



Family Mentor Volunteer Training



CATHOLIC
COMMUNITY
SERVICES

OBJECTIVES

- Understand the refugee resettlement process and where CCS fits in
- Understand and explain the seven core competencies of holistic self-sufficiency
- Understand your role in helping clients achieve self-sufficiency
- Understand the basics of the grants and services provided to refugee clients
- Understand CCS staffs' expectations of you

Migration and Refugee Services Volunteer Team



ERMINA HARAMBASIC
MRS Volunteer Programs
Supervisor



JEREMY GIDNEY
Refugee Volunteer Specialist



Refugee Family Mentors

RESPONSIBILITIES, GOALS, AND BOUNDARIES



What is a Family Mentor?

- “To mentor is to give your time, talents, and energy”
- A FM is a volunteer who is placed in a group with 1-3 other volunteers who are then matched with a refugee family to help them:
 - Learn to navigate their new community
 - Learn English
 - Learn to access community resources
 - BECOME SELF-SUFFICIENT



Expectations

Here are some of the fundamental expectations for all volunteers in our Family Mentor program:

1

Meet with your client **2-5 hours per week**, for **6 months**. Ideally, you will commit to one year of service.

2

Complete the Family Mentor Teaching Checklist and log hours spent with client.

3

Be self-sufficient yourselves! This position is largely independent, with you taking the lead from your clients' needs and priorities.

4

Work to support resettlement staff and avoid duplicating efforts. You are a member of our team!

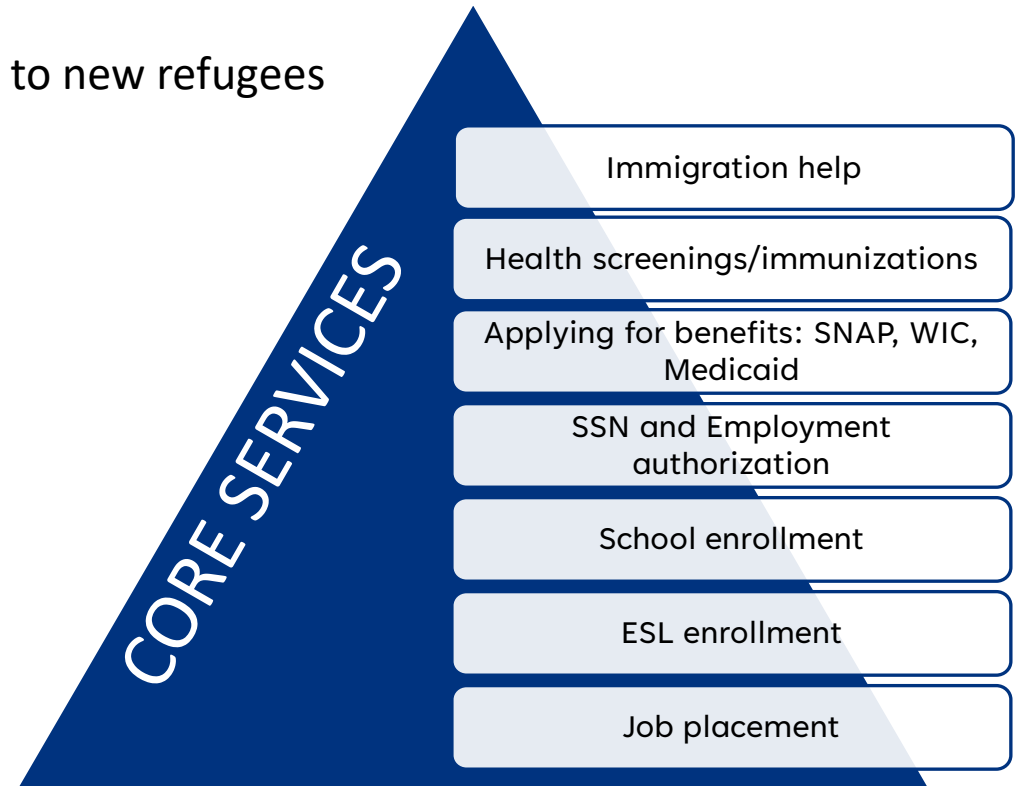
What qualities should an FM have?

- **Respecting confidentiality**
 - Don't share about your client's health, past trauma, finances, and other sensitive information with others
- **Cultural sensitivity**
 - Respect client's cultures and the time it takes to adjust to a new culture
- **Teach**
 - Do with instead of do for
 - Prevent dependency—allow clients to try things on their own, empower and encourage them
- **Team worker**
 - Communicate with others in your group
 - Don't take on all responsibilities yourself
 - Communicate progress and needs

