

# **GOOD NEIGHBOR TEAM HANDBOOK 2024**

**WALK ALONGSIDE A NEWLY ARRIVED REFUGEE FAMILY**

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# GOOD NEIGHBOR TEAM

## THANK YOU FOR MAKING A LASTING IMPACT

The world is facing the largest refugee crisis since World War II, with more than 108 million individuals forcibly displaced from their homes because of persecution and violence. In the aftermath of WWII, World Relief began serving those displaced by war and violence. More than 70 years later, we're still serving refugees, expanding our work and expertise to the current reality of the refugee crisis and partnering alongside thousands of local churches and their volunteers.

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

## WHAT IS A GOOD NEIGHBOR TEAM (GNT)?

A Good Neighbor Team is a small group of people from a local church that partners with World Relief to welcome and walk alongside a newly arrived refugee family. Our goal is for each refugee who arrives in the U.S. to feel the warm welcome of his/her local community. Refugees are survivors, leaders, and entrepreneurs who have so much to contribute to those of us who welcome and befriend them. While refugees may also have some significant needs as they first arrive and face the challenges of adjustment, they can be an incredible blessing to the community receiving them. Good Neighbor Teams offer a way to facilitate long-term, mutually transformative relationships.

### RESPONSIBILITIES & COMMITMENTS:

- **Preparing for Arrival.** Before a refugee family arrives in the U.S., their Good Neighbor Team works with World Relief staff to prepare their house or apartment. In addition to gathering basic household items and furnishings, we encourage Good Neighbor Teams to commit to praying for this family's adjustment even before they arrive. In most cases, members of the Good Neighbor Team are also present when their refugee family arrives at the airport, offering a warm welcome and the hope of a new beginning.
- **Resettlement & Adjustment.** During their first few months in the U.S., refugees have many appointments to schedule, orientations to attend, and things to learn. Some teams may assist with tasks like securing a state ID or teaching the family where and how to buy groceries, how to use public transportation, or even how to greet someone in English. Working through these tasks together empowers the family to move towards self-sufficiency, while reaffirming a sense of community and support as they adjust to life in the U.S.

- **Friendship.** Members of the Good Neighbor Team commit to visiting their refugee family at least once a week. The mutually beneficial relationships that grow out of Good Neighbor Teams happen as a result of consistently spending time together and intentionally building community. These visits often provide opportunities to help practice English, orient to American culture, and meet other practical needs, but the primary goal is to offer genuine and mutual friendship. While the initial, grant-funded Refugee Resettlement Program only lasts three months, we ultimately hope throughout the process that the Good Neighbor Team develops friendships with the family within the six-month commitment that extends far beyond.
- **Financial Support.** The average cost of resettling a refugee family of four is around \$10,000. This includes supplying basic needs, such as rental, utility, and cash assistance for the first few months after arrival. With this in mind, we ask that each Good Neighbor Team or Church affiliate partners with World Relief financially. Please consider contributing a \$1,000-\$10,000 donation. All monetary donations made by GNTs will be directly funneled into our locally raised funds and will allow our organization to continue to provide services for newly arrived refugee families. However, we do not want financial giving to be a barrier to your church, so if your church or GNT is unable to give financially at this time, you will still be able to participate in the GNT opportunity.

## THE VALUE OF TEAM-BASED MINISTRY

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

## WHAT DOES A GOOD NEIGHBOR TEAM DO?

As a partner of the US Department of State, World Relief is required to provide certain core services to all refugee individuals and families we serve. Most of these core services must be completed within the first 30-90 days (about 3 months) of arrival. GNTs will split responsibility for these core services with the client's Reception and Placement (R&P) caseworker. See Figure 1 on page 6 for a timeline of post-arrival core services.

Beyond providing some of the required core services, the goal of a GNT is also to build a personal relationship with the refugee family. Our Good Neighbor Teams are essential to our work, as they can go above and beyond when it comes to investing relationally.

## GOOD NEIGHBOR TEAM TIMELINE

**Initial Interest:** World Relief staff connects with church leader or member to discuss best way to share about the GNT opportunity with interested church members whether by means of an informational session, a World Relief staff member hosting a table during Sunday services, or other engagement methods.

**Recruiting:** Local church partner recruits and forms a group of 5-12 members. We ask those committed to joining a GNT to complete the individual Volunteer Application and E-Learning Course prior to the training. This will ensure a smoother transition from the onboarding phase to being matched with a refugee family.

### **Onboarding and Training:**

- Submitting individual Volunteer Application\*
- Completing US Programs E-Learning Course\*
- Attending in-person or virtual GNT Training
- Completing and receiving clearance on Background Check and Motor Vehicle Record
- Accepting Microsoft Teams invite

**\*Must be completed *before* training**

**Placement:** GNT is matched with a refugee family or group of individuals. The GNT Coordinator will meet with Team Leads to discuss the match and to sign the GNT Agreement before the family arrives.

**6 Months of Resettlement:** GNT will walk alongside the refugee family for a commitment of 6 months. During this time, the GNT will help provide core resettlement services and invest relationally in the refugee family with the goal of helping them integrate and thrive in their new community.

# FY23 Post-Arrival R&P Timeline

First 30 Days



## Day 2

- Home visit next calendar day after arrival
- Provide basic orientation regarding housing and personal safety matters, including emergency contacts and procedures.

## Day 7

- Apply for Food Stamps, Cash Assistance, and Medical Assistance
- Apply for Social Security card if not already applied for at port of entry per the travel letter. Otherwise, verify receipt of card

## Day 30

- Document and implement a resettlement/Service Plan with each refugee
- Orientation on Role of WR, Refugee Status (including Family Reunification and Travel Loan), English, Public Assistance, U.S. Laws, Community Resources & Services, Employment, Health, Budgeting & Personal Finance, Housing, Hygiene, Safety, Cultural Adjustment, Education, Transportation (within the R&P Period)
- Children enrolled in school
- Refugee Initial Health Assessment (within 30 calendar days of arrival, non-Class A only)
- Assistance with Selective Service registration, if applicable.
- One home visit within 30 calendar days of arrival, but not before the 14th calendar day after arrival (All classes)
- Assistance with enrollment into other services as applicable to the case and as eligibility requirements are met, ex. WIC/SSI

## Day 1

- Airport Reception
- Culturally Appropriate, ready-to-eat meal available
- Home fully furnished upon arrival
- Adequate food available until the receipt of cash and food assistance

## Day 5

- *Local Office Responsibility: Intake Interview - Roles & responsibilities*
- *Verify refugee documentation such as I-94, Bio, Assurance*

## Day 10

- *Local Office Responsibility: Initiate Service Plans. Assistance with completion of AR-11 and U.S. Post Office address change, including all initial and temporary housing upon arrival and subsequently throughout the R&P period*

- Assistance with enrollment into ESL, employment services

**THROUGHOUT R&P SERVICES  
Appropriate Language Interpretation &  
Pocket Money, as needed**



Figure 1

# ONBOARDING STEPS

**Onboarding and Training:** Initially your church leader or primary connection to World Relief will schedule a few touchpoints or have an interest meeting for members to learn about World Relief and the GNT opportunity. After this is done, your team will schedule the GNT Training as well as begin the onboarding steps which typically takes between 4-6 weeks.

