

## Volunteer and Sponsor Guideline

Ecumenical Refugee and Immigrant Services  
Denver, Colorado

Prepared January 15, 2008

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## **Objective of the Guide**

The objective of this guide is to coordinate the staff and volunteer efforts that make settlement in the Denver area smooth for immigrants and refugees. The method is to open the resources of sponsors, community and education facilities to clients as soon as they are ready to participate. The method is to provide sponsors with information to be effective working with ERIS and the clients.

## **Introduction to Ecumenical Refugee Services**

Volunteer Job Descriptions:

### **Church Sponsorship**

Church Sponsorship Committee Suggestions  
Sponsorship Commitment Form  
Sponsorship Commitment Checklist  
CWS Petition for Free Case Placement Form  
Evaluation Form for Churches/Group Sponsors

### **Refugee Appointments**

Sample Appointment Sign Up Sheet

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### **Setting Up a Refugee Family's New Home**

Sample Home Furnishings List  
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Refugee Mentor/Cultural Broker

### **ERS Employment Mentor**

ERS Mentor/Cultural Objective Worksheet  
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### **School and Organization Projects**

Sample School Agenda

## **ERS Volunteer at Large**

Tracking Volunteer Hours, Miles and Contributions  
    Volunteer Hours Tracking Sheet Sample  
Volunteer Application Instruction  
    Volunteer Application  
    Volunteer Interest Checklist  
    Volunteer Confidentiality Agreement  
    Authorization for Background Check

## **Document History**

Revised June 7th, 2005 by MD  
Revised January 15, 2008 by **Genevieve M. Cruz** ERIS Director and Tom Madden  
Volunteer at ERIS and Photographer

## **Reference Documents**

ERS also publishes the "ERS Working With Refugees Guide" which contains a wealth of general information about refugees, including statistics, the process of getting to America, and several pages on questions refugees have and the unique stresses they face. We encourage all ERS Volunteers to read this guide thoroughly before embarking on a volunteer project. Contact the ERIS Denver Office for a copy.

## **Contacts:**

Ferdi Mevlani  
ERIS Denver Office  
Executive Director

**ERIS DENVER PHONE NUMBER: 303-860-0128X112**

Volunteer Coordinator Genevieve Cruz

**OFFICE PHONE: 303-860-0128**

Director of Church Sponsorship  
Office Phone: 303-860-0128  
Emergency Phone: 720-217-4511

Current information for the Denver Office of ERIS is available on the Internet at the web site shown below.

<http://www.ersden.org/>

## **Introduction to Ecumenical Refugee Services:**

The world refugee population has reached an astounding 14.5 million (UNHCR). Refugees have been forced from their homes and face persecution and even death if they dare to return to their native land. Before fleeing their country many refugees experienced malnutrition, imprisonment, loss of loved ones, loss of home, and physical and mental torture. Refugees are forced to make the difficult decision to leave behind friends, family, and everything they know, for a life they can only hope will be better than the misery they have fled.

Once refugees arrive in the United States they are often disappointed with their situations. They enter the country disadvantaged in terms of social and economic class. Most do not speak English. They face discrimination and racial insults from U.S. citizens who are not sympathetic to their plight and resent their presence in the United States. Refugees' limited English skills restrict the jobs available to them. Many former doctors find themselves working in factories.

In Denver, the shortage of affordable housing and the rising cost of energy exacerbate problems. Instead of the nice house they dreamed of they live in small apartments filled with donated furniture. In addition to these shattered dreams, they are homesick for the people they were forced to leave behind.

Ecumenical Refugee Services (ERS) strives to ease the difficulty of the refugee's transition to life in America. The agency works to ensure each refugee family has an opportunity to fully integrate into their communities. In cooperation with churches, community volunteers, and a caring staff, the agency makes sure all refugees are cared for and given the best resettlement services available. ERS works with a number of agencies, employers, landlords, health and mental health care providers throughout Denver to provide high quality assistance for each of its refugee families.

It is essential that the refugee family receive case management assistance during the first year they are in the country. Knowing that they have a group of Americans that care about them and support them helps refugees to find the strength and courage to overcome obstacles, learn English, and find good jobs. This encouragement toward self-sufficiency decreases the risk of refugees becoming dependent on welfare or ending up homeless.

## **ERS GOAL**

Ease the struggles for refugees as they become self sufficient in Denver.

## **ERS OBJECTIVES**

1. Provide case management and support for one year after arrival in the U.S.
2. Locate affordable housing for each refugee family.
3. Assist each employable refugee in finding a suitable job.
4. Assure access to English classes
5. Provide necessary health and mental health care.
6. Match each family with a community volunteer to assist in community integration

## **Volunteer Job Description:**

### **Church Sponsorship and Co-Sponsorship**

*... let us love, not in word or speech, but in truth and action.*

I John 3:18

*"You shall treat the stranger as one of your own" - Leviticus*

ERS is an affiliate of Church Worlds Services and Episcopalian Migration Ministries. As such, our Sponsorship Director (Genevieve Cruz) works with a large number of churches and other organizations in Colorado to set up Sponsorships and Co-Sponsorship arrangements between congregations and a refugee case

Your congregation's participation in this sponsorship role can vary based on the resources you currently have available for such an effort. It can range from full sponsorship, including financial support, to limited sponsorship, where you work with ERS to provide the support (for example household donations) that you can.

ERS is happy to work with all congregations to create a custom program that will work for you.

Quote from Church World Service Web Site: "People of faith the world over have the strength and knowledge to take the leadership role in addressing their own challenges. So one of the best ways to help is to talk... to listen... to learn... and to share resources appropriate to people' identified needs.

