

GOOD NEIGHBOR TEAM

SUPPORT REFUGEES, IMMIGRANTS AND SURVIVORS ON THEIR
JOURNEY TO SELF-SUFFICIENCY AND INTEGRATION



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THANK YOU FOR STANDING WITH THE VULNERABLE

The world is facing the largest refugee crisis since World War II, with more than 65 million individuals forcibly displaced from their homes because of persecution and violence. In the aftermath of WWII, World Relief began serving those displaced by war and violence. More than 70 years later, we're still serving refugees, expanding our work and expertise to the current reality of the refugee crisis and partnering alongside thousands of local churches and their volunteers.

Time and again, Good Neighbor Teams have found that, while refugees may have some significant needs as they first arrive and face the challenges of adjustment, they also can be an incredible blessing to the community that receives them. Our goal at World Relief is to help facilitate these long-term reciprocal relationships.

Good Neighbor Teams offer community groups and churches a way to holistically welcome refugees. We are thrilled you're considering joining the movement.

WHAT IS A GOOD NEIGHBOR TEAM?

A Good Neighbor Team is a small group of people from a local church that partners with World Relief to welcome and walk alongside a newly arrived refugee family. Our goal is for each refugee who arrives in the U.S. to feel the warm welcome of his/her local community.

Refugees are survivors, leaders, and entrepreneurs who have so much to contribute to those of us who welcome and befriend them. While refugees may also have some significant needs as they first arrive and face the challenges of adjustment, they can be an incredible blessing to the community receiving them. Good Neighbor Teams offer a way to facilitate long-term, reciprocal relationships.

PROGRAM PHASES

WORLD RELIEF STAFF PROVIDE THOROUGH TRAINING AS WELL AS ONGOING SUPPORT FOR EACH GOOD NEIGHBOR TEAM, AS WE LIVE OUT OUR MISSION OF EMPOWERING THE LOCAL CHURCH TO SERVE THE MOST VULNERABLE. ONCE A GOOD NEIGHBOR TEAM IS FORMED AND ALL MEMBERS HAVE COMPLETED TRAINING, THE TEAM WILL BE PAIRED WITH A REFUGEE FAMILY. TEAMS WORK WITH WORLD RELIEF STAFF TO DETERMINE HOW BEST TO ASSIST THE FAMILY, BUT THE PROGRAM OFTEN INCLUDES:

- **Preparing for Arrival.** Before a refugee family arrives in the U.S., their Good Neighbor Team works with World Relief staff to prepare their house or apartment. In addition to gathering basic household items and furnishings, we encourage Good Neighbor Teams to commit to praying for this family's adjustment even before they arrive. In most cases, members of the Good Neighbor Team are also present when their refugee family arrives at the airport, offering a warm welcome and the promise of a new beginning.
- **Resettlement & Adjustment.** During their first few months in the U.S., refugees have many appointments to schedule, orientations to attend, and things to learn. Some teams may assist with tasks like securing a state ID, or teaching the family where and how to buy groceries, how to use public transportation, or even how to greet someone in English. Working through these tasks together empowers the family to move towards self-sufficiency, while reaffirming a sense of community and support as they adjust to life in the U.S.
- **Friendship.** Members of the Good Neighbor Team commit to visiting their refugee family at least once a week. These visits often provide opportunities to help practice English, orient to American culture, and meet other practical needs, but the primary goal is to offer genuine and mutual friendship.
- **Financial Support.** We ask that each team partners with World Relief financially to support refugees and allow our organization to continue empowering the local church and community to welcome refugees. Continue reading through the application process for more on this commitment.

THE VALUE OF TEAM-BASED MINISTRY

Team-based ministry, guided by the Holy Spirit, is a powerful missional and formational tool. You will see discipleship breakthroughs and “aha” moments that bring transformation into the lives of everyone involved. And as your team tangibly follows Jesus by welcoming the stranger (Matthew 25), loving your neighbor as yourself (Luke 10:27), and making disciples of all nations (Matthew 28), you will experience the Gospel lived, shared, and received in powerful ways.

