

LSS/NCA Role

Good Neighbor Role

1. Invite partner to Good Neighbor presentation

1. Initial Contact with LSS/NCA

1. Staff coordinates with Good Neighbor, return of interest form and next steps.
2. After Good Neighbor volunteers have completed background checks and volunteer trainings, approved Good Neighbor is referred to Resettlement Manager to match with a family

Preparation 1-3 Months

1. Good Neighbor leaders attend Good Neighbor presentation.
2. Leaders share materials and information with other team members.
3. Good Neighbor decides on partnership level. Interest form must be completed and returned to LSS/NCA.
4. Optional: Good Neighbor hosts a Compassion in Action tour or a LSS/NCA presentation to rally support among team members and group/ congregation.
5. All persons involved with partnership (who will have direct contact with family) will undergo a background check and volunteer orientation.

Good Neighbor Assigned A Family

(Wait time for approval & assignment will vary but could take up to 90 days)

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1. Staff communicates family information/background to Good Neighbor and ensures team is prepared for family's arrival.

2-6 weeks before arrival

1. Good Neighbor signs official commitment form outlining family needs and partner's respective responsibilities/financial commitments.
2. Role of Good Neighbor prior to arrival will depend on level of partnership. Preparations may include: finding affordable housing, collecting in-kind donations, and exploring employment opportunities. See "Good Neighbor Committee Assignments" document for more information.

REFUGEE FAMILY ARRIVES

1. Staff communicates with Good Neighbor general coordinator regarding concerns and questions. Staff receives weekly updates regarding family's progress and needs.

1-9 months after arrival

1. 1-3 months after arrival: Role of Good Neighbor after arrival will depend on level of partnership. Responsibilities may include: providing financial rental assistance, securing employment, offering mentoring, and providing food, clothing, and food. See "Good Neighbor Committee Assignments" document for more information.
2. 3-9 months after arrival: Good Neighbor continues to provide core services to refugee family (per partnership level) and ensures open communication with LSS/NCA staff.
3. Prepares to withdraw support from refugee family. Family should be self-sufficient.



1. LSS/NCA receives evaluation from both refugee family and Good Neighbor team.
2. Staff help plan celebration dinner and open conversation for continued partnership with group/congregation.

Exit

1. Good Neighbor evaluates challenges and successes, providing feedback to LSS/NCA staff.
2. Good Neighbor and LSS/NCA plan final celebration dinner for refugee family and partnership team.