1. **Complete the Volunteer Application:** Before attending the GNT training, we ask that everyone complete the Volunteer Application for their respective World Relief Texas office. You will need to create an account on the World Relief Portal using the links below to begin the Volunteer Application and subsequent steps. In the World Relief Portal, you will have access to all onboarding steps and will be able to track your progress.
  - a. Volunteer Application:
    1. Fort Worth: <https://bit.ly/volunteerfortworthWR>
    2. Dallas: <https://bit.ly/volunteerdallasWR>
    3. Austin: <http://bit.ly/volunteeraustinWR>
2. **Complete E-Learning Course:** After your volunteer application is submitted, you will continue the onboarding process by completing the US Programs E-Learning Course which you can access by logging into your World Relief Portal. This is the second step listed in your Portal.
2. **Complete GNT Training:** The GNT Coordinator will schedule training for your group. Anyone that plans to engage with the refugee family and be a part of the GNT must be present at the training. This training will be 3-4 hours long and can be in-person or online. We will work with the church and team to figure out the best training schedule. We need 5-12 individuals from your church to have completed the training to form a GNT.
4. **Complete CBC & MVR:** In the World Relief Portal you will be prompted to complete your Criminal Background Check and Motor Vehicle Record. \*You must complete either the GNT Training or E-Learning to move forward with your CBC & MVR.
  - a. If you have trouble or do not receive an email or prompting in your Portal to complete these, please contact your GNT Coordinator.
  - b. Due to the amount of interest, it has become financially difficult for World Relief to pay for every background check submitted. If you can, please submit payment for your background check. If you are unable to, there will be an option available for World Relief to cover the charge. We kindly ask that this only be used for those who are facing difficult financial circumstances.
5. **Accept Microsoft Teams invite:** The GNT Coordinator will send you an email invitation to join a Microsoft Teams channel specifically made for your GNT to communicate with one another and with World Relief staff throughout your 6-month commitment.

## NOW YOU'RE READY TO SERVE!

**Placement:** Once the Good Neighbor Team and World Relief have agreed upon a specific refugee family to be matched with, both parties will meet to review and sign the GNT agreement. We treat the agreement as a tool to facilitate clear communication and establish responsibility for both the Good Neighbor Team and World Relief. See GNT Agreement Section for more on this.

**6 Months of Resettlement:** GNT will walk alongside the refugee family for a commitment of 6 months. During this time, the GNT will help provide core resettlement services and invest relationally in the refugee family with the goal of helping them integrate and thrive in their new community. Your GNT Coordinator will coach you along the way, so don't worry if you did not memorize everything in the training or handbook. We will guide you through this process.

## FORMING A GOOD NEIGHBOR TEAM

### ASSIGNING TEAM ROLES

Once your church has completed the GNT Training, your team will need to find a time to meet to assign team roles and come to an agreement on which core services in the GNT Agreement your GNT will be taking on. As a team, you will be working together to ensure that all tasks you have taken responsibility for are completed. Each person on your team has different skills, gifts, and community connections that may make them better suited for certain team roles. For this reason, we have eight team roles responsible for a collection of tasks regarding one aspect of resettlement.

When dividing team roles, it is important to remember that even though you may assign each person in your group to a role, no one should feel unsupported or alone in the tasks they are seeking to accomplish. The person in charge of each role does not need to feel the need to do everything within that role, but we would like to have someone be the point person for each role to ensure that all the services are completed. Based on the size of the group, the varying degrees of responsibility across categories, and availability, some team members may oversee more than one team role.

### TEAM ROLES DESCRIPTIONS

#### TEAM LEADER

**Objective:**

Help coordinate communication and appointments among the group as a whole
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Function as the primary contact for World Relief GNT coordinator and caseworker
Assure each team role is assigned and members are fulfilling their responsibilities
Assure team members log volunteer time in the Volunteer Portal

**Description:**

The team leader’s goal is to organize and coordinate the volunteer team so that they are available and effective in supporting the refugee family. The GNT leader will be the **primary contact** for World Relief, and the GNT Coordinator will have regular communication with the team leader(s). Furthermore, if the World Relief caseworker needs documentation, such as what date a client was taken to an appointment, the team leader will be responsible for providing the information to World Relief.

The team leader makes sure the team is logging activity in the Volunteer Portal each week/month and staying in communication with challenges, successes, and questions. The GNT Coordinator will equip the team leader with resources on Microsoft Teams to coordinate the GNT and ensure confidentiality of information.

We recommend having two people, if possible, in this role. One of the leads can choose to step into another role, but we ask that there be two people to assist with communication and coordinating timely task completion. While the team leader(s) may not be responsible for core service tasks, we encourage the person in this role to be someone who has a **flexible schedule** and a basic understanding of every role.

**Time Commitment:**

This position should take roughly **five to six hours per week** for the first **eight weeks** after being matched with a family. Barring any crises in subsequent months, the team leader will be less focused on helping the team provide core services and more focused on empowerment and relationship building in months three to six. They will, however, still be responsible for keeping an open line of communication with World Relief staff, coordinating team trainings, and navigating any changes in employment, housing, size of family, etc.

**Documents Needed:**

- Completed GNT Agreement
- Volunteer Portal Tutorial
- Basic Guide to Microsoft Teams for Volunteers

**HOUSING COORDINATOR**

**Objective:**

Stock home with groceries prior to family arrival
Coordinate the apartment set up with furniture and supplies
Meet family at airport upon arrival (work with transportation coordinator)
Provide transportation from airport to home (work with transportation coordinator)
Prepare or purchase a culturally appropriate, ready-to-eat meal for refugee(s) on their day of arrival

Home orientation on appliances, maintenance, and utilities
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Help address needs such as repairs (coordinate with WR staff)
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**Description:**

We normally receive access to the family’s apartment unit 2-3 days before arrival to do the apartment set up. Please understand that this is not always the case, so be prepared to be flexible depending on turnaround time.

The GNT Coordinator will provide the Apartment Set Up List, which includes all items required in a refugee family’s home. We will also give you a culturally appropriate grocery list according to the family’s nationality/religion. If the refugee family has a US Tie (family or friend that lives nearby), it is possible they will want to take responsibility for the groceries and/or culturally appropriate meal, as well as assisting with the airport pick-up. If this is the case, your GNT Coordinator will communicate this to your team beforehand.

On the same day (or night) of the refugee family’s arrival, the volunteer or caseworker, along with an interpreter (if needed) will give the family a home orientation to familiarize them with their new surroundings. However, it’s helpful to review everything later or save specific appliance tutorials for the next day home visit, which can be conducted by the caseworker or GNT, since everyone may be tired and overloaded with information.

**Time Commitment:**

This position may take roughly **eight to ten hours per week** for the first **two to three weeks** after being matched with a family.

**Documents Needed:**

- Apartment Set Up List
- How to Guide- Airport Pickup for Volunteers
- New Arrival Form & Next Day

## TRANSPORTATION COORDINATOR

**Objective:**

Assist in providing access and guidance to public transportation options
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Assist with planning long-term transportation solutions
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Assist with transportation plans for initial appointments and WR classes (ESL & Job Class)
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**Description:**

The transportation coordinator’s goal is to support the family by helping them navigate transportation options around the Greater-Austin area. If applicable for the refugee family, our GNT Coordinator can help you acquire bus passes to conduct a bus orientation.

We **discourage** people from **buying a car** until they are financially stable. The transportation coordinator should work with the finances coordinator to build a budget with the family and explain the cost of insurance, gas, maintenance, etc.

**Time Commitment:**

This position may take roughly **four to five hours per week** and be active for the first **eight weeks** after being matched with a family. Approaching month three, the transportation coordinator should be hands off and allow the family to transport themselves as they build confidence and develop a working knowledge of bus lines and transfers.

**Documents Needed:**

- How to Guide: Airport Pick-Up for Volunteers

**SOCIAL SERVICE COORDINATOR**

**Objective:**

Assist in applying for Social Security card at SSA (if applicable)
Help prepare a plan for obtaining a drivers license and/or recommend an online driving course
Assist with securing State ID from the DMV
Conduct grocery store orientation with the family

**Description:**

The social services coordinator assists the refugee family with obtaining social services and financial assistance.

Please note families who are enrolled in **Matching Grant** are **not** eligible to enroll in Refugee Cash Assistance (RCA). All participants will be eligible to receive food stamps and Medicaid or Refugee Medical Assistance (RMA) regardless of which program they are enrolled in.

**Time Commitment:**

This position may take roughly **four to five hours per week** for the first **three weeks** after being matched with a family.

Barring any crises in subsequent months, the social services coordinator should be more hands off in months two to six of the GNT, but they will be responsible for assisting the family in their Social Service appointments for the duration of **six months**.

**Documents Needed:**

- Travel Document
- I-94 (for establishing legal residence)
- Social Security application (contact WR caseworker)
- Employment Authorization Document (for TX State ID appointment)

**EDUCATION COORDINATOR**

**Objectives:**

Help enroll adults in English class (if needed)
Help enroll children in school (if applicable)
Help arrange school bus or other transportation to and from school (if applicable)
Coordinate childcare for times when parents are in class or in transit (if applicable)
Assist with English tutoring and homework help

**Description:**

The education coordinator supports the family as they learn English or become more proficient in the language. If there are school-aged children in the family, the coordinator assists with school enrollment and helps the children with their homework if necessary. The coordinator should **focus particularly on women in the home**, who can easily feel isolated due to childcare responsibilities, pregnancy, and cultural gender norms.

**Time Commitment:**

This position may take roughly **four to five hours per week** for the first **six weeks** after being matched with a family.

Barring any crises in subsequent months, the education coordinator should be more hands off in months two to six of the GNT.

**Documents Needed:**

- Photo ID of student and parent (travel document can also be used if no Photo ID)
- Copy of lease agreement verifying residence
- Public Health Immunization Record (from overseas)
- I-94 (for establishing legal residence)

**HEALTH CARE COORDINATOR**

**Objective:**

Assist with coordination and transportation for the initial health screening (within 30 days of arrival – appt. to be made by caseworker)
Assist with Tuberculosis clinic appointments
Assist in securing primary care and referrals to health care providers
Assist in securing dentist and dental care
Assist with medical needs and health information

**Description:**

The health care coordinator assists the refugee family in getting adequate medical and dental care after their arrival in the US: taking them to their Refugee Health Screening (which will be scheduled by their

caseworker in the first thirty days); assisting them in navigating their health care and insurance providers, finding a Primary Care Provider (PCP); and finding language-appropriate connections to medical and dental resources.

Note that it is the clinic’s legal responsibility to provide interpreters by phone or in person for medical appointments.

All refugees will be eligible for **Medicaid** or **Refugee Medical Assistance (RMA)**.

**Time Commitment:**

This position may take roughly **four to five hours per week** for the first **two to four weeks** after being matched with a family.

Barring any crises in subsequent months, the health care coordinator should be more hands off in months two to six, but they will be responsible for working with the Volunteer Coordinator to scheduling volunteers to transport the family to and from medical appointments as needed. The coordinator should particularly focus on women who are in late stages of pregnancy, children with diagnosed conditions, and elderly family members.

**Documents Needed:**

- I-94 (or equivalent document demonstrating legal immigrant status)
- Medicaid card
- Immunization Record

**EMPLOYMENT COORDINATOR**

**Objective:**

Assist employable adults with finding employment
Help employable adults fill out job applications and prepare for interviews
Provide transportation to and from employment interviews when possible
Procure job-appropriate clothing and supplies

**Description:**

The employment coordinator assists employable adults in the refugee family in getting a job within the first few months of their arrival in the US: teach interview skills; help create a CV/resume; and help procure job-suitable clothing. World Relief employment team will also be assisting with these tasks.

When the employable adults begin working, the employment coordinator should work with the financial coordinator to build a budget, accounting for their income and any funds they are receiving from Match Grant or RCA, to ensure their income exceeds their expenses—this is defined as **self-sufficiency**.

**Time Commitment:**

This position may take roughly **five to six hours per week** for **six weeks** after being matched with a family. The employment coordinator should be more hands-off during month one of the GNT as the

family begins to settle into rhythms and norms of life. Starting in month two, this volunteer should encourage the employable adults to apply for jobs and assist them with interviews. Please note that the jobs most often secured are typically entry-level and pay minimum wage, even if someone comes with extensive experience in a particular field.

**Documents Needed:**

- Resume
- Upon hire, W-2 Form
- Upon hire, W-4 Form
  - Passport (identity verification)
  - TX State ID

**FINANCES COORDINATOR**

**Objective:**

Assist in setting up bank account
Teach how to pay bills, including rent and utilities
Coach family on budgeting, managing resources, and building credit history

**Description:**

The finances coordinator assists the refugee family in managing their finances: teaching them about credit, rental history, balancing cash/debt flows, and managing a bank account. Financial institutions often request Social Security numbers before a family can open an account. Unfortunately, these cards are often delayed, and this can prove challenging for a family to receive financial benefits beforehand. World Relief recommends using **Bank of America or Wells Fargo** and talking to a banker who has worked with immigrants and refugees before.

**Time Commitment:**

This position may take roughly **three to four hours per week for four weeks** after the first month of the family’s arrival. The finances coordinator should be more hands off during the first month as the family settles into rhythms and norms of life. Starting in month two, the finances coordinator should encourage the family to open a bank account and begin to pay their own bills, deposit their checks, and do ATM withdrawals.

**Documents Needed:**

- I-94 (or equivalent document demonstrating legal immigrant status)
- Passport (identity verification)
- TX State ID
- Social Security card
- Twenty-five dollars minimum deposit in cash
- How to Set Up a Bank Account
- Sample Budget Template

## HOW DO I GET STARTED?

### **Team Leader(s)**

- Familiarize yourself with Microsoft Teams and all the tabs in the channel.
- Make sure everyone is tracking their hours for training.

### **Housing Coordinator**

- Search for listings in your neighborhood; do online research or make calls to apartment buildings in your neighborhood. How much is a two-bedroom apartment? Three-bedroom apartment? What is the application process? (if applicable)
- Are there affordable housing options in your area? Are they close to transportation? (if applicable)
- Think about things you could donate, or people you might ask for donations.
- Do you have access to a truck or trailer or storage space to collect donations?

### **Education Coordinator**

- What ESL programs are available in your area? (Community colleges, churches, non-profit organizations)
- What's your local neighborhood school system? Are there preschools or daycares in your area?

### **Social Services Coordinator**

- Where's the nearest Social Security office and DMV to you?
- Research online what paperwork you need to get a TX State ID card.

### **Health Care Coordinator**

- Are there free or discounted health care options in your area?
- Does your doctor take Medicaid or Refugee Medical Assistance (RMA)?

### **Employment Coordinator**

- Do online research for entry-level, unskilled jobs in your area. Are there jobs suited to people who speak limited English?
- Are there job training or skill development resources in your local area?

### **Transportation Coordinator**

- Study the bus lines or transportation options in your neighborhood. How would you take the bus downtown?
- Plan and take a trip using the local transportation system to some of the locations the family will be going to in their first few weeks here.

### **Finances Coordinator**

- Does your bank offer free checking or savings accounts? What paperwork is required to open an account?
- Try filling out a budget form for yourself.

# COMMUNICATION

## WORLD RELIEF TEXAS CONTACTS

Regular and open communication between World Relief and the Good Neighbor Team is essential and remains a priority for World Relief as we support and empower you throughout your Good Neighbor Team experience. World Relief will provide regular follow-up and will be available to help answer any questions that may arise. If you have any questions through the GNT process, here are your World Relief contacts. Please be sure to contact the GNT Coordinator assigned to your GNT.

**Briana Vice:** Regional Director of Church and Community Engagement  
Contact Info: [BVice@wr.org](mailto:BVice@wr.org); (817) 936-0617

**Lauren Stallings** Volunteer Coordinator (Austin)  
Contact Info: [Lstallings@wr.org](mailto:Lstallings@wr.org); (817) 650 - 2417

## HOW SHOULD GOOD NEIGHBOR TEAMS COMMUNICATE WITH WORLD RELIEF?

### MICROSOFT TEAMS

After you have completed all necessary onboarding steps, your GNT Coordinator will add each of your team members into a Microsoft Teams channel used specifically to communicate and collaborate with your team and World Relief staff, including your GNT Coordinator and the client's Reception and Placement (R&P) caseworker. You can utilize Microsoft Teams to share files, photos, and updates, ask questions, and more. Microsoft Teams also houses GNT materials, helpful resources for navigating core service tasks (i.e. Social Security appointments), and important team documents (i.e. GNT Agreement).

### COMMUNICATION GUIDELINES

If you are ever unsure of how to communicate specific information, see Figure 2 on page 20. Our Communication Flowchart may help you to determine the best next steps and points of contact.

Before contacting World Relief, please keep in mind that our team is small compared to the size of our caseload, so we ask for patience and understanding. We do appreciate your questions and concerns, and we will work diligently to respond as soon as possible. Office hours vary by staff and are subject to change, but generally we work Mon-Fri, 9:00am-5:00pm. Unless there is



an emergency, please honor these office hours. Lastly, the GNT should not act as a mediator between World Relief and the family. Please contact your GNT Coordinator with any concerns, and, if appropriate, they will connect you with other World Relief staff. You will most likely spend time with the family outside our office hours. If an issue arises, and you're uncertain of what to do, consult with the family about how they would like to address the issue, and make the best judgement as a team, but here are some guidelines:

- **HOUSING:** If it is an emergency (burst pipes, broken heater in the winter, etc.) the family should call their landlord to request immediate maintenance. They should have this information. Please don't try to fix things on your own as it could violate lease agreements. If it is not an emergency, please have the client leave a message or text their World Relief caseworker.
- **MEDICAL:** If it is an emergency or urgent, please ask the family if they would like to call 911 or be transported to a hospital for urgent care. Stay with them to address the immediate need and remind the family to contact their caseworker by leaving a voicemail or text message. If it is not an emergency, please encourage the family to contact their caseworker during business hours. They can also buy over-the-counter medication for minor things.

