



CWS

Ukrainian Sponsorship Manual





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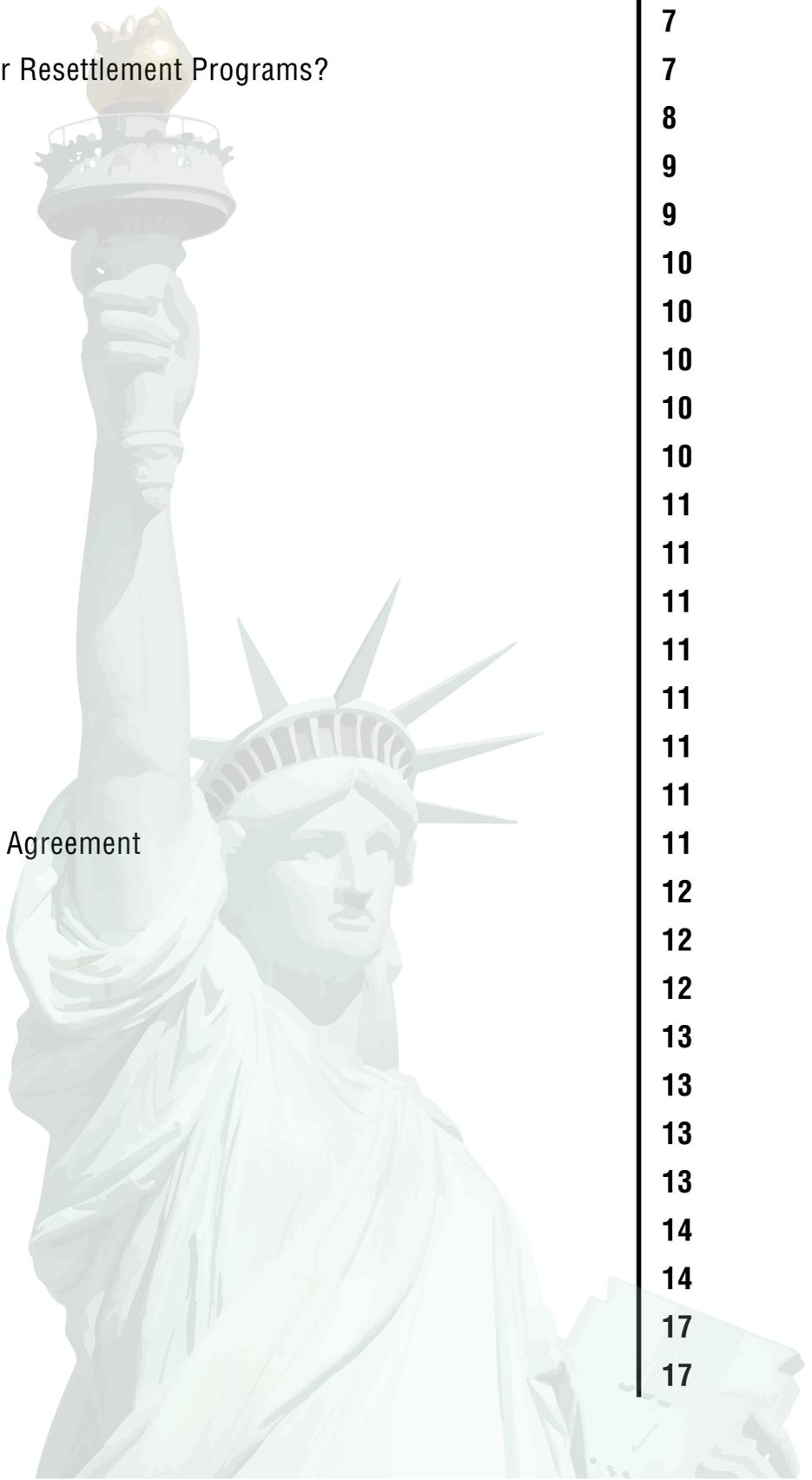


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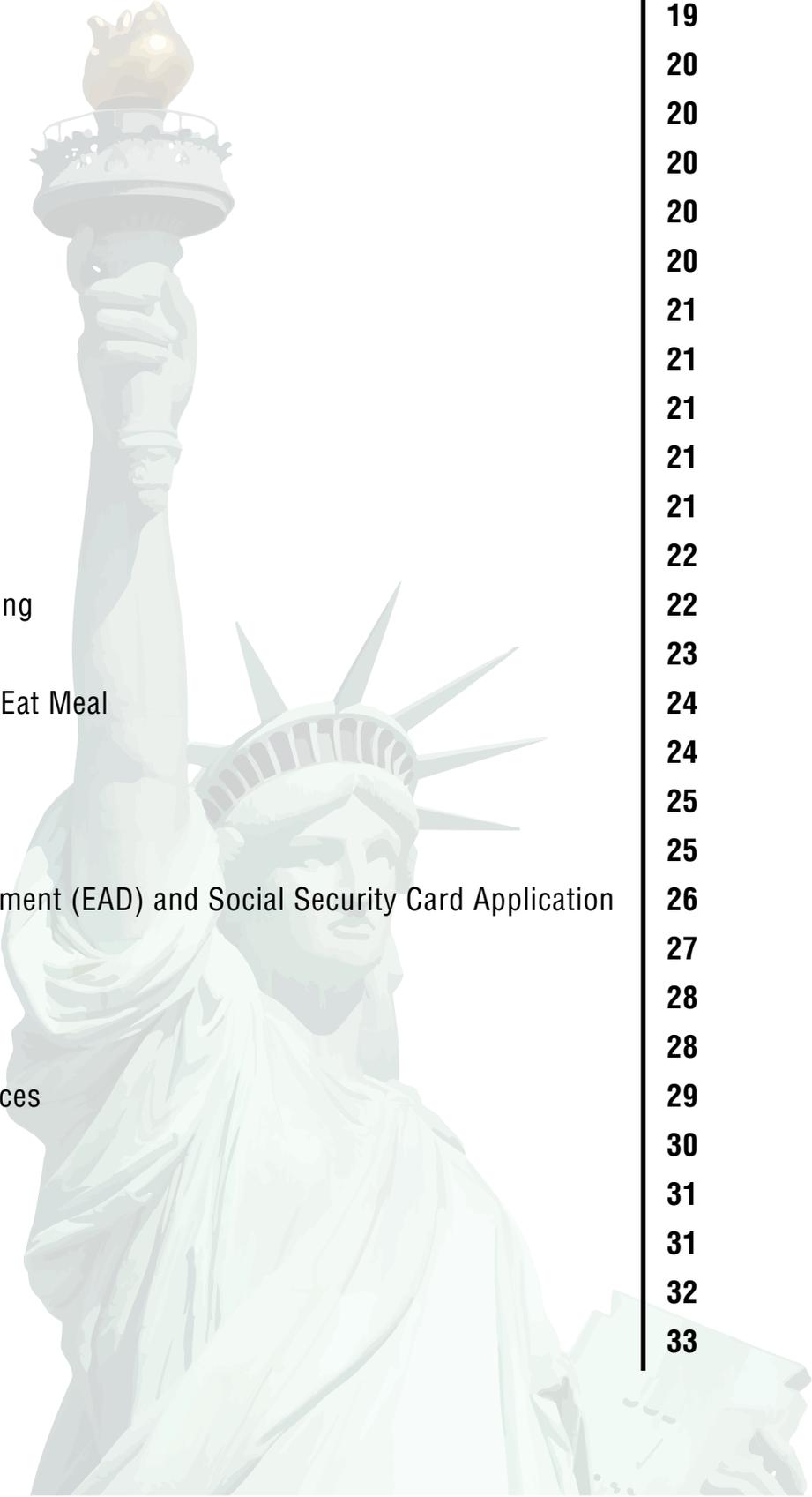
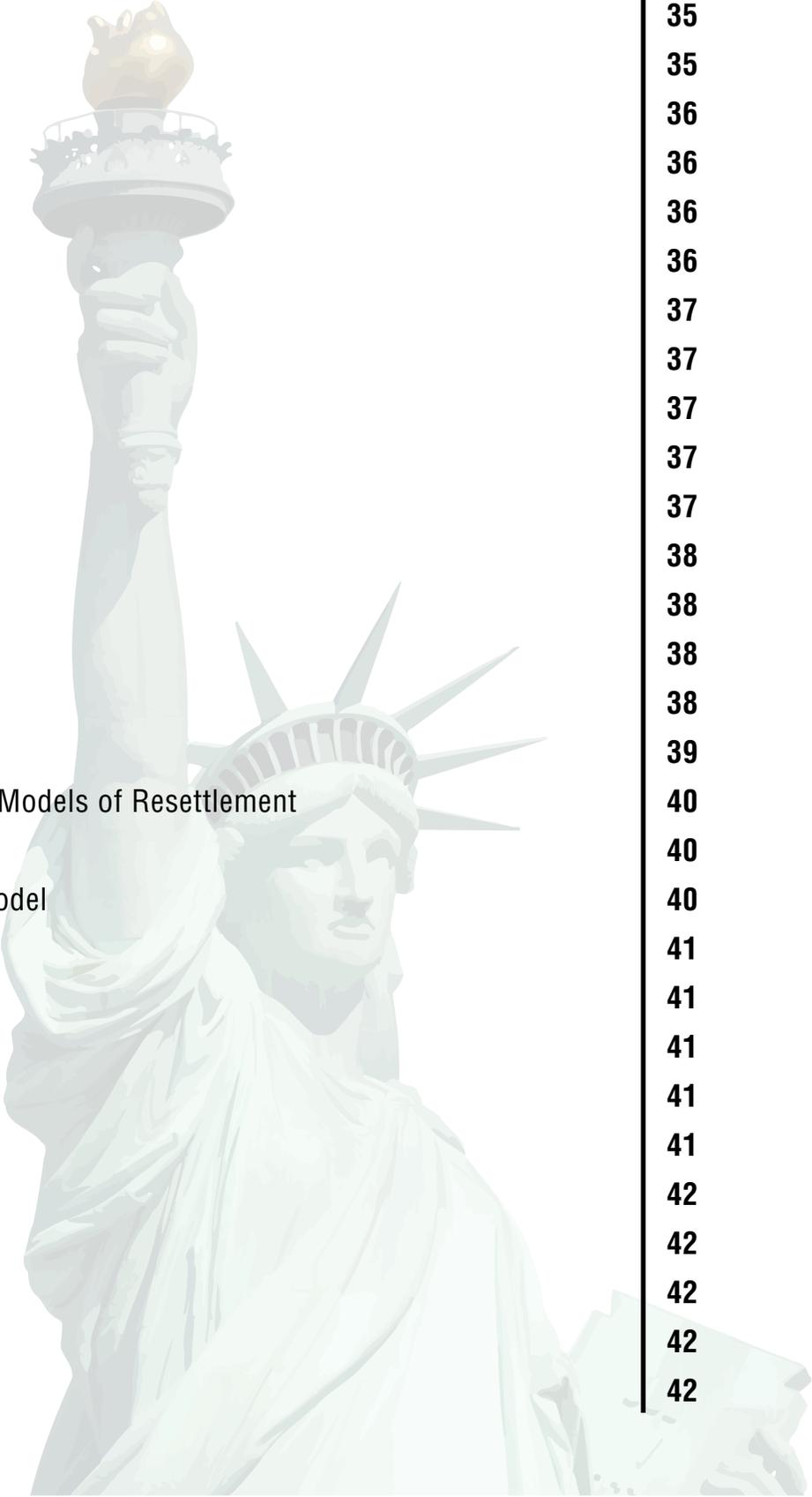


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Introduction

This manual is a comprehensive guide for private sponsor groups partnering with CWS to welcome Ukrainians through *Uniting for Ukraine*. Sponsorship is transformational work — both on an individual and a community level — and CWS is excited to support you as you provide long-term integration support and a warm welcome to newcomers in your community.