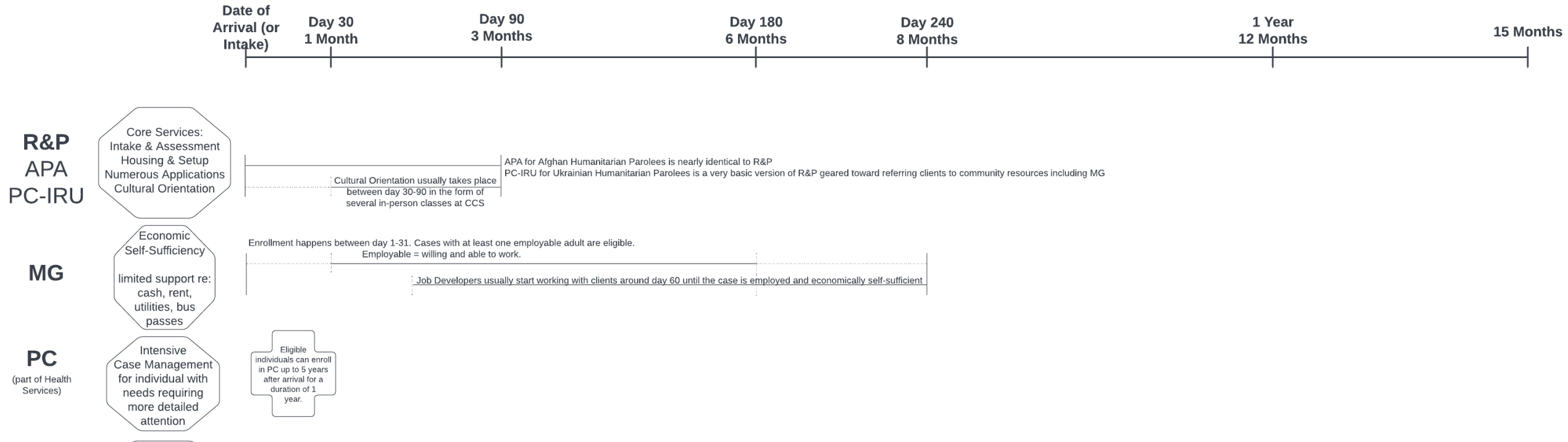


OUR ROLE AT CCS: TO DO, OR REFER TO OTHER COMMUNITY PARTNERS

- CCS Refugee Resettlement (RR) team provides core services to new refugees
- RR teams



Grants and Funding



Different grants support services to clients at different times

Grants have requirements of clients. I.e willing and able to work

Grants place limitations on staff. I.e transportation to health appointment

A woman in profile, facing left, wearing a vibrant red headwrap and a white top with colorful geometric patterns. She is positioned in front of a yellow wall with a grid pattern and a red shutter. The lighting is dramatic, with strong shadows.

Culture Competence and Mentoring

Volunteer policies and best practices



Why Cultural Competence?

- Volunteers who demonstrate cultural competence **strive to understand the cultures of the people they serve and approach them with cultural sensitivity and respect.**
- MRS volunteers who are mindful and accepting of cultural differences, allow clients to feel welcome, safe, and respected.
- Feeling safe is necessary for clients to progress in reaching self-sufficiency



Mutual Cultural Respect

- The mistake of thinking in terms of “us and them”
 - Don’t think of your refugee family as an “other,” but as a new neighbor
- Pushing American culture vs. letting them live their own
 - At CCS we work to **integrate**: a two-way process in which newcomers and the receiving society work together to build communities
 - We do not encourage **assimilation**: the process in which a minority group or culture comes to resemble a dominant group or assume the values, behaviors, and beliefs of another group
 - The difference between helping them learn the culture vs. forcing them to live it



Volunteer Policies

Social Media and Photography

- Volunteers should not take pictures without an adult client's **explicit** consent.
- If clients are comfortable with taking photos, do not assume they are comfortable with those being posted online.
- Why do we have this policy?
 - Many clients choose to remain offline as their location can put them or their families in their home country in danger.
 - Clients have the right to choose.

Religion and Culture

- Volunteers should not initiate conversations related to sharing their own religious beliefs
- Volunteers should not invite clients to any faith-based ceremonies, gatherings, or events
- All conversations related to volunteers' faith should be client-initiated and led
- Why do we have this policy?
 - Many of our clients flee religious persecution and we want them to feel supported to practice their own faith and feel no pressure to change.
 - Clients are incredibly thankful for your support and if asked to attend a faith-based event, they may not feel they can say no.



Refugee Resettlement Staff

Know who to contact



CATHOLIC
COMMUNITY
SERVICES

Who to contact?

[Contact: Catholic Community Services of Utah \(duplie.com\)](https://duplie.com)

-An updated contact sheet can be found at the above link



Refugee Resettlement Contact Sheet

HEALTH SERVICES TEAM

For all client health needs

Alexis Arnold, Health Services

Supervisor

Other Languages: German
385-409-1070
aarnold@ccsutah.org

Vanessa Masanka, Health Screening
Coordinator

Other Languages: Swahili, Kinyarwanda, &
Kirundi
Questions regarding initial health screening
385-409-1049
vmasanka@ccsutah.org

Brittany Steenhoek, Mental Health
Coordinator

Questions regarding mental health
385-409-1047
bstenhoek@ccsutah.org

Makenna Kochija, Health Promotion
Coordinator

Questions regarding navigating the healthcare
system
801-428-1130
mkochija@ccsutah.org