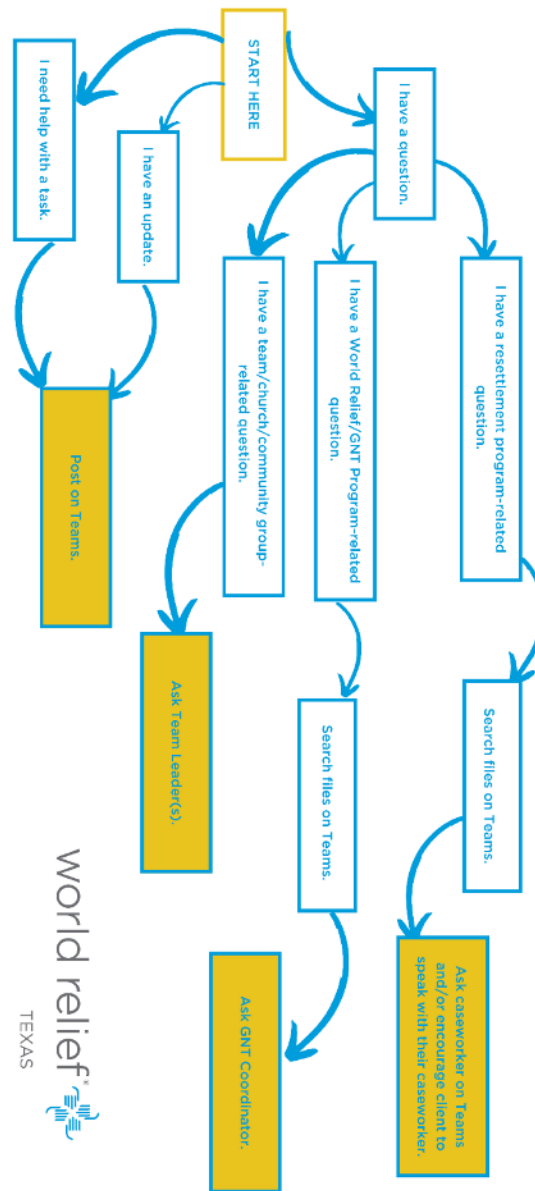


Figure 2

## CHECK-INS & DEBRIEFS

World Relief desires to support your GNT well through the entire six-month commitment. For that reason, our GNT Coordinators will be regularly communicating with your team leader(s) and team through Microsoft Teams. We would also like to provide a space for your team to talk through questions, concerns, successes, and feedback together.

- **1<sup>st</sup> Month Check-In:** GNT Coordinator will meet with team leader(s) via phone call or in-person to discuss GNT process thus far.
- **3<sup>rd</sup> Month Check-In:** GNT will meet virtually to prepare team for change in World Relief's Role, address any issues, concerns, etc.

- **6<sup>th</sup> Month Debrief:** GNT will meet in-person (if possible) to debrief 6-month commitment, celebrate the GNT's work, provide feedback and evaluate processes, and consider possible future partnership with World Relief.

## CONFIDENTIALITY & PERSONALLY IDENTIFIABLE INFORMATION (PII)

World Relief recognizes confidentiality as a living principle based on the sanctity and dignity of the human person. Therefore, World Relief will respect the privacy of personal information of those it serves or employs. Each volunteer's privacy is also protected. Volunteers are also responsible for maintaining confidentiality of all information they are exposed to while serving as a volunteer. This information may involve a single staff, volunteer, client, and others, or involve overall program or agency business. We ask that volunteers practice the **Minimum Necessary Standard**, which is: share only the information that is vital to complete the task or service and nothing more. Always retain information when it is not needed to complete the task. Failure to maintain confidentiality shall result in termination of the volunteer relationship or appropriate corrective action will be taken. Any and all client or donor's **Personally Identifiable Information (PII)**, including names, addresses, phone numbers, and other data should not be shared without the client's informed consent. World Relief will not share any client information with volunteers unless:

- The client has agreed to receive volunteer services.
- You, the volunteer, have completed and passed a criminal background check and are an approved WR volunteer.

## HOW SHOULD GOOD NEIGHBOR TEAMS COMMUNICATE WITH CLIENTS?

### AVOID ASSUMPTIONS

With only a small amount of biographical information on the refugees, it is important that Good Neighbor Teams avoid making assumptions about the family they will be welcoming. Refrain from speculations like, 'Are they educated or uneducated? Outgoing or reserved? Will they be appreciative or proud? Open or shut off?'

Like all of us, refugees are unique and diverse. As a Good Neighbor Team, it's important to be ready to love and support whoever steps off the airplane as you fulfill the role God has called you to play in the refugee family's life.

### CULTURAL HUMILITY

"Cultural humility is a commitment to continual reflection and learning, in order to gain a deeper understanding of cultural differences and to address power imbalances in cross-cultural relationships. It is not cultural *competence*, since you likely won't ever gain full competence in another's culture<sup>1</sup>. Cultural humility will elevate your partnership as you take the time to

“connect with cultural meanings, expressions, and values within yourself and those you serve.”<sup>2</sup>

Embracing a posture of cultural humility is important because it equips you to be aware of how your cultural biases may influence your interactions. Cultivating that awareness allows you to engage in cross-cultural relationships as a learner first. The lens of cultural humility gives you a foundation to consider other worldviews as deserving of the same respect and consideration as your own.

You may not always agree with the cultural values, norms, and expectations that the family or individuals that you work with hold. It is important that you respect these differences and commit to learning more about them. Exposure to these differences may illuminate your own cultural biases and values. It is important that you suspend judgement and refrain from imposing your own beliefs and values upon the people you are partnering with. Your role is to offer support to a new friend, not to “fix” or parent.

### **EVANGELISM VS. PROSELYTISM**

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

### **SOCIAL MEDIA & PICTURE-TAKING POLICY**

When it comes to picture taking, we ask that you please do not take pictures of the family and post them on social media or any other sites. This is to protect our clients and the dangers that they may be fleeing from. We do not want to put them or any family they may have back home at risk. If a family DOES consent to having their picture taken with or by your group, we must have them sign our Media Release form. Let your GNT Coordinator know if this is the case, and we can give that form to the client to fill out.

