



**CATHOLIC
COMMUNITY
SERVICES**

Family Mentor Program Overview

WHAT EXACTLY DOES CCS DO?

As a refugee resettlement agency, we guide newly arrived refugees through the process of initial resettlement, providing them with support on their journey towards self-sufficiency. Simply stated, we work with landlords around the valley to find them housing, arrange furniture and household supply donations within the community, get them set up with temporary government benefits, set up health screenings and medical appointments, assist in finding jobs, and provide them with a case manager to teach them how to do these things instead of simply doing it for them.

WHAT IS THE PURPOSE OF THE FAMILY MENTOR PROGRAM?

The purpose of this program is to provide recently arrived refugee families with volunteers that can be their second and third exposure to all the new information they are taking in. As you can imagine, there is a lot being learned that first year, and the more experiences our refugee clients have with each of the things they are learning, the better.

WHAT IS MY ROLE IN ALL OF THIS?

We expect family mentors to reinforce the work of CCS staff by supporting clients in their cultural adjustment to the United States during their first two years of resettlement. Your role will start with getting to know your client's family and CCS staff. Your family's case manager is going to know their situation better than anyone else. They will be an asset to you as you encounter challenges, need ideas or have questions. We will provide you with a list of tasks you can work on with the family throughout that first year. This list will cover seven subjects, such as employment and health, that CCS tracks to ensure clients are heading towards self-sufficiency. Once you have gotten to know your family and their needs, you will be able to better tailor your time with them. But remember, if you feel lost at any point or need support, please reach out to your family's case manager or the volunteer coordinator.

WHAT KINDS OF THINGS WILL WE BE WORKING ON?

Activities may vary depending on the family's needs, but here are some things that are done often:

- Practicing public transportation or showing routes to frequently visited places (ex. grocery store, doctor, etc.).
- Teaching how to use household appliances (ex. oven, microwave, garbage disposal, etc.).
- Helping fill out a job application.
- Talking about when to go to the doctor, InSticare, or the emergency room.
- Explaining driving laws.
- Demonstrating how to use digital education technologies (ex. Zoom, Google Suite, Canvas, etc.)
- Showing where various kinds of food should be stored.

WHAT DOES IT TAKE TO QUALIFY AS A FAMILY MENTOR?

- Must be 18+ years old
- Complete the Volunteer Orientation
- Complete Family Mentor training
- Access to an automobile or reliable transportation – if you plan on driving
- Current driver's license, auto insurance, and a good driving record – if you plan on driving
- Clean criminal history

WHAT IF I WANT TO BRING MY KIDS AND THEY ARE UNDER 18?

That is great! In fact, it is even encouraged if your client family's kids will be home at the time of the visit. As long as an adult with a completed background check is present, go ahead and bring them!

IS DRIVING REQUIRED?

No, but as a family mentor it may prove to be beneficial. To drive for CCS, your driver's license must be a Utah license and the amount of bodily injury coverage you have must be equal or greater than \$50,000/\$100,000.

WHERE DOES THIS ALL TAKE PLACE?

Currently, most of our clients live in Salt Lake County. As a Family Mentor, most of your activities will take place at your client family's home. That said, it is important for our clients to also get to know Salt Lake. If you want to go to a park or community event together, feel free to do so!

WHAT KIND OF TIME COMMITMENT IS THIS?

We expect at least 1 Family Mentors from each group to meet with the family at least once a week, each week, for a minimum of two hours. It is completely up to you and your client family to decide on a specific time that works for both of you. If you need to change the meeting time one week, you can do that too. Ideally, this will last for a full year: we want to provide our clients with as much stability as possible as they adjust to life here in Utah, which requires your commitment and dedication to this position.

DO I HAVE TO DO THIS ON MY OWN?

Not at all! In fact, we will not match a family with any less than three volunteers. That way you can be a support to each other and delegate the various tasks on the Family Mentor Checklist to match your skill set. For instance, if there are three of you in a group and only one person needs to visit them each week, theoretically each person would only see the family once every three weeks. If you and the family would like to visit more often, then feel free to do so.

WHAT UPFRONT COSTS SHOULD I KNOW ABOUT?

None!

WHO IS MY SUPERVISOR? Ermina Mustafic, the Volunteer Coordinator, will be your supervisor. If you have any questions about what has been explained, please do not hesitate to contact her by phone at (801) 428-1312, or by email at emustafic@ccsutah.org. Additionally, you will have the support of a case manager, which will be determined once you have been assigned a family.

The last thing to note... **THANK YOU FOR BECOMING A CCS VOLUNTEER!**