

HOME SET-UP TEAM

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



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HOME SET-UP TEAM

THANK YOU FOR STANDING WITH THE VULNERABLE

The world is facing the largest refugee crisis since World War II, with more than 68 million individuals forcibly displaced from their homes because of persecution and violence. Additionally, those seeking asylum, survivors of human trafficking and other immigrants in the community are struggling to find acceptance and opportunity to integrate into their new community. In the aftermath of WWII, World Relief was birthed out of the American churches desire to serve those displaced by war and violence. More than 70 years later, we continue to partner with thousands of local churches to serve the vulnerable.

WHAT IS A HOME SET-UP TEAM?

Home Set-up Teams (HSTs) offer churches or small groups a way to holistically welcome and aid refugees, immigrants and survivors with integration into their community. HSTs provide a great opportunity for groups (youth, small groups, Sunday school classes, etc.) to engage their church and community in serving the vulnerable.

HSTs help gather material needs, prepare, and set up homes for newcomers. HSTs commit to sponsoring between one and four home preparation within a year. HSTs pledge to gather the material needs for a newly arriving family over the course of a few months and will set up the home once the arrival date is known and housing is secured.

HOME SET-UP TEAM TASKS

Home Set-up Teams commit to the following tasks:

- **Gathering Material Needs**

The team and World Relief will identify two months as their “home set up window”. By the start of the home setup window the team should have gathered at least the basic supplies for a two-bedroom home with four people. A list of material needs can be found in this guide. The team has several options for collecting these items. Teams may engage their church and wider community and ask for donations from their church and wider communities, organize thrift store and/or yard sale shopping day(s), or reach out to local organizations to help supply these material needs. World Relief partners with some local organizations which may be used to supplement the team’s efforts to gather all of the items if necessary.

World Relief is ultimately responsible to make sure the house is provided with everything it needs and will work with teams to secure any items that the group isn’t able to provide, by pulling from

our limited warehouse, working with partner organizations, or utilizing the client's resettlement funds.

The basic needs list is the absolute minimum requirements for a home, but we always seek to provide more than what is listed on the Basic Needs Form. In addition to any of the basic needs, groups are encouraged to consider providing some decorative items as well. While not a need, these things make a more welcoming atmosphere and help the housing feel more like a home. Consider providing items such as a house plant, a rug, or a table centerpiece that adds some warmth or character to the home. Pictures for the wall should not be underestimated for helping a living space feel more like home. If the family has children, a few age appropriate toys would be a welcome addition as well (soccer balls are almost universally loved).

[Link to Basic Needs Form](#)

- **Storing Gathered Items**

As the HST collects material needs for the home setup, consideration should be given to storage of the items. Ideas for storage include using space at the church, divided up between team members' homes, or renting a storage unit on a short term basis. Once an upcoming arrival has been scheduled and assigned to a HST, the team will have access to World Relief's storage to consolidate the material needs, if necessary.

- **Home Set Up.** A home set up is preparing a home to welcome a newly arriving refugee or immigrant, using items that have been gathered by the HST. 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. A detailed description of the tasks of a home setup can be found on the [volunteer tool kit](#)

APPLICATION PROCESS

INITIAL STEPS

In order to become a Home Set-up Team, start by doing the following:

1. Gather 5-15 people interested in forming an HST.
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 an HST.

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. **NOTE:** for youth groups wishing to be a HST, only the adult leaders 18 and older need to have background checks. Minors may simply sign a confidentiality agreement and release of liability.
7. The Volunteer Program Coordinator will sit down with the team leader to discuss the HST agreement.

TIME COMMITMENT

A Home Set-up Team may commit to as few as one home preparation and a maximum of four home preparations in a year. The home setup portion of the commitment will take about 3 hours. The time needed for gathering the material needs will vary depending on how the collection techniques and the size and capacity of the group, but you can expect it to take 4 to 8 weeks to gather everything.

HOME SET-UP TEAM INFORMATION

HOME SET-UP TEAM COMMUNICATION FLOW

1. At the time of signing the Home Set-Up Team Agreement, the Volunteer Coordinator (VC) and HST Leader will designate a two-month window for which the HST is available to supply material needs and set up a home. If the HST is committing to more than one setup, they will designate subsequent availability as well.
2. Using the Material Needs Checklist The group may begin collecting these items at their discretion.
3. When World Relief receives notification of an upcoming scheduled arrival, the VC will contact the team leader with the arrival date. The VC and team leader will select a tentative target date for the home setup to be completed, as well as alternate date of availability in case suitable housing is not yet available.
4. Once housing is secured, the VC will give the team the address of the home and the code for a lock box that will be left on the door with a house key inside. At this point, the HST may begin doing any necessary cleaning in the home and begin to place the collected material needs in the home.
5. Once the home set up is completed, each Volunteer from the HST should log all of the hours served in both the gathering of materials and setting up of the home the Track-it-Forward system. The type of services are to be coded as “moving” in the activity field on Track-it-Forward.

Regular and open communication between World Relief and the HST 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. If the HST has contact with the client or a property manager we ask that the team allow them to communicate any questions or concerns to World Relief directly. Similarly, if the team has issues with the home they should contact World Relief and not the property manager.

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 Set-up Team, please contact World Relief Triad at TriadVC@wr.org or 336-887-9007.

RESOURCES

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

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