## **DRIVING WITH WORLD RELIEF**

For a volunteer to drive clients on behalf of WR, the following are required:

- An approved Criminal and Motor Vehicle Record Check.
- Volunteers are required to renew their motor vehicle record check annually through WR’s Background Check platform.
- Serious misuse of vehicles and/or inappropriate driving behavior may be grounds for dismissal.

Since the safety and well-being of drivers is of critical importance to World Relief, the attitude volunteers take when behind the wheel is the single most important factor in driving safely. Therefore, a driver has a responsibility to not only protect himself/herself when on the road but also must do his/her part to protect those drivers and passengers around them.

While volunteers providing transportation to our clients play an important role as an example of safe driving to our clients learning about driving in America, WR asks that volunteers do not teach a client to drive, unless that volunteer is a professional instructor and is donating professional services. There is too much risk involved to make this a viable role volunteers can serve in.

## APPENDIX

### RESOURCES

#### THE WORKSHOPS: WORLD RELIEF VOLUNTEER RESOURCE

The Workshop is an e-learning space for individuals and teams. Aside from the US Programs New Volunteer Orientation, these courses are currently not a requirement for participation for Texas GNTs. However, they are highly encouraged for all participants. We have coupon codes for many of these classes. Please reach out to the GNT Coordinator if you are interested in a course and would like to have a coupon code.

**You can access The Workshop here:** <https://bit.ly/WRTworkshop>

**Texas Courses include:**

- Introduction to World Relief
- Introduction to Resettlement
- Navigating Friendships
- Afghan Culture Guide
- Ukrainian Culture Guide
- Friendships: Embracing Cultural Differences
- Friendships: Embracing Socio-Economic Differences
- Friendships: Navigating Religious Differences
- Friendships: Navigating the Effects of Trauma
- Career Mentoring
- Citizenship Tutoring
- English Conversation Partners
- ESL Tutoring
- Youth Tutoring & Mentoring
- Welcome the Stranger: Individual
- Welcome the Stranger: Small Group

## BOOK RECOMMENDATIONS

- ***Welcoming the Stranger: Justice, Passion and Truth in the Immigration Debate***, by Matthew Soerens and Jenny Yang.
- ***Inalienable: How Marginalized Kingdom Voices Can Help Save the American Church***, by Eric Costanzo, Daniel Yang and Matthew Soerens
- ***When Helping Hurts: How to Alleviate Poverty Without Hurting the Poor...And Yourself***, by Brian Fikkert and Steve Corbett
- ***Seeking Refuge: On the Shores of the Global Refugee Crisis***, by Stephan Bauman, Matthew Soerens, and Dr. Issam Smeir

## HELPFUL TECHNOLOGICAL RESOURCES

### Free Translation Apps:

- Tarjimly
- Google Translate
- SayHi

### Cultural Orientation Websites:

- Settle In (App also available in Apple and Google Play stores) <https://settlein.us/#>
- Exchange- <http://coresourceexchange.org/>

## PRAYER RESOURCES

### Joshua Project

The Joshua Project is a Christian organization that which seeks to coordinate the work of missionary organizations to track the ethnic groups of the world with the fewest followers of Christ.

<https://joshuaproject.net/>

### **Prayercast**

This is a website that allows users insight into the lives of various people from all around the world through short 3-5 minute videos, in hopes that through world-changing prayer, more may come to know Christ.

<https://www.prayercast.com/>

### **Operation World**

This is a resource that provides an extensive prayer guide for every nation.

<https://operationworld.org/>

## **APARTMENT SET-UP CHECKLIST**

The items in the apartment set-up checklist below are required to be provided to each refugee family that World Relief resettles. Good Neighbor Teams have the opportunity to help furnish the apartment of the refugee family they are matched with, so the family does not have to use their refugee resettlement money towards furniture items.



# APARTMENT SETUP ITEMS

## KITCHEN ITEMS

- Pots & Pans
- Sauce Pan
- Frying Pan
- Baking Sheet
- Mixing/Serving Bowls (3)
- Spatula
- Ladle
- Chef's Knife
- Manual Can Opener
- Wooden Spoon
- Whisk
- Cutting Board
- Food Storage Containers (4)
- Dish Drying Rack
- Kitchen Towels (2)
- Oven Mitt
- Hot Pad (2)

## FURNISHINGS

- 1 Couch or = seating
- 1 Dining Table + Chairs (1 Chair per person)
- 1 Mattress + Frame per person (+box spring if needed) - Unless using Queen

## HOUSEHOLD ITEMS

- Lamps
- Light Bulbs
- 2 Waste Baskets (One Tall & One Small)
- Trash bags
- Paper, Pens and/or Pencils
- Plastic Hangers
- Mop + Bucket or Broom

## DINING ITEMS

- Pitcher
- Serving Platter
- Serving Spoon
- Silverware Organizer
- Dining Utensils (Fork, Spoon, Knife - 1 set per person)
- Place Setting (Plate, Bowl, Cup/Glass - 1 set per person)

## CLEANING ITEMS

- Dish Soap
- All Purpose Cleaner
- Laundry Detergent
- Laundry Basket
- Sponges or Cleaning Rags and/or Paper Towels



# APARTMENT SETUP ITEMS

## BATHROOM ITEMS

- 1 Towel per person
- Toilet Paper
- Shampoo
- Soap
- 1 Toothbrush per person
- Toothpaste
- Shower Curtain + Rings
- Hand Towels (4)
- Washcloths (1 per person)
- Bathmat
- Toilet Brush
- Plunger
- Hand Soap

## HYGIENE ITEMS

- Feminine Pads
- Men's Deodorant
- Women's Deodorant
- Men's Disposable Razors
- Men's Shaving Cream
- Nail Clippers
- Hairbrush + Comb
- Lotion
- First Aid kit

## BEDROOM ITEMS

- 1 Alarm Clock (plug-in)
- Bedding per Bed (Sheet Set, Comforter)
- Pillows + pillowcases (1 per person)

## CHILD UNDER 3YO

- Pack-and-Play
- Baby Blanket (Light & Breathable)
- Diapers (3-4)
- Wipes

# FAQS

## **Why is this person here?**

- Refugees are forced to flee their homeland because of race, religion, nationality, social group, political persuasion, or armed conflict. We are not privy to the specific reasons they fled. This story may come up in conversation, however we don't recommend that the topic is pushed. Be sensitive and allow your relationship to develop and dictate the pace of disclosure.