As you begin your sponsorship journey, use this manual to answer questions, learn about best practices, and prepare for the months ahead. The information offered here will supplement your regular meetings with your CWS staff point of contact and will be a touchpoint to reference throughout your sponsorship.

Although this manual is directed toward CWS-partnered sponsor groups, much of the information presented here can still be a useful resource for sponsors who are not affiliated with an organization.

Uniting for Ukraine Program

What Is Uniting for Ukraine?

Uniting for Ukraine (U4U) is a U.S. program established in March 2022 to respond to the mass displacement of Ukrainians due to Russian invasion. Under this program, groups and individuals in the United States can apply with the federal government to privately sponsor Ukrainians who are still overseas.

What Do Ukrainian Newcomers Receive in This Program?

The U4U program is designed to provide both an immigration pathway into the U.S. and the security that a sponsor will be waiting to support beneficiaries when they arrive here. If the sponsorship application is approved, visas are issued for Ukrainian newcomers (known as “beneficiaries”) to travel to the United States.

Humanitarian Parole

Beneficiaries have humanitarian parole status, which is a legal, temporary immigration status that allows parolees to live and work in the U.S. for up to two years.

How Is U4U Different from Other Resettlement Programs?

Unlike traditional resettlement pathways, U4U expects private sponsors — that is, individuals or groups who are

not affiliated with a resettlement agency — to provide resettlement services for program beneficiaries. Sponsors and beneficiaries are not matched with each other through the government.

Relevant Agencies

The following agencies play a role in the U4U program:

[Office of Refugee Resettlement \(ORR\)](#)

The Office of Refugee Resettlement (ORR) helps new populations maximize their potential in the United States by linking them to critical resources that assist them in becoming integrated members of American society.

ORR provides time-limited cash and medical assistance to new arrivals, as well as support for case management services, English as a Foreign Language classes, and job readiness and employment services – all designed to facilitate refugees’ successful transition to life in the U.S. and help them to attain self-sufficiency.

ORR also supports additional programs to serve [all eligible populations](#) beyond the first eight months post-arrival, including micro-enterprise development, ethnic community self-help and agricultural partnerships. In addition, ORR provides services for survivors of torture.



[US Citizenship and Immigration Services \(USCIS\)](#)

US Citizenship and Immigration Services (USCIS) is the government agency that oversees lawful immigration to the United States. USCIS' mission is to secure America's promise as a nation of immigrants by providing accurate and useful information to newcomers, granting immigration and citizenship benefits, promoting an awareness, and understanding of citizenship, and ensuring the integrity of the immigration system. The Uniting for Ukraine sponsorship program is facilitated through USCIS.

[CWS](#)

Church World Service (CWS) is a national resettlement organization that was formed in 1946, in the aftermath of World War II. Seventeen denominations came together to create an agency "to do in partnership what none of us could hope to do as well alone." The mission: Feed the hungry, clothe the naked, heal the sick, comfort the aged, shelter the homeless. Seventy years later, CWS remains a faith-based organization transforming communities around the globe through just and sustainable responses to hunger, poverty, displacement, and disaster.

CWS currently supports a network of 38 offices across the country. Each of those offices offers community sponsorship support for newcomers, including partnering with local faith and community groups for individual volunteer opportunities and co-sponsorship. Local office support for U4U sponsors may be limited; however, U4U sponsors can partner with CWS headquarters to receive ongoing technical assistance and support.

Other Resettlement Agencies

CWS is one of ten organizations designated as an official resettlement agency by the federal government. These agencies provide services to refugee populations, and more limited services to humanitarian parolees. As applicable based on geography and office capacity, CWS or non-CWS resettlement agency offices may provide certain services for U4U beneficiaries.

[Refugee Welcome Collective](#)

The Refugee Welcome Collective (RWC) is a community sponsorship technical assistance and training provider who aims to improve outcomes for resettled refugees by building capacity and expanding community sponsorship.

[Refugee Housing Solutions](#)

Refugee Housing Solutions (RHS) provides technical housing support to resettlement practitioners, landlords, and property managers, refugees, and volunteers across the United States and partners with them to develop and implement cohesive strategies to increase the availability and affordability of housing.

[Cultural Orientation Resource Exchange](#)

The Cultural Orientation Resource Exchange (CORE) is a technical assistance program that connects and supports refugee resettlement staff globally to deliver effective Cultural Orientation which helps refugees and Special Immigrant Visa holders achieve self-sufficiency in the United States.

[Welcome.US](#)

Welcome.US is a new national initiative built to inspire, mobilize, and empower Americans from all corners of the country to welcome and support those seeking refuge here.

Requirements for Sponsorship

Who Can Sponsor?

People with lawful status in the United States, including those with parole status or beneficiaries of deferred action or Deferred Enforced Departure (DED), can sponsor under Uniting for Ukraine. Sponsors must be able to welcome the Ukrainian beneficiary and provide the financial support and services detailed in the sponsorship application. These services include receiving the beneficiary at the airport; providing housing and necessities; and helping the beneficiary apply for work authorization and public benefits, enroll in school and/or ELL classes, find work, and access medical care.

I-134A Application

US Citizenship and Immigration Services (USCIS) manages the application for private sponsorship, known as Form I-134A. (Instructions about completing this form can be found [here](#).) This sponsorship application must be approved before a beneficiary receives a visa to travel to the US. The form can only be submitted with the name of a specific beneficiary, and each member of a family must have their own I-134A submitted. Only one person can sign the I-134A as the primary sponsor, but other individuals and/or organizations can provide evidence on the application if they intend to provide additional support.

Financial Commitment

In order to approve an application, USCIS requires evidence that a sponsor can financially support a Ukrainian newcomer for the duration of parole. This requirement is generally based on [federal poverty guidelines](#). Evidence (via paystubs, tax returns, bank statements, or other records) can come from one individual, a group, or an organization. However, because of the employment and benefits eligibility for Ukrainian newcomers, it is not anticipated that sponsors will need to support a newcomer for the entire two-year period. Additionally, many Ukrainians come with financial resources that offset the support they need from sponsors. Sponsors will be advised to help beneficiaries apply for eligible public benefits soon after arrival.

Refugees who come to the US through the traditional resettlement program receive a one-time initial payment (known as “per capita”) from the government. If you or members of your sponsor group have worked with refugees in the past, you may be familiar with per capita. However, newcomers resettled through private sponsorship do not receive a per capita amount. Instead, private sponsor groups will need to fundraise money that can be used for initial resettlement expenses such as rent, utilities, groceries, clothing, and other necessities. Travel costs must also be covered either by the sponsor, beneficiary, or both.

CWS advises that sponsor groups raise enough money to cover 3-6 months of necessities (rent, utilities, food, clothing, etc.) based on the cost of living in their area, and are prepared to financially support beneficiaries until jobs and applicable benefits are secured.

Beneficiary Screenings

If the I-134A form is approved, the beneficiary will receive an email prompting them to create a myUSCIS account. They will then need to confirm their biographic information, attest to their family relationship with other beneficiaries (if applicable), and attest to completing vaccine requirements. They also agree to receive and attest to a medical screening for tuberculosis within 90 days of arrival in the US. After the beneficiary completes this portion, a travel visa will be issued and will be valid for 90 days.

What Is the Timeframe for U4U?

Pre-Arrival Timeline

For most groups, the I-134A form is approved within a few days to two weeks. The travel visa is issued immediately after the I-134A is finalized and the beneficiary can travel right away.

Sponsorship Timeline

The bulk of service delivery happens in the first 90-180 days. However, the process of social and cultural integration may extend beyond this point. Sponsors formally agree to support beneficiaries for the duration of their parole.

CWS Private Sponsor Groups

The Role of Sponsor Groups

Unlike other refugee populations, Ukrainian humanitarian parolees (UHPs) are not eligible for certain resettlement services that local agency offices provide. Instead, private sponsors provide these services, which includes help with finding housing, benefits applications, school enrollment, and making appointments, among other tasks. Private sponsors agree to provide both financial and social/integration support for UHPs as they adjust to life in the United States.

The Role of CWS

The federal government approves Uniting for Ukraine sponsor applications and runs a background check on applicants, but they do not provide training or ongoing support for sponsors. This has left many sponsors feeling overwhelmed with the task of welcoming Ukrainian newcomers, sometimes with the result that newcomers are not receiving the promised support.

To address this need, CWS offers to partner with interested sponsors and provide remote staff support from its headquarters office for the first six months after a beneficiary arrives. Sponsors affiliated with CWS are known as CWS Private Sponsorship Groups (PSGs). Groups or individuals do not need to partner with CWS in order to be approved to sponsor Ukrainians, but CWS provides this service to ensure a safer, smoother welcoming process for both groups and newcomers.

CWS offers training, onboarding, and ongoing coaching to each PSG. CWS staff will help the PSG to ensure that services are delivered effectively to Ukrainian newcomers and assist with troubleshooting, managing expectations, and navigating sponsor group dynamics. CWS staff will also help refer UHPs to other government-funded programs as needed and will check in with them periodically to check on their well-being.

Partnering with CWS

As part of their partnership with CWS, CWS PSGs agree to abide by CWS policies, pass background checks, complete training, and provide services to Ukrainian beneficiaries.

Policies and Memorandum of Agreement

CWS PSGs are held to similar standards as other volunteers, including adhering to CWS policies and background check standards. PSG leaders sign a Memorandum of Agreement to this effect.

As partners with CWS, PSGs are expected to abide by the following policies which govern CWS staff conduct:

- CWS Code of Conduct
- CWS Child Safeguarding
- CWS Anti-Human Trafficking
- CWS Policy on Gender Equity
- CWS Racial Equity Platform
- CWS Accountability to Affected Populations Framework and Security Policy
- CWS COVID Vaccination Policy

These documents are provided by CWS staff during the onboarding process.

Background Checks

Under the terms of the CWS/PSG partnership, all PSG volunteers providing required services to Ukrainian beneficiaries must pass a criminal background check. PSG volunteers can use a self-pay Sterling portal provided by CWS staff for background checks. Alternatively, volunteers can provide evidence of clearance from another state criminal background check within the past 6 months.

Training

PSGs partnered with CWS commit to completing the virtual and self-guided [Community Sponsorship Essentials training](#) (provided by the Refugee Welcome Collective, a CWS arm). This training should be completed by the PSG leaders, but is available and recommended for all group volunteers. After completing this training, PSGs meet with a CWS staff member for an additional hour of live training over Zoom.

Responsibilities

PSGs commit to providing resettlement tasks to support Ukrainian beneficiaries. Because CWS staff will be working with PSGs remotely, PSGs will be providing all on-the-ground services for newcomers, including:

- Secure housing and complete home safety check
- Furnish house
- Meet beneficiaries at the airport with appropriate interpretation
- Provide a ready-to-eat meal upon arrival
- Conduct a home orientation
- Provide pocket money (as needed)
- Provide seasonally appropriate clothing (as needed)
- Supply groceries until benefits and/or employment are secured
- Facilitate cultural orientation
- Assist beneficiaries with the following (as applicable):
 - Employment authorization application
 - Public benefits application
 - Selective Service application
 - School enrollment
 - Change of address forms
 - Medical appointments
 - ELL enrollment
 - Employment services enrollment
 - Transportation

A comprehensive guide to completing these services will be provided by CWS staff. CWS staff will confirm service delivery during regular calls with the PSG during the service delivery period.



Sponsorship Process

Getting Started

Once your group has decided to welcome as a CWS Private Sponsor Group, it is time to organize. Organization for PSGs starts with gathering information and indicating your interest in sponsorship.