Sarah Armstrong, Health Promotion
Assistant

Questions regarding COVID & vaccinations
385-409-1079
sarmstrong@ccsutah.org

Leul Mengistu, Health Preferred
Communities Coordinator

PC CASE MANAGERS

*For clients who are part of our
Preferred Community programs*

Fardowsa Hyssein, PC Manager

Other Languages: Arabic, Somali
(801)142-8125
FHussein@ccsutah.org

Maryan Mohamed, PC Manager

385-368-3964
maryanmohamed@ccsutah.org

HOUSING SPECIALIST

*For reporting maintenance issues,
addressing concerns with landlords, any
other housing questions*

Justin Wilson, Housing Coordinator

Other Languages: Spanish
jwilson@ccsutah.org

DIGITAL EQUITY SPECIALIST

*For technology-related questions and
needs*

Ali Abid, Digital Technician

Other Languages: Arabic
Questions regarding use of provided digital
devices or related to technology in general, as
well as navigating the public transportation
system
801-428-1241
aabid@ccsutah.org

Case Management

What should a family mentor know about Case Managers?

- Every client will have a case manager assigned to their case; case managers can help with:

SNAP (EBT) issues

Bus pass requests or arranging pick up of bus passes (MG only)

Social Security

Help applying for WIC

Connecting to immigration team

Deseret Industries (DI) Voucher requests

Housing

What should a family mentor know about the housing team?

Our Housing Coordinator finds affordable housing for each of our clients

Contact Justin Wilson for the following reasons:

- Reporting a maintenance issue with the family's home
- Additional concerns that need to be addressed with the landlord
- Any other housing questions

Case Managers should be copied on communication with the housing coordinator



Job Development

What should a family mentor know about the JD team?

There are four full time Job Developers working with our refugee clients served through MG:

- Mahamud Osman
- Jean Claude Iyamuremye
- Munir Mujadidi
- Nadia Al Saud

Job Developers help with:

- Job placement
- Resume creation
- Interview skills and tips
- Any other issue related to employment



Health Services

What should a family mentor know about the health team?

Initial Health Screening

- Completed within the first 30-40 days following intake
- Grants require clients to be seen at 1 of 2 clinics
- Referrals are given following the health screening for specialists
- Encourage client to voice any concern during initial health screening!

Arrange a primary care physician for family

Immunizations and vaccinations



Health Services

What should a family mentor know about the health team?

Transportation

- Urgent Care
 - We can take clients to urgent care only if they need to go before their health screening appointment. After they have been taken to their health screening, subsequent urgent care appointments become their responsibility.
- Health Screening
 - We schedule and coordinate transportation for all health screening appointments.
- Health Screening Referrals
 - The health screening provider will often write referrals. We can schedule and transport clients to the first of any referral appointment. (i.e., if a client receives a referral to a physical therapist, we can take them to their first appointment. They will be responsible for any subsequent follow-ups.)
- Establish Care
 - We schedule and coordinate transportation for all our clients to be established with a primary care provider.



Youth Services

What should a family mentor know about the youth team?

Our Youth Team helps our clients with:

- School enrollment
- Absent report
- Attendance and grades
- School meetings
- Youth activities at school or home
- School fees
- All other concerns regarding schools, school staff, or students



Share House

What should a family mentor know about the Share House?

Our Sharehouse is our donation warehouse for all MRS Program donations

Refugee clients are welcome to access the Sharehouse once/month during case management

What is available at no cost to clients?

- Hygiene products
- Cleaning Products
- Paper towels and bath tissue
- Winter Coats
- Backpacks
- So much more!

Open hours for store: Tuesdays and Thursdays from 1-4 PM

- Clients must have their intake sheet (photo or physical)
- 440 S 400 W, Suite D & E, SLC 84101
- Will Maloy-Sharehouse Supervisor



THE SEVEN AREAS OF SELF-SUFFICIENCY

1. Employment

2. Housing

3. Education

4.
Community/Family
Support

5. Language and
Cultural
Knowledge

6. Health

7. Life Skills

What are some things you could teach clients to support them in reaching self-sufficiency in the 7 areas?



Let's Practice!

Enroll youth k-12 in school

CCS
Role

RR Youth Team will enroll all
youth in school

Vol
Role

Sorting through mail

CCS
Role

Vol Role

Support the newcomer(s) in accessing their mailbox. As necessary, support the newcomer(s) in identifying bills, junk

Scheduling healthcare appointments

CCS Role

All initial health needs/appointments should go through our health team

Vol Role

If the client has a health need that hasn't been addressed, email our health team for scheduling. Once care has been established, teach client how to schedule their own appointments.

