

JEWISH FAMILY &
COMMUNITY SERVICES

EAST BAY

VOLUNTEER
SERVICES MANUAL
for JFCS East Bay Volunteers





Thank you so much for your willingness to volunteer with JFCS East Bay! We are so grateful for your time and talents. Volunteers make a tremendous difference in our ability to partner with our clients. We appreciate your support of our vision: a community where everyone can flourish with dignity.

In this manual, you will find tools and information to help you succeed as a volunteer at JFCS East Bay. Much of the information in this manual explains what JFCS East Bay does to support clients as a Refugee Resettlement Agency to help you understand how you serve as a partner in support of these efforts. We offer dozens of volunteer programs, some of which require more training than others. We've compiled this helpful manual so that you will have what you need for a fulfilling volunteer experience with JFCS East Bay.

Please read through the manual carefully and be sure to keep a copy of it in case you have questions throughout your volunteer experience. The Volunteer Services staff are here to help with anything you may need as a JFCS East Bay volunteer. You can reach us at volunteers@jfcs-eastbay.org and a team member will get back to you within one business day.

Thank you again for your service and commitment to JFCS East Bay. We couldn't do what we do without our amazing volunteers! We are proud to count you among our supporters.

Warm regards,

Robin Mencher, CEO

Ami Dodson, Volunteer Services Manager

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WHO WE ARE

About Us

Jewish Family & Community Services East Bay (JFCS East Bay) is a community-based, direct social and human services organization that serves and supports Alameda and Contra Costa County residents of all ages, races, and religions. Our vision is a *community where everyone can flourish with dignity.*

Our Mission

Guided by Jewish values and in collaboration with the diverse communities we serve, JFCS East Bay contributes to the resilience of communities, families, and individuals through advocacy and comprehensive support services at every stage of life.

Our Values

Our work is anchored by Jewish values, connecting us to our agency's history and guiding our mission. These values are the foundation of how we work with each other, our clients, and our community:

- ***Repairing the World*** – תיקון עולם – *Tikkun Olam*
Chief among our values is our responsibility to bring healing and justice to a world deeply in need of both.
- ***Welcoming the Stranger*** – ידעתם את-נפש הגר – *Yadatem Et-Nefesh HaGer*
Remembering always that we “were once strangers in the land of Egypt,” the Jewish people are commanded to welcome those in need and support them in realizing their dreams.
- ***Pursuing Justice*** – רודפי צדק – *Rodfei Tzedek*
We are responsible for being Rodfei Tzedek, “pursuers of justice,” addressing the sources and results of injustice in our community.
- ***Upholding the Dignity of Every Human Being*** – כבוד הבריות – *K’vod Habriyot*
The Torah affirms that each human being is created in the divine image; the young, the old, the vulnerable of every creed and color. Accordingly, every single individual deserves to be treated with the utmost respect and compassion.
- ***Being Responsible for One Another*** – כל ישראל ערבים זה לזה – *Kol Yisrael Arevim Zeh LaZeh*
The Jewish community is bound by a mutual responsibility to care for one another in body, mind, and spirit.

Our Principles

- We partner with our clients, staff, and community to advocate for justice and promote healing.
- We engage in our work with integrity, accountability, and transparency.
- We commit to anti-racism, diversity, equity, and inclusion.
We maintain an unwavering stance against antisemitism and all forms of prejudice.

VOLUNTEER SERVICES GENERAL GUIDELINES

Anti Violence

JFCS East Bay believes volunteers should work in an environment without intimidation, threats, or violence. Volunteers are expected to treat others with respect and dignity. Any incidence of violence should be reported immediately to the Volunteer Services Manager or appropriate supervisor. Violence includes verbal or physical intimidation, contact, or threats.

Background Check

Certain volunteer opportunities will require a background, criminal, and civil check at the expense of JFCS East Bay. Volunteers who do not agree to conduct these checks will not be accepted for placements directly with clients. If any required background checks are negative, JFCS East Bay may not accept volunteers for certain assignments. Ongoing screening may be required for certain volunteer positions.