Building partner relationships with regional and national ecumenical bodies around the world, as well as with our member communions in the U.S, has been a hallmark of Church World Service throughout our 55-year history. We work to strengthen common witness among Christian's and nurture interfaith dialogue and cooperation. In partnership, we are engaging councils of churches across the U.S. and worldwide to bring new commitment and vitality to ecumenical mission in the 21st century."

Quote from Episcopalian Migration Ministries Web Site: "As the numbers of persons seeking protection from persecution increases and safety from violence becomes a more urgent need in so many parts of the world, the Episcopal Church in the spirit of Jubilee, affirms its commitment to those suffering from persecution and forced migration. This extends to strengthening relations with ecumenical and Anglican partners in lifting up and responding to the concerns of displaced persons.

Underlying this is a commitment to stand in solidarity with our suffering sisters and brothers through our prayer life and liturgical expressions. As we live into our commitment to be the body of Christ, we offer our prayers and our resources to accompanying those who are surely among those vulnerable persons whom our Lord has called us to serve.

## **Church Sponsorship Committee Suggestions:**

### **Program goal:**

**Assist family to become a self-sufficient contributing member of the community within three to six months.**

Complete the sign-up sheet for sponsors willing to help, by committee.

Assign a **Recruit Coordinator**.

Responsibilities: Keep in constant contact with Case Manager coordinate and support all committees; help family obtain social security cards (within 2-3 days of arrival). ERS provides forms; coordinator should help family obtain food stamps and Medicaid cards by keeping appointment scheduled by Case Manager; assign committee member to transport family to and from both scheduled doctors appointments at Lowry medical clinic; enroll family members in English speaking classes ASAP; assist family in learning public transportation; register children in school; help family to obtain Colorado ID cards.

Form the **Budget/Finances Committee**

Responsibilities: To work with family to pay bills, establish banking relationships, establish a budget, explain the currency system, and work with family to make them financially self-sufficient within 3-6 months.

Form the **Education Committee**

Responsibilities: Obtain applications and enroll young children in public school. Find out about transportation, school supplies and free meals. Teach about traffic signs and lights.

**Form Food/Learning Committee**

Responsibilities: Bring food as necessary especially the first couple of days after arrival. Teach them how to use their Quest cards and shop at grocery store; obtain store coupon card. If family is arriving from Sudan make sure they are aware of stove, refrigerator, toilet flushing, explain hot and cold water, light switches, locks on doors, thermostat, washer dryer, daily hygiene etc.

**Household Furnishings/Clothing Committee**

Responsibilities: Solicit basic household furnishings and clothing, making arrangements to collect and transport furnishings to family apartment. Monitor family's needs after arrival and solicit additional items as needed.

**Medical/ Dental Committee:**

Responsibilities: Help family obtain necessary advice to access medical/dental services. Help set up and accompany family to appointments, as necessary. Teach family about bus system.

**Medical Coordinator:** Brittany Cruz (303) 860-0128 x 25 Ecumenical Refugee Services

Responsibilities: Advise and counsel: schedule all initial medical appointments; schedule food stamp and Medicaid appointments; provide employment and transportation to interviews, rental/housing support.

## **After Family Arrives:**

### **Airport Welcome/Initial Orientation at ERS**

The rector, coordinator and as many committee chairs as possible should participate in welcoming the family at the airport (carry a sign w/family last name) The initial orientation will be scheduled by Case Manager and one or more members of the committee. All information given and questions answered at that time. All important documents will be copied, explained and signed by head of household.

### **New Phone Installation:**

Two forms of ID will be required to order phone service. One can be a passport (photo ID) and the other must be a US issued document. Thus, it is better to wait to order phone service until family has received social security cards.

### **Telephone Contact:**

Prepare a list of telephone contacts to leave with the family in their apartment. The list should include the names/telephone numbers of the Coordinator, Case Manager and in case of emergency, explain about dialing 911. Explain only to call this when it is actually an emergency. This does not include headaches, vomiting etc.

## Co- Sponsorship Commitment Form

ERIS is committed to assisting refugees and local co-sponsors to assure the best possible resettlement experience for refugees admitted to the United States. Your commitment to sponsor a person/family is a moral obligation to enable newly arrived refugees to become self-sufficient, contributing members of their new community. It also brings joy to people's hearts through service and stability to the person/family.

LIRS ___ EMM ___ CWS:___ Assurance due date:_____		
(please check the national agency which will resettle this case)		
<b>OVERSEAS REFUGEE</b> Name:		
P.A:		
<b>ANCHOR RELATIVE:</b> Name		
Relationship to refugee		
Overseas Case Number	Case Size	Nationality
CWS Case Number	Denomination:	
TYPE OF CO-SPONSORSHIP:		
Family Reunion___	Friend___	Church/Diocesan___ Organization ___
Individual___		
SPONSOR: Name:		
CO-SPONSOR:		
Church or Group Name:		
Address:		
Address:		
Contact Person Name		
Home Phone:		
Contact Person: Name		
Home Phone:	Work Phone:	
Interpreter Name		
Home Phone:	Work Phone:	
Interpreter Name		
HomePhone:	Work Phone:	
<b>LOCAL AIRPORT: DENVER (DIA) CITY OF FINAL DESTINATION: DENVER</b>		

Co-Sponsorship Commitment Checklist

Overseas Refugee Name: \_\_\_\_\_

Case #: \_\_\_\_\_

I/We hereby commit to sponsor the above names refugee(s) in the United States and assure the resettlement agency that I/we will provide the following resettlement services: Check Mark who will provide each of the following core resettlement services.