Public Transportation

CCS Role

Provide clients in MG with UTA passes

Vol Role

Ride public transit with the newcomer(s) to their points of interest (e.g., shopping, post office, library, grocery store, park, children's school, doctor's office, place of worship)

Help client find a job

CCS Role

Job Developers will help clients in the Match Grant program find employment

Vol Role

If you know of a good job for the client, communicate it to our JD's and help get the client employed

SNAP and EBT: Explained

1. What is SNAP?
 - *Supplemental Nutrition Assistance, formerly known as "Food Stamps," is the program most of our clients utilize to pay for groceries.*
2. What is EBT?
 - *EBT cards, or Electronic Benefit Transfer cards, hold SNAP funds for clients to pay for their groceries; they work like a Debit card with funds added and accessed via a PIN number.*
3. How much money do clients receive in benefits?
 - *SNAP funds are determined by household size, gross monthly income, net income, and assets so the amount will vary greatly from client to client.*
4. How do refugees pay for groceries before SNAP benefits?
 - *Through R&P funding, clients will always have a backup option to buy groceries.*



SNAP and EBT: Explained (cont.)

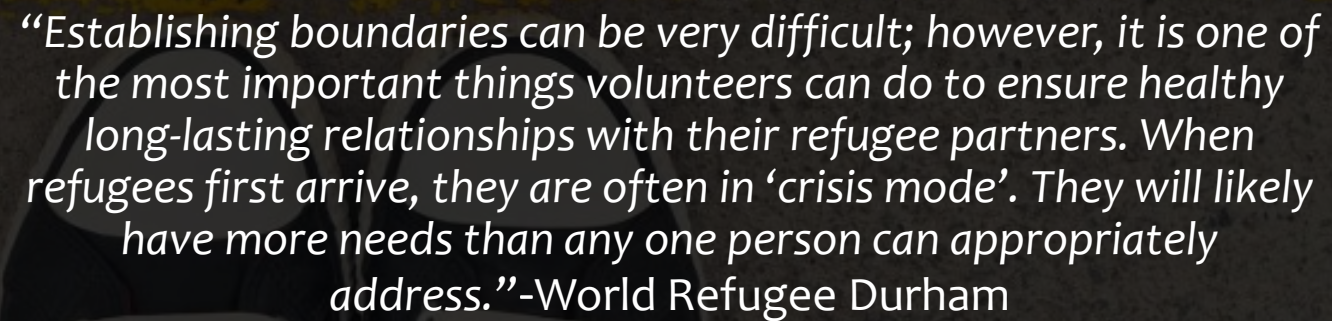
5. How can I help my client check their SNAP balance?
 - *SNAP balances can be found:*
 - *On your last grocery receipt*
 - *By calling the Utah EBT customer service number*





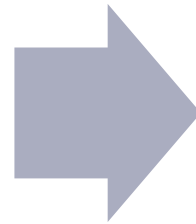
Creating Boundaries

“Establishing boundaries can be very difficult; however, it is one of the most important things volunteers can do to ensure healthy long-lasting relationships with their refugee partners. When refugees first arrive, they are often in ‘crisis mode’. They will likely have more needs than any one person can appropriately address.”-World Refugee Durham



Fostering Sustainability

We want you to feel supported by CCS and stay with us through the years.



To us, this means creating **SUSTAINABLE VOLUNTEERS** who help push our mission of self-sufficiency by empowering our clients.

Why is setting boundaries important?

Boundaries help prevent burnout

- Refugee Resettlement is a high-burnout and high-stress field
- The best family mentors know how to keep a balance between **their needs** and the needs of clients.
- Refugees may have a hard time differentiating between agency staff and mentors and they expect the same of both—restate your purpose as a volunteer

Preventing dependency

- Do not be afraid to say “No”
- This can be very difficult, but it is essential.
- 1. Show 2. Teach 3. Guide.
- Do **with** instead of doing **for**

Group Effort

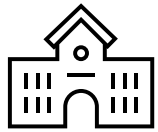
We do not expect you to be an expert in resettlement services

- Learn as you go along and **ASK FOR HELP**.

Every party involved has their own responsibilities

- Mentors—be consistent, attend volunteer training, encourage self-sufficiency, provide feedback
- CCS Staff—be timely, relay resources, answer questions, take care of core services
- Mentees (refugees)—attend appointments and classes, make self-sufficiency plans, seek employment, save and prepare for future

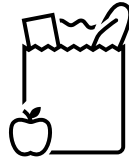
Empowering Clients



If a child has a field trip permission slip in their backpack:

fill out the form for them

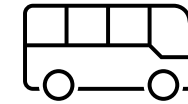
Coach the parents on how to check their backpack for notes from school



If they need to buy groceries:

buy the food for them

ride the bus with them to the store and teach them where to locate different items



If the family needs to get somewhere:

Take them in your car
(every time)

empower them to take ownership of finding sustainable transportation

Quiz

1. Which of the following is ***not*** your responsibility as a Family Mentor?
 - A. Showing your client how to use the thermostat
 - B. Paying your clients' utility bill with your own money
 - C. Explain the differences between urgent care, emergency rooms, and standard doctor's appointments
2. Which of the things should you notify the housing team about anfollowingd copy the CM?
 - A. Your client asking you how to buy a house in the United States
 - B. Your clients' have a leak in their ceiling
 - C. Your client only using their stove because they do not know how to use the oven

Teaching Checklist

- The Teaching Checklist allows Volunteers to track necessary skills within the *7 areas of self-sufficiency*
- During the Family Mentor Match meeting, volunteers and families have a chance to go over this list and discuss what the family hopes to focus on

Family Mentor Teaching Checklist

This list is meant to be completed over the course of the first year of case management with the guidance of the case manager. We have divided tasks to correspond to the 7 Areas of Self-Sufficiency that case managers track for each of their clients over the course of the client's case management. The 7 Areas of Self-Sufficiency are:

1. Employment
2. Housing
3. Health
4. Education
5. Language & Cultural Knowledge
6. Community/Family Support
7. Life Skills

Priority levels within categories are ranked 1 through 4. Items marked with a 1 are to be taught first. Keep in mind that each family is different and may already know some of these things.

Activity	Priority	Date Covered	Notes
Employment			
Explain that it is important to cooperate with Job Developers.	1		
Explain the necessity of maintaining positive relationships with supervisors (working hard, being punctual, etc.)	1		
Explain that you must create a local job history; this means accepting entry level jobs, no matter your work history.	2		
Practice interviewing strategies, including speaking about yourself and your work history in English.	3		
Practice filling out blank applications; create a master copy that can be taken with them on job searches.	4		
Education			
Explain that children must be enrolled in and attend school. Make sure they know	1		

community education classes).			
Housing			
Explain the importance of caring for your home, keeping it clean and maintaining a positive landlord-referral record.	1		
Explain where the trash should be taken and (if applicable) what days it is collected.	1		
Go through the house and demonstrate how to safely use all household appliances such as: the stove, microwave, refrigerator, garbage disposal, vacuum, blender, toaster, etc.	1		
Explain how to use the restroom including: what items should and should not be flushed down the toilet; what to do when a toilet becomes clogged; etc.	1		
Demonstrate how to: use the vacuum, use brooms and dustpans, mop, hand-wash dishes, clean sinks and toilets, clean glass and mirrors.	2		
Explain the use of the dishwasher and what types of soaps are acceptable to use in them.	2		
Explain the use of the thermostat, what acceptable temperature ranges are and how to switch between furnace and A/C use.	2		
Demonstrate how to use sinks and how to access hot and cold water.	3		
Explain the importance of locking doors when leaving the house at night.	3		
Explain safety issues regarding electricity (sockets, water, etc.)	3		
Demonstrate how and when to check fire alarms.	4		
Health			
Explain what is, and what is not a medical	1		

Family Mentor: Do's and Don'ts

Do

Access the resource page on Duplie!

[Family Mentors: Catholic Community Services of Utah \(duplie.com\)](#)

Visit the Sharehouse with your client once a month during open hours

Communicate with your other group members

Don't

Give clients money if they ask for it (preventing dependency)

Avoid using public transportation

Contact Case Managers with non-emergency requests outside business hours (8:30am-5pm, M-F)



Quiz: Scenario A

During your match meeting, you discuss with your client that learning English is a top priority of hers. It's now been two months and she is still at the very early stages of learning English and seems to be struggling a bit. Her son has a good command of the language and jumps in to translate your speech for his mother into their native language whenever he's at home.

How do you handle this situation?



Quiz: Scenario B

You've been mentoring a family from Afghanistan. When you arrive at their home today, they inform you that their washing machine is broken, and they ask you to fix it.

How do you handle this situation?

Family Mentor Principles

"I will prioritize positive boundaries in Family Mentoring, maintaining my own well-being, defining my role, and referring the client to other people and resources, as necessary"

"I will support Catholic Community Services with self-sufficiency as an overall goal. Resettlement itself can be defined as families and individuals regaining power and control in their lives. I will 'do with' instead of 'do for.'"

"Family mentors provide refugees with initial warm welcome and connect them to community introducing them to resources, situating refugees for long term integration."

Logging Your Volunteer Hours: Why do they matter?

Audits

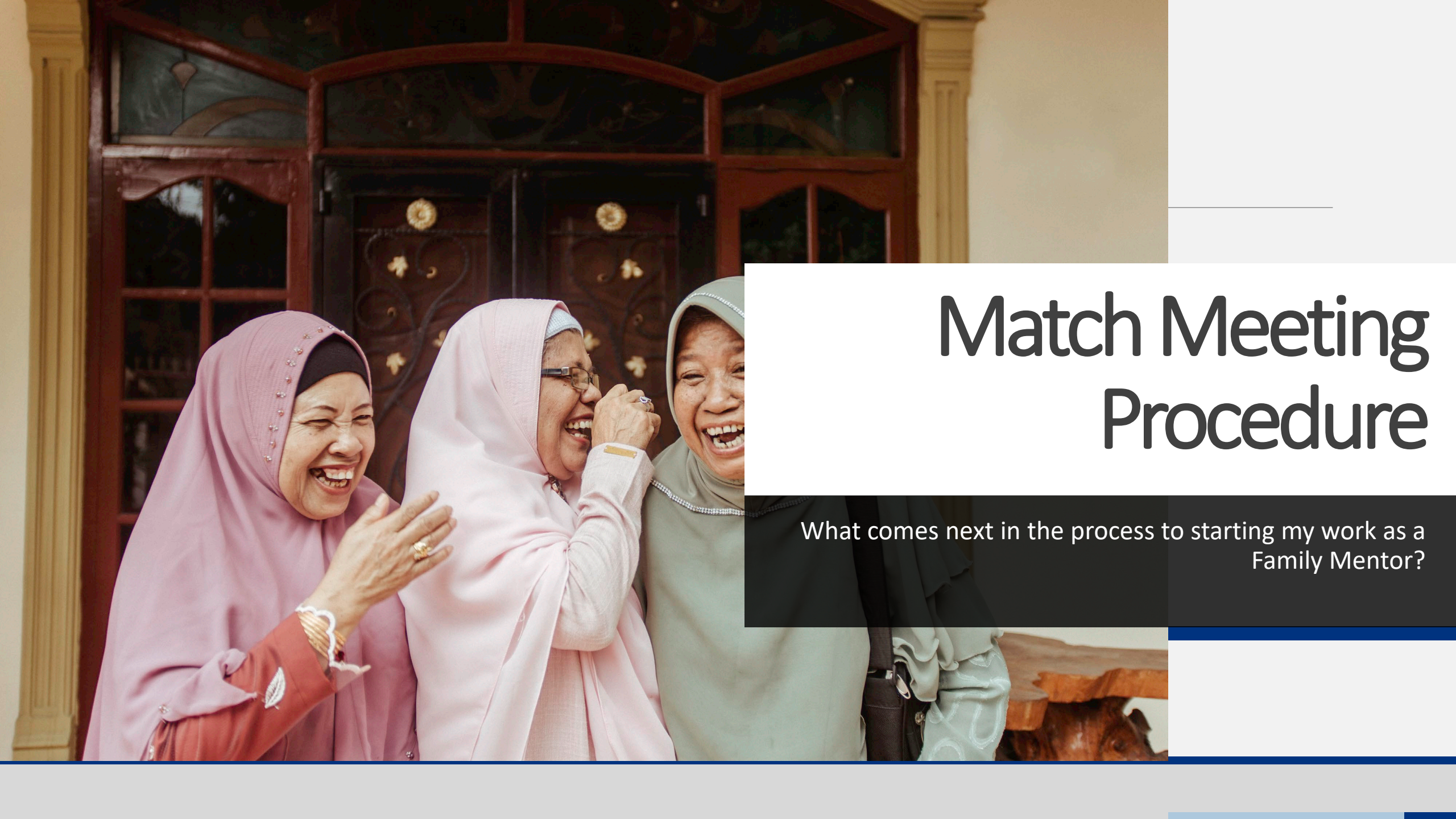
- The hours you spend with a client working on their self-sufficiency go directly into the client's case file

Timeline

- Document client progress

Funding

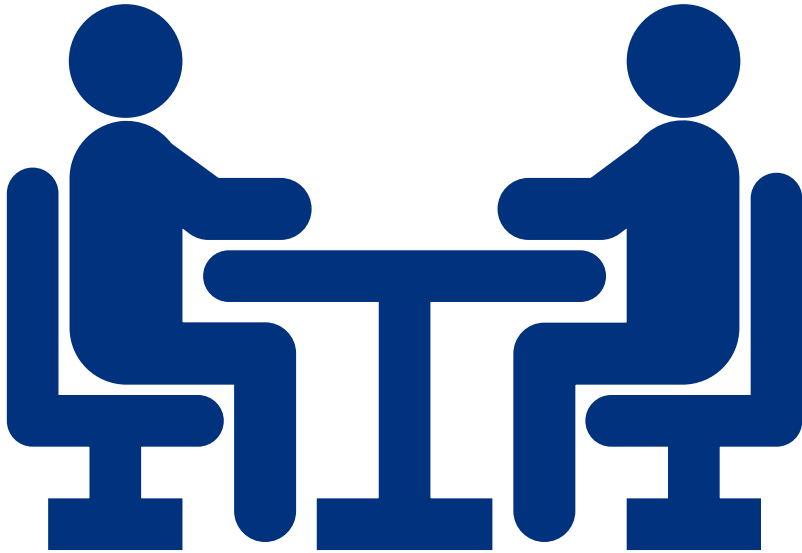
- Most volunteer hours are MG eligible! Meaning for every \$1 of in-kind donations our RR program receives \$2 allowing us to resettle more refugees!

A photograph of three women wearing hijabs, laughing joyfully together. They are standing in front of a large, ornate wooden doorway with intricate carvings and glass panels. The woman on the left is wearing a pink hijab and a red top, the woman in the middle is wearing a light pink hijab and glasses, and the woman on the right is wearing a light green hijab. The scene is brightly lit, suggesting an indoor setting.

Match Meeting Procedure

What comes next in the process to starting my work as a
Family Mentor?

Family Mentor Match Meeting



Purpose

- For volunteers and client to get to know each other
- Discuss clients' goals
- Arrange meeting schedule and method of communicating with clients

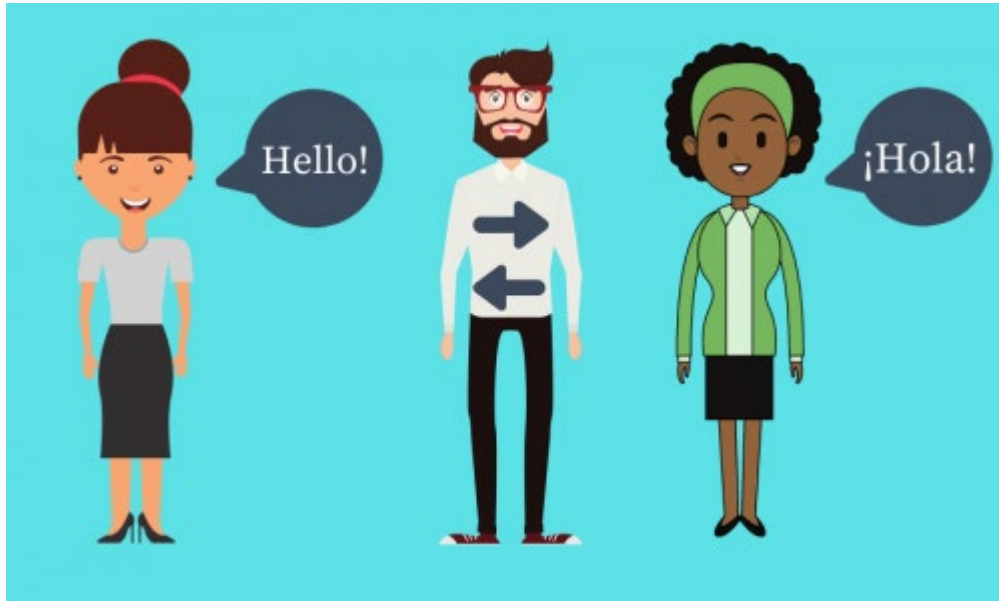
Who will be present?

- Clients
- Volunteers
- MRS Volunteer Coordinator
- Clients' Case Manager
- Interpreter, if needed

Where will this take place?

