












Co-Sponsor Welcome Activities SOP's



Icon Key:
 - Available for Exodus and Co-Sponsor collaboration
 - Required for the Co-Sponsor outside of Indy (whether Exodus is directly involved or not)
 - Required for Exodus only
 - Available for a Co-Sponsor to take over on behalf of Exodus















APA Services

1. U.S. Tie Assessment Form (Completed – N/A)
2. U.S. Tie Commitment Form (Completed – N/A)
3. Home Evaluation and Safety Check    (Pre-Arrival)
 - a. Follow the outlines of the Home Evaluation and Safety form given within the Co-Sponsor Binder
 - b. Report on all issues to the landlord and obtain a timeline of when the issues will be resolved, if applicable
 - c. Please log in the Co-Sponsor Case Note/Activity Log.
4. Relevant Health Information  (Pre-Arrival)
5. Prepare and Make Arrangements for clients with Special Needs  
 - a. Ensure that all housing options have the necessary accommodations for persons with disabilities (wheel chair ramps accessibility, parking spaces, etc.)
 - b. Please remember to consult with Exodus if there is any relevant information that the Co-Sponsor would need to know before making accommodations
 - c. If outside of Indianapolis, research services in your city that would help cater to those with specific disabilities (ensure that any resulting appointments created don't conflict with Exodus case management appointments)
 - d. Please ask the family/family member if they would like a certain accommodation or not
 - e. Make sure that proper PCP appointments are scheduled as need (either Exodus or the Co-Sponsor can take care of this) – Co-Sponsors should check in with Exodus staff to see if there is a way that they can be helpful (transportation assistance, etc.)
 - f. Please log in the Co-Sponsor Case Note/Activity Log.
6. Airport Pickup  (Upon Arrival)
 - a. Review the Airport Instructions for Welcome Teams given within the Co-Sponsor Binder
 - b. Remember that Exodus will be taking care of collecting the official documentation and case-management duties on that front

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- c. Please log in the Co-Sponsor Case Note/Activity Log.
7. First Home Visit  (Within 48 hours)
 - a. Please remember to follow the Exodus staff member's lead during this time
 - b. Please keep in mind that there will be a lot of official documentation and discussions that will need to be conducted during this time. There will be time made for you to connect to the family, but after the official items are completed.
 - c. Please log in the Co-Sponsor Case Note/Activity Log.
8. APA Intake  (5 Working Days)
9. Social Security Card Application, as needed   (Within 90 Days)
 - a. Please keep in mind that this application was most likely already completed on the military bases during processes. Exodus will work with you to let you know if this is an item that needs to be completed and if there is an opportunity for you to be helpful in this way.
 - b. Please log in the Co-Sponsor Case Note/Activity Log.
10. Public Benefits Application  (Within 90 Days)
 - a. Exodus is NOT expecting a Co-Sponsor to take care of these items, but they are welcome to help if they would like to contribute
 - b. Exodus and the Co-Sponsor are able to collaborate to make sure that the client is able to attend all of the necessary appointment to obtain the benefits that are needed.
 - c. Please remember to call your local offices for transportation services ahead of time if available. Otherwise, use money from the Co-Sponsor budget to pay for interpretation.
 - d. Please get updates on when all documentation or benefits are scheduled to be cleared
 - e. Please log in the Co-Sponsor Case Note/Activity Log
11. School Enrollment    (Within 90 Days)
 - a. Research the school enrollment information for your district and follow the steps accordingly
 - b. Please log in the Co-Sponsor Case Note/Activity Log
12. Enrollment in English Language Program    (Within 90 Days)
 - a. Either encourage the family members to connect with English classes at Exodus or find a connection in the city in which you live that provides English class services
 - b. Feel free to offer English tutoring services if the family consents and if there is someone on the Co-Sponsor team that specializes in this area.
 - c. Please log in the Co-Sponsor Case Note/Activity Log
13. Enrollment in Employment Services    (Within 90 Days)
 - a. Feel free to share employment connections with the family in order to supplement what Exodus doing (for local Co-Sponsors)
 - b. Non-local Co-Sponsors must be able to identify and assist in securing suitable employment opportunities that would meet the financial needs of the family
 - c. Feel free to also provide resume training, interview coaching, and other employment readiness related skills training engagements.