Affiliate	Sponsor	Co-Sponsor	Service
			Provide decent, safe, furnished housing for at least 30 days.
			Provide food or food allowance for at least 30 days.
			Provide clothing and other necessities for at least 30 days
			Assist refugee(s) in applying for Social Security cards.
			Assist refugee(s) in receiving health exam within the first 30 days.
			Register children in school
			Assist adults in learning English
			Provide orientation to the new community and society
			Assist the adults in preparing for work or getting a job.
			Provide transportation to job interviews or job training.
			Maintain contact with the Case Manager and resettlement agency for 90 days.
			Complete any required documentation.
			Maintain contact with the denominational office (CWS cases).

Signature of Sponsor: \_\_\_\_\_

Signature of Co-Sponsor: \_\_\_\_\_

Signature of Director /Regional Consultant: \_\_\_\_\_

Date: \_\_\_\_\_

In compliance with Cooperative Agreement 71017

**CWS Petition for Free Case Placement Form**

<b>CWS - Site on partial restriction</b>
Affiliate:
ERS
Date:
P.A.'s Name:
Case Nbr
Ethnicity:
Nbr. in case:
Name of Church/Sponsoring Group (church cluster and/or a coalition of churches):
a. What services will the church/sponsoring group provide to the refugee? (e.g. airport reception, securing housing/household, furniture, transportation, etc.)
b. What financial assistance will he church! Sponsorship group provide to the refugee(s) and for how long?

<p>c. Does the church / sponsoring group understand the importance of early employment for the case? What orientation has been provided in this regard?</p>
<p><b>Employment Issues:</b></p>
<p>a. Briefly outline your strategy for ensuring early employment for this case? Will the church/ sponsorship group help locate employment? Will the case be enrolled in in-house or out-of-house employment services, etc.?</p>
<p>b. Describe anticipated challenges in meeting the goal of employment for all Employable refugees in sponsored case.</p>
<p>c. In the event that the refugee(s) cannot work (difficulties not known from bio-data prior to arrival, such as medical problems) what plan does the church/sponsoring group have for assisting the refugee(s), keeping in mind the CWS policy on Welfare/cash assistance access by refugees?</p>
<p>Is there any additional information you would like considered with regard to this petition?</p>

**Evaluation Form for Churches/ Group Sponsors**

Experience
Previously sponsored? <input type="checkbox"/> Yes <input type="checkbox"/> No
.If yes, how long?
Orientation and Training
If sponsor has not had sponsorship experience within the past two years, have they received in-person orientation and training on refugee sponsorship? <input type="checkbox"/> Yes <input type="checkbox"/> No
Is sponsor willing to commit to a minimum of three months active participation in this sponsorship? <input type="checkbox"/> Yes <input type="checkbox"/> No
Volunteer Resources
Describe group(s), committees(s), and individuals(s) who will be involved:
<input type="checkbox"/> Yes <input type="checkbox"/> No If so, what types?
Community Resources
Are there good employment opportunities in the area?
<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there community members identified who can provide translation if such services are needed? <input type="checkbox"/> Yes <input type="checkbox"/> No
Evaluator's Signature: _____
CWS <input type="checkbox"/> EMM <input type="checkbox"/> LIRS <input type="checkbox"/>
Please check above the national agency which will resettle this refugee case.
Overseas Refugee:
Case Number:
Sponsor:
Address:
Congregation:                      Community Group:
<b>Material and Financial Resources</b>
Will in-kind resources be offered to the refugees?
What financial resources are available to cover the costs of needed services that will not be donated as in-kind goods?
Date completed

## **Volunteer Job Description:**

### **Refugee Appointments**

#### **Time Commitment:**

**Varies\***

#### **Frequency:**

Work closely with the Case Manager to determine who should be responsible for each appointment.

#### **Notes:**

Always double check addresses and appointment times. This information is always subject to change, and is just a guide.

#### **AIRPORT PICK UP:**

Make sure to call the airline at least 2 hours before arrival to get the most accurate arrival time. Park your car in the designated passenger pickup parking area. Confirm the concourse, gate number, and final arrival time at the airport. Since it may not be possible to meet the family at the Gate (when only ticketed passengers are allowed on the concourse,) meet the family at the passenger disembarkation area (where they come off the tram from the concourses. Some refugees have never encountered escalators before, so take special care in this area to assist. Make sure you have enough room in your car(s) for people AND luggage. If there are small children, ensure that you have age-appropriate, legal child car seats. If you do not meet up with the refugees, call the Case Manager.

#### **ORIENTATION:**

Refugees must meet with ERS Case Managers within two days of the arrival. In this session refugees are advised of resettlement policies, met with Employment Counselors, and are told to go to the following organizations. They are told to take their 1-94 forms and their passports. In most cases the Case Manager and/or the Sponsor will assist the refugees in all or some of these appointments.

#### **SOCIAL SECURITY CARDS:**

This is the first thing that must be done for all new arrivals. To obtain a Social Security Number go to:

#### **MEDICAL CHECK UPS:**

A health screening and a TB test is a requirement for all refugees. Our Health Coordinator, Brittany Cruz at Ext. 25, can help with all health appointments. Check ups are provided at:

A follow up visit is required after the initial appointment.

#### **FOOD STAMPS/MEDICAID:**

All refugees apply for food stamps and Medicaid:

(720) 944-1374

Emergency Food Stamp Problems: 1 (800) 536-5298

Department of Social Services

1200 Federal Boulevard

(Corner of Federal Blvd. And West Holden Place in west Denver)

## **SCHOOL REROLLMENT:**

When enrolling children for the first time, bring the child's birth certificate, immunization records, proof of home address (driver's license, utility bill, or copy of a lease,) and the name and address of previous schools, (only if they ever went to school in the U.S.)