Communication Etiquette

Many volunteer opportunities will require communicating either directly with clients or with staff members to coordinate client needs. When emailing staff, please do not use the client's first or last name in the subject line due to confidentiality. Instead, you can use their initials (ex: F. Family or A.S.) or refer to them as the client you are working with. Additionally, please do not include the clients on emails to JFCS staff. If working with multiple clients, please do not include multiple clients on email communications. Lastly, please only email staff members that you have been connected with. Reaching out to a different staff member to discuss any client need is a breach of confidentiality.

Confidentiality

JFCS East Bay strictly adheres to the principles of privacy and confidentiality in all services. No identifying client, volunteer, or employee information may be released without written permission.

Volunteers are responsible for maintaining the confidentiality of all information to which they may be exposed while serving as a volunteer, whether this information involves another staff member, volunteer, client, or any other person involved in JFCS East Bay business. This includes client names, addresses, contact information, health circumstances or financial information. Please refer to your Confidentiality Agreement if you have questions or ask a member of the Volunteer Services staff.

Cultural Competency and Diversity

JFCS East Bay provides services to people of all ages, genders, race, faith, education levels, and sexual orientations. The agency strives to create a climate of inclusion, acceptance, and appreciation of differences between individuals served, staff, and volunteers.

Record Keeping

Tracking volunteer hours is an important component of our ability to obtain support from our funders. Therefore, volunteers must regularly track the number of hours spent volunteering at JFCS East Bay through our volunteer portal, [Better Impact](#). Volunteer Services will support and train you on how to use Better Impact. Record keeping is extremely important for grant reporting purposes, so keeping track of your hours not only helps our clients, but also benefits our whole organization. Thank you!

VOLUNTEER STANDARDS OF CONDUCT

Our volunteers are a vital part of the services we provide to our clients. Whether driving a newly arrived refugee from Afghanistan, visiting a Holocaust survivor in their home, or delivering a meal, each volunteer brings immense consideration, love, and compassion to their interactions with our clients. To volunteer with our clients, please keep these standards of conduct in mind:

1. Treat all clients and staff fairly, with respect and dignity regardless of race, color, gender, religion, language, sexual orientation, class, caste, creed, political or religious conviction, veteran status, personal appearance, medical condition, disability, age, education, wealth, nationality, ethnicity, or any other requirements by local law.
2. Please remember to respect the cultural norms and values of refugee families, understanding that it takes time to adapt to a new culture. Approach supporting them with this transition with patience and openness, acknowledging and honoring the unique backgrounds and experiences of those we work with.
3. Center clients' strengths and needs when collaborating on new tasks and meet each client where they are. All our clients come with different experiences and skills and need individualized volunteer support. No volunteer role will be one-size-fits-all, so create small, attainable goals with the client that tap into their strengths, and work towards their short-term goals and long-term aspirations.
4. Promote self-sufficiency by focusing on "doing with" not "doing for" the client. In some situations, it might feel helpful or more efficient to do tasks yourself, but it is always better to do tasks with the client. It's crucial for clients to learn how to do

things independently as JFCS East Bay staff and volunteers are not meant to provide indefinite support.

5. Collaborate with clients instead of “saving” clients. Viewing our clients as people in need of saving is a harmful mindset that creates divisions between you and the client. Our clients are incredibly resilient, and your gentle support and guidance helps them achieve the ultimate goal of self-sufficiency.
6. Never proselytize or invite clients to attend religious functions. Each client’s personal religious beliefs should always be respected. If a client wants to learn more about religion in the US, it’s okay to provide information on the diversity of beliefs here in the US, but it’s never okay to offer religious education with the intent to convert.
7. Always provide full disclosure of information when working with a client. It’s important they know all relevant details when making decisions for themselves. Clients should have full agency over their lives and be able to make informed decisions for themselves and their families.
8. Communicate with the volunteer program coordinator when you have questions or concerns. Our volunteer services team is here to support you! The volunteer services coordinator is your liaison with the case managers. Unless previously specified, the volunteers will not have direct contact with the case managers.
9. Understand your volunteer role and what support you should provide by upholding boundaries between you and the client. For example, please don’t interfere with parents’ decisions about their child’s diet. It’s also important to set your own boundaries with the client and communicate when a request is not in line with your abilities, time, or comfort level.
10. Respect the confidentiality of client information. Confidential information includes a client’s name, address, contact information, photos, their legal status, their health information, and personal stories. When sending an email, please avoid using the client’s first or last name in the subject line. Use an initial instead (ex. Mr. S or S Family).
11. Take care of your own health and wellbeing so that you can sustain your commitment. Volunteer support is extremely impactful for our clients, so it’s important that volunteers never feel overwhelmed or burnt out. Volunteers cannot be responsible for everything a client needs, and that’s okay. Know that you are doing what you can, when you can!
12. Remove yourself from any situation that feels unsafe for you or the client and contact volunteer services staff immediately. In an emergency, please contact 911.

13. Encourage clients to reach out to their case managers. Please do not get in the middle of concerns that are between a client and their case manager. Our case managers are advocates for our clients and are always here to support them. If there is an issue that you feel is not being adequately addressed by a case manager, please speak to the volunteer coordinator about it. You may also reach out to the Volunteer Services Manager at any time.

COMMUNITY WELCOME TEAM MANUAL

*This section is intended as a guide for CWT volunteers working
with refugee families.*

COMMUNITY WELCOME TEAM PROGRAM OVERVIEW



Step 1: Application

Interested community members form a core group of 4-8 members with flexible time commitment, diverse skills, and an interest in getting involved. Each team must have at least one team lead or co-leads who will be responsible for team management and communication with the CWT program coordinator. Prospective community welcome teams apply directly via our website and provide contact info, relevant skills, and reasons for volunteering.

Step 2: Screening & Onboarding

The team lead(s) have a screening call with the CWT program coordinator regarding their application. Each team member will be directed to sign up on our volunteering platform, Better Impact. Volunteers are requested to use Better Impact to log volunteer hours and any items donated. It also allows JFCS East Bay to communicate with our volunteer community when we have urgent client needs, so be sure to check off any additional areas of interest you may have.

Step 3: Orientation & Background Check

Teams receive a 1.5 hour orientation on Zoom with JFCS East Bay staff, to learn about our organization, refugee resettlement, the CWT process, and cultural awareness when working with our diverse clients. After attending the orientation, each volunteer must complete a background check. Once this clears, the team is ready to be matched with a family.

Step 4: Volunteer Match & Introduction Meeting

Once a potential match is found, teams receive basic information on the client (family size, location, and general needs) and confirm they are ready to work with this client. Then teams will receive more specific client information (names, addresses, ages, basic background information) and schedule a time for an introduction meeting at the client's home. The CWT program coordinator will guide the introduction. Both the clients and volunteers will introduce themselves and volunteers will ask the clients directly about their priorities and needs. Volunteers will be able to clarify needs they are able to help with and any that they are not able to help with. Lastly, the volunteers and clients will exchange contact information.

Step 5: CWT Support

The CWT program coordinator sends the team lead(s) the list of priorities discussed at the introduction with any additional tasks or appointments from the case manager. The team lead(s) are responsible for organizing a plan of action with the team to address each of the client's priorities. Some priorities may be time sensitive, like upcoming appointments. Others may be long term goals, like ESL conversation practice or job searching. Tasks will come directly from the clients and from the CWT program coordinator. As time passes and tasks are completed, new priorities may emerge, and the team should shift to accommodate them. The CWT program coordinator will communicate regularly with the team lead(s), either by weekly phone call check-ins or by email.

Step 6: Wind Down & Off-Boarding

The CWT program coordinator, case manager, and volunteer team will assess the client needs after two months and identify an official end date. The program coordinator will work with the team to create a wind down plan. Some regular activities may still continue, like ESL conversation practice, but at this point, most needs should be handled directly by the clients themselves. If the clients still need more support, an additional month will be authorized, with a plan in place to address the most urgent priorities. Once the end date is reached, volunteers will officially end their involvement with the family and both the volunteer team and client will complete an exit survey. Volunteers and clients may still choose to continue a relationship as neighbors and community members, but the team is no longer operating as JFCS East Bay volunteers with this client.

New Matches:

If the team is ready to be matched with a new client after their match ends, the team will move to step 4 when there is client that's a fit for the team. Teams will not need to complete a new application or repeat any of the onboarding steps. The team can also decide to take a break in between new matches. If any new members want to join the team during any part of the process, team lead(s) should send their contact info to the CWT program coordinator so they can be onboarded quickly and begin working with the clients.

COMMUNITY WELCOME TEAM EXPECTATIONS

Time

As a general guideline, we ask for up to a six-month commitment from each member of a team, with some variance in the total amount of time each family may need. More intensive logistical resettlement needs are most in demand in the first couple months. A family in the initial 30- to 90-day resettlement period may need a lot of support in the first six weeks and then less support for the remainder of the resettlement period. Other families may need a high level of support throughout the entire 6-month period. Each case is different, and the needs of the clients will be communicated to teams from the beginning of the assignment.

Confidentiality

Volunteers are asked to sign a confidentiality form before working with our clients. Safety is still a concern for many of our clients and it is important for volunteers to keep privileged and identifying information confidential. Please do not share the client's name, address, photos, or personal stories with anyone. Additionally, please remember that each client is responsible for determining what information they want to share and with whom. Please do not post photos of clients on social media. In general, it is best to ask permission before taking or posting any photos.

Boundaries

Welcoming and assisting our clients is both gratifying and challenging. It is important that all volunteers do their best to respect the boundaries of clients and themselves. Volunteers should not expect to be involved in all aspects of a client's life or the details of their case. It is also important that volunteers remember that each individual volunteer or each welcome team cannot do everything for everyone. There will be situations in which you feel unprepared or like you cannot fix something. You may also feel disappointed that you and your team cannot do more. Please take care of yourself so that you can sustain your commitment and know that you are doing what you can when you can!

Client-Centric Approach

JFCS East Bay upholds our commitment to treating our clients with respect and expects all volunteers to do the same. Our priority is always with our clients, and we maintain

that by approaching all tasks and challenges with our clients' needs at the center. This means that we prioritize the needs and strengths of our clients, not volunteer interests or desires.

Anti-Racism & Cultural Competency

JFCS East Bay and our volunteers are committed to anti-racism and cultural competency. We are not here to “save” clients; we are here to support them in the resettlement process. We expect conscious effort to avoid attitudes that could be construed as white saviorism.

Communication

Our clients speak a variety of languages. Some of our clients speak fluent English and others may not. When working with clients that do not speak English, please speak clearly, and repeat yourself when needed. However, please do not infantilize clients. It is important to remember that speaking English is not an indication of someone's intelligence.

When working with clients, you can use several different methods to communicate with them. Some clients prefer texting over calling or email, especially when they are less comfortable with English, so please check with the clients to ascertain their preferences. When translation support is needed, clients can call their case managers for help, though volunteers should never contact case managers directly. Volunteers can also utilize various free translation apps or websites for support; please check out our resource hub for suggestions. If you're struggling to communicate with the client, please let us know! We can offer suggestions and be responsible for coordinating support when translation is needed.

Financial Support

Volunteers *are not* obligated to provide any financial support to clients. Each client receives financial support from the federal government that includes a pre-determined amount of funding, per person, for critical expenses such as initial housing and essential items. Clients also receive cash assistance from county and state programs. If clients ever ask for financial support from volunteers, please let a volunteer services staff member know. It may be that the client is confused about the differences between volunteers and staff. Volunteers are welcome to donate to the organization if they choose to, but it is not an expectation of the Community Welcome Team program. We want to acknowledge that the time and energy each volunteer spends on this program is an extraordinary donation that JFCS East Bay and our clients are incredibly grateful for. If you are interested in donating to JFCS East Bay for refugees, you can do so [here](#) or consider donating an item from our [Gift Registry](#).

COMMUNITY WELCOME TEAM TASKS

While the needs of each client will vary, and every CWT will have a slightly different experience, the following are some examples of tasks that a welcome team may be asked to do.

Transportation Support

Clients need a great deal of help with transportation, especially in the first few weeks of their arrival. For example, they will likely need to travel to medical appointments, county offices for benefits, grocery stores, and schools. In the first couple of weeks, most medical and benefit appointments will be made through JFCS East Bay Case managers and the health navigator, so volunteers will receive information on upcoming and scheduled appointments from the Volunteer Coordinator. Clients will also begin making their own appointments or directly receive follow-up appointments from their doctor's visits. Volunteers will need to work with clients to make sure that they share all upcoming appointments with the team, so volunteer transportation can be arranged. Volunteers may also be asked to help ensure clients understand any scheduling messages that they receive from the health center. All volunteers who are driving clients are required to have a valid driver's license, reliable transportation, and auto insurance. Young children are required to be transported in car seats in accordance with California state law, which JFCS East Bay provides for each family.

Orientation to Public transportation: Transportation is a key component of self-sufficiency and it's extremely important that clients can use public transportation comfortably on their own. While in the beginning, refugees have JFCS East Bay and a network of volunteers supporting them, they also need to learn skills to build self-sufficiency so that they can support themselves once their case closes and the volunteer match ends. It's a great idea to plan a transportation orientation with the family. Topics can include transit passes, methods to purchase them, how to refill passes, reading transit schedules, using internet or map apps to plan trips and see next bus/train, locating local bus/train stops, rider etiquette, how to board a bus/train and swipe or show a ticket, asking the conductor/bus driver for assistance or directions. You can also help clients apply for the clipper start program; check out our resource hub for more information.

Even though cars may be more prevalent in your community, vehicle ownership may be out of reach for refugees for some months/years, so clients will have to rely on public transportation in the short term. If a refugee family is unfamiliar with public transportation, encourage patience and try to discourage dependence on a volunteer network for transportation.

Paratransit Services: If a refugee is unable to take the bus or train due to a disability, it's likely that the Health Navigator will be working to connect them with paratransit services. After these services are assured, volunteer help may be needed to train the refugee household on how to call for paratransit services without the help of a volunteer or staff member. This may take some time and patience, depending on the family's English language proficiency.

Grocery Shopping

When clients first arrive, case managers will complete benefits applications, including food security benefits like EBT and SNAP so that clients can purchase their own groceries. Volunteers can help clients get to the grocery store and transport their groceries. Look for low-cost grocery stores like Food Maxx and Grocery Outlet. Sometimes clients are interested in shopping at Costco. If a volunteer has access to a Costco card and is willing to take clients shopping, it's a great opportunity to buy necessary items in bulk. Clients may also need help getting to halal markets so they can buy halal meat. Halal markets can often be more expensive, but they also offer foods that many of our clients are familiar with from back home.

School Registration

While case managers usually complete the online school registration for all school-aged children, it is extremely helpful for volunteers to support clients with the in-person registration process. Many clients need help learning to advocate for themselves and their children in a school setting. Sometimes they just need help knowing what questions to ask the administration, like asking what resources are available for their refugee students. Students who do not speak English should be receiving school-sponsored ESL support. Schools often provide transportation support, like access to school buses or youth transportation passes.

English as a Second Language (ESL)

One of the most beneficial and important programs for refugee adults is English as a Second Language, or ESL. With proficiency in English, refugees can assimilate into our communities, meet their basic needs, access better employment and educational opportunities to achieve self-sufficiency, stability, and upward mobility. Many communities and online platforms offer free ESL programs for refugees and immigrants.

The English-speaking ability of our clients differs greatly within a family unit. Volunteers can help clients connect with additional ESL classes in the community or work directly in person or online. JFCS East Bay provides a variety of resources including a curriculum, workbooks, guides, placement tests, community and online programs, app recommendations, literacy programs and more. To access our resources, check out the ESL section of our resource hub.

When working with a client, start by understanding the client's English goals and level. Together, determine frequency, location, length of sessions and days of the week that work best to meet regularly. We recommend a minimum of one hour per week either in the client's home, at a public place like a library or coffee shop, or online. If children are

home during the session, consider making ESL conversation practice a team task, with one volunteer keeping children occupied and the other working directly with the client. Community outings to the grocery store, library, park, etc. