

Refugee Program Local Process

5/19/16

Pre-Arrival

1. CCS is contacted by USCCB/MRS and told about a refugee family seeking placement in Lane County.
2. CCS consults with Steering Committee, accepts the proposed placement, and notifies the Refugee Program Community Task Force.
3. CCS assigns a Case Manager and Supervisor and starts the case management/preparation process.
4. CCS makes contact with local tie for incoming family.
5. CCS and the Steering Committee ensure that the following happen:
 - a. Housing search initiated, with leads funneled to designated Case Manager.
 - b. Cultural Navigators (1-3) assigned to the family, drawing from a pool of previously-screened volunteers.
 - c. A Community Sponsor (with a designated contact person) agrees to coordinate the collection of furnishings and items for the family, using the proposed Distributed Inventory Management System (DIMS). Starts the process of identifying items available for the family.
 - d. A Community Sponsor or Unaffiliated Volunteer agrees to coordinate the collection and stocking of a culturally-appropriate one-week food supply for the family.
6. CCS receives a specific arrival date from USCCB/MRS.
7. CCS Case Manager and Supervisor confirm housing:
 - a. Select rental, get family approved, pay initial deposits/fees (typically reimbursed from family direct assistance funds available after family arrives). Family signs rental agreement after arrival. **OR**
 - b. Arrange temporary donated housing for initial period while continuing to search for housing.
8. Community Sponsor from 5.c. above coordinates delivery and set up of furnishings and household items.
9. Community Sponsor or Unaffiliated Volunteer from 5.d. above coordinates delivery of food items to location just before arrival.
10. CCS Case Manager, Supervisor, and assigned Cultural Navigators develop a detailed plan of action for assisting family from pick up at airport through the first 30 days, reaching out to other volunteers and interested parties as needed.

Family arrives!