## **How should we know who's doing what on our team?**

- Your team should meet before the arrival of the family to delegate roles, tasks, and expectations of each team member. While World Relief will not be involved in the detailed planning, we are here to help give advice, resources, and be a support to your team. Your GNT will be added to a Microsoft Teams channel, and it will be important that your team communicates regularly with one another to coordinate upcoming tasks.

## **Where do refugees shop for groceries?**

- Once families are more established, you can ask them. However, the supermarkets that the refugee community most shop at are Fiesta, Walmart, and small specific grocery stores. We also encourage your team to explore local international grocery stores that may carry or be willing to source specific ingredients not found at major grocery stores. A list of local places to shop and eat will be provided for GNTs. Please familiarize yourself with pantry staples, dietary restrictions, and food norms/culture of the refugee families/individual you are paired with.

## **Is the GNT responsible for stocking the client's refrigerator pre-arrival?**

- We ask that your team stock the refrigerator during apartment set-up with groceries for the first 2-3 days after arrival. These groceries should last until a grocery store orientation can be conducted in the first few days after arrival. If your team is unable to cover the grocery expenses, please reach out to your Good Neighbor Team Coordinator.

## **Can appointments be scheduled around the GNT's schedule?**

- Certain appointments, like health screenings, cannot be scheduled around the GNT's own schedule. We always want to remain flexible in the refugee resettlement process, as some things are subject to change. However, in the case of appointments, our caseworkers have worked hard to secure limited appointments far in advance for our clients, so we ask that your team keeps those appointments. We know this is not ideal for many teams who have people working full-time jobs, but the needs of the family come first in this situation. If GNTs can't drive for certain appointments, don't feel bad. We will always give the opportunity to the GNT first, but we do have teams of World Relief volunteers to support the effort.

**Is every client assigned a caseworker? How long does a caseworker work with a client?**

- Yes, each refugee case will receive a caseworker. Reception and Placement (R&P) caseworkers provide case management services to clients from date of arrival through day 90. After 90 days, their R&P caseworker will close their case. However, this does not mean that all the responsibility falls on your GNT beyond the first 90 days. This is why it is important to continue empowering the refugee family towards self-sufficiency.

**Should our team contact the refugee family's caseworker on their behalf?**

- Because your GNT will be splitting core services with the refugee family's R&P caseworker, we will include the caseworker in your GNT's Microsoft Teams Channel. The caseworker will be able to field any case management specific questions there. Please keep in mind that our caseworkers have large caseloads and are very busy, so we do ask that your GNT is patient when waiting for responses and conscious of how much you are engaging the caseworker. In an effort to promote self-sufficiency, we also ask that your GNT encourages your refugee family to have open dialogue and consistent contact with their caseworkers on their own to answer any questions they may have. Your Good Neighbor Team Coordinator will also be available to answer any questions your team may have. Contacts are listed in this manual.

**Are refugees legally allowed to work? What documentation do they need?**

- Yes, they will need their I-94. If they don't have an employment authorization document, a valid government issued photo ID and social security card are also acceptable forms to present along with their I-94.

**Are there any resources for helping employable adults in the refugee family find jobs?**

- World Relief provides employment services to employable adults that are referred by their caseworker in the first few weeks upon arrival. After clients have been enrolled in our employment services and have met with our Employment Specialists, they may be encouraged to begin attending ESL classes with our ELI Program and job classes with our Employment Program. If your GNT's Employment Coordinator and/or other members would like additional guidance on how to help your refugee family apply for and secure a job, please reach out to your GNT Coordinator. Depending on availability, your GNT Coordinator may be able put you in contact with our Employment Specialists to schedule a job class for both your refugee family and any interested GNT members to participate in. Additionally, you can find resources on your GNT's Microsoft Teams Channel under Files > Helpful Information > Employment.

**What state benefits are refugees eligible for?**

- Temporary cash assistance (TANF or RCA), Food Stamps/SNAP, Medicaid for refugee families or Refugee Medical Assistance (RMA) for adult individuals, and WIC (if applicable).

**How will we communicate? Will World Relief provide an interpreter?**

- Interpreters will not always be available when interacting with the refugee family. Refugees come to the country with varying levels of English. For those with low English proficiency, you will need to get creative: pictures, drawings, gestures, and translation apps (Google Translate, Microsoft Translate, SayHi, Tarjimly, etc). Your interactions will be crucial in their English education. It's awkward and hard at first but keep trying! Tip: don't speak louder but do try speaking slower and simplifying your sentences.

**What if the family/individual has specific needs I can't provide?**

- This will most likely happen. Instruct them to call their World Relief caseworker with their questions. If a specific need emerges after the R&P case is closed, please contact your GNT Coordinator.

**What if the refugee(s) ask me for financial assistance?**

- We caution your GNT from providing direct financial assistance to your refugee family as this can foster dependency and is not a requirement of being a team member in a GNT. However, there may be times when it is appropriate to help financially. Before doing so carefully consider this with your team and remember that decisions don't have to be made on the spot. If you invite them to an event/meal, you should pay. In other cases, consider the following first:
  - Is this need voiced from them or is it perceived by me?
  - Is this empowering or creating dependence at this moment?
  - Am I giving a gift, or am I fulfilling a request?
  - Would I do this for my other friends and relatives?
  - How would this impact our relationship?

**What should I do if the family or individual that I am partnered with stops responding to me?**

- It will be important to respect boundaries, but first try to consider different cultural norms for communication. Be sure that there isn't any miscommunication happening. Be persistent enough to offer friendship, so they feel comfortable to reach out in the future. Like any other relationship, you can't force it. If there are any grievances on the family's part, encourage them to speak to the caseworker.

**What if I do not agree with a decision the family makes?**

- It is important to allow the family to make their own choices. It is okay to share different options and possible consequences, but it's ultimately their decision, and we all learn from our experiences.

**Can I invite my friend to volunteer with the refugee family too?**

- It is okay to have the refugee family come around your friends and family, if the refugee family has consented. However, non-GNT individuals are discouraged from volunteering,

building relationships through the team, or providing core services for the families. There are many reasons for this, but confidentiality, release of liability, and safety for all parties factor into this. After the GNT commitment is over, we hope that you will continue to invest in these relationships and let them grow naturally – even if it means they are integrated into your circle of friends and family. However, the clients can directly ask for assistance from other people apart from the GNT or World Relief staff as they want; we can't control that.