USGs will need to move through these steps:

1. Gather a group (5+) of community members interested in sponsoring a Ukrainian family or individual
2. Fill out the U4U PSG Interest Form
3. Receive an onboarding invitation from CWS staff
4. Complete basic service plan and Memorandum of Agreement
5. Receive final PSG approval from CWS staffReceive notification of approval as a resettlement location
6. Begin fundraising
7. Complete background checks and training
8. Create a sponsor profile with Welcome.US and match with a beneficiary
9. Fill out I-134A with USCIS and wait for approval
10. Prepare for arrival

Group Organization

Point Person/Group Leaders

In order to maintain good communication with CWS staff members and keep the group on task, it is important to identify a point person or a small steering committee. The role of this individual or committee is to keep

communication flowing from the sponsorship team to CWS. However, this individual or committee does not shoulder the responsibility to complete every task. It is imperative that whoever is in this role can set healthy boundaries, understand the group's limitations, and delegate responsibilities.

Committees/Roles

Organizing your group into committees provides a helpful way to divide tasks between members to ensure that all necessary tasks are being completed. Committees could include:

Administrative: Assists the family in applying for government benefits and work authorization, and in keeping track of other documents as needed.

Housing: Assists in securing a home, gathering household and furniture items, and setting up the house.

Transportation: Coordinates the transportation needs and driving lessons of the family.

Health: Assists the family in coordinating initial medical and dental appointments.

Cultural Adjustment: Assists the family in understanding the community (finding the grocery store, library, parks etc.) Leads conversations about cultural orientation.

Schooling: Assists parents/guardians in understanding the school system.

Jobs & Finance: Collaborates with employable individuals to network for employment and create a budget.

Suggested Activities

The following are core service activities divided by suggested committees:

Housing

Pre-Arrival

- Collaborate with the resettlement agency to secure housing
- Collect household items— see household supply list
- Organize set-up day at the house

Post-Arrival

- Assist the family to understand how to contact their landlord for maintenance requests
- Assist the family to understand small household care items (in collaboration with cultural adjustment committee)
 - Changing batteries in smoke alarms
 - Taking the trash/recycling out
 - Mowing the grass or shoveling snow

Transportation

Pre-Arrival

- Create a sign-up system to easily post and track transportation needs
- Start recruiting transportation sponsors
- Start familiarizing committee with local public transportation maps/routes

Post-Arrival

- Likely transportation needs after arrival
 - Initial health screening
 - Local Social Security office
 - To resettlement agency office for Employment Orientation
 - To resettlement agency office for Cultural Orientation
 - Clothing bank to ensure that the family has enough seasonal clothes. This can be from a local clothing bank, thrift store or through clothing donations from the community sponsor.
- Ongoing transportation assistance
 - Are bikes appropriate for their location? If so, see if there is a bike that can be donated
 - Practice taking the bus/public transport with family members
 - Walk to places that are within walking distance
 - Share information about how to study for the drivers permit test
 - Download the practice test app on the family's phone

Strengths-Based Reminder: Driving the family to appointments is necessary in the first month; however, remember that the goal is to ensure the family knows how to transport themselves to important locations/appointments. There will be a time when it is most appropriate for you not to drive the family to where they need to go.



Health

Post-Arrival

- Assist with transportation to the initial health screening
 - Assist newcomers with reporting the TB test in their myUSCIS account
- Teach basic health practices in the United States
 - When to go to the ER or urgent care and when to schedule an appointment with a primary care physician
 - Locating first aid items in grocery stores and understanding how to use them
 - Storage of medicine and care for kids with fevers/colds
- Tutor about basic nutrition in the United States — foods here often have more sugar, etc.
- Assist the family in setting up a calendar for health appointments

Strengths-Based Reminder: Medical facilities use interpreters and translated materials when necessary. All communication from a health provider should be directly to the family instead of to sponsors on behalf of the family.

Cultural Adjustment

Pre-Arrival

- Find tutors who may like to help the family with specific items (laundry, grocery store, household chores)

Post-Arrival

- Give a “welcome to the community” tour, pointing out local landmarks and places you can explore together in the coming weeks/months
- Walk through the family’s home with them asking if they need any items or appliances explained to them
- Visit the closest supermarket
- Schedule a fun trip for the first month (visit a farm outside of the city, movie night, potluck, etc.)

Schooling

Pre-Arrival

- Find tutors to partner with the children/parents in studying

Post-Arrival

- Assist with transportation to school enrollment with the children
- Make sure the kids are outfitted for school (clothes, backpack, supplies)
- Establish homework helpers to assist with tutoring
- Assist the adults in finding an English Language Learner (ELL) class
- Practice English with the family using language based on their current needs (such as medical words before a doctor visit) or reinforcing lessons taught at ESL class
- Advocate for the parents/guardians as they learn the school system

Strengths-Based Reminder: Always guide school staff/teachers to speak with the parents/ guardians regarding schooling concerns instead of to sponsors.

Jobs and Finance

Pre-Arrival

- Organize sponsors to tutor budgeting and personal finance skills
- Research costs of living for your community and consult with housing committee to determine appropriate rent ceiling

Post-Arrival

- Share a simple budget sheet with the family to assist them with budgeting and tracking their expenses
- Work alongside employment services to help with building a resume for the employable adults and locating possible employers.
- Did the adults have a profession that they are interested in working towards? Perhaps they hold a degree overseas and wish to work towards becoming certified here in the United States. Take some steps towards showing them what some steps are that they could take to work back to that career (study English, take some classes, etc.)

Committee leaders may decide to create a shared calendar (on Google, Outlook, etc.) to keep track of schedules and tasks. Some groups use SignUpGenius or similar sign-up websites for committee tasks (like taking someone to a doctor's appointment) to manage volunteers.

Recruiting Volunteers

PSG volunteers often fall into two categories: those who can commit to providing a consistent presence that may involve daily or weekly tasks, and those who prefer to do as-needed volunteer work like transportation or tutoring. Both categories are important for providing services and for preventing burnout across the volunteer base. When recruiting volunteers, be clear about what needs exist, how people can help, and who in your group they can contact to get involved.

Recruiting volunteers broadly within a community by methods such as social media, etc., can be politically fraught. Recruitment posts may reach audiences who are opposed to refugees of any kind being resettled in their community, and they may be vocal in their opposition to your efforts. A more effective way to recruit volunteers is to begin in your existing social networks (such as churches, clubs, neighborhood groups, workplaces) where you can be more confident that the message will be safely received. After your group is more established in the community, recruitment efforts can be broadened.

Fundraising

Fundraising is an opportunity not only to raise funds that can be used for initial and ongoing resettlement expenses (like rent, utilities, food, clothes, cars, etc.), but also to build connections in your community and invite a larger network of people to become invested in welcoming newcomers. If you need ideas about how to fundraise, here are some suggestions:

Tip 1: Consider using a fundraising platform like GoFundMe to host a fundraiser for your friends, family, and other social networks.

Tip 2: Make a personal ask. General posts on social media work, but personal asks go a long way! Explain why this topic means so much to you. Remember to speak from the heart! Use whatever communication method you think they'll respond best to as well: Facebook Messenger, email (we have built out templates you can use), text, or direct message.

Tip 3: Share your story. Your personal message and reason why you're sponsoring refugees is so important

for others to have a response of compassion themselves. With social media, sharing your story has never been easier! Consider recording a quick 1-3 minute video of yourself and uploading to Facebook/Instagram/TikTok. To increase engagement, you can even go ‘Live’ on these platforms and interact with your followers. If you are feeling creative, you can insert graphics or statistics on refugees. Check out CWS or UNHCR social media for graphics. No matter how or where you tell your story, remember to be authentic and share from your heart. Don’t be afraid to ask. Most people love having the opportunity to help those in need.

- Not sure what to talk about? Feel free to use these prompts:
 - Why did you sign up to be a co-sponsor?
 - How can people donate to you and what difference their donation makes
 - General information about CWS. Check out Cwsglobal.org
 - Statistics about CWS’ programs or stories about those in need
 - Your fundraising goal and how people can help you reach it
 - Invite others to sign up and join you!

Tip 4: Share tangible examples of how your donors’ dollars will make a difference. People love being given the opportunity to help, but also want to know HOW they’re helping—so give them some numbers, or tell a [story of change](#)! Or consider letting people know what their donation could be used for (e.g., \$100 to buy a bike for someone to get to work or \$50 for a school uniform for a child). Often people are more inclined to give if they feel like they are giving a specific item.

Tip 5: Be creative! Host a raffle (e.g., every \$10 or \$20 donation gets entered in to win something you make or an item/experience you’re donating), chalk your neighborhood sidewalks, make a sign to hang at your work desk (we recommend using a QR code to link to your donation page), or contact a local restaurant/brewery to see about a dine-in/fundraising happy hour event. Your options are endless and only limited by what you can come up with!

Tip 6: Consider accepting in-kind donations for the family as well. Often community members have items that they are willing to donate, such as furniture or kitchenware, to help clients. Post needs on places like Facebook Marketplace and see if anyone is willing to donate.

Tip 7: Be sure to thank your donors! Personalized notes or messages help maintain positive relationships with members of your community.

Privacy Considerations

Many groups find it easier to fundraise after a family arrives in the community. Before newcomers arrive, the need is seen as more abstract, but knowing newcomers are in town and starting to build a new life there can bring enthusiasm, energy, and donations.

However, *the privacy of newcomers is most important*. It can be tempting to ask newcomers to share their own personal details in order to garner more sympathy and support. But this approach can re-traumatize newcomers, and/or put them in the uncomfortable position of figuring out how to say “no” to people who are financially supporting them. Depending on the situation they fled, some newcomers may even have legitimate fears about having their names or photos online.

With these concerns in mind, avoid using newcomers themselves as fundraising tools: do not invite them to meet donors (unless newcomers themselves express a desire to do so); do not use their names or pictures for the GoFundMe; do not share their personal details in Sunday School. Instead, follow the tips above to keep fundraising efforts personal to you and your group. You might also share general information about the family without using names, such as “The parents started work this week” or “One of the children is hoping to go on a school field trip to the museum.” This can be an effective way to mobilize supporters without compromising newcomers’ privacy.



Matching with Beneficiaries

Welcome Connect

To match PSGs with Ukrainians looking for sponsors, CWS has partnered with Welcome.US to have PSGs use the [Welcome Connect](#) platform. This platform allows sponsors to create a profile about their group, town, and offered services, and Ukrainians can browse these profiles and initiate conversations with sponsors they are interested in. Initial conversations happen in the Welcome Connect chat function. Sponsors are able to chat with up to three potential beneficiaries at a time. Once both parties have decided on a match, the PSG notifies CWS staff and the staff member guides them through completing the I-134A, arranging travel, and preparing for arrival.

Profile Considerations

Welcome Connect profiles should highlight the benefits of a sponsor's town, including employment opportunities and local schools and/or universities. Be thorough so that beneficiaries can make an informed decision about sponsorship! However, be careful not to guarantee anything (such a job or house) that is not already secured. Additional guidance on creating a Welcome Connect profile is offered by Welcome.US during the setup process.

Preparing for Arrival

Travel

Unlike traditional refugee resettlement pathways, there are no government agencies or NGOs who will assist in arranging or paying for travel. Instead, travel is arranged and paid for between the sponsor and the beneficiary.

Some beneficiaries have enough financial resources to comfortably pay for their own travel, and all that is needed is to decide on an arrival date that works for both parties. Other beneficiaries may need the sponsor to book travel for them. Be sure to speak with beneficiaries during or soon after the matching process to align expectations about who will be responsible for travel tasks and finances.

Some Ukrainian beneficiaries are still located in Ukraine and will not be able to take direct flights out of the country due to restricted airspace. In these cases, beneficiaries can take a train to an adjacent country, such as Poland, where they can then take a commercial flight to the US. Other Ukrainian beneficiaries will already have left Ukraine by the time they match with a sponsor, and booking a commercial flight will be more straightforward.

Securing Housing

CWS recommends that PSGs do *not* officially secure housing for beneficiaries until after travel is booked. Many sponsors arrange for temporary housing, such as an Airbnb, for the first couple days or weeks until the beneficiary arrives and can sign a more permanent lease. CWS has access to an Airbnb grant that can be used for this purpose through June 30, 2023.