Before enrolling, contact the appropriate school district to get all the latest information on school choices, age requirements, registration details, etc.

**Denver Public Schools** 900 Grant Street  
(303) 764-3200

Cherry Creek School District 4700 S. Yosemite Street  
(303) 486-4550

## **SELECTIVE SERVICE ADMINISTRATION:**

All males between the ages of 18 and 26 must register for the draft at the Selective Service. Administration. Selective Service "mail-back" registration forms are available at any U.S. Post Office.

A man can fill it out, sign (leaving the space for your Social Security Number blank, if you have not yet obtained one), affix postage, and mail it to Selective Service, without the involvement of the postal clerk.

Call 847-688-6888 for registration information  
You can also register online at [www.sss.gov](http://www.sss.gov)

## **EMILY GRIFFITH ESL CLASSES:**

Most refugees need English instruction. For assessment of English skills and English as a Second language (ESL) instruction, enroll at:  
Emily Griffith Opportunity School  
1250 Welton Street, Denver, CO

**DEPARTMENT OF MOTOR VEHICLES:**

For a Colorado I.D. refugees must present the document they receive from the Social Security office stating that they have applied for a Social Security Number. Families may go to any office of the DMV that is convenient for them. (While at the DMV, pick up a copy of the Driver's Manual so the refugees can begin studying for a driver's license.) You can get more information online at [www.mv.state.co.us](http://www.mv.state.co.us). Bring proof of identity (must have picture), proof of age, INS proof that you are legally in the U.S. and permitted to work. Parents applying for children must furnish BOTH parents' Social Security numbers.

Some primary offices are listed below.

**MAIN OFFICE:**

1881 Pierce St.  
Lakewood, CO 80214  
(303) 205-5600

**ARAPAHOE COUNTY**

M-F, 8 a.m. - 4:30 p.m.  
5334 S. Prince St, 80166  
(303) 795-4500  
Renewals and out-of-state transfers of regular licenses only

**ATHMAR/DENVER**

M-F, 8 a.m. - 5 p.m.  
1865 W. Mississippi Ave. #C, 80223  
(303) 937-9507  
Full service office, reinstatements, traffic records, motorcycle drive tests by appointment (weather permitting)

**AURORA**

M-F, 8 a.m. - 5 p.m.  
14391 E. 4th, 80011  
(303) 344-8400  
Full service office, reinstatements, traffic records motorcycle drive tests by appointment (weather permitting)

**LAKEWOOD**

M-F 8a.m.-5p.m.  
1881 Pierce St. (West Side Entrance A)  
(303) 205-5609  
Renewals, replacements, and all written tests, traffic records

**LITTLETON**

M-F, 8 a.m. - 5 p.m.  
Oakbrook Shopping Center, 311 E. County Line Road, 80126  
(303) 795-5954  
Renewals, replacements, all written tests, traffic records

## Appointments Sign Up Sheet

Airport Pick Up - Date:
Airline, Flight Number and Arrival Time:
Social Security Cards: In Parks College Building
Aurora Social Security Office- Jewell and Abilene
Food Stamp / Medicaid: 1200 Federal Blvd, Denver
(720) 944-1374
Orientation: With Case Manager and Employment Specialists/ ERS
190 E. 9th Ave Ste. 420 Denver, CO (303) 860-0128
School - Emily Griffith English as a Second Language Registration:
Estelle Matus (303) 575-4750
1250 Welton St. Denver, CO
Client Health Check Up
Lowry Medical Center 1st Appt: (720) 956-2067
1001 Yosemite St. Denver, CO
Lowry Medical Center 2nd Appt: (720) 956-2067
1001 Yosemite St. Denver, CO
Home Set Up
Food Shopping: KingSoopers 14th and Krameria Street Denver, CO or Chamber & Colfax in aurora, Co.

### Case Management Check-off List

Case Name:
DOA:
Case #
Date:
Locate file, call sponsor to give arrival information.
Fax all documents to/with Lowry Clinic schedule for an appt. (Translator)
Call to make appt. for Food Stamps and Medicaid. (Translator)
Call Property Mgrs. secure deposit, call Public Service & phone company.
Get a copy of the lease so client can sign. Get keys. Make copy for file.
Schedule move with Case Manager. Schedule truck in gray book.
Get KingSooper's \$100.00 gift cert. from Case Manager to purchase food.
Buy food for new arrival, get application for King Sooper's card.
Schedule pick-up at airport, keeping in mind case size and luggage.
Make out Transitional Grant check request.
Set-up Orientation with Sponsor and Employment specialist. (Translator)
Complete Orientation packet, notify Ferdi about orientation (Match Grant)
Fill out paperwork for Food stamps, Medicaid and Social Security.
Make copies of medical documents and put in Brittany's mailbox.
Make four copies of I-94's for master file.
Take Family to Social Security office.
Shopping, get King Sooper's card, teach about Quest Card code.
Make copies of Social Security cards and place in master file.
Do case notes on everything you do! (VERY IMPORTANT)
Case Manager Signature, _____
Take Parents to Food Stamp and Medicaid appointment.
Volunteer Job Description:
Setting Up a Refugee's New Home
Time Commitment:
From 8 to 40 hours*
Frequency:

Case Managers usually know a day or two in advance regarding when a family will arrive and where they will live. They will arrange a convenient time with you to meet at the family's new home.

Work closely with the Case Manager to determine who should be responsible for each household item.

Notes:

This is an exciting activity that is a joint effort between the Case Manager, any Volunteer Sponsors the family might have, and the volunteer or volunteer group wishing to help.