**What happens to the family after they are no longer a client with World Relief?**

- Our office continues to be a place of resource for families, but they will no longer receive the case management given to them upon their arrival. Their case may be referred to other programs and possible longer-term casework may be provided if they qualify.

**How much money does the refugee family/individual receive in refugee cash assistance?**

- The amount of cash assistance the family receives is dependent on the program(s) they are enrolled in during their time with World Relief. Please contact your GNT Coordinator to get updated information regarding the amount of cash assistance provided.

**Are there topics of conversation we shouldn't talk about right away?**

- Unless the partner family willingly discloses first, avoid asking deeply personal questions about their experience, family, religion, losses, trauma, plans for the future, or reasons why they left their homeland. Some of these things may still be hard for them to talk about, and language barriers may cause confusion and communication breakdown. Only after meeting for some time and a relationship has developed should you cautiously approach these topics.

**GOOD NEIGHBOR TEAM AGREEMENT**

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

GOOD NEIGHBOR TEAM INFORMATION	
Group Name	
Associated Church or Organization (if any)	
Group Type	
Address	
Team Leader(s)	

Phone 1	
Phone 2	
E-mail	

TEAM ROLES	PERSONS ASSIGNED (FIRST & LAST NAME)	EMAIL ADDRESS
Housing/Arrival Coordinator(s)		
Education Coordinator(s)		
Social Services Coordinator(s)		
Health Care Coordinator(s)		
Employment Coordinator(s)		
Transportation Coordinator(s)		
Finances Coordinator(s)		

WORLD RELIEF CONTACT
Lauren Stallings
Austin Volunteer Coordinator
<a href="mailto:Lstallings@wr.org">Lstallings@wr.org</a>
817.650.2417

DATE OF MATCH MEETING	DATE OF 3-MONTH CHECK-IN	DATE OF 6-MONTH DEBRIEF

\*These meetings will be initiated and filled out by your GNT Coordinator.

REFUGEE BIOGRAPHICAL INFORMATION	
Primary Applicant	Case Number
Names/Descriptions	
Nationality	
Religion	
Language(s)	
Medical Needs	
Date of Arrival	
Location of Home	

\*Refugee Biographical Information will be filled out by your GNT Coordinator.

## GOOD NEIGHBOR TEAM TASKS

GOOD NEIGHBOR TEAM TASKS				
	Task	Deadline <small>(from date of arrival)</small>	W R	GNT
Housing / Arrival	<b>Secure decent, safe, and sanitary apartment or house rental</b>	Before arrival	X	
	<b>Assist with utilities hook-up (electricity, gas, water)</b>	Before arrival	X	
	<b>Procure furniture and household goods prior to arrival, according to Apartment Set-Up List</b>	Before arrival		
	Provide home orientation	Day of arrival		
	Help address housing needs such as repairs (check w/ World Relief before contacting landlord)	Ongoing		
	<b>Stock home with groceries prior to refugee(s) arrival</b>	Day of arrival		
	<b>Meet family at airport upon arrival</b>	Day of arrival		
	<b>Provide transportation from airport to home</b>	Day of arrival		
	<b>Prepare or purchase a culturally appropriate, ready-to-eat meal for refugee(s) on their day of arrival</b>	Day of arrival		
	<b>Assist with next-day home visit (phone purchase, cash check, additional home orientation)</b>	Day after arrival		
Social Services	<b>Assist in applying for Social Security Card at SSA</b>	2 <sup>nd</sup> - 5 <sup>th</sup> workday	X	
	Assist with Social Security appointment transportation.			
	<b>Assist in registering with Department of Social Services for Food Stamps, Medicaid, and Refugee Cash Assistance or Work First (if applicable)</b>	6 <sup>th</sup> workday	X	
	Assist with securing State ID from the DMV	10 days after Social Security Card is issued.		
	Assist in enrolling in WIC (if applicable)			
	Assist with WIC appointment transportation (if applicable)			
	Assist eligible refugees (males, ages 18 through 25) to complete Selective Service registration	Within the first 30 days		
	<b>Teach and assist with grocery shopping</b>			
	<b>Ensure weather-appropriate clothing for each family member</b>			
	<b>Provide cultural orientation and assessment</b>	Within 90 days of arrival		

	Provide technology assistance (help operating laptop, installing Wi-Fi, etc.)			
Transportation	<b>Assist in understanding and accessing public transportation options</b>			
	Assist with planning long-term transportation solutions			
Education	<b>Help enroll adults in English as a Second Language (ESL) class</b>	10 workdays		
	<b>Help enroll children in school</b>	30 days	X	
	Help arrange school bus or other transportation to and from school			
	Assist with transportation for school enrollment and/or other conferences.			
	Assist with homework, as necessary			
	Assist with English tutoring, if necessary			
Health	Assist with transportation for initial health screening	30 days		
	Assist in securing primary care and referral healthcare providers			
	Assist in securing dentist and dental care			
	Assist with medical needs and education	Ongoing		
Finance	Assist in setting up bank account			
	Teach how to pay bills, such as rent and utilities			
	Coach family on budgeting, managing resources, and building credit history			
Employment	Assist employable adults in seeking out employment opportunities			
	Help employable adults fill out job applications and prepare for interviews			
	Provide transportation to and from employment interviews when possible			

\*All bolded tasks are core services designed by the US Department of State

**GOOD NEIGHBOR TEAM COMMITMENT**

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

**Good Neighbor Team Representative**



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Signature Title/Position Date

### **World Relief Representative**

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Signature Date

## **TEAM LEADER COMMITMENT**

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

### **Good Neighbor Team Leader**

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Signature Date

## **FINANCIAL PARTNERSHIP**

Funds contributed through the Good Neighbor Team financial partnership help to sustain and expand the overall refugee support programs, and World Relief's ability to support churches and community members as they engage. World Relief asks Good Neighbor Teams for a contribution of \$1,000-\$10,000 through either one-time or monthly giving.

**Contribution Amount:** \_\_\_\_\_  One-time  Monthly

*We are unable to contribute financially at this time.*

### **Good Neighbor Team Representative**

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Signature Date