If a PSG does feel comfortable signing a housing lease themselves, make sure that your group discusses the “plan B” if a beneficiary decides to move somewhere else.

Service Delivery

As U4U sponsors, groups commit to provide important resettlement services for Ukrainians. This service delivery is especially important because office staff may only be able to offer limited support. By partnering with CWS, PSGs are responsible for the following:

Core Services Timeline

Pre-Arrival

- Arrange safe, sanitary, and decent housing
- Set up housing with essential furnishings and home supplies
- Provide sufficient food supplies
- Prepare arrangements for clients with additional needs (e.g. medical condition, pets) as applicable

Week 1

- Pickup from airport
- Provide a culturally appropriate ready-to-eat meal
- Conduct a home orientation walkthrough
- Provide pocket money (\$100/adult, \$50/child; as needed)
- Provide seasonally appropriate clothing and footwear (as needed)
- Assist beneficiaries with purchasing working phones and/or SIM cards (as needed)
- Assist beneficiaries with benefits applications (Medicaid, cash assistance, SNAP)
- Assist beneficiaries with filing a I-765 form (Application for Employment Authorization)
- Assist beneficiaries with filing an AR-11 form (Change of Address)
- Have a needs assessment discussion
 - Use the Beneficiary Needs Assessment to guide this conversation
- Help beneficiaries sign an Authorization to Release Information and return to CWS staff
 - A CWS staff member will have a meet-and-greet call with beneficiaries to go over this information release and explain the assistance being offered to sponsors

Week 2

- Assist beneficiaries with school enrollment
- Assist adults with enrollment in an English Language Learner (ELL) program, or set up a volunteer tutoring schedule, if needed and desired by beneficiaries
- Assist adults with enrollment in local employment services, and/or connect them with employers in your area
- Assist beneficiaries with scheduling an initial health screening
- Begin cultural orientation (grocery shopping, bus routes, etc.)

Weeks 3-4

- Assist any eligible beneficiaries (men between 18 and 25) with [Selective Service Registration](#) within 30 days of arrival in the U.S.
- Assist parents and children with school transitions, including bus schedules
- If needed, provide additional pocket money and groceries if cash benefits/SNAP benefits have not arrived
- Continue aiding with transportation, medical appointments, tutoring, cultural orientation, etc. as needed

Weeks 5-8

- After beginning employment and/or receiving benefits, assist beneficiaries (as desired) with creating a budget to review income and expenses
- Assist beneficiaries with addressing ongoing medical needs as applicable
- If needed, continue providing financial assistance until employment and/or cash benefits are stable
- Continue aiding with transportation, medical appointments, tutoring, cultural orientation, etc. as needed
- Begin discussing long-term integration goals

Weeks 9-12

- Ensure that the initial health screening (including TB test) occurs within 90 days of arrival and is logged in myUSCIS
- Assist with any necessary documentation transitions for employment after receiving the EAD
- If needed, continue providing financial assistance until employment and/or cash benefits are stable
- Focus on self-sufficiency with transportation, medical appointments, tutoring, cultural orientation, etc. as needed
- Work with beneficiaries to create a transitional/integration plan that outlines the ongoing support you will provide

Months 4-6

- Provide connection to low-bono or pro-bono legal services as desired/applicable
- Provide ongoing social integration support
- Begin implementing a transitional/integration plan as beneficiaries become more self-sufficient
- Continue encouraging beneficiaries to schedule appointments, use public transit, speak with schools, etc. on their own



Core Services Guides

Arrange Safe and Sanitary Housing

Safe, secure, and affordable housing plays a critical role in determining the overall health and well-being for newcomers, as well as being a fundamental human right. Appropriate housing provides a base from which newly arrived newcomers can seek employment, education opportunities, and make connections with the wider community. In securing safe, secure, and affordable housing, we establish a sense of place in a new society, a critical part of the integration process.

Instructions/Considerations

- Consider developing partnerships with housing providers, associations, charitable organizations, etc. to identify available housing. Members of your group may be (or know) landlords who can assist. If needed, the CWS Refugee Housing Solutions team can provide assistance.
- Be mindful of moving dates to ensure the home is secure and furnished prior to arrival.
- Use the CWS Home Evaluation and Safety Checklist to ensure housing meets all federal standards in being “safe, secure, and affordable.”
- All areas and components of the housing (interior and exterior) should be free of visible health and safety hazards and in good repair, including no visible bare wiring, no peeling or flaking interior paint for dwellings built before 1978, no visible mold, and no detectable dangerous or unsanitary odors.
- Housing should include identified and accessible emergency escape route(s); fire extinguishers in accessible

locations where required; working locks on all windows and outside doors; appropriate number of working smoke detectors; windows in working order; adequate heat, ventilation, lighting, and hot and cold running water in working order; and electrical fixtures in good repair.

- Housing should provide a minimum habitable area for each occupant, including an adequate number of bedrooms or sleeping areas.
- Each residence shall be equipped with stove, oven, refrigerator, sink, flush toilet, and shower or bath in good repair.
- Each residence shall have easily accessible storage or disposal facility for garbage.
- Each residence shall be free of rodent and insect infestation.
- In cases of newcomers with disabilities, housing should be free of, or permit the removal of, architectural barriers and otherwise accommodate known disabilities, to the extent required by law.
- To the extent possible, the family should be able to assume payment of rent and utilities within a few months, based upon projected family income from all sources. The family should be left with sufficient resources for other essential expenses (food, transportation, utilities, etc.) after rent payments are made.

Additional Considerations

In cases where permanent housing may not be available prior to the family's arrival, the sponsor group will need to arrange for temporary housing until a permanent housing solution is available. Options for temporary housing may include a local community member who can provide a room in their home, an available Airbnb, or a hotel room. CWS has Airbnb funds available to use until June 30, 2023.

The Home Evaluation and Safety Checklist should be used for both temporary and permanent housing options.

Set Up Housing

The care and attention that you take through your service of participating in a newcomer's home setup is the first step towards making the apartment/house into a comfortable and safe landing place for the newly arrived individual or family. Please consider these points of guidance as you prepare for and take part in a home setup.

Instructions/Considerations

- Furniture and household items do not need to be new, but must be clean, in good condition, and functional.
- Please refer to the Home Supply List for an inventory of items to be placed into the family's home.
- **Furniture**
 - Beds (including frame, mattress, and box spring as needed) appropriate for age and gender composition of family; one set of sheets for each bed; blanket or blankets for each bed as seasonally appropriate; and one pillow and pillowcase for each person. Only married couples or young children of the same gender may be expected to share beds.
 - A set of drawers, shelves, or other unit appropriate for storage of clothing in addition to a closet in each bedroom, unless each bedroom closet has adequate shelving to accommodate clothing.
 - One kitchen table per family and one kitchen chair per person.
 - One couch, or equivalent seating, per family, in addition to kitchen chairs.
 - One lamp per room, unless installed lighting is present and adequate, and light bulbs.
 - One place setting of tableware (fork, knife, and spoon) and one place setting of dishes (plate, bowl, and cup or glass) per person.
 - One place setting of tableware (fork, knife, and spoon) and one place setting of dishes (plate, bowl, and cup or glass) per person.
- **Toiletries:** Toilet paper, shampoo, soap, one toothbrush per person, toothpaste, and other personal hygiene

items as appropriate. These items should be new.

- **Cleaning:** Dish soap, bathroom/kitchen cleanser, sponges or cleaning rags and/or paper towels, laundry detergent, two waste baskets, mop or broom, and trash bags.
- **Food Preparation:** At least one saucepan; one frying pan; one baking dish; mixing/serving bowls; one set of kitchen utensils (such as spatula, wooden spoon, knife, serving utensils, etc.); one can opener per family; and additional items appropriate to family size and composition. Consider cultural considerations in providing items: Will a tea strainer be needed? etc.

Culturally Appropriate Ready-to-Eat Meal

When a newcomer arrives at their new home, it is often after many hours of traveling. Having a hot meal ready for them to eat makes it easier to settle in on their first day/night. Additionally, providing a meal that is from (or close to) a newcomer's homeland is both comforting for the newcomer and a show of respect for their culture and heritage.

Instructions/Considerations

- Identify a person or restaurant that can provide a culturally appropriate meal. For example, if you are preparing to welcome a Ukrainian newcomer, look for restaurants that provide Ukrainian and/or Slavic food.
- After travel has been arranged for the newcomer, reach out to the person making the food to confirm they can make the meal for that date and time.
- Arrange for a member of your sponsor group to pick up and drop off the food to the newcomer's prepared home at the appropriate time. Make sure any necessary utensils, etc., are either included or provided at the home.
- Determine what time of day makes sense for the meal. Dinner may be an appropriate meal if the newcomer's flight arrives at 2 PM, but if the newcomer arrives at midnight, something in the fridge that can be easily reheated may be preferable in case they want to go to sleep.

Additional Considerations

Make sure newcomers are aware of where to find utensils, flatware, and/or other serving items in the home when they arrive. If food needs to be reheated at a later time, make sure they know how to do that safely. Newcomers may invite you to stay for the meal, so it is a good idea to prepare or order some extra food. However, if they are tired or overwhelmed, they may prefer to eat alone. Wait for their invitation before assuming you can stay and eat with them.

Sufficient Food Supplies

Before newcomers arrive to their new community, it is important to stock their homes with food and food supplies. Groups may assist with the culturally appropriate ready-to-eat meal in addition to stocking the fridge and cupboard with food necessities for the family beyond the day of their arrival. These food supplies will provide for the family before they make their first grocery trip. (Additional food may need to be supplied on an ongoing basis until a newcomer's SNAP benefits are active).

Instructions/Considerations

- If possible, speak with the family before they arrive about dietary preferences, allergies, or other food preferences.
- Aim to supply at least 1 week's worth of food to the family.
- Reference the CWS Ukrainian Grocery List resource for a list of culturally relevant foods.

Consider cultural differences that might impact a preference in food type. For example, if loose leaf tea is the

preference, ensure that there is a tea strainer in the kitchen. If halal food is the cultural preference, make sure to identify stores that stock halal meat. Consider the ages and number of people you are shopping for. Consider placing a welcome card in the family's kitchen/dining area.

Seasonally Appropriate Clothing

Seasonally appropriate clothing (including footwear) for work, school, and everyday use should be provided for all members of a newcomer family, particularly if they are coming from a climate different from that of their new home. Groups should anticipate clothing needs as best they can before arrival to ensure key items (like winter coats, hats, etc.) can be provided right away. The bulk of the clothing can be provided after arrival when better sizing information is available, but all clothes should be provided as soon as possible. Clothing does not need to be new, but should be clean, in good condition, and functional.

Instructions/Considerations

- Prior to arrival, try to get as much information about the family as you can in order to start getting seasonally appropriate clothing. For example, will you need to bring winter coats for airport pickup?
- After arrival, discuss with the family what items they need. Some families may have brought clothing items, while others may have brought nothing but the clothes on their back. Consider taking them to a clothing store with several options so that they can choose what they are interested in.
- Children may need specific clothing for school. Make sure to check with their school to confirm school dress code and if a uniform is necessary. If applicable, ask the school about assistance programs for purchasing a uniform.
- As the adults begin working, it is important to make sure they have the necessary clothing for work. Groups can assist newcomers to find out the climate of the workplace and if any safety items are needed (e.g. steel-toed boots).

Additional Considerations

Make sure to consider cultural/religious differences that might impact clothing choices. For example, will the women be comfortable wearing short sleeves and pants? Local thrift stores are an asset in finding clean, gently used clothing. Build a relationship with these stores and ask to see if they will issue vouchers for families to use to purchase their own items. If there are no local places to buy culturally appropriate clothing, ask members of the local community for ideas of where to purchase. When fundraising for the family, ask for gift cards for clothing stores. Providing autonomy for the families to make their own choices is important.

Airport Pick-Up

Sponsors will meet newcomers at the airport of their final destination when they arrive. After meeting the newcomer at the airport, transportation may need to be provided, unless transportation has been arranged independently by the newcomer.

Instructions/Considerations

- All individuals transporting newcomers in their vehicles should have a background check, driver's license, and vehicle insurance.
- Car seats appropriate for the ages of all children are to be provided and correctly installed in the vehicle. Please review your state's car seat laws and regulations.
- There should be enough seats for each newcomer to have their seatbelt on when driving back to their home from the airport.
- Arrive at least 15 – 20 minutes prior to newcomers' arrival at the airport and park your vehicle. Do not wait for the newcomers in the passenger pick-up location outside the terminal of the airport as the family will need guidance on where to go and how to exit the airport.

- Always have an interpreter available for the airport pick up if it is indicated that the family does not speak English.
- Explain, with the assistance of the interpreter if needed, that you are part of the sponsor team welcoming the family and that you are going to transport them to their current residence.
- Ask the adults in the family how many checked bags they brought with them and wait with the family to collect all their bags. For larger families, you may want to use a luggage cart to transport all the newcomers' luggage.
- Be sure to inform the family of the length of time it will take to drive to their next destination and offer them the opportunity to use restrooms before travel.
- When transporting large families, make sure you always place young children in the same vehicle as a parent. Ideally no child should be separated from a parent during their travel to their final destination, but we understand some large families may need to be divided between multiple cars.
- When boarding the vehicle, always ensure that all children are seated in car seats and correctly buckled in. Newcomers may ask if they can hold their children instead of being placed in a car seat. You must always insist that the children ride in the correct car seat.
- Before you travel, make sure all newcomers have their seatbelts buckled and all doors are locked. Use child locks if small children are sitting next to car doors.

Employment Authorization Document (EAD) and Social Security Card Application

Within two weeks of arrival, sponsor groups should assist newcomers in completing their joint application for an Employment Authorization Document (EAD) and a Social Security card. The newcomer will need proof of this application to apply for public benefits. However, note that [Ukrainian Humanitarian Parolees are eligible to work for 90 days without an EAD.](#)

Instructions/Considerations

- The joint application is the I-765 form found through the newcomer's myUSCIS account. This form can be completed online. Within that application there will be a box to check to indicate that the newcomer is applying for a SS card as well. [Instructions for completing the form are found here.](#)
- Each newcomer, including children, will need their own myUSCIS account and their own I-765 submission. This is applicable even if children or older adults are not planning on working.
- UHPs are eligible for a fee waiver for filing the I-765. UHPs will indicate on the form that they are applying under category (c)(11) Ukrainian. *If they select the general (c)(11) category, the fee waiver will not apply.*
- UHPs do not need to go to the Social Security Administration office to apply for a Social Security card separately. SSA offices are often reluctant to issue Social Security numbers that are not accompanied by employment authorization (known as "non-work SSNs") because those cards will need to be replaced anyway once the EAD is issued. *The joint EAD/SS application serves as required evidence for benefits applications.* If your benefits office will not accept this as evidence, contact CWS staff.
- After application, the newcomer will receive a notice from USCIS telling them where to go for a biometrics screening. Assist the newcomer with attending this appointment.

Additional Considerations

Filling out government forms can be difficult even for English speakers born and raised in the US. They are particularly complicated for newcomers. However, even if it would be easier and quicker for you to complete the form on your own, remember to do the form with newcomer adults, not for newcomer adults. This may require interpreter assistance to explain the purpose of the form and translate relevant information. Use this application as a chance to discuss protecting personal information. Explain the importance of not sharing their Social Security number and not carrying the card with them. Discuss having a safe place at home to keep important documents.

AR-11 Change of Address Form

The AR-11 form is a change of address form that is specifically for noncitizens in the United States. It provides USCIS with an updated address for important notices and documents regarding immigration status. An AR-11 must be filed within 10 days of arriving in the US, and then again within 10 days of additional moves.

Instructions/Considerations

- The AR-11 can be filed online at www.uscis.gov/ar-11. There is no cost to file.
- Each newcomer, including children, must have an AR-11 submitted.
- When assisting newcomers with completing the form, you will be prompted for their previous U.S. address. If they have newly arrived, the sponsor address used on the I-134A will be considered the previous address. If they are moving into another home after living somewhere else temporarily, use the temporary residence as their last address.
- AR-11s must be filed for both temporary and permanent residences.

Additional Considerations

Be sure to complete the AR-11 form alongside newcomers, and not complete it on your own. It is important for newcomers to learn how to complete this form because they may need to file it again at some point before they have US citizenship. Use an interpreter as needed.



Public Benefits Applications

Public benefits should be applied for as needed within the first few weeks of arrival. Benefits eligibility will be unique to each case depending on income, assets, and other factors, but all Ukrainian Humanitarian Parolees arriving through Uniting for Ukraine are eligible to apply the same as U.S. citizens.

Instructions/Considerations

- Some commonly applied for benefits are Temporary Assistance for Needy Families (TANF; must have children under 18 in home to be eligible), Medicaid, Supplemental Nutrition Assistance Program (SNAP; formerly food stamps), Refugee Cash Assistance (RCA; for those ineligible for TANF), Refugee Medical Assistance (RMA; for those ineligible for Medicaid).
- It is important for newcomers to understand that these benefits are not permanent and there are lifetime caps on benefits that vary by state (e.g., most states have a 5-year lifetime limit on receiving TANF). Discuss with families the importance of utilizing these benefits only when absolutely necessary, so that they can utilize them in the future if needed.
- In most states, you can apply for benefits through your local government agency or online. You can use [benefits.gov](https://www.benefits.gov) to learn more about different benefits and find out how to apply in your location.
- For those in Alabama, Alaska, Colorado, Idaho, Kentucky, Louisiana, Massachusetts, Nevada, North Dakota, South Dakota, Tennessee, Vermont, and California, you must work with your local resettlement agency to apply for benefits.
- Be sure to apply for other benefits such as Social Security Disability Insurance (SSDI), Social Security Insurance (SSI), and the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) as applicable. Your CWS staff contact can support in identifying eligibility for these benefits. Note that newcomers are not eligible for Medicare or standard Social Security benefits.
- Note the family's language preference on their benefits application so that they will receive their mail in that language going forward.
- Please make sure to explain the importance of reading letters that they may receive in the mail from the benefits office. Often times there will need to be an interview conducted after the application and it is important to make sure that this appointment isn't missed. Make sure to bring all appropriate documentation that is requested in the letter.
- If an eligibility interview is scheduled, be sure to request an interpreter ahead of time, if needed.

Additional Considerations

If approval for cash assistance is given, use this to start a discussion on budgeting. If medical assistance is approved, use that to start a discussion on health care in the US. You can assist them with finding doctors that they need to see and assist with setting up appointments.

ELL Enrollment

Enrollment in an English Language Learner (ELL) program is a key core service that should be provided to all adults as early as possible. Learning English is a crucial step for many newcomers on their way to long-term success in the U.S.

Instructions/Considerations

- Identify an ELL program within your community. These may also be referred to as ESL or English literacy programs.
- Many times you may be able to identify ELL classes within local libraries, literacy nonprofits, or other community organizations. Be sure to ask if there are any requirements for a newly arrived individual to participate and if childcare is offered, if necessary.

- Schedule an enrollment appointment for the newcomer and request interpretation if needed.
- Gather the required documentation for the ELL intake/enrollment appointment.
- Provide transportation to the appointment if the newcomer has not yet had public transportation orientation.
- Assist the newcomer with getting signed into the ELL services office if necessary.
- If possible, wait for the newcomer while they attend their appointment. If you do need to step away, please be sure to communicate it to the newcomer accordingly and inform them at what time you will be back to pick them up again.
- Ensure that the newcomer understands any follow-up instructions and has had all their questions answered.
- Transport the newcomer back to their home after the appointment has concluded.
- Always ensure that all sponsor team members transporting newcomer have a valid driver's license, vehicle insurance, and a background check.

Additional Considerations

For long-term sustainability, make sure that the ELL program is within a reasonable distance from the newcomer's home and that they can access public transportation to attend classes. Ensure that interpretation is provided by the program if necessary. Consider providing bus orientation to help the newcomer get to and from the ELL classes on their own.

Software such as [Duolingo](#) (free) and [Burlington English](#) (paid online curriculum) can help supplement lessons as needed.

Enrollment in Employment Services

In the first few weeks after arrival, sponsors should assist newcomers with either enrollment in employment services and/or applying for jobs. Ukrainian Humanitarian Parolees are eligible to work immediately upon arrival in the United States using their I-94 parole document. [This document serves as work authorization for 90 days](#), after which point they will need an Employment Authorization Document (EAD).

Instructions/Considerations

- Use existing community connections to identify employment services or employers in your area.
- Some local resettlement agency offices can assist Ukrainians with finding employment. If you are inquiring about support in employment from a local refugee resettlement office, please call ahead of time and see if the office is accepting new newcomers into their programs. Your CWS HQ staff contact will facilitate this connection.
- Call the employment services office to find out what is required to make an appointment to enroll in the services.
- Schedule an enrollment appointment for the newcomer and request interpretation if needed.
- Gather the required documentation for the intake/enrollment appointment.
- Provide transportation to and from the appointment if the newcomer has not yet had public transportation orientation.
- Assist the newcomer with getting signed into the employment services office if necessary.
- Ensure the employment services office provides interpretation or find appropriate interpretation for the newcomer.
- If possible, wait for the newcomer while they attend their appointment. If you do need to step away, please be sure to communicate it to the newcomer accordingly and inform them at what time you will be back to pick them up again.

- Ensure that the newcomer understands any follow-up instructions and has had all their questions answered.
- Always ensure that all sponsor group members transporting newcomer have a valid driver's license, vehicle insurance, and a background check.
- After a job is received, remind the employer if necessary that the newcomer's I-94 document can be used as employment verification for form I-9 for 90 days until the EAD is issued.

Additional Considerations

Members of your group may already be in contact with employers who want to hire Ukrainian Humanitarian Parolees. Enrollment services can help newcomers pursue more options; however, if newcomers want to begin work at a particular location right away, they do not need to enroll in employment services.

School Enrollment

School enrollment for newcomer children should happen as soon as possible after arrival. A quick enrollment will allow children to resume education that may have been disrupted due to their displacement, as well as providing them with a community hub where they can get connected to additional services (ELL, food banks, counseling, etc.) as needed.

Instructions/Considerations

- Before arrival, reach out to the local school district to let them know the ages of the children that your community will be welcoming. Because the newcomers have not signed an information release waiver yet (this will be provided by CWS staff after arrival), do not share the children's names until after you receive permission from their parents.
- Work closely with the school district to gather what the family needs for school enrollment. This may include proof of parental guardianship, IDs, proof of residency, and other documents. Reach out to your CWS point of contact if you are missing necessary information.
- Help the family schedule a visit to meet the child's teacher.
- Request that the school communicates directly with the children's parents, not sponsor group members, after enrollment. Schools have access to interpretation services to use for this purpose. This will ensure that parents are involved and are the ones making decisions about their children's education.

Additional Considerations

- **What if children have birthdays on their documentation that seem incorrect?** It is important not to speculate about the guardianship and/or parentage of newcomer children. This can cause serious delays in enrollment. For example, if two of the family's children have birthdays listed too close together to be biologically accurate, do not suggest that one of the children may actually be a niece or nephew. There are often errors in processing, combined with regional calendar discrepancies, that can cause these irregular birthdates.
- **What if the newcomer family is in temporary housing?** Most children in temporary housing (like an extended stay hotel) can enroll in school under the McKinney-Vento Act. For purposes of school enrollment, these children are considered unhoused/homeless due to a lack of a permanent address.
- **What if the school district refuses to enroll newcomer children?** If issues arise with school enrollment, reach out to your CWS point of contact for assistance.
- **What if the parents do not check homework folders/pick up from the bus stop/notify the school of an absence?** Talk to the family about their educational priorities for their kids. The school structure and expectations in the US may be very different than what they're used to. If the family prefers, you can work together to create a self-sufficiency plan for school. This may involve a volunteer showing the parents how to check the homework folder, and helping read the assignment sheets until the children can read it themselves. It also may include team members walking children to the bus stop for the first week or two until they are

comfortable going themselves, or working with the school to come up with a system where the parents can more easily notify them of an absence.

- **What if the parents ask me to make a decision, or oversee a child’s homework?** It can be tempting to step into this role, especially when you know parents are overwhelmed with adjusting to a new educational system. However, this may quickly burn out team members and also removes the family’s own agency. Gently remind the family that you can advise them about decisions as a friend but that they are responsible for their children’s education.
- Working on educational self-sufficiency is one of the hardest tasks for volunteers because it involves children. Remember that the parents’ expectations about homework, after-school activities, and communicating with the teacher may be different from yours. Be sure to align your work with their goals, not yours.

Selective Service Registration

The Selective Service System is an independent agency within the Executive Branch of the U.S. Federal Government. According to law, men (including immigrants) must register with Selective Service within 30 days of their 18th birthday. Selective Service accepts late registrations up until a man reaches his 26th birthday. Failure to register is a felony and non-registrants may be denied certain benefits going forward.

Instructions/Considerations

- Assist the newcomer with completing their Selective Service Registration, as applicable, within 30 days of arrival. This can be done online at www.sss.gov/register.
- If the newcomer is in temporary housing, it is okay to use the temporary address. This address will be used to send the Registration Acknowledgement Letter and Selective Service number. (See the “AR-11” page for instructions on what to do when a newcomer leaves temporary housing.)
- A newcomer will need their Social Security Number in order to register online. If they do not have an SSN within 30 days of arrival, you can visit your local post office to pick up a Selective Service registration form, or download it from the link above. Paper forms should be mailed to:

*Selective Service System
P.O. Box 94739
Palatine, IL 60094-4739*

Health Screening and TB Test

Connecting newcomers to health providers for initial screenings, including a tuberculosis (TB) test, is an important part of sponsoring Ukrainian Humanitarian Parolees (UHPs). Under the terms of the initial sponsorship application, UHPs must commit to being tested for TB by an interferon-gamma release assay (IGRA) blood test within 90 days of arrival. This test can be done as part of a screening at the health department or other local clinic.

Instructions/Considerations

- Check with Federally Qualified Health Centers (FQHCs) and health departments near you to see if they offer Refugee Health Screenings. These are free health screenings that UHPs are eligible for. Though they are not required, it is preferred that UHPs are screened at these locations for reporting purposes.
- If there are no clinics near you who perform Refugee Health Screenings, you may want to wait until after the newcomer applies for and receives Medicaid before making an appointment for a physical + TB test at a clinic. This will minimize out-of-pocket costs.
- Make sure the clinic is prepared to offer the IGRA blood test version of the TB screening.
- When making the appointment, tell the clinic if the newcomer will need interpretation services and in what language. Ask them to call and speak with the newcomer directly using an interpreter if they need to communicate before or after the appointment. *Try to avoid being the messenger for medical information.*
- Provide transportation for the newcomer to and from the appointment. Always ensure that all co-sponsor

team members transporting newcomers have a valid driver's license, vehicle insurance, and a background check.

- After confirmation that interpretation is being used as needed, ask the newcomer if they would prefer you wait for them at the clinic during their appointment. Do not invite yourself into the exam room.
- Depending on the outcome of the initial appointment, there may be follow-up appointments or referrals to specialists that are suggested. Members of the sponsor group healthcare team should work with the newcomer and the various medical teams to make sure communication is happening directly with the newcomer and that the newcomer is supported in navigating the US healthcare system.
- After the appointment, assist the newcomer as needed with [verifying in their myUSCIS account](#) that they (and any dependents) received a TB screening. **This is a condition of their parole.**

Additional Considerations

Be sure to arrive to the newcomer's home 10 – 15 minutes early for all appointments and factor in the amount of time it will take you to sign the family into the clinic.

Cultural Orientation Delivery

All newly resettled adult newcomers are encouraged to undergo cultural orientation in the appropriate language within the first 90 days of arrival. We highly recommend that this cultural orientation take place within the first 30 days to promote integration and understanding of systems and procedures.

Instructions/Considerations

- Delivering cultural orientation requires trainers to become comfortable with the content of this training. The [Cultural Orientation Resource Exchange \(CORE\)](#) has many resources for effective cultural orientation delivery, including the [Cultural Orientation Toolkit for Community Partners and Sponsors](#).
- Register to gain access to CORE's [Online Courses & Webinars](#).
- Once you have created a login and have access to CORE's online courses and webinars, please complete the following trainings: Sponsorship Orientation, Cultural Orientation Defined, Working Effectively with Interpreters, Cognitive Load and How to Manage It, Adult Learning Principles in CO, Student-Centered Learning vs. Teacher-Centered Learning, and Taking a Strengths-Based Approach.
- If possible, have newcomers download the CORE SettleIn app in their preferred language on their phones. This is available in Russian. They can also access the [SettleIn website](#), which includes a Ukrainian option.

Additional Considerations

- **What if the newcomer does not understand how to use the SettleIn app recommended in the toolkit?** Remember that individual newcomers will have varying levels of comfort with technology. The app may not always be the best option for all newcomers, especially if they are not familiar with how to use smartphones. Do not force this app on the newcomer in question if they are not comfortable utilizing their smartphone.
- **If one family member speaks English, can they interpret for the other family members during cultural orientation?** It is best practice to not rely on family members to interpret for each other, particularly in cases where the children speak English. This puts an inappropriate burden on children. Please use volunteer or professional interpreter and be sure to follow the recommendations provided in this resource: [Scripts for Working with Interpreters](#).
- **Which members of the family should receive cultural orientation?** All adult members of the family should receive cultural orientation. Childcare should be provided so that adults are not responsible for children during cultural orientation delivery so that they may fully engage with the training.
- Always include all adults in cultural orientation activities. If needed, you may also choose to provide gender-segregated cultural orientation to increase opportunities of active involvement. You can learn more by reading [Delivering Gender-Segregated Cultural Orientation](#).

Social Activities

Many times, this transition to a new culture and community can be one of loneliness and isolation for newcomers. They have lost not only their homes, but their family, friends and community. The welcoming work of PSGs does not solely exist to teach and assist with the tasks of transition but also to provide social support to newly arrived families.

It can be easy to overlook the importance of social activities during the first months of accompaniment with a new arrival. Check in with the family who you are partnered with to see when they would like you to visit. With the language barrier, you might feel uncomfortable making social visits without a firm “task” to accomplish. Push yourself to reach outside of your comfort zone! Below you will find a list of ideas of what you could focus on during social visits.

seasonal ACTIVITIES

- Show them the best places to sled in the winter
- Visit a local orchard in the fall
- Carve pumpkins in October
- Have a 4th of July picnic, hang holiday lights in December, etc.
- Learn about and celebrate a Ukrainian holiday

community ACTIVITIES

- Visit a farmers’ market
- Swim at a local pool
- Walk to the closest grocery store
- Visit the library (free events typically take place for members throughout the year)
- Walk to the closest park and/or around the neighborhood
- Pay attention to free local events and attend together
- Visit a museum, zoo, or sporting event
- Connect them with a local Ukrainian community

home visit ACTIVITIES

- Make a craft together (artwork/sewing/simple kids' crafts)
- Color together with the younger family members and practice simple English words. Have them teach you words from their home language.
- Eat a meal together
- Share how to make a traditional American dish (like pumpkin pie). Ask to learn how to make a traditional dish from Ukraine.
- Sit and share an update from your life. Show pictures from a recent family gathering/birthday party/school field trip you just took. (Be mindful of displaying expensive vacations to displaced families.)
- Play a game such as Uno or tic-tac-toe. Figure out which children's games are universal across borders! Tic-tac-toe, hopscotch, jacks, and jump rope are played around the world.
- Stop in and just say "hello!" and visit for some time
- Create a vegetable garden together (check with the landlord before changing any landscaping)
- Draw chalk pictures together on the sidewalk/driveway
- Listen to each other's favorite music



Benefits and Documentation

I-94

The I-94 is an arrival record that is maintained by Customs and Border Protection (CBP) for all nonimmigrant aliens that enter the United States. The I-94 shows the terms of parolees' admission, including their legal status.

The I-94 form can be accessed through the [CBP/DHS website](#) for each newcomer individual. In order to search for the information, you will need the following information:

- First (Given Name)
- Last (Family) Name/Surname
- Birth Date (dd/mm/yyyy)
- Document Number (Passport or Alien Number)
- Country of Citizenship

CBP One Mobile App

The CBP One Mobile App is another method to retrieve I-94s for parolees. The app is available for clients between the ages of 14 and 79 to utilize an optional feature using facial matching technology.

Social Security and EAD Cards

Employment Authorization Documents (EADs) are provided by USCIS to prove that an individual is legally allowed to work in the United States. Ukrainian beneficiaries may work immediately using their I-94 document, but will need an EAD to continue working after the first 90 days. Parolees have the option to apply for their Social Security cards within the same application as the EAD, known as the I-765 form. Although EAD applications are being expedited for Ukrainian humanitarian parolees, there is still a waiting period of 1-3 months before these documents arrive.

Government Benefits

Ukrainian humanitarian parolees are eligible for various types of federally funded public benefits.

Depending on the state, family size and family income, eligible populations may apply and receive Temporary Assistance for Needy Families (TANF) or Refugee Cash Assistance (RCA), Supplemental Nutrition Assistance Program (SNAP, or food stamps), and Medicaid or Refugee Medical Assistance (RMA).

Additional information about helping beneficiaries apply for these benefits is found in the Core Service Guides.

Cash Assistance

TANF and RCA programs are cash assistance programs meant to assist clients with payment of basic necessities, including rent and utilities among other things. Families with children are generally eligible for TANF if they are under the income and asset limit for the program. Newcomers without children are generally not eligible for TANF, but are eligible for RCA. Cash assistance amounts can vary from state to state and are often time limited.

Ukrainian Humanitarian Parolees will usually apply for these benefits through a local county social services office. In certain states, they may need to apply through a resettlement agency office. A CWS staff member can help facilitate this as needed.

Many states have work requirements for cash assistance. In these circumstances, humanitarian parolees will need to be enrolled in employment services (often this is offered through the cash assistance program) or employed in

order to receive the cash benefit.

SNAP (Food Stamps)

SNAP (also known as food stamps) benefits are offered only for food items and are generally based on income, not financial assets. Households can use SNAP benefits to purchase foods for the household to eat, such as:

- ✓ Breads and cereals;
- ✓ Fruits and vegetables;
- ✓ Meats, fish and poultry;
- ✓ Dairy products; and
- ✓ Seeds and plants which produce food for the household to eat.

In some areas, restaurants and farmers markets can be authorized to accept SNAP benefits from qualified homeless, elderly, or disabled people in exchange for low-cost meals.

Households cannot use SNAP benefits to purchase:

- ✗ Beer, wine, liquor, cigarettes or tobacco
- ✗ Nonfood items, such as pet food, soap, paper products, household supplies, vitamins and medicines
- ✗ Food that will be eaten in the store
- ✗ Hot foods

SNAP benefits are often issued on a card alongside the cash assistance benefits. When the card is swiped as a form of payment, users can select if the purchase is for food or non-food items and the money will be taken out of the appropriate account.

Medical Assistance

Ukrainian Humanitarian Parolees are also eligible to apply for medical assistance. In many states, UHPs will be eligible for Medicaid if they meet standard income requirements. In states that have not made Medicaid available for adult populations, UHPs are eligible to receive Refugee Medical Assistance (RMA) for 12 months.

Other Support Programs

PC Gaps

The Office of Refugee Resettlement (ORR) has funded a Preferred Communities (PC) Program that aims to support the successful resettlement and integration of especially vulnerable populations, and to enhance the capacity of resettlement agencies to serve these populations. Clients are regarded to have reached self-sufficiency when they have achieved the goals of the program service plan, found stability in life areas affected by their areas of vulnerability, and are able to live independently of agency services, through individual capacity, family support, and/or linkages to necessary community support services.

For *Uniting for Ukraine*, ORR has authorized PC funds for Ukrainians who need services that their sponsors are not able to provide. This is a 90-day program. Different resettlement agencies have different programs established to use these funds; for CWS, this program is called PC GAPS. CWS PSGs are expected to provide all initial resettlement services. However, all beneficiaries welcomed by a CWS PSG will be connected to the PC GAPS program (or the equivalent program offered by another resettlement agency) to ensure they have a caseworker in case of sponsorship breakdown. If sponsors are unable to provide support, PC GAPS caseworkers can help beneficiaries access necessary services. However, since caseworkers have many clients and are limited in the support they can provide, ideally CWS PSGs will be able to provide the hands-on support needed for successful community integration.

Matching Grant

Matching Grant (MG) is a federally funded program that is intended to help ORR-eligible populations, including UHPs, reach economic self-sufficiency quickly by finding jobs. The goal of the program is for those enrolled to find employment and be financially independent within 240 days. This program also serves as a substitute for other cash assistance programs by providing payment assistance with housing, utilities, transportation, healthcare, and English language training. Program clients receive cash management, employment skills training, job referrals, and budget planning.

UHPs must enroll in Matching Grant through the local resettlement agency office within 31 days of arrival. There are only a limited number of MG program slots available at each office, so enrollment will depend on availability.

Special Needs Cases

Mental Health Challenges

The stress and trauma associated with displacement can manifest in several ways. Even though refugees may be moving to a place that is physically safer, resettlement itself is an additional trauma as people are expected to adjust rapidly to a new culture. Connections to other Ukrainians and their new community can help during this traumatic time.

Like many people around the world, including some in the United States, Ukrainians may stigmatize mental health treatment. They may be skeptical of psychiatrists or counselors and avoid treatment for conditions like depression, anxiety, or PTSD. Sponsors can gently encourage UHPs to seek care and treatment for these conditions if behavior becomes concerning. Explain that this kind of treatment is normal in the United States and share personal experiences with talking to a counselor, if applicable. If you feel as if beneficiaries need additional assistance with mental health, contact your local resettlement agency office for availability of Intensive Case Management services. Your CWS staff contact can facilitate this connection.

LGBTQIA+ Beneficiaries

Beneficiaries who are lesbian, gay, bisexual, transgender, intersex, asexual, or another queer identity (LGBTQIA+) may have faced many challenges from the homes they have fled and be reluctant to disclose their sexual orientation or gender identity.

It is critical that these clients are aware of support networks available to them to ensure they do not face isolation within their own ethnic or national communities. Heartland Alliance developed the [Rainbow Retrospective: Reflecting on best practices and successes from the field](#). You can also explore resources available through the [Organization for Refugee, Asylum and Migration \(ORAM\)](#).

Elderly Beneficiaries

Elderly refugees may have more limited means to become self-sufficient, especially if they are not being resettled with family members who can provide support. When resettling elderly refugees, sponsors should ensure they have:

- Access to healthcare services (SSI and Medicaid)
- Referrals to nearby ELL classes
- Connections to family and friends to provide support and prevent isolation
- Connections to others in the community from their ethnic group and/or country of origin, particularly those who share their language
- Access to special programs or opportunities for the elderly in the community

Resettlement Considerations

Boundaries and Expectations

Private Sponsor Groups serve as integration concierges, advising refugee arrivals over time on steps they can take to achieve their goals and ensuring that they are aware of resources that can help them on their journey. It is important for PSGs to consider their boundaries and their role when welcoming newcomers. As a sponsor, your job should not be to solve every problem or to do for others what they can do for themselves.

Your role is to equip, educate, and guide — to empower! As you navigate your role as a co-sponsor, you must remember to set boundaries for yourself.

You Are

A partner of CWS in providing services. An ambassador for your community, a friendly neighbor and a part of a newcomer's growing social capital in a new place.

The Goal

To work yourself out of the role of a co-sponsor and into the role of a neighbor as you 'teach to' instead of 'do for.'

Remember

You are not alone in your welcome of newcomers. You cannot be or do everything and must know when to refer questions to local professionals and service providers in your community.

Healthy Boundary Tips

It is important to have clear conversations between sponsors and beneficiaries about how much financial support sponsors will provide. Some beneficiaries will come with enough money to adequately support themselves. Others will need ongoing financial support until they are able to work and/or receive cash assistance. Whatever the circumstance, be sure to align expectations either before or soon after beneficiary arrival.

If the individual requests your help for a future need, first think through three items:

- *Is this something that the individual can try themselves this time (even if it will be a challenge for them)?*
- *Is it appropriate for me to be the person to assist with this task? Does the individual have a family member who should be assisting instead?*
- *Do other people need to know about this need? For example, does this need to be reported back to CWS?*

Know when to say "no" regarding a task that you do not feel equipped for, or when that task has already been taught.

Know when to ask for help. When in doubt, ask!

Managing Expectations

It is important to acknowledge the expectations that you come to this work with. Perhaps you have welcomed refugees before and expect this new volunteer experience to mirror the past. Perhaps you expect to develop friendships or share the skills you have learned throughout your career.

Sponsorship work is often unpredictable instead of straightforward. How one family transitions to their new community might look quite different from another, and you shouldn't expect to duplicate a previous experience shared with one family.

Our ideas about what newcomer families need are influenced by our own culture and upbringing, and they may be different from what the newcomer family desires. Donated items may not be cared for as you would like or might be sold instead of kept. Keep in mind, your lifestyle will be different than the lifestyle of the family you are in partnership with. It is important to manage your own expectations and not take it personally when the clients do not respond the way you would prefer.

Teaching vs. Doing

In the U.S. immigration system, fast self-sufficiency is a goal. Self-sufficiency means that one has the skills, knowledge and resources to navigate daily life. Self-sufficiency in the holistic sense signifies much more than being able to pay the rent and put food on the table without financial help. It means that one has the skills, knowledge and resources to navigate daily life (including knowing who to turn to for help when those resources or skills are lacking). The acquisition of these skills and knowledge base is the first and most important step in a newcomer's path to rebuilding their lives.

As a PSG, your goal should be to gradually become less task-oriented and more of a friendly community neighbor. This takes a high level of intentionality, as the ways we typically think of helping people tend to be rooted in activities and accomplishing tasks. Additionally, it can take far longer to teach someone to do something for themselves than it does to just do it for them.

It is not inherently bad to help someone by doing a task for them. However, the goal of resettlement is to ensure that refugees can navigate the community and their needs themselves.

HELPING (DOING FOR)	EMPOWERING (TEACHING TO)
Driving someone to all their appointments	Taking the bus together as a mutual learning experience, teaching them how to buy a ticket and read the bus map. Or, walking together. . . even though the walk might be 25 minutes and a drive 5 minutes.
Calling the doctor/caseworker/teacher to make an appointment for the family	Teaching the family how to call to make appointments on their own (even if they do not speak English). Perhaps you could practice through role playing telephone calls or write out notecards using keywords or pictures. Many places have access to phone interpretation. Knowing how to say in English "I need interpretation" is important.
Sorting through the family's mail, tossing away unimportant things and keeping important bills	Make a list with the family of what items are important to keep (with samples and pictures of the company logo) e.g., utility bill, letter from USCIS, letter from school.

Strengths-Based & Empowerment Models of Resettlement

Among the refugees and immigrants CWS serves, there are ample illustrations of resilience in the face of extraordinary challenges. Rather than approaching refugees as victims in need of our help, strength-based practitioners acknowledge the tremendous strength newcomers have and focus on building an individual's agency in providing for themselves and their family.

Strengths-Based Service Model

Strengths-based practitioners hold the fundamental assumption that people can improve the quality of their lives. That means believing in the potential of every person and trusting that they, along with their families and communities, hold the answers to the challenges they face. Even in the most trying of circumstances, every refugee that comes through a resettlement agency has shown remarkable strength in one way or another. As helpers, we can remind Ukrainians of their resilience in the way we view them, the language we use and with respectful, empowering approaches to practice.

There are always “likeable” individuals who make it easy to believe in people's strengths and trust their ability to solve their own problems. This respectful and hopeful attitude can be much more difficult to maintain with other people in other situations when solutions seem nonexistent without our “expert opinion.” Those are the times when it becomes especially important to consult with others around you and CWS staff in order to ensure that actions taken remain focused on long-term empowerment.

Empowerment-Based Service Model

In this model, it is important to remember the definition of empowerment: “The process of increasing the capacity of individuals or groups to make choices and to transform those choices into desired actions and outcomes.”

Basic tenants of this model are:

- All services are tied to self-sufficiency; they are deliberate and progressive.
- Always follow the least intrusive path to service delivery.
- Newcomers are individuals who deserve respect and autonomy. Their lives, decisions and personal information are theirs alone.

The empowerment model of service is based on the concept that everyone has the potential to succeed, and it is our role to help build the foundation for them to do this.

CWS asks Private Sponsor Groups to be aware and deliberate in their service. PSGs should ask themselves at each step:

- How does my action help this person become more self-sufficient?
- How can I change this from a favor into a lesson?
- How can I take steps so that next time this person will have the skills to do this task on their own or without any assistance?

Power

Many sponsor groups speak the dominant language (English) and are a part of the dominant culture of the United States. When you work with a newcomer, it is important to understand that your relationship is one of unequal power, as you come to your relationship with them often with more knowledge and resources. You have also chosen to do this work, while they did not have a choice in becoming refugees. We ask that you acknowledge your power and enter this work thoughtfully.

'Power Over' and 'Power With'

'Teaching to' and 'doing for' can be explored through the lens of 'power over' and 'power with.' In the context of working with newly arrived refugees, 'power over' means that between the two of you, you hold the knowledge of how to navigate the systems and structures in your community. 'Power with,' is the process of working to balance that power through teaching. When you show someone how to care for a need themselves, you are giving away some of the power that you held over them and leveling your relationship.

Take, for example, navigating public benefits and filling out reporting forms for local government offices. Finding the answers for the individual and telling them which forms to sign is power over. Going with them to the office and teaching them how to connect with a case manager there to assist with forms is 'power with.'

Acknowledging Your Power

There are many ways in which your 'power over' another might impact the way that they interact with you. Be aware that it might be hard for the individual you are accompanying to say 'no' to you. If you extend an invitation to your place of worship or to another event, the individual might feel like they must attend because you are assisting them.

Similarly, your 'power over' can influence how the individual responds to questions you might ask. At the start of your partnership, please refrain from asking questions about their past experiences. If you ask to hear their story, they might feel obligated to tell you. Understand that some who have experienced the trauma of displacement are very willing to share their story of fleeing and how they arrived in the United States, while others might never wish to.

Culture

CWS Private Sponsor Groups are asked to be considerate of newcomers' culture and customs as they work to welcome refugees. It is important to acknowledge that integration requires neither the newcomer nor the welcoming community to give up their history, culture, or identity but to respect one another.

CWS will provide PSGs with reputable organizations to obtain cultural background information. Please know that any cultural overview must be taken with an understanding of the diversity of customs, beliefs, attitudes, and practices which reside within any nationality group. Do not take cultural backgrounders as truth for the individual you are welcoming. Instead, look to the individual or family to provide you with an understanding of their preferences as they transition to your community. Honor the similarities that you share with newcomers while also honoring those differences that you do not identify with.