\*Often, ERIS has donated furniture readily available in our storage area or sponsors have already collected some items of furniture that are needed. Some items, like pillows, should be purchased new, and coordinated and documented through the Volunteer Coordinator. The important thing is to set up an initial game plan to ensure that all items are supplied, and that good coordination and communication is occurring between the different people who are working to set up the home.

When providing items to place in the refugee's new home, keep the families religious and cultural background in mind. For example, a big strong pot to cook soup in is very important. A "Salad Shooter" that they may not have any idea how to use would be useless. Knives to cut food are important. Candle holders, while nice to have, are not as important. When in doubt, check with the Volunteer Coordinator or Case Manager.

## **Sample Home Furnishings List:**

### **Living Area:**

#### Furniture:

- Couch
- Chairs
- Occasional Tables
- Lamps

### **Miscellaneous:**

- Television
- Clock
- Radio
- Calendars
- Writing materials (pen, paper, pencils, envelopes)
- Tape/ Ruler/ Scissors
- Stamps
- Umbrellas
- Light bulbs 40W and 75W 4 each
- Needle and thread (sewing kit)
- Safety pins
- Fan
- Pencil Sharpener
- Telephone

### **Kitchen/Dining: Furniture:**

- Table
- Chairs for each family member

### **Kitchen:**

- Dishes (plates, cups, glasses, bowls)
- Dish drainer
- Pots/ pans
- Bake ware (cookie sheet, muffin pan, cake pans etc.)
- Butter dish
- Manual can opener
- Colander
- Pitcher
- Cooking Utensil
- Silverware
- Measuring spoons, cups, and pitcher
- Bowls (serving and mixing)
- Canister Set
- Carving and paring knives
- Napkins
- Pot holders/ hot pads
- Matches
- Plastic Bags

Cheese grater  
Spatula  
Salt & pepper shaker  
Sugar bowl  
Stirring spoons, mixer  
Whisk  
Tea kettle  
Tongs  
Toaster  
Trash can

**Cleaning Supplies:**

Broom/ dust pan  
Mop/ bucket  
Kitchen towels (cloth and paper)  
Vacuum cleaner  
Dish soap  
Cleanser  
Laundry basket  
Detergent  
All purpose cleaner (409)  
Sponges  
Window cleaner

**Bedroom Furniture:**

Beds (mattresses, frames for each family member)  
Dresser for each bedroom  
Night stand for each bed  
Lamps and light bulbs  
Extension Cords

**Miscellaneous:**

Sheets (two sets for each bed)  
Mattress Pad for each bed  
Pillows for each family member (buy new)  
Pillowcases  
Blanket (two for each bed)  
Laundry basket  
Toilet Brush  
Clothes Hangers  
Toys for children

**Bathroom Supplies:**

- Towels (two sets for each person)
- Bath mat
- Wash cloths
- Shower curtain and hook
- Trash can
- Shampoo
- Soap
- Lotion
- Deodorant
- Toothpaste
- Lip Balm
- Paper products (toilet paper, cotton swabs, tissue, paper towels etc.)
- Razors/shaving cream
- Feminine hygiene products
- Toothbrush/ hairbrush and combs for each family member
- Nail clippers/ files
- Basic first aid items: disinfectant, Band-Aids
- Thermometer
- Baby lotion, diapers, shampoo

**School Supplies:**

- Crayons
- Notebooks, paper
- Glue
- Pens/pencils (regular and colored)
- Ruler
- Scissors
- Back Pack

## **Volunteer Job Description: Food Shopping**

Time Commitment:

From 2 to 8 hours

Frequency: On call, as needed. Case Managers usually know a week or two in advance regarding when a family will arrive, and will arrange a convenient time with you to meet at the family's new home.

Notes:

Each new family receives a budget of about \$100 to provide initial food and necessary supplies. ERIS Volunteers shop for last minute food items and perishables, with the goal of providing a few days of meals and staples so the often tired and overwhelmed family doesn't have to rush right out and go shopping.

Our goal is to buy the best food values that we are reasonably sure will be necessary, nutritious and appealing to the family. We like to have as much money as possible left over for the family to use at their discretion.

Shop for bargains and sales. Buy store brands when they are cheaper. Buy staples like potatoes in bulk. Always take a club card for the grocery store you will be using. The Case Manager or the Volunteer Coordinator will advise you of the family's ethnicity and the number and ages of any children, to assist you in customizing your shopping efforts.

Ethic Considerations: Avoid all products containing pork (prohibited by some religions, such as Muslim), unless the Case Manager tells you otherwise.

Canned Food: Avoid if possible, since many cultures aren't used to can goods and avoid them when possible.

Convenience Foods: Avoid if possible, since many cultures are not familiar with them, as well as they do not usually represent a good value for the money.

Sample Shopping list and budget. Remember, your Case Manager or volunteer coordinator may suggest changes to this list on a case by case basis:

## Sample Shopping List/Budget

Dairy:	1 gallon Milk (usually whole)	3.29
	1 gallon Orange Juice (or other juice)	3.99
	18 pack of eggs	1.49
Bakery:	2-4 loaves of wheat bread	1.00
Meat:	2 whole chickens (lamb, hamburger, fish, lunchmeat also OK)	8.80
	2 lbs ground beef	7.49
Produce:	Bulk bag of oranges or apples	3.99
	Large bag of carrots	2.99
	Large bag of potatoes	3.49
	Large bag onions (garlic, lettuce, carrots, tomatoes also OK)	3.00
	Other fruits & vegetables in season by bulk if a good value	2.99
Packaged:	1 lb bag of rice	1.39
	5 lb bag of flour	1.39
	5 lb bag of sugar	1.99
	1 box salt (pepper also OK)	.39
	Bottle of vegetable oil	2.39
	Small box of regular black tea bags	2.29
	1 package of pasta	1.50
	1 can of pasta sauce	2.79
	2 large boxes of cereal (at least one sweet, if there are children)	3.41
	No canned food at all at this time	
Other:	Large package of toilet paper	5.00
	Gallon of bleach	1.39
	Dish washing liquid	.99
Total:		\$104.00