APPLICATION PROCESS

INITIAL STEPS

In order to form a Good Neighbor Team, start by doing the following:

1. Gather 5-15 people interested in forming a Good Neighbor Team.
2. Review the commitment with the entire team by reading through this document together.
3. Select a team leader.
4. Contact the Volunteer Program (TriadVC@wr.org) about your interest in becoming a Good Neighbor Team.
5. The Volunteer Coordinator will send the leader a next steps email with the remaining onboarding requirements.
6. Leader will ask all members to complete the volunteer application, orientation videos, background check, training, and track their progress.
7. The Volunteer Program Coordinator will sit down with the team leader to discuss the Good Neighbor Team agreement.

Please see the appendix for directions on tracking volunteer progress.

TIME COMMITMENT

We ask for a six-month commitment with weekly visits to the refugee family.

Each Good Neighbor Team must commit to serve and walk with their assigned refugee family for a minimum of six months. While the initial, grant-funded Refugee Resettlement Program only

lasts three months, World Relief believes the need for community, empowerment, and support to reach self-sufficiency stretches beyond ninety days. Our programs, including Good Neighbor Teams, are designed to offer longer-lasting support.

The mutually beneficial relationships that grow out of Good Neighbor Teams happen as a result of consistently spending time together and intentionally building community. Occasionally refugee families may move away or not be open to relationship building. On the other hand, we realize you cannot put a time limit on a friendship. We ask for your flexibility, and ultimately hope throughout the process that the Good Neighbor Team develops friendships with the family that may last far beyond six months.

Weekly time commitments for each team member may vary throughout the Good Neighbor Team experience, depending on the number of team members and needs of the refugee family. Generally, Good Neighbor Teams will volunteer more during the pre-arrival, arrival day, and early part of the resettlement period, as these involve more administrative tasks and specific appointments or services.

TEAM AGREEMENT

Once the Good Neighbor Team and World Relief have agreed upon a specific refugee family to partner with, both parties will review and complete an agreement. The agreement includes basic biographical and contact information, as well as several lists of tasks to be completed. The team leader and World Relief staff will together assign responsibility for the tasks based on the availability, skills, and passions of the Good Neighbor Team.

We treat the agreement as a tool to facilitate clear communication and establish responsibility for both the Good Neighbor Team and World Relief.

Please see the appendix for a sample Good Neighbor Team agreement.

TRAINING

Before you invest as a Good Neighbor Team in a relationship with a refugee family, World Relief wants to first invest in you. It is important to us that all team members feel ready and confident going into their Good Neighbor Team experience.

Training will equip team members with the tools needed to fulfill their six-month commitment. The following trainings are provided for your team.

Volunteer Training: This 4 hour training is facilitated by World Relief staff on a monthly basis. Good Neighbor Teams can view times, locations and sign up for training on World Relief's website at <https://www.trackitforward.com/site/68790/events>. A church or team can also facilitate the training at a time and locations that is convenient to them utilizing our video-based training. More information and resources on the Video-Based Training at www.worldrelieftriad.org/training-video.

Volunteer Training includes:

- World Relief: History and mission overview.
- Cultural Differences and Cross Cultural Communication: Navigation of cultural differences and skills for communication with people of varying English language ability.
- Helping Without Hurting: Concepts on how to love and serve refugees in a way that is empowering, protects from burnout and opens opportunity for meaningful relationship building.
- Refugee Resettlement: Resettlement process, challenges refugees face, available funds and services, and loss simulation.
- Volunteer Guidelines and Tips: Social media use, communication, and best practices.

ESL Training (optional): This training is designed to equip those who would like to help serve as an English Language Tutor. This is not required for Good Neighbor Teams but can serve as a great tool for those who would like to serve in this role with a family they are partnered with.

Please see the appendix for a few training tips as you begin preparing for a refugee family.

FINANCIAL PARTNERSHIP

World Relief asks Good Neighbor Teams for a contribution of \$1,000 either through a one-time donation or monthly giving to the local World Relief office.

This commitment is not required and should never be a barrier to engaging as a Good Neighbor Team, but instead offers a great way to partner more effectively together. The team's donation creates an opportunity for team members (and/or their supporting church or organization) to contribute to World Relief as we provide effective coordination, training, and mentoring to teams welcoming new refugee families.

Ultimately, time and friendship are the most valuable commodities that a Good Neighbor Team can offer their refugee family. However, some teams may also decide to set aside funds that can be used to help purchase household supplies or initial groceries before the family arrives. Other teams may choose to assist the family with unforeseen emergency needs or help in an area that will yield greater self-sufficiency; please note, however, that we discourage giving regularly to the family, as this can create unhealthy dependencies.

GATHERING A TEAM

ALL TEAM MEMBERS WILL BE REQUIRED TO COMPLETE THE FOLLOWING BEFORE VOLUNTEERING: VOLUNTEER APPLICATION, VOLUNTEER TRAINING, AND BACKGROUND CHECK. THE TEAM LEADER CAN TRACK THE TEAM'S PROGRESS.

PLEASE SEE THE APPENDIX FOR DIRECTIONS ON TRACKING VOLUNTEER PROGRESS.

TEAM LEADER

A strong, committed team leader is essential to a successful Good Neighbor Team. A team leader values—and excels at—communication, coordination, and delegation.

Team leader responsibilities include:

- creating the team;
- oversee each member's application process;
- serve as a liaison between the team and World Relief;
- follow-up with team members to ensure tasks are being completed;
- confirm team members log their time and donations;
- generally coordinate the Good Neighbor Team.

ROLE DIVISIONS

Many teams will divide responsibilities among members, ensuring everyone on the team gets involved and shares the workload. We find it best to assign a point person to oversee each category that the Team agrees to help with. The point person would then assure completion of the task that the team commits to which falls under their category. For example, the point person for the Health Care category may assist the family in schedule a doctor's appointment. She may then make the need for assistance with transportation to the appointment known to the group and another team member may volunteers to help the family get to the appointment.

Having one person that all team members refer to and share information with for each category also helps avoid confusion and unnecessary doubling of efforts by the team. Based on the size of the group, the level of responsibility within different categories and availability, some team members may oversee more than one category, and there may be categories that the team does not agree to engage in and therefore does not assign a point person.

Team Leader

- Help coordinate the group as a whole
- Assure team member are fulfilling their responsibilities
- Function as the primary contact for World Relief
- Assure team members log volunteer time and donations

Slack Communication Coordinator

- Create and manage the team's slack.com communication page (see communication section for more info)
- Assist team members who may need help creating or using their slack account

Housing

- Assist World Relief in finding housing
- Stock house with furniture and supplies

- Home orientation
- Help address needs such as repairs (check w/ World Relief before contacting landlord)
- Teach & facilitate yard maintenance

Education

- Assist adults with enrolment in ESL classes
- Assist with enrolling children in school
- Help arrange school bus or other transportation to and from school
- Tutor and/or arrange tutors for ESL and/or children's schooling

Health Care

- Assist with initial health assessment appointment
- Assist with securing primary care and referral health care providers
- Help coordinate overall health care

- Help coordinate vaccinations

Dental

- Assist in finding Dentist that takes Medicaid
- Help coordinate overall dental care

Finances

- Assist in setting up bank account
- Teach paying bills such as rent and utilities
- Coach family on budgeting, managing resources, and building credit history

Transportation

- Teach use of public transportation
- Assist in securing drivers permits
- Give or arrange driving lessons/ practice

Employment

- Assist with seeking out employment opportunities
- Assist with job applications and preparation for interviews
- Help arrange transportation to interviews and employment

COMMUNICATION

Regular and open communication between World Relief and the Good Neighbor Team is essential, and remains a priority for World Relief as we support and empower you throughout your Good Neighbor Team experience.

1. Getting Started: Our Volunteer Program Staff will lead you through the initial process of recruiting and forming a team and will work with the team leader to select a refugee family to partner with and complete the Good Neighbor Team Agreement. The Volunteer Program staff can be reached at TriadVC@wr.org.
2. Preparing for Arrival: Pre-arrival Volunteer Coordinator, Rob Cassell, will coordinate with the team in setting up the home or welcoming the family at the airport. Rob can be reached at rcassell@wr.org or 336-822-9809.
3. Resettlement Process: The case manager for the family will be the team's primary contact throughout the resettlement period (primarily the first 3 months). The team will be provided with the case manager's contact info after a refugee family has been selected for the team to partner with.

4. **Communication Format:** We ask all teams to utilize a group communication tool called #Slack. This is a free group messaging app/website with a lot of great features. You can learn more and create an account at <https://slack.com/>. Once you have been partnered with a refugee family we ask that you add the World Relief caseworker to the group so that they can communicate directly with the team and answer questions. We ask that communication with the caseworker happen through #Slack unless it is a time sensitive matter.
5. **Additional Communication:** The GNT Leaders #Slack account is a useful tool that leaders can utilize for asking/answering questions they may come across, encouraging/being encouraged, and sharing their experiences. We have many GNT leaders that are seasoned, as well as many newer GNT leaders. Within this pool of leaders, we have plenty of opportunity to help one another as we serve the vulnerable.
6. **Two Month Debriefing:** Midway through the GNT experience, we will provide a deeper check-in to debrief the experience, celebrate victories, and work through any issues that have come up.
7. **Six Month Celebration and Survey:** After six months, World Relief will meet with the team or team leader to share stories, discuss lessons learned, and talk through a survey to help World Relief grow and adjust, and discuss the future.

World Relief will provide regular follow-up and be available to help answer any questions that may arise. We ask that teams keep World Relief abreast of any changes or updates regarding the refugee family and the Good Neighbor Team itself.

VOLUNTEER TOOLKIT

The online volunteer toolkit is full of helpful information and instruction manuals. For example, Good Neighbor Teams can use the toolkit to find a list of items needed for the refugee's home, a specific culturally appropriate grocery list for many of the populations that World Relief resettles, or an instruction manual on exactly how to assist a refugee in applying for their Social Security Card. The tool kit should serve as a Good Neighbor Team's first stop for information and instruction.

The Volunteer Toolkit can be found at www.worldrelieftriad.org/toolkit.

LOGGING VOLUNTEER TIME & DONATIONS

By tracking your contributions to the Good Neighbor Team, you're helping World Relief convey the impact that volunteers have on refugees. You're also impacting *future* refugees. The grants supporting World Relief look to see proof of community involvement. In fact, the future and/or expansion of some grants are actually dependent upon this proof.

Here's how to log your volunteer hours, mileage, and donations. First, you'll need to access our tracking tool, called Track It Forward.

1. Select your local World Relief office on Track It Forward, (<http://www.trackitforward.com/site/world-relief-high-point?type=register>).
2. Create an account by selecting "Sign Up" and providing basic information.
3. Once in the portal, you can begin logging* hours, donations, etc.
4. The app for smart phones is called OURVOLTS. You can download and access it once you have registered online.

When logging, please complete the following fields:

1. **Date Volunteered**
2. **Activity**
 - a. When simply spending time with a client*, choose "community orientation."
3. **Hours** (i.e., how much time you spent volunteering)
4. **Mileage**
 - a. Please note, mileage is only to be logged for the act of volunteering—not the drive to and from your home, unless the client is with you.
5. **Notes** (i.e., details on a donation)
 - a. Amount spent (if applicable).
 - b. Whether the donation was for a specific client*.
 - c. Details on what you did during the time listed, etc.

*Always list the first AND last name of the client.

LET'S GET STARTED!

For more information or to start creating a Good Neighbor Team, please contact our Volunteer Program Staff at TriadVC@wr.org or call us at 336-887-9007.

APPENDIX

RESOURCES

TEAM LEADER INSTRUCTIONS FOR TRACKING VOLUNTEER PROGRESS

PREPARING FOR YOUR REFUGEE FAMILY

GOOD NEIGHBOR TEAM AGREEMENT

RESOURCES

Should you have trouble viewing the websites linked throughout the guide, below are the URLs for each resource.

Slack, a messaging app for teams. <https://slack.com/>

[Track It Forward](#), a tool for logging volunteer hours.

[Cultural Orientation Resource Exchange](#), providing resources on cultures around the world.

Team Leader Instructions for Tracking Volunteer Progress

All team members will need to complete each step of the volunteer application and onboarding process. ***Copy and paste the “Email Template” below into the body of an email and send to all your team members.*** As the steps are completed, you can record the status into the excel spreadsheet template which should have been provided along with this document. Please save the spreadsheet with your team name (i.e. GNT Onboarding Status First Baptist Church). Once all members have completed each step and it has been noted on the spreadsheet, please email the spreadsheet to TriadVC@wr.org

Email Template:

1. APPLICATION:
 - All team members will need to complete the [volunteer application](#)
2. BACKGROUND CHECK:
 - Because of the extensive contact volunteers may have with families and resources, we run a background check on all volunteers and staff. Background checks are performed by Hire Right through a secure site. World Relief will receive the results only and that information is kept confidential. The Background check can be completed at <https://ows01.hireright.com/ofkin.html?kiosk=81C2C184E87C6719D47D6DAE0145B9E8>
 - When you have completed the background check, you will need to either send a screen shot of the confirmation page, or copy and paste the confirmation number into an email and send it to your team leader.
 - Results will be sent to World Relief and may take up to 7 business days.
3. CREATE AN ACCOUNT FOR LOGGING YOUR VOLUNTEER HOURS:
 - Register to start logging your hours, mileage and donations by creating an account at <http://www.trackitforward.com/site/world-relief-high-point?type=register>
 - You can use your computer to log your hours or download an app. Once you have created an account you can download and utilize the OURVOLTS (Volunteer Time Tracking) app for smartphones. ○ For more information, please visit <http://worldrelieftriad.org/logginghours>.

If you have any additional questions on the application, background check or hour logging, please contact your team leader.

PREPARING FOR YOUR REFUGEE FAMILY

TEAM BUILDING & RECOMMENDED READING

THE MOST EFFECTIVE TEAMS ARE UNIFIED BY A SHARED PURPOSE, AND ALSO COMMUNICATE WELL. IN PREPARATION FOR YOUR REFUGEE FAMILY—AND THROUGHOUT THE ENTIRE GOOD NEIGHBOR TEAM EXPERIENCE, WE RECOMMEND ENGAGING IN TEAM BUILDING EXERCISES. WORKING THROUGH A BOOK TOGETHER, FOR EXAMPLE, CAN BE A MEANINGFUL WAY TO STRENGTHEN YOUR GROUP. CONSIDER READING TOGETHER *WHEN HELPING HURTS, SMALL GROUP EXPERIENCE* BY CORBETT & FIKKERT OR *SEEKING REFUGE* BY BAUMAN, SOERENS, SMEIR.

IF THE TEAM IS NOT A PREEXISTING GROUP WITH REGULARLY SCHEDULED MEETINGS, WE ALSO RECOMMEND CONNECTING MONTHLY FOR PLANNING AND PRAYER.

LEARNING ABOUT THE REFUGEE FAMILY'S HOME AND CULTURE

Once you know the ethnicity and religion of your partnered refugee family, your team can conduct research in order to better understand their home culture—as well as the conflict they may have fled. The [Cultural Orientation Resource Exchange](#) offers great tools to begin learning. You can also find some helpful resources on the Volunteer Toolkit at <http://worldrelieftriad.org/cultural-information>.

AVOID ASSUMPTIONS

With only a small amount of biographical information on the refugees, it is important that Good Neighbor Teams avoid making assumptions about the family they will be welcoming. Refrain from speculations like, 'Are they educated or uneducated? Outgoing or reserved? Will they be appreciative or proud? Open or shut off?' Refugees are as unique and diverse as all of us. As a Good Neighbor Team, it's important to be ready to love and support whoever steps off the airplane as you fulfill the role God has called you to play in the refugee family's life.

EVANGELISM VS. PROSYLETISM

World Relief is an evangelical organization. We believe in evangelism (an open invitation to a personal relationship with Jesus) but we reject proselytism (a coercive effort to convert someone). Evangelism does not pressure; it should never qualify service, acceptance, or compassion based on anyone's response to faith. Please remember this as you serve your refugee family.

Primary Applicant	
Case #	
Team Name	
Team Leader	

GOOD NEIGHBOR TEAM AGREEMENT

We are committed to assisting refugees and local Good Neighbor Teams (GNT) to ensure the best possible resettlement experience for refugees admitted to the United States. The commitment to become a GNT is a moral obligation to walk alongside newly arrived refugees as they journey towards becoming self-sufficient, thriving members of their new community. This form should be completed by the GNT representative and a World Relief staff member.

GOOD NEIGHBOR TEAM INFORMATION			
Name of Organization			
Group Name			
Group Type			
Address			
Team Leader			
Phone 1			
Phone 2			
E-mail			
GOOD NEIGHBOR TEAM MEMBERS			
Name	Email Address	Name	Email Address
REFUGEE BIOGRAPHICAL INFORMATION			
Primary Applicant		Case Number	
Names/Descriptions			
Nationality			
Religion			
Language(s)			
Medical Needs			
Date of Arrival			
Location of Home			
WORLD RELIEF CONTACTS			
		Joe McCann	
		Director of Church Engagement	
		jmccann@wr.org	
		(336) 823-6972	
FOLLOW UP MEETINGS			
Two Month Follow Up		Six Month Follow Up	

Primary Applicant	
Case #	
Team Name	
Team Leader	

GOOD NEIGHBOR TEAM TASKS

	Task	Deadline (from date of arrival)	W R	G N T
Housing	Secure decent, safe, and sanitary apartment or house rental	Before arrival	X	
	Assist with utilities hook-up (electricity, gas, water)	Before arrival	X	
	Procure furniture and household goods prior to arrival, according to Basic Needs Support	Before arrival		
	Provide home orientations	Day of arrival		
	Help address housing needs such as repairs (check w/ World Relief before contacting landlord)	Ongoing	X	
	Teach and facilitate yard maintenance	Ongoing		
Arrival	Stock home with groceries prior to refugee(s) arrival	Day of arrival		
	Meet family at airport upon arrival	Day of arrival		
	Provide transportation from airport to home	Day of arrival		
	Prepare or purchase a culturally appropriate, ready-to-eat meal for refugee(s) on their day of arrival	Day of arrival		
Social Services	Assist in applying for Social Security Card at SSA	2 nd - 5 th work day	X	
	Assist in registering with Department of Social Services for Food Stamps, Medicaid, and Refugee Cash Assistance or Work First (if applicable)	6 th work day	X	
	Assist with securing State ID from the DMV	10 days	X	
	Assist in enrolling in WIC (if applicable)		X	
	Assist eligible refugees (males, ages 18 through 25) to complete Selective Service registration		X	
General	Assist in procuring weather appropriate clothing with partner organizations	7 days		
	Teach and assist with grocery shopping	3 days		
	Assist in securing a cell phone (if desired)			
	Procure car seats and booster seats for children (if applicable)			
	Assist in navigating cultural customs	Ongoing		
Travel	Assist in understanding and accessing public transportation options			
	Assist with planning long-term transportation solutions			
Education	Help enroll adults in English as a Second Language (ESL) class	10 work days	X	
	Help enroll children in school	30 days	X	
	Help arrange school bus or other transportation to and from school		X	
	Assist with homework, as necessary			
	Assist with English tutoring, if necessary			
Health	Assist with initial health screening	30 days	X	
	Assist in securing primary care and referral healthcare providers		X	
	Assist in securing dentist and dental care			
	Assist with medical needs and education	Ongoing		
Finance	Assist in setting up bank account			
	Teach how to pay bills, such as rent and utilities			
	Coach family on budgeting, managing resources, and building credit history			
Work	Assist employable adults in seeking out employment opportunities		X	
	Help employable adults fill out job applications and prepare for interviews		X	
	Provide transportation to and from employment interviews when possible			

Primary Applicant	
Case #	
Team Name	
Team Leader	

GOOD NEIGHBOR TEAM COMMITMENT

We hereby commit to assist this refugee family with the services indicated on the task list above. We understand that this is a moral commitment only and that World Relief is ultimately responsible for the provision of these services. We will agree to keep World Relief apprised of all changes relating to this case, and to maintain lines of open and regular communication with World Relief throughout the initial resettlement period.

Good Neighbor Team Representative

Signature _____ Title _____ /Position Date _____

World Relief Representative

Signature _____ Date _____

TEAM LEADER COMMITMENT

As the Good Neighbor Team Leader, I hereby commit to do my due diligence in seeing that all team members complete the World Relief volunteer process prior to volunteering, complete volunteer logs on a monthly basis (at least), and ensure completion of the above tasks to which the Good Neighbor Team has committed.

Good Neighbor Team Leader

Signature _____ Date _____

FINANCIAL PARTNERSHIP

Funds contributed through the Good Neighbor Team financial partnership help to sustain and expand the overall refugee support programs, and World Relief’s ability to support churches and community members as they engage. World Relief asks Good Neighbor Teams for a contribution of \$1,000 through either one-time or monthly giving.

Contribution Amount: _____ One-time Monthly

We are unable to contribute financially at this time.

Good Neighbor Team Representative

Signature _____ Title _____ /Position Date _____