Perceptions of Success

The decisions that newcomers make in creating their lives here in America are their own, and we must encourage their autonomy in doing so. It is easy to apply your own definition of success onto a newcomer and worry that

they are not ‘doing well’ or ‘succeeding’ in their acclimation to a new community. However, newcomers may not share your definition.

Consider the act of parenting school-aged children. Your version of successfully engaging in this time of life might be to enroll your children in after-school activities and attend them out of support for your child. Another family might choose to not support extracurriculars. This does not mean a lack of success. Newcomer immigrant families typically work hard and long shifts in order to provide for themselves. Because a newcomer does not make the same choices as you in their lives does not diminish their success.

Paternalism

An imbalance of power can contribute to paternalism in this partnership. Paternalism is when you limit someone’s autonomy based on what you think is for their own good. It is often easier to make decisions for someone than it is to watch them make decisions that you feel are ‘bad,’ ‘unnecessary,’ or are simply different than those you would make.

Imagine this initial transition to a new culture and community as a river that newcomers must cross. Your role is to teach them to find the stepping stones across the river. Your role is not to carry the person across, choose the path, or hide the paths that you would not utilize yourself.

Religion

Although it is natural to share what is important to you with others, CWS requires that PSGs partnered with CWS not engage in proselytism (i.e., persuading a beneficiary to convert to your religion or denomination). In all that you do, make sure the individual understands that your help is not contingent on their participation in your church or religion. We do not want them to feel they have to become like us in order to receive our care and assistance, nor do we want to potentially trigger any previous trauma around religious persecution.

Best Practices

Trauma-Informed Care

Trauma-informed care is a framework that focuses on positives and strength-based approaches in order to empower an individual and prevent re-traumatization. It is important for us to recognize that things we may view as character flaws might be coping mechanisms as reactions to trauma. Some of these behaviors might be:

- Being late to meetings/appointments
- Not answering phone calls
- Asking multiple people for help on the same problem
- Holding information back from someone trying to help

Empowering Language

The language that we use in everyday life has power. Avoid possessive language when working with refugees, such as ‘adoption’ or ‘our family.’ These possessive words can inadvertently signal paternalism and ‘power over.’ Instead, ensure that the language that you use is mirroring your empowering actions. ‘The family,’ ‘the (surname) family,’ ‘our group is accompanying a refugee,’ ‘we are welcoming a refugee family,’ ‘the newcomer we are partnered with,’ are all good ways to speak of this engagement.

Avoiding Miscommunication

There are many people, organizations and structures involved in a newly arrived Ukrainian’s life. A few might include you as the sponsor group, the government benefits office, the doctor’s office, the Department of Health,

and the school district. Each organization might then connect the family to more local agencies who have specialized programs. Those could be childhood development specialists, counselors, after-school programs, women's/men's/youth groups, cultural agencies, and support groups. A newcomer's life is full of people and agencies! This network is useful, but also increases the chances of miscommunication between those serving the family.

Tips for when miscommunication happens

- Reach out to others in your group for clarification that you might lack
- Work with the family in order to make a clear 'map' of that agencies working with them

At times, you might be welcoming a family who speaks very limited English. They might know who called them and why, but not know the English to confidently relay the information to you. This is okay and preferable to you receiving calls for the family and then finding interpretation to relay messages along. The family must remain in control of managing their lives.

Communicating Across Language Barriers

Communicating with one another across a language barrier is challenging. Interpreters are not always going to be available to assist, and this can lead to miscommunications and frustrations, particularly at the start of your volunteering. You may find yourself surprised after weeks or months that you and the family find ways to communicate beyond fluent spoken language. Your friendship might be built less upon shared conversations and more upon shared experiences while teaching how to navigate the community.

Here are some tips:

- Speak clearly, not louder.
- If you are not understood, try to use different words.
- Use your phone to show pictures. For example, pull up photos of a grocery store when asking if the family would like to go.
- Be aware that phone translation apps are not perfect and can sometimes be confusing. However, Google Translate is fairly reliable for both Ukrainian and Russian.
- Write messages down
- Know if the person you are speaking with has a relative or friend who you can call for assistance when you **MUST** have interpretation.
- Be mindful to not ask a child to interpret.

Beneficiary Abuse and Complaints

As a humanitarian organization, CWS seeks to ensure that it is accountable to the individuals who participate in and benefit from its program activities. The [Accountability to Affected Populations](#) framework is a component of an ongoing effort within CWS to strengthen its accountability to affected populations (AAP), which outlines practices and procedures to improve the quality and quantity of beneficiary feedback within CWS program activities; and to guide CWS partner organizations in establishing or enhancing mechanisms that fulfill this objective. While full implementation of this guidance is a process that will need to be undertaken progressively, specific CWS commitments have been identified to strengthen its practices on AAP.

Client Abuse Reporting

CWS-partnered PSGs must adhere to the [mandatory reporting laws](#) in the state in which they operate if they suspect abuse and/or neglect.

Many states have mandatory reporting laws that require individuals who come into contact with a child in the course of their work to report any suspected abuse and/or neglect of a minor. Most states protect individuals who make good faith reports of suspected abuse and/or neglect from any liability if the report is unsubstantiated. Refer to the CWS Child Safeguarding Policy provided by CWS staff for additional information.

Reporting

If criminal activity (including trafficking, abuse, or other exploitation) occurs during U4U sponsorship, this should be reported immediately by the sponsor or UHP to resettlement agency staff (CWS point of contact and/or client caseworker) as well as to local law enforcement. Staff will escalate the concern to USCIS through reporting channels.

If CWS PSGs are not providing required services to UHPs, or are otherwise neglecting or mistreating them in a non-criminal way, UHPs should report this directly to their PC GAPS or other relevant agency caseworker.

Beneficiary Agency

Release of Beneficiary Information

Although U4U beneficiaries are not automatically CWS clients, CWS is committed to protecting the information and privacy of the beneficiaries working with CWS Private Sponsor Groups. After beneficiaries arrive through U4U, CWS staff will have PSGs assist in having beneficiaries sign an Authorization to Release Information form. This form will allow PSGs to talk with CWS staff about beneficiaries' personal information such as the status of applications, names and birthdays, medical needs, and other relevant information for purposes of receiving technical assistance. The form also allows CWS staff to escalate beneficiary information to State Refugee Coordinators and/or other agencies as needed. This form does not request permission to share beneficiary names or photos in public settings (e.g. newspapers, GoFundMe) and should not be taken as such.

Secondary Migration

Secondary migration is when an immigrant initially resettles in one location in the US, and then decides to move somewhere else. This is not uncommon with refugee populations. Because there are certain "pockets" of the country that have high populations of certain ethnic groups, newly arrived refugees—including Ukrainian parolees—may wish to eventually move to those areas in order to take advantage of the existing community. Secondary migration may also occur to pursue job or educational opportunities, or to be closer to family members.

Client agency in deciding where they live is paramount. However, it can be very challenging for sponsor groups when a family they have welcomed to their community decides to move elsewhere. Even if the beneficiaries you have welcomed decide not to stay, remember that you have given them a safe, stable place to recuperate and plan their next steps in this phase of their life. The benefits of that stability cannot be overstated. If you do welcome a beneficiary who decides another location is a better fit for them, speak with CWS about next steps. Many groups decide to continue their sponsorship efforts and welcome a new individual or family.



CWS Partners

Member Communions

CWS partners with 37 Protestant, Anglican, Orthodox, Peace, and Historic Black member communions that encompass a diversity of denominations, traditions, histories, and cultures, and represent some 30 million Americans in all 50 states. In the United States, CWS and member communions work together at the national level to promote the resettlement of refugees, advocate for justice, and welcome newcomers into our communities.

Faith Communities in Solidarity

From its inception, CWS has collaborated with representatives of member communions to carry out its mission, drawing on their relationships and shared commitment to mobilize local faith leaders and their congregations. CWS hosts monthly Faith Solidarity Calls to convene a group of denominational leaders at the national level working to ensure faith communities are engaged in solidarity with refugees. Many of these same faith leaders participate in the Interfaith Immigration Coalition, where CWS is one of the key organizers, to advocate for just and humane immigration policies, including the restoration of a more generous refugee resettlement program. In addition to partnering with CWS, many of these organizations are leaders of their own initiatives to mobilize communities in response to global migration and displacement.

The 37 CWS member communions are listed below along with websites for denomination specific refugee and immigrant programming. You will find a variety of ways in which these partners work to enhance refugee resettlement in communities across the country. You may find that many of these communions have initiatives as well as additional resources to support refugees and asylum seekers in your community.



Member Communion

- [African Methodist Episcopal Church](#)
- [African Methodist Episcopal Zion Church](#)
- [Alliance of Baptists](#)
- [American Baptist Churches USA](#)
- [Armenian Church of America](#)
- [Christian Church \(Disciples of Christ\)](#)
- [Christian Methodist Episcopal Church](#)
- [Church of the Brethren](#)
- [Community of Christ](#)
- [The Coptic Orthodox Church in North America](#)
- [Ecumenical Catholic Communion](#)
- [The Episcopal Church](#)
- [Evangelical Lutheran Church in America](#)
- [Friends United Meeting](#)
- [Greek Orthodox Archdiocese of America](#)
- [Hungarian Reformed Church in America](#)
- [International Council of Community Churches](#)
- [Korean Presbyterian Church in America](#)
- [Malankara Orthodox Syrian Church](#)
- [Mar Thoma Church](#)
- [Moravian Church in America](#)
- [National Baptist Convention of America](#)
- [National Baptist Convention, U.S.A., Inc.](#)
- [National Missionary Baptist Convention of America](#)
- [Orthodox Church in America](#)
- [Patriarchal Parishes of the Russian Orthodox Church in the U.S.A.](#)
- [Philadelphia Yearly Meeting of the Religious Society of Friends](#)
- [Polish National Catholic Church of America](#)
- [Presbyterian Church \(USA\)](#)
- [Progressive National Baptist Convention, Inc.](#)
- [Reformed Church in America](#)
- [Serbian Orthodox Church in the U.S.A. and Canada](#)
- [The Swedenborgian Church](#)
- [Syrian Orthodox Church of Antioch](#)
- [Ukrainian Orthodox Church in America](#)
- [United Church of Christ](#)
- [The United Methodist Church](#)

We encourage all faiths, traditions, and civic groups to consider what actions they can take in building more inclusive and welcoming communities for refugees. To partner with a CWS affiliated office, faith and community groups do not need to be a CWS Member Communion.

Acronym Glossary

Programmatic Acronyms

The following acronyms are used within refugee programming and will aid you in understanding the ‘system’ of resettlement:

CO: *Cultural Orientation* is a core service of the R&P program. Refugees resettled in the United States receive Cultural Orientation to acquire vital knowledge, skills, and attitudes needed to adapt to their new lives and achieve self-sufficiency.

LPR: *Legal Permanent Residents* are foreign nationals who have been granted the right to reside permanently in the United States.

M&E: *Monitoring and Evaluation* is used to assess the performance of a program.

RA: There are ten *Resettlement Agencies* in the United States who partner with the U.S. government to implement welcoming programs to accepted refugees.

TA: *Technical Assistance* refers to the assistance in understanding a task or problem. CWS provides technical assistance to community partners as they deliver services to refugees.

ICM: *Intensive Case Management* refers to case management services provided outside of the standard R&P program period. Frequently ICM specifically serves vulnerable populations with health or mental health service needs.

SRC: Each state who welcomes displaced persons has a *State Refugee Coordinator* who manages programming within the state.

SRHC: *State Refugee Health Coordinators* manage and coordinate refugee health services with their state and complement the responsibilities of the SRC.

Additional Resources

- [Community Sponsorship and Allyship – Amnesty International](#)
- [Resource Library - Refugee Welcome Collective](#)
- [Uniting for Ukraine - USCIS](#)
- [A Cultural Guide to Hosting Refugees from Ukraine – Country Navigator](#)
- [CWS Community Sponsorship Programs](#)