**(Purchase some of the items at the Dollar Store to same money)**

## Volunteer Opportunities

**Volunteer Job Description:**

Role: Refugee Mentor/Cultural Broker
Time Commitment: Minimum 3 months.
Frequency: 2 hours or more a week.
Work closely with the Case Manager to determine who should be responsible for each household item.
Notes:
This position has also accurately been called "The refugees first friend in America."
How You Can Help:
Our agency's primary goal is to help refugees become self-sufficient. You can help in this area by doing the following:
* Help them learn about and adjust to their new language, culture and environment, Provide a friendly, non-judgmental face when needed
* Provide encouragement and support when needed
Help with ideas to adjust to stress, problems, and difficulties they may encounter
* Answer questions and suggest solutions when you can
Your Commitment:
As a mentor you agree to spend a minimum of 2 hours per week for 3 months meeting with the refugee one-on-one. Your aim is to become a trusted friend and guide as the refugee begins dealing with the changes, challenges, and stress that results from moving to a new country, home, culture, school, and job. As a mentor, not only can you guide the refugee through these new experiences, but you can also provide encouragement and relief from this stress.
What Support Will You Receive?
ERS recognizes that Mentors are an essential part of our mission. We work hard to provide you with the information and support you need to do your job effectively. Some of the support available to you includes:
Orientation: You will have the opportunity to sit down with the Volunteer Coordinator and Case Manager and learn about the refugee's background and situation.
Training and Support: Your Volunteer Coordinator will provide you with and walk you through a variety of material designed to acclimate you to the life and needs of today's refugees.
Regular contact with your Volunteer Coordinator: Your Coordinator will provide you with phone number(s) so that you have a contact at all times. Also, you will be talking at least weekly to assess how everything is going and to provide any help necessary.

## ERIS Mentor/Cultural Broker Objectives Worksheet

To ensure success in this mutual effort to assist a refugee family, the Volunteer, Volunteer Coordinator, and Case Manager should sit down and agree on the objectives of the project. This document is meant to assist in and document that process.

All three participants should get a completed copy of this worksheet. All three should also meet with the family after this process and make sure the family understands the objectives as well.

Volunteer Name:
Volunteer Phone:
Volunteer Coordinator Name:
Volunteer Coordinator phone:
Contact Schedule/Method:
Case Manager Name:
Case Manager Phone:
Client's Name
Client's Interests
Family Names/Ages of children
Address:
Phone:
From/When:
Special Considerations:
Objective of Volunteer Involvement:
Hours committed per week:
Date committed through:
Volunteer Job Description: ERS Employment Mentor
Time Commitment: Minimum 3 months.
Frequency: 2 hours or more a week.

Work closely with the Employment Specialist and fill out the Employment Checklist completely before starting.

Notes:

This position can truly assist a refugee family in becoming self-sufficient. Actual duties for this position will vary widely, based on the specific case needs.

It isn't easy finding a new job in the best of times. Now imagine trying to find a job in a struggling economy where you have limited English skills, limited skills that apply in America, and no references. Now add to that the pressure of finding gainful employment within months of arriving in a new country.

That's what it is like for our newly arrived refugees. This position allows you to assist our employment specialists in helping to work with refugees who have special employment challenges or needs.

## Employment Mentor Program Checklist & Agreement

REFUGEE INFORMATION
Refugee/Asylee/reunion case Name:
Address (address, city, state, ZIP):
Phones:
Relevant Case Information:
VOLUNTEER INFORMATION
Volunteer Name:
Address (address, city, state, ZIP):
Phones:
EMAIL:
Days/Hours Available:
ERS EMPLOYMENT MANAGER INFORMATION
Employment Manager Name: Phones:
EMAIL:
Days/Hours Available:
Volunteer/ ERS Agreement:

Hours Per Week that Volunteer can commit:	
Start date:	End (or review) date:
Communicate with ERS Employment Manager listed above as follows:	
Days or when	
EMAIL	
Hours Tracking Sheet to ERS Volunteer Coordinator every Month - due by last day of month.	
Volunteer Signature:	
Date:	
ERS Employment Manager:	
Date:	
Specific Case Needs:	
(Appropriate boxes to be checked by ERS Employment Manager on case-by-case basis):	
Employer Search Assistance:	
Assess skills and experience, document, and relate to possible area jobs.	
Travel the area around refugees home and along transportation route to find and document possible	
Call and/or visit these possible employers to arrange for applications and interviews	

Call and/or visit possible employers as assigned by ERS Employment Manager
Work with refugee to identify any possible organization or cultural groups, which might provide valuable networking/referral assistance
Application/Interview Preparations:
_____ Practice possible interview questions in English
_____ Practice filling out employment applications
_____ Go over appropriate interview attire and social skills expected in interview
_____ Help create a simple resume highlighting experience and skills
_____ Explain basic American interview and typical job environment expectations (attendance, time clocks, breaks, vacations, calling off sick, insurance, 401 K plans, workman's compensation, _____ unions, etc.)
Job Application/Interview Follow Up Assistance:
_____ Provide transportation to pick up or drop off applications, to drug tests, to interviews _____ Accompany to and during interview
_____ Attend training and/or testing sessions (if employer allows) with refugee
_____ Make follow up calls to employers with whom refugee applied and/or interviews
_____ Work with refugee on any specific skills needed or identified by potential employers:
(identifying tools in English, going over cleaning compounds, practicing English, etc.)
Other Needs (documented by ERS Employment Manager):

Copies to: \_\_\_ERS Employment \_\_\_Manager Volunteer \_\_\_ERS Volunteer Coordinator

**Volunteer Job Description:**

School and Organization Projects:

Time Commitment:
Varies - customized to your needs.
Frequency:
Varies - customized to your needs.
Notes:
ERS has worked with many different schools and classes, from 5th grade up, in a variety of programs. Everything from simple classroom lectures to sponsorship projects. We have also worked with organizations that are looking for a group volunteer project. Corporation projects have ranged from monetary donations to web site development to sponsorship.
See the following page for a sample school agenda that was used in a Denver 7th and 8th grade class presentation.
Volunteer Coordinator
Genevieve Cruz
Cell Phone: 303-514-4511
Office Phone: 303-860-0128 ext. 12
How can we help?
Household Drive
Kitchen Preparations
Other Ideas
A Little Knowledge and a Few Thoughts on How Else You Can Help

### **Sample School Agenda:**

Below is just one example of a classroom agenda for a group of 7th and 8th graders. We have several general information documents prepared that target school age children. If you have a class or an organization that is interested in learning about and helping refugees, please call us! We can work with you to customize a program that works best for your school or organization.

- Refugees in Our Midst
- A School Project
- Sample School Meeting Agenda:
- Review of some basic UNHCR Website Facts
- (A few questions with teeny-tiny prizes for correct answers)
- Refugee Discussion
- Who is a refugee? Where do they come from? How do some end up in America? What happens when they get here? How do they feel when they get here? Who is here to help them?

## **Volunteer Job Description: ERS Volunteer At large**

Time Commitment: Varies - customized to your needs.

Frequency: Varies - customized to your needs.

There are always new volunteer opportunities that come up with short notice. You may have your own ideas as well - perhaps a wonderful idea we've never thought about! Below are just a few projects where volunteers are greatly appreciated. By letting us know your interests, and signing up with us as a Volunteer at Large, we can call you when projects come up that meet your needs.

### **Office Help:**

There are occasional opportunities to help out in the ERS office. If you are interested in simple data entry, stuffing envelopes, filing, organization, or other light duty clerical tasks, let us know. This is especially helpful during the holidays when we send out lots of mailings.

Commitment time: 2 to 40 hours per project. We'll work with you for the best project fit.

Relief Receptionist: Answer phones in our busy office when other staff is not available. Schedule and opportunities vary with the seasons, and are often adjustable.

Commitment time: 2 or more hours per month, as needed

### **Web Development:**

We always need help keeping our Web site current. If you have technical skills in this area, we need you!

Commitment time: Varies based on project

### **Newsletter:**

We can use help in interviewing, writing, folding, proofing and more. Let us know your interests in this area.

Commitment time: Varies based on project

### **Handyman/woman:**

Are you a part time carpenter, plumber, electrician who is willing to help a family in need? Here's a chance to use your skills to help a family in need.

Commitment time: Varies based on project

## **Specialty Collection**

Refugees coming to this country with nothing are in great need of many things we take for granted. Hygiene products, linens, glassware, dishes, cookware, phones, calendars, and clocks are all things that refugees need. You can help by working with the Volunteer Coordinator to help coordinate the effort to collect and deliver some of these items to the refugee families - particularly those that are in short supply. This is a great volunteer opportunity if you work at a large company and have access to lots of friends or co-workers who may have just what we need sitting unused in their basements.

Commitment time: 1 or more hours per week.

## **Helping in the Storage Shed:**

ERS receives many donations to help refugees furnish their new homes. We need people to help catalogue and organize our storage shed. Help keep track of inventory and let us know when we get low on certain items. Help sort items like sheets, towels, dishes, etc. into packages for new families. Help organize toys by appropriate age group. All our refugee families benefit from the furniture and household items we keep in storage. It is very important we keep it organized.

Commitment time: 1 or more hours per week, for 3 months or more

## **Help Moving Furniture:**

If you have a truck, or are just willing to lend some muscle, we often need help moving furniture into refugee's home, or from a pickup location to the storage sheds.

Commitment time: 1 or more hours per week, as needed and as you are available.

## **Tracking Volunteer Hours, Miles, and Donations:**

It is important to keep in touch with ERS when you volunteer with us. We not only care about how your volunteer experience is going, but we want to make sure we acknowledge what you have done for us. In addition to keeping in touch with the Case Manager and the Volunteer Coordinator, we ask all volunteers to keep track of hours, miles and expenses on the following form.

Your hours, miles, and gifts can also benefit ERS in other ways. Some of the programs we utilized or our refugee families will provide "matching" funds based on these "in-kind" donations. Your gift of time can go twice as far for our refugees when we keep track of your hours.

The following form is a sample only give you an idea of how to fill out each category. Obtain blank forms from the Volunteer Coordinator, and turn completed forms in to the Volunteer Coordinator once a week, or as arranged.

## Volunteer Commitment Sheet

Sponsor or Volunteer Name:
Refugee Name:
Address:
Case Number:
Date of Arrival:
Telephone
Reviewed by: ERIS Director, Ferdi Mevlani
Signature
Reported on:
Report Period
Items
Estimated
Items with \$ value
SERVICE PROVIDED
no receipt
Value
receipt #
Amount \$
Total #
ATTACH
Rate
RECEIPT
Total Value
Total Cash \$
Total In-Kind \$

## **Volunteer Application Instructions:**

Ecumenical Refugee Services, Inc. 190 E. 9th Avenue, Suite 420 Denver, CO 80203

Dear Volunteer Applicant:

Thank you for your interest in volunteering with Ecumenical Refugee Services. We are very happy that you are considering working with us as well as many of the Metro area refugee families.

We've created this Volunteer Programs Guide to help you learn more about volunteer opportunities and to get started in the rewarding world of helping refugee families. Now that you've read about ERS and the many volunteer opportunities we offer, we hope you will take the next step, and fill out a volunteer application form.

Yours truly,  
Genevieve Cruz/ERIS

Step 1 - Getting Started:

If you are reading this in hard copy format, tear out the last pages (or copy them), read through, complete, and sign this application form. Return to:

Genevieve Cruz  
Volunteer Coordinator  
Ecumenical Refugee Services Inc.  
1600 Downing Street Ste. 400  
Denver, CO 80218

\*Note: Although we require all volunteers to sign the confidentiality agreement only those volunteers who will be working with our refugee families directly in the family's homes are required to sign the security check release. When this is the case, your completely optional donation of \$15.00 will help defray the cost of this required (by state regulations) security check. Thank you.

Step 2 - What Happens Next:

After reviewing your application, I will contact you. If there is a good match of your interests to our current needs, we will set up an interview to discuss possibilities.

I look forward to working with you in the near future. If you have any other questions, or if you would like more information, please feel free to contact me. I'm looking forward to hearing from you.

Sincerely,  
Genevieve Cruz  
Director of Sponsorship and Development  
Volunteer/Internship Coordinator  
Voice Mail: 303-860-0128 X 112  
Email:Genevieve@ersden.org

Volunteer Application:

Name:
EMAIL Address:
Street Address:
City, State, ZIP:
Home Phone:

Work Phone:
How did you hear about Ecumenical Refugee Services (ERS)?
What do you hope to gain from your volunteer service at ERS?
Briefly describe your employment experience:
Briefly describe your volunteer experience:
Briefly describe your education:
Have you ever been convicted of a felony? ____ Yes I ____ No
If yes, please explain:

Please list the names and phone numbers of 3 personal references:	
Name:	
Phone:	
Name:	
Phone:	
Name:	
Phone:	
Signature:	Date:

**Volunteer Interest Checklist:**

1. Date you are available to start any volunteer work:			
2. Please check the times and days you are available to volunteer:			
SAT	Morning	Afternoon	Evening
SUN	Morning	Afternoon	Evening
MON	Morning	Afternoon	Evening
TUES	Morning	Afternoon	Evening
WED	Morning	Afternoon	Evening
THU	Morning	Afternoon	Evening
FRI	Morning	Afternoon	Evening
3. Do you have a car available for use while you are volunteering? Yes                  No			
4. In what areas of Metro Denver are you willing to help a refugee?			
Aurora	Arvada	Boulder	Broomfield      Denver
Lakewood	Littleton	Longmont	Thornton      other
5. Please list any hobbies or skills that you can share with a refugee family or with the agency:			
6. Please list any languages you speak (apart from English,) and your fluency:			
Language	Beginning	Intermediate	Fluent
Language:	Beginning	Intermediate	Fluent
7. Following is a partial list of current volunteer opportunities outlined in this guide. Please indicate your interest by checking all applicable boxes:			
Sponsorship		Refugee Family Mentor (Cultural Broker)	
Co-Sponsorship		Specialty Collection	
Setting Up a Refugee's New Home		Helping in the Storage Shed	
Food Shopping		Helping Moving Furniture	
Employment Mentor		Other (Describe)	
Office Help		Relief Receptionist	
Web Development		Newsletter Help	
Handyman/ woman			

**Volunteer Confidentiality Statement:**

I, _____, as a volunteer for Ecumenical Refugee and Immigrant Services Inc. understand that any information obtained as a result of my activities with a refugee is confidential and should not be disclosed without written permission for that refugee. Violation of this confidence is illegal and could be damaging to the refugee involved.	
Signature: _____	Date: _____
Phone: _____	
Authorization for Background Check	
I hereby allow Ecumenical Refugee Services, Inc. to perform a check of my background. Including:	
Police record Driving record	
Past employment / volunteer history Educational / professional status	
Personal references	
Any other persons or sources as appropriate for the volunteer job(s) in which I have expressed interest.	
* I understand that I do not have to agree to this background check, but that refusal to do so may exclude me from consideration for some types of volunteer work.	
* I authorize the investigation of any of all statements I have made or written in the volunteer application process. I also authorize, whether listed or not, any person, school, current employer, past employer and organizations to provide relevant information and opinions that may be useful in making a volunteer placement decision. I release such persons and organizations from any legal liability in making such statements.	
* I hereby extend my permission to those individuals or organizations contacted for the purpose of this background check to give their full and honest evaluation of my suitability for the described volunteer work and such other information, as they deem appropriate.	
* I understand that I will be a volunteer, not an employee, and subsequent volunteer work does not create a contract or guarantee a placement for any definite period of time. If assigned as a volunteer, I understand that I may leave at any time and Ecumenical Refugee Services Inc. may end our relationship at any time, with or without cause, and with or without notice.	
Name (print) : _____	
Signature: _____	Date: _____
Witness: _____	Date: _____

<b>Case Size</b>	<b>Payment</b>
<b>1</b>	\$335
<b>2</b>	\$450
<b>3</b>	\$570
<b>4</b>	\$685
<b>5</b>	\$755
<b>6</b>	\$825
<b>7</b>	\$895
<b>8</b>	\$965
<b>9</b>	\$1035
<b>10</b>	\$1105
<b>For each additional individual</b>	\$70 each
<b>Child only *</b>	\$120
<b>Children only</b>	\$120 each