a home visit and asks the family how they liked their co-sponsorship group. The family has no idea what the monitor is talking about, saying that they only had two volunteers who had helped them.

- How do you prevent this scenario?

Breakout Room 2 – One of your support teams is behind on submitting their volunteer records. You explained how to use your volunteer recording software when you trained the group and you have reminded the group leader that the group members need to document their time promptly. But still, you are missing most of the volunteer records for this case for the last 3 months.

- How do you prevent this scenario?

Breakout Room 3 – A member of a co-sponsorship group is regularly giving cash to the case and then telling you about it later, expecting a donation receipt from your agency. You appreciate their generosity, but you worry the family is becoming dependent on these gifts - and since you never saw this money, you can't count it as a donation to your R&P program. When you asked the volunteer to give the money to your agency instead, they tell you that they don't know how else the family is supposed to pay for things.

- How do you prevent this scenario?

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Breakout Room 4 – One of the case files that the monitors have asked to look at is a case that had a co-sponsor that went sour. The volunteer group reneged on their responsibilities, and you had to break the agreement with them before the end of the R&P service period. You realize that you did not communicate the end of the drama to the case manager, and you don't know how the case file will read.

- How do you prevent this scenario?

Breakout Room 5 – A support team member has been providing food assistance to the family for weeks. The family's Food Stamps are delayed, so this volunteer has been bringing groceries to the family in the interim. You have requested the receipts for these donations so you know their value, but the volunteer has lost all the receipts.

- How do you prevent this scenario?

Breakout Room 6 – A monitor conducts a home visit and asks the family how they liked their co-sponsorship group. The family has no idea what the monitor is talking about, saying that they only had two volunteers who had helped them.

- How do you prevent this scenario?

Breakout Room 7 – One of your support teams is behind on submitting their volunteer records. You explained how to use your volunteer recording software when you trained the group and you have reminded the group leader that the group members need to document their time promptly. But still, you are missing most of the volunteer records for this case for the last 3 months.

- How do you prevent this scenario?

Breakout Room 8 – A member of a co-sponsorship group is regularly giving cash to the case and then telling you about it later, expecting a donation receipt from your agency. You appreciate their generosity, but you worry the family is becoming dependent on these gifts - and since you never saw this money, you can't count it as a donation to your R&P program. When you asked the volunteer to give the money to your agency instead, they tell you that they don't know how else the family is supposed to pay for things.

- How do you prevent this scenario?

Breakout Room 9 – One of the case files that the monitors have asked to look at is a case that had a co-sponsor that went sour. The volunteer group reneged on their responsibilities, and you had to break the agreement with them before the end of the R&P service period. You realize that you did not communicate the end of the drama to the case manager, and you don't know how the case file will read.

- How do you prevent this scenario?

Breakout Room 10 – A support team member has been providing food assistance to the family for weeks. The family's Food Stamps are delayed, so this volunteer has been bringing groceries to the family in the interim. You have requested the receipts for these donations so you know their value, but the volunteer has lost all the receipts.

- How do you prevent this scenario?