**Family Contacts: 3 Main Objectives**

1. **Welcome**: Show hospitality on arrival by helping to set up an apartment/home for the arriving refugee family and providing for immediate needs

*Suggestions for welcoming…*

* Assist in finding housing that meets refugee family needs prior to or shortly after arrival.
* At arrival, provide transportation and welcome them to their new home and community.
* Coordinate furnishing the apartment or home with beds, basic furniture, cookware, appropriate clothing, toiletries, linens, cleaning supplies, and other essentials (Furnishings Support Team).
* Prepare a culturally appropriate welcome meal for the family to enjoy at their new home.
* Take the family shopping to stock the pantry with groceries, helping the family to find vendors that can accommodate cultural and religious requirements.
* Assist with transportation to initial appointments (school enrollment, DMV, social service agencies, health screenings, and vaccinations, etc.)

1. **Mentoring**: Help refugees adapt to the new community and move toward self-sufficiency. Mentoring may include professional development, helping to set up social services, English tutoring, offering transportation, or other assistance.

*Suggestions for helping & mentoring…*

* *Appointments*: Accompany the individual or family to medical or social service appointments and be an advocate for the family’s access to care and services.
* *Transportation*: Arrange for transportation of individual or family in situations where public transportation is not practical.
* *Conversation*: Focus on developing English skills (English Language Team)
* *Financial Education*: Facilitate financial education so the family learns how systems work in the U.S. (Financial Assistance Team)
* *Job Development*: Help the individual or family with employment preparation and/or securing employment in order to work towards self-sufficiency. (Employment Team)
* *Vehicles*: Help to locate an appropriate vehicle and driver’s education for adults in the family (Vehicle Support Team)
* *Community Guide*: Creatively help the refugee family to learn more about their new community. Accompany them on shopping trips and introduce them to cost-saving stores such as discount groceries and thrift stores.

1. **Friendship**: Share the love of Jesus Christ by spending time with the family, listening to stories and concerns, sharing words of comfort and encouragement, offering hospitality, and being open and honest about faith and life.

*Suggestions for friendship…*

* Call to check-in, even when there is no agenda or mentoring need.
* Share meals together and introduce to family and friends.
* Ask questions about family life, struggles, extended family, and other concerns.
* Look for opportunities to talk about faith and spiritual matters.
* Pray regularly for the family’s needs.
* Protect the family’s privacy by limiting sharing detailed information the church community, public media, and social media without the consent (and approval from a supporting agency).

**Refugee Ministry Support Teams**

**Furnishings:** Plans donation drives to collect furnishings, clothing, and supplies for newly arriving families. Assists family contacts with delivering large items.

**English Language:** Develops and maintains educational resources for learning and improving English. Assists family contacts with finding appropriate classes, home mentoring, or other means for improving language skills.

**Vehicles:** Helps to find a reliable family vehicle as a one-time gift. Assists family contacts with navigating DMV regulation and driver’s education when necessary.

**Employment:** Develops and maintains resources and contacts for employment. Assists family contacts with finding sustainable employment for adults.

**Financial Assistance:**  From donated funds, approves financial assistance with rental payments, medical and dental bills, vehicle repairs, and other significant financial needs. Assists family contacts with balancing the need for financial support with the need for self-sufficiency and independence.