

HOME PREP TEAM

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



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HOME PREP TEAM

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 are still serving refugees, expanding into work with immigrants and survivors of human trafficking, and collaborating alongside thousands of local churches, organizations, communities and individual volunteers.

WHAT IS A HOME PREP TEAM?

Home Prep Teams offer existing groups a way to holistically welcome and aid refugees, immigrants and survivors with integration into their community.

Home Prep Teams help prepare, set up, and maintain homes for refugees and immigrants. Home Prep Teams commit to one day each month for a minimum of 6 months where they will spend 2-3 hours setting up a home for a newly arriving refugee or immigrant, organizing donations in the World Relief warehouse, preparing for upcoming home setups, or providing yard or home maintenance for an existing home.

HOME PREP TEAM TASKS

Once a Home Prep Team has completed the onboarding process, they will be assigned to a particular day of service each month. On that day, they will be participating in one of the following opportunities depending on current need:

- **Home Setup.** A home set up is preparing a home to welcome a newly arriving refugee or immigrant, using items that have been donated to World Relief and are in our warehouse. The main goal of the home setup is to not only get the necessary items into a house, but to create a welcoming atmosphere for a new arrival - to show from the outset that someone has been anticipating their arrival and put effort into welcoming them to their new home. While these homes and apartments are simple, we want to put extra thought into how we set it up, setting up the home as if we were moving in ourselves.
- **Warehouse:** On days when there is not a home to set up, the Home Prep Team will work in the warehouse. On these days, the team may be sorting and organizing donations that have come in, or pulling items to a staging areas to be used for an upcoming set up.

- **Yard Maintenance:** During the warmer months, many of our clients who have more recently arrived need help mowing their yard and other yard maintenance tasks. When needed, the Home Prep Team will assist families with this task. This may be an opportunity to work alongside a family and educate them on yard maintenance needs.

APPLICATION PROCESS

INITIAL STEPS

In order to become a Home Prep, start by doing the following:

1. Contact the Volunteer Program (TriadVC@wr.org) about your interest in becoming a Home Prep Team.
2. Have each member of your group apply to be a World Relief Volunteer. Each member of the group will have to:
 - a. Complete Application and select Home Prep Team as your area of interest.
 - b. Attend one of the scheduled volunteer trainings.
 - c. Complete a background check.
3. Your group will be assigned a specific day of the month to be your Home Prep Team's service day (i.e. 3rd Tuesday of the Month).

TIME COMMITMENT

We ask for a six-month commitment with an average of 3 hours a month.

Home Prep Team monthly service timeframes typically last about 2-3 hours. Some homes need a little more or less cleaning before a set up can be completed.

HOME PREP TEAM INFORMATION

HOME PREP TEAM COMMUNICATION FLOW

1. Volunteer Coordinator will communicate with Home Prep Team leader one week before the team's day of service with information about the type of service needed on that day.
2. The day before the scheduled day of service, a Volunteer Coordinator will send an email to the leader, containing specific details about the service (i.e. address of home, details about a set-up, instructions for specific tasks in the warehouse, etc.)

4. Home Prep Team sets up the home, works in the warehouse, or assists with yard maintenance on their day of service and the team leader completes the feedback form with any notes or observations.
 - a. A World Relief Staff member will meet the Home Prep Team at the warehouse for the team's first warehouse service time to give the team an orientation to the warehouse and its layout. For subsequent warehouse service nights, the team will have access to the key to the warehouse and will be able to work on their own.
5. Each Volunteer from the Home Prep Team logs hours in Track-it-Forward. The type of services will be coded "**moving.**"

Regular and open communication between World Relief and the Home Prep Team is essential, and remains a priority for World Relief as we support and empower you throughout your volunteer experience. World Relief will provide regular follow-up and be available to help answer any questions that may arise. The Home Prep Team should not act as a mediator between the client and World Relief. If the refugee has a question for World Relief, the Home Prep Team should encourage the refugee to contact their caseworker directly if they are still enrolled in the program.

DONATIONS FOR HOME SETUPS

Knowing that your Home Prep Team will be setting up multiple homes throughout the 6 month (or longer) commitment, your team may decide to provide some of the basic needs for the home. You can find a list of all of the Basic Needs for a home set up on our online Volunteer Toolkit. If the Home Prep Team decides to help find any of the basic need items that could be donated through your group, church, or community, it helps a great deal. World Relief is responsible to make sure the house is provided with everything it needs and will make sure that any items that your group isn't able to get are provided, either from our warehouse or the client's welcome money. If the Home Prep Team decides to collect donated items, World Relief doesn't expect your group to provide everything (or even most of the items), but everything that you can get really helps out and helps stretch the resources that the family has.

In addition to any of the basic needs, one thing that you may want to consider is any decorative items. While not a need, these things make a more welcoming atmosphere and help the apartment look less bare. Some great ideas would be a house plant, a rug, or a table centerpiece that adds some warmth or character to the home. We do provide some pictures for the wall, but pictures also help a living space feel more like home.

Link to Basic Needs Form:

<https://worldrelieftriad.org/sites/default/files/toolkit/Basic%20Needs%20Form%20-%20WRHP.pdf>

LOGGING VOLUNTEER TIME & DONATIONS

By tracking your hours, mileage and donations, you are helping World Relief convey the impact that volunteers have in our community. You are also impacting *future* clients. 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](#).
2. Create an account by selecting "Sign Up" and providing basic information.
3. Once in the portal, you can begin logging* hours, donations, etc.

When logging, please complete the following fields:

1. **Date Volunteered**
2. **Activity**
 - a. Transportation, Moving, Case Support and more!
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., refugee first and last name and/or details on a donation)
 - a. The first and last name of the refugee you volunteered with.
 - b. Amount spent (if applicable).
 - c. Whether the donation was for a specific client**.
 - d. Details on what you did during the time listed, etc.

***Please note that Track It Forward has a smartphone app. You can download and access it once you have registered online.**

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

LET'S GET STARTED!

For more information or to start as a Home Prep Team, please contact World Relief Triad at TriadVC@wr.org or 336-887-9007.

RESOURCES

Track It Forward, a tool for logging volunteer hours. <http://www.trackitforward.com/site/world-relief-high-point?type=register>

Cultural Orientation Resource Center, providing resources on cultures around the world. <http://www.culturalorientation.net/>