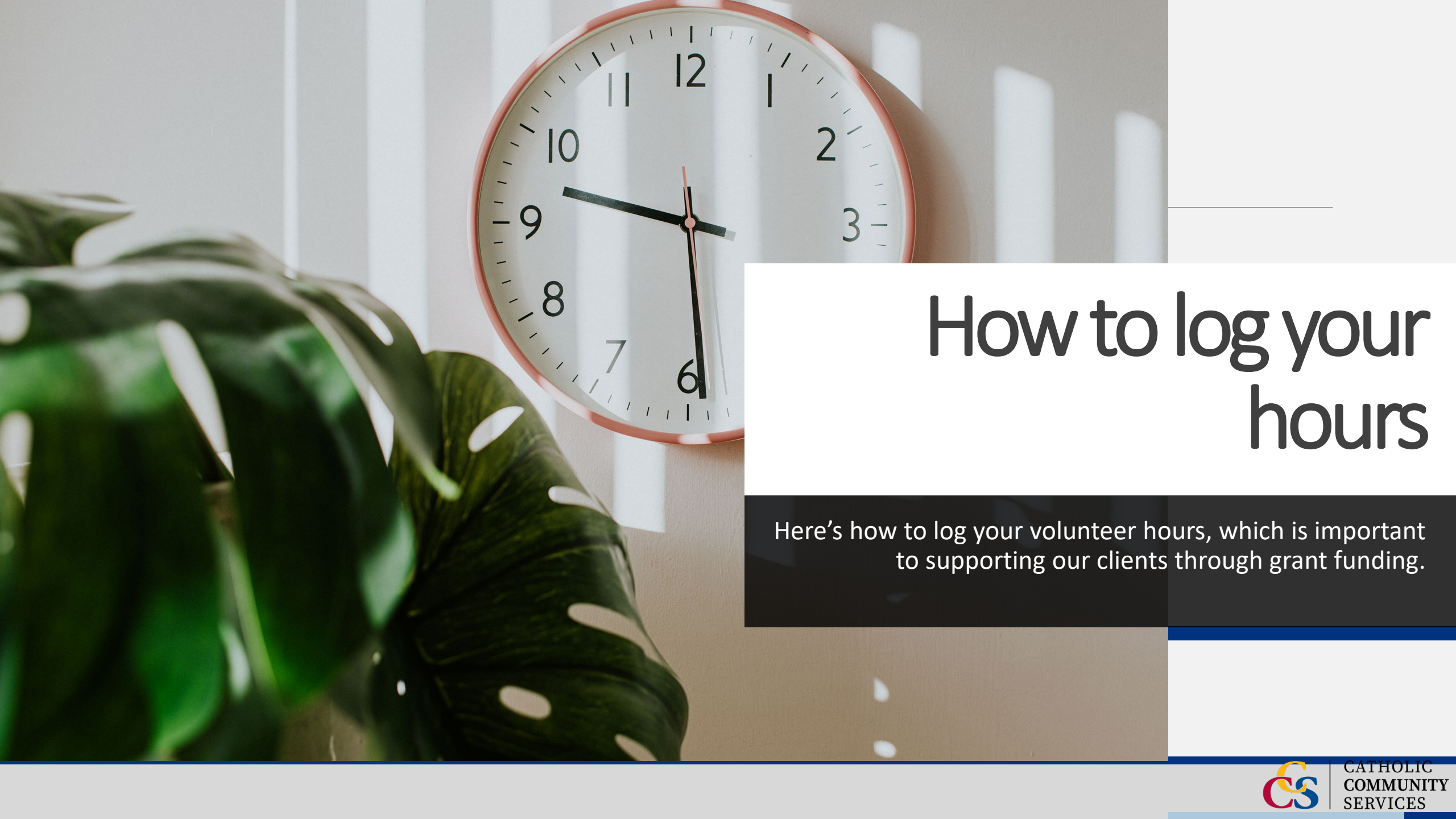
- At the clients' home

Tips for Working with an Interpreter



- The interpreter is there to purely translate what is being said.
- Speak clearly and in a normal tone.
- Allow more time for interpreted communication.
- Avoid using metaphors, acronyms, slang, or idioms.
- Pause between sentences or complete thoughts.
- Speak directly to the client, not the interpreter.
- Only one person should speak at a time.

Source: <https://telelanguage.com/blog/working-with-interpreter-tips/>



How to log your hours

Here's how to log your volunteer hours, which is important to supporting our clients through grant funding.



Log into Duplie, our Volunteer Portal



Tutorial:

<https://youtu.be/e1dYyRPAATA>

A screenshot of the Duplie Volunteer Portal interface. The top left shows the logo for 'CATHOLIC COMMUNITY SERVICES' with 'Welcome' and 'Contact' links. The top right has 'Register' and 'Log In' buttons, with a red circle highlighting the 'Log In' button. The main content area is titled 'Log Volunteer Hours' and includes a sub-header 'Keep track of general volunteer service hours.' Below this are fields for 'Description:', 'Date:', 'Time:', 'Mileage:', and 'Brief Description of Activity:'. A dropdown menu is open for the 'Description:' field, listing various activity categories such as 'Cultural Orientation', 'Health Services Team', 'Childcare', 'Transportation', 'Training', 'Youth Tutor', 'Bus Orientation', 'Immigration', 'Interpretation', 'MRS', 'RFC', 'Preferred Communities', 'Family Mentor / Employment', 'Family Mentor / Housing', 'Family Mentor / Health', 'Family Mentor / Education', 'Family Mentor / Language & Cultural Knowledge', 'Family Mentor / Community/Family Support', 'Family Mentor / Life Skills', and 'Admin'. A red rounded rectangle highlights the bottom portion of this dropdown menu. On the left side of the form, there are additional labels: 'Date:', 'Time', 'Mileage:', and 'Brief Description of Activity:'. At the bottom left of the form, there is a green 'Submit' button.

How to Sign Up for Other Volunteer Opportunities

www.duplie.com

The screenshot shows the Community Services website interface. At the top left is the logo for Community Services. A navigation bar includes links for Welcome, Calendar (highlighted with a red circle), Family Mentors, Youth Mentors, Youth Tutors, and Contact. Below the navigation bar is a search bar and a filter section with options for 'Available Only' and 'Match my skills/interests'. A calendar for April 2023 is displayed on the left, with a 'Show all days' link below it. The main content area shows a list of events for April 2023, including 'Family Mentor Training' on Mon, Apr 03, 2023 and Wed, Apr 19, 2023, and a 'Volunteer Appreciation Event' on Fri, Apr 21, 2023. Each event listing includes a description, a 'Sign Up' button with a count, and an 'Actions' dropdown menu. At the bottom of the event list is a 'Continue to May...' link.

COMMUNITY SERVICES

Welcome **Calendar** Family Mentors Youth Mentors Youth Tutors Contact

Events

Search... Results 1 - 3 of 3 (0.021 seconds)

Available Only Match my skills/interests

April 2023

S	M	T	W	T	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Show all days

Mon, Apr 03, 2023

Family Mentor Training
Priority: High |
During this session, we will review the basics of the Family Mentor position, expectations, and other essential points that will aid in your service a...view event

0 Sign Up! 6:00 PM - 7:30 PM Actions

Wed, Apr 19, 2023

Family Mentor Training
Priority: High |
During this session, we will review the basics of the Family Mentor position, expectations, and other essential points that will aid in your service a...view event

0 Sign Up! 6:00 PM - 7:30 PM Actions

Fri, Apr 21, 2023

Volunteer Appreciation Event
April is volunteer appreciation month! One-way CCS will celebrate is by holding an event to show some appreciation to all of you and thank you for all...view event

1 Volunteer Appreciation event 5:30 PM - 7:00 PM 1 signed up Edit

Continue to May... >

Examples:

- Trainings
- Community Events
- Childcare
- Transportation
- Bus orientations
- More!