Migration and Refugee Services
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Demystifying Monitoring: How to Design Community Sponsorship Programs that Check All the Boxes

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Introduction

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Rebekah

Learning Objectives

By the end of this session, you will be able to:

1. Understand the importance of monitoring and the part that community sponsorship plays in the process.
2. Identify ways to prepare your community sponsorship program for monitoring.

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Has your office been monitored while you've worked for them?

ⓘ Start presenting to display the poll results on this slide.

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Were you involved in the monitoring process?

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How would you describe monitoring (from your experience or from what you've heard about it)?

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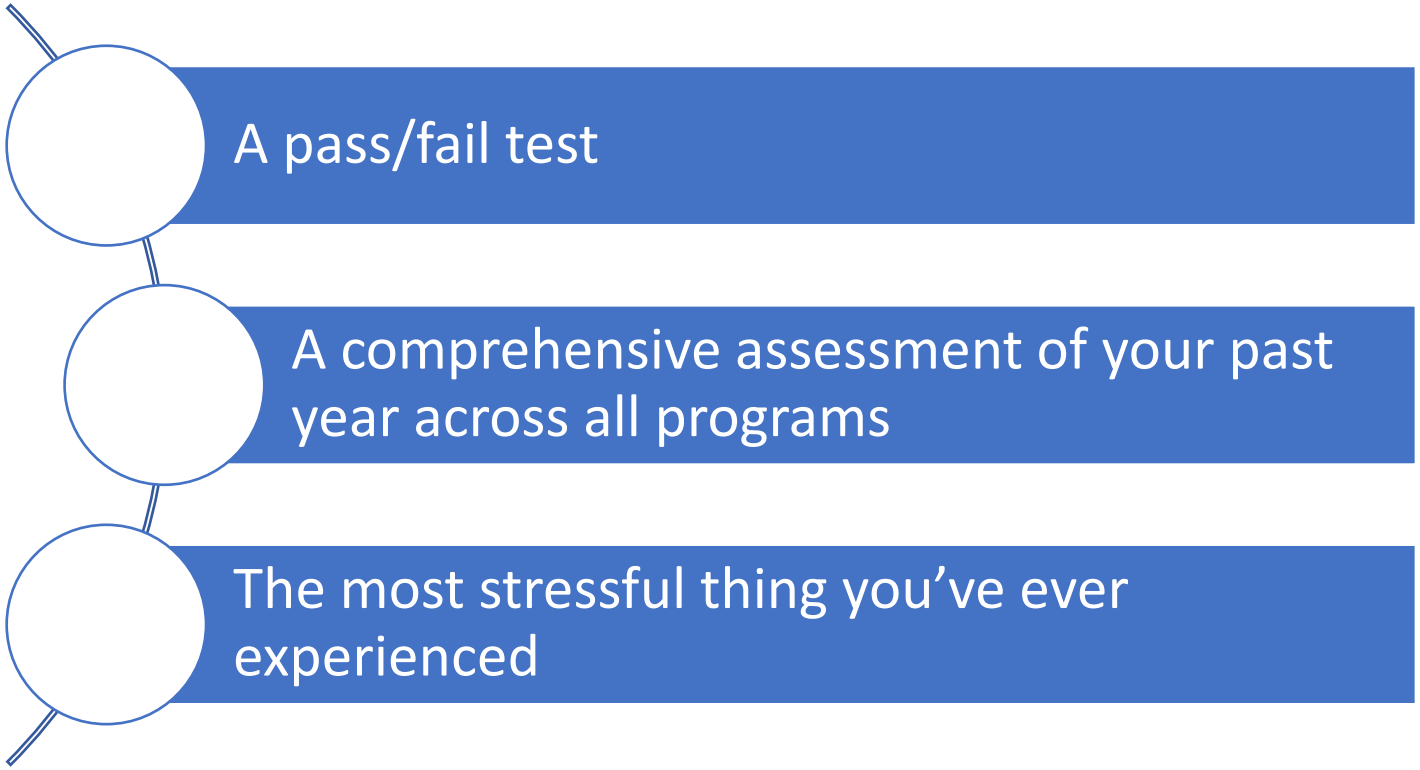
What Monitoring Is

- An assessment of your compliance with the guidelines of the federal program
- An opportunity for a fresh set of eyes to see what is working and what isn’t
- An occasion to learn or relearn aspects of the program that confuse or were forgotten

What Monitoring Isn't



Brief Overview of Monitoring

- R&P monitoring is done by both PRM and your RA HQ staff (you will also be monitored by ORR and your state refugee office if you run ORR programs).
- PRM gives very little notice before arriving (~3.5 weeks); your RA may give more notice (5 weeks – a few months).
- Monitoring visits done in person typically last 2-5 days and include interviews, home visits, program discussions, and training (RA only); pre-visit work includes case file and policy reviews.
- Post-visit, you will receive a written monitoring report with a list of findings and a compliance rating (compliant, mostly compliant, partially compliant, mostly non-compliant, and not compliant).

What the Monitoring Rating Means

Good compliance rating:

Keep up the good work.

Your good rating will be a collective good for the network.

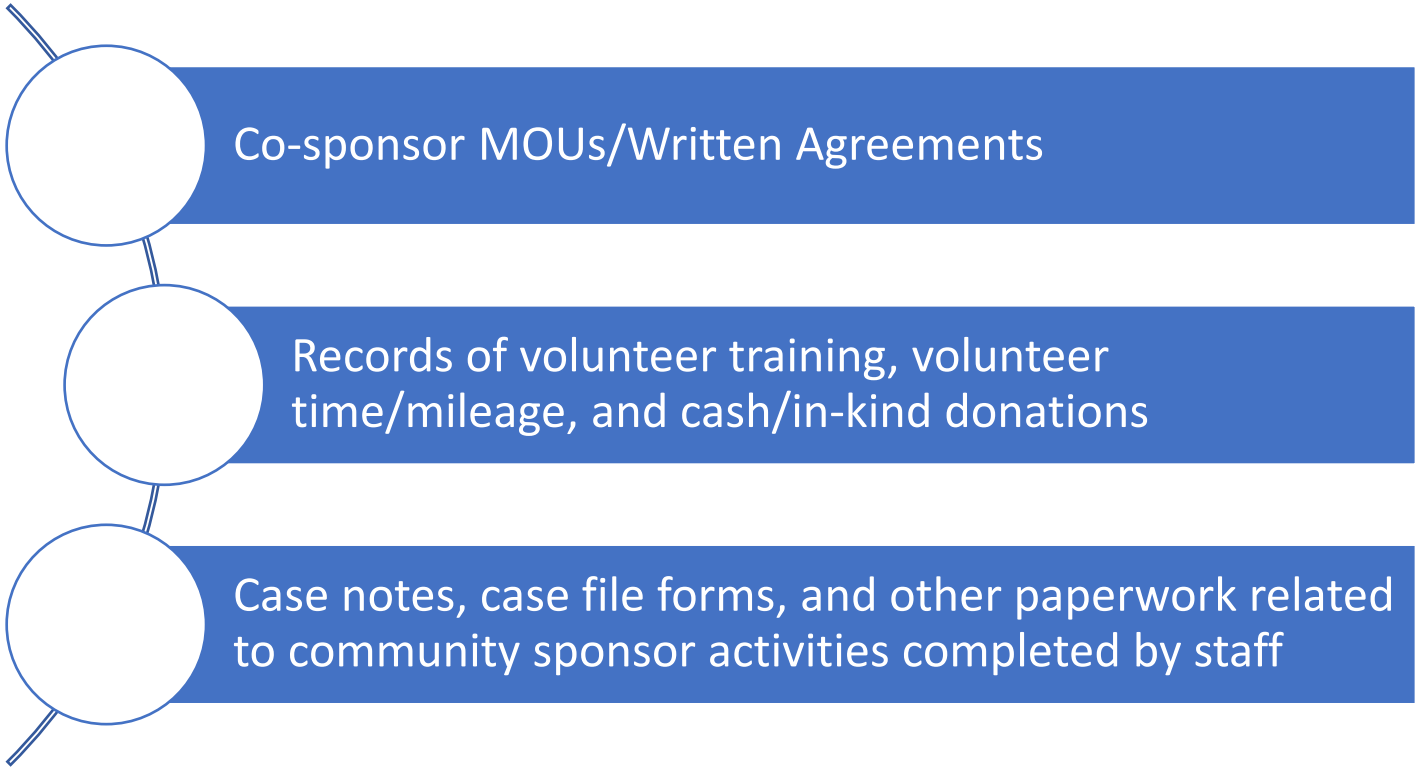
Poor compliance rating:

RA HQ staff will follow up with you over the next few months to see improvement in the areas of your findings.

Depending on the severity of your findings, you may be put on an arrival hold until issues can be addressed.

If compliance issues persist, your program may be suspended.

Community Sponsorship in Monitoring



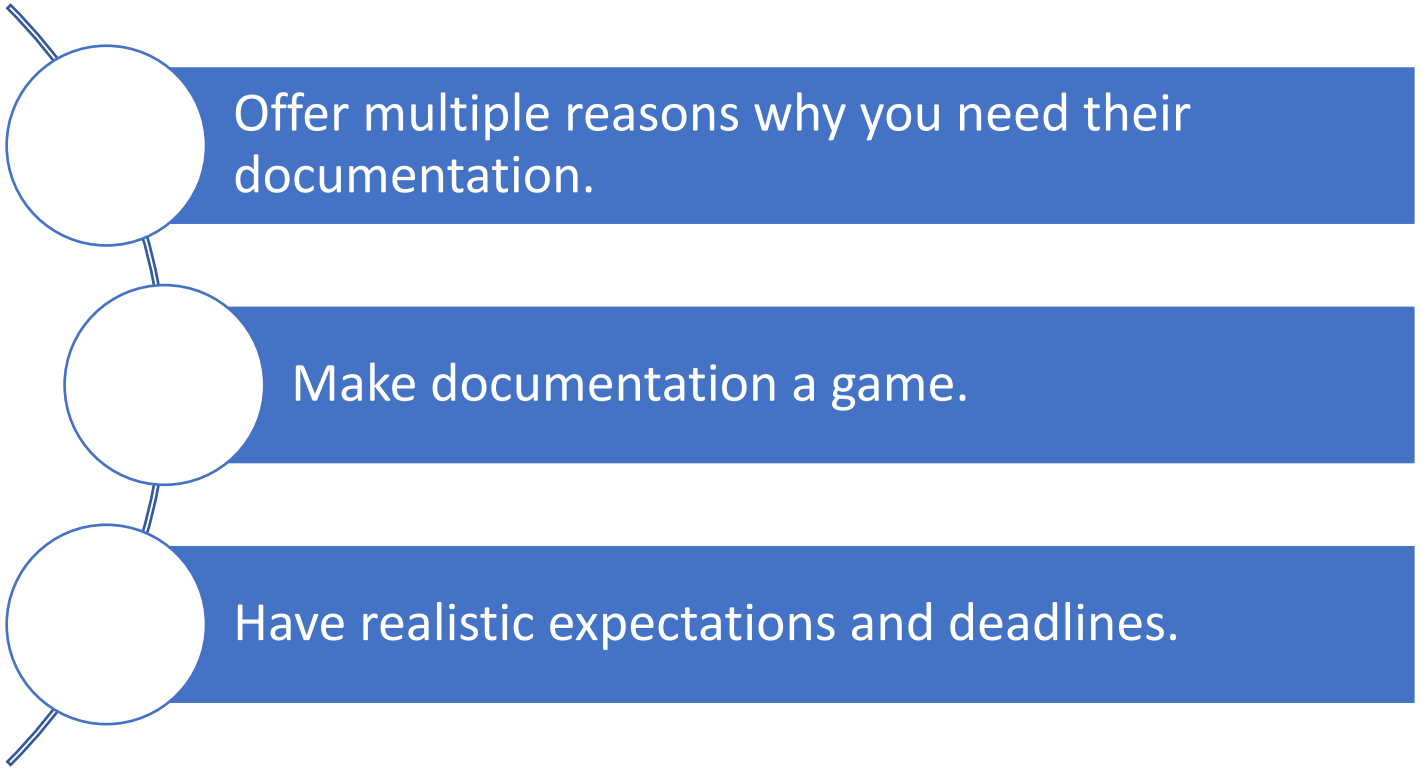
Practical Steps for CS Coordinators

- Don’t get siloed from the direct services team.
- Know the requirements.
- Ask to be included in monitoring preparations and in monitoring meetings that are open to all staff.

Practical Steps for CS Program Design

- Make assistance with documentation as user-friendly as possible.
- Be clear about what you need and how volunteers can give it to you.
- Build repetition of documentation needs into your interactions with community sponsors.

Community Sponsors and Documentation



Scenarios Activity

You will be divided into breakout rooms to review a particular scenario surrounding community sponsors and documentation/monitoring.

Your task is to explore ways to prevent this scenario happening in the first place.

Take 15 minutes to talk through the scenario in your breakout room, then we will come back together for 10 minutes to share what was discussed.

Scenario 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?

Scenario 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?

Scenario 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?

Scenario 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?

Scenario 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?

Scenarios Wrap-up

Do you have anything you discussed in your breakout rooms that you would like to share with the full group?

Did you find a variety of ways to prevent these scenarios?

Did the scenario your group discussed sound like something that has happened or could happen at your agency?

Tips for Low Stress Monitoring

Make it a state of being not an event to be ready for monitors to visit.

Monitors look for trends, not one-time occurrences.

Some documentation is better than nothing.

Your attitude has a significant impact on your experience.

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Questions?