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- d. Please log in the Co-Sponsor Case Note/Activity Log
14. Create a Budget with the Client   (Within 90 Days)
 - a. Keep in mind that this is NOT regarding the family's Reception and Placement funds that Exodus receives from the government and manages on the family's behalf. This is specifically for creating a budget that manages the income that the family brings in through their own source of employment.
 - b. It's important to keep in mind that the family may have their own financial goals, and so we must come into this engagement as support people, not financial advisors/goal setters.
 - c. Please log in the Co-Sponsor Case Note/Activity Log
15. Selective Service Registration    (Within 90 Days)
 - a. Please go online and register for Selective Service with eligible adults.
 - b. The link is as follows: <https://www.sss.gov/register/>
 - c. Please log in the Co-Sponsor Case Note/Activity Log
16. Second Home Visit  (Within 30 Days)
 - a. Please remember to follow the Exodus staff member's lead during this time
 - b. Please keep in mind that there will be a lot of official documentation and discussions that will need to be conducted during this time. There will be time made for you to connect to the family, but after the official items are completed.
 - c. Please log in the Co-Sponsor Case Note/Activity Log.
17. Cultural Orientation   (Within 90 Days)
 - a. Remember to engage the families in ways that are relevant to their culture
 - b. Use documentation offered by Exodus to lead your cultural orientation presentations
 - c. Remember to hire an interpreter (an English speaking family member should NOT be used as an interpreter for the rest of the family during this orientation)
 - d. Please log in the Co-Sponsor Case Note/Activity Log.




APA Material Needs Support (Cash and In-Kind)

1. Arrange Safe, Sanitary, and Decent Housing   (Pre-Arrival)
 - a. Neither Co-Sponsor or Exodus puts their name on the lease
 - b. Lease goes under the refugee family's name
 - c. The refugee family gets the deposit back after the lease term ends
 - d. Please log in the Co-Sponsor Case Note/Activity Log.
2. Set up Housing/Essential Furnishings    (Pre-Arrival)
 - a. Make sure to use the Housing Supply List given in the Co-Sponsor Binder
 - b. Keep in mind that the in-kind value of these items can be used towards your fundraising goal. All items must be in good condition. Keep in the mind the items that MUST be brand new for safety reasons.


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- c. Coordinate with Exodus about the items that your group was not able to collect so that Exodus can supplement what is lacking.
 - d. Keep these items stored safely with your team prior to being matched. Please do not try and donate these items to us directly – we would NOT be able to guarantee that those items will be credited to your in-kind fundraising or that those items would be used for your family.
 - e. Please log in the Co-Sponsor Case Note/Activity Log.
3. Culturally Appropriate Ready-to-Eat Meal  (Upon Arrival)
 - a. Please research the cultural background of the family demographic and purchase culturally appropriate food.
 - b. Please remember to keep in mind that our clients from Afghanistan will need to eat Halal meat.
 - c. Either work with Exodus (if applicable) or work out the logistics amongst yourselves on how to go about getting the food to the family at the right time.
 - d. Please log in the Co-Sponsor Case Note/Activity Log.
4. Sufficient Food Supplies  (Upon Arrival and Throughout 90 Days)
 - a. Refer to points “a.” and “b.” of the previous topic (“Culturally Appropriate Ready-to-Eat Meal”)
 - b. Likewise to the previous topic, make sure that you coordinate with Exodus or work out amongst yourselves what the inventory situation is like for the family, the items that are needed, and the logistics for supplying that need.
 - c. Please log in the Co-Sponsor Case Note/Activity Log.
5. Seasonally Appropriate Clothing (Work/School/Daily Use)  (Upon Arrival Throughout 90 Days)
 - a. Make sure that donations are suitable for long-term use (please do not give items on the verge of being un-useful)
 - b. Keep in the mind the need to remain flexible – Co-Sponsors will not know 100% accurate sizes for those in the family unit until they meet the family. There may need to be exchanges or supplemental clothing items needing to be obtained.
 - c. Keep in mind that there may be the option of reaching out to community partners that supply culturally appropriate clothing
 - d. Please log in the Co-Sponsor Case Note/Activity Log.














Additional Services and Materials Needs Support Definitions/Examples (Please Case Note for ALL items engaged in)

1. Mentorship  – Being a cultural ambassador to the family; showing them around the city (whichever city that is, Indianapolis or not); helping them to navigate various processes and showing certain major places (i.e. the bank or the grocery store)

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2. Assistance Setting up Bank Account   - Helping to set up a bank account at the institution of the family's choice
3. English Language Tutoring   - Providing English acquisition training beyond the commitment of going to English classes; can be for either/both of the parents and/or the children (if applicable)
4. School Tutoring   - Providing school tutoring for applicable children/young adults who desire to go beyond what they are learning in school
5. Job Support    - Providing job leads and assistance with job training; can include workshops, resume training, or mock interviews
6. Transportation Assistance   - Providing assistance with transporting family member to major appointments or specific outings; also helping to train the family on how to use local transportation, contributing to a sense of self-sufficiency
7. Ongoing Financial Assistance   - Helping with any financial obligations with the family WITHIN the window of 90 DAYS; taking up extra collections if necessary to help the family with extra and appropriate financial needs