COMMUNICATION AS KEY: Goals

Be direct and organized with communication

- Talk through communication policies during Training 3
- Set realistic expectations for all.

Expedite communication

- Communication should be “streamlined” through the team lead during our weekly check-ins
- Co-Sponsorship Coordinator is also the Case Manager, it cuts down the communication loop in a positive way.
- Very rarely to Co-Sponsors have to contact other ACC staff members.

Clear policy on what to expect from the Co-Sponsor Team

- Team members should do their best to streamline communication through the leads, but can contact CS Coordinator if needed.
- Outline when the team will be meeting together (weekly meetings, check-ins etc)

Clear policy on what to expect from the Co-Sponsorship Coordinator

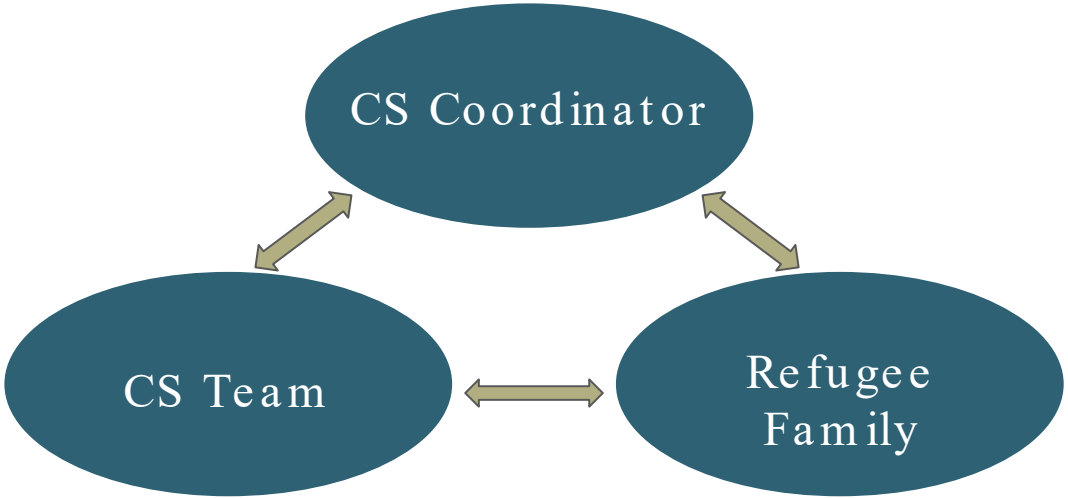
- Outline hours and when to expect a response while also providing an emergency plan
- Set realistic expectations on how slowly things move during resettlement

Example Slide from Training 3

COMMUNICATION AT ACC

Throughout the course of the match

- Weekly Team Meeting for the first 3 months
- Weekly ACC/Team Lead meeting for the first 3 months
- Bi-weekly or ad-hoc Team Meeting after 3 months
- 6 Month Check-In with ACC, Team, & Family
- Monitoring & Evaluation Surveys with CM and Team Leads at 2 and 9 months
- 9 Month Closure Meeting with ACC, Team, & Family



Example Slide from Training 3

CLOSING MESSAGES

Tolerating Messiness

Resettlement staff are busy and have low capacity - please be patient with us

State bureaucracy is capricious and frustrating, things often take time to resolve

Emma's working hours are 9am-5pm M-F
Unless it's an emergency she will not reply after hours. Please text rather than call with information so she can screen the urgency.

Sponsors Organized to Assist Refugees

Communication Structure: Community Support/Co-Sponsor Teams

Our Co-Sponsor Stucture

Every partnership receives:

- Training 1: Resettlement 101 & Co-Sponsorship Roles

  45 min + Q&A (live on Zoom)

- Training 2: SOAR Policies, Client Communication, & Confidentiality Practices

  45 min + Q&A (live on Zoom)

- Background checks from every individual on the team

- Once case assigned, team will meet with Case Manager & Community Engagement Coordinator to agree on role and sign co-sponsor agreement

- Team will have closing meeting at end of 3 month period with Community Engagement Coordinator & Case Manager. Community Engagement Coordinator will ask team if they wish to be re-matched to another future family

Our Co-Sponsor Partnerships

- 2 traditional co-sponsor groups
- 1 church providing temporary housing + support

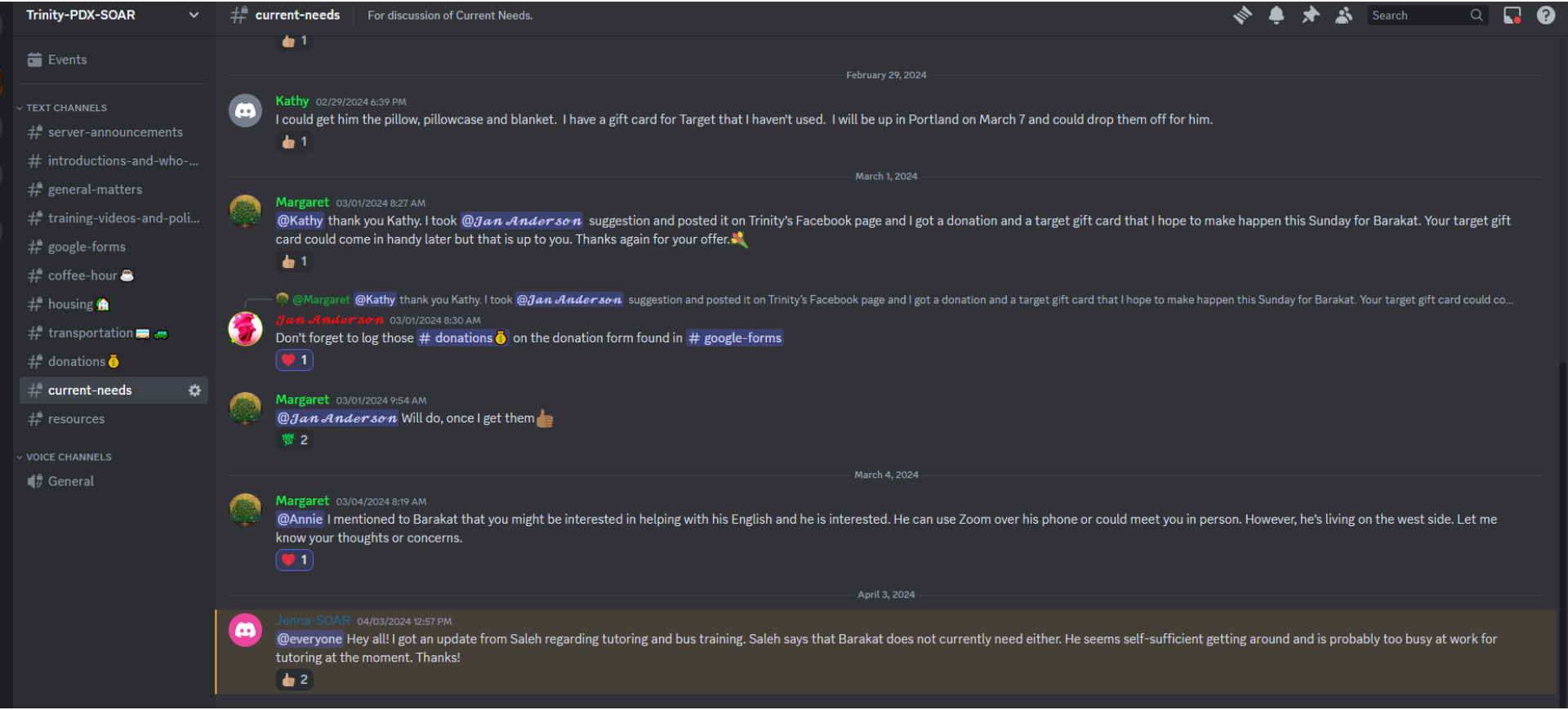
Church housing received somewhat non-traditional training (recordings of lives)

To iron out issues - have since implemented a “quiz” system to make sure volunteers watching recorded trainings are actually viewing the material

Communication Strategies

- Every group is different
    - One co-sponsor group: I do weekly/monthly check-ins by phone with team lead. Submit hours/donations by Google Forms
    - With church housing, we communicate by email. Submit hours via general volunteer form I send out
    - One co-sponsor team uses Discord - so far this has been the smoothest communication structure

Discord as Communication



Recent Policy/Communication Issues & Resolutions

- Pastor of church posted photos of clients on Facebook
- Leader of co-sponsor team (rightly) reached out to me privately to clarify and re-enforce policies
- Delicate situation because of well-intentioned actions on both the side of the pastor and the team lead
- To smooth out issues - will be doing a “policy refresher” with co-sponsor groups

What I’ve Learned

- Finding a platform that can consolidate communication is gold
- Policy refreshers are a MUST
- Quizzes are a good way to implement knowledge of recorded training and ensure parties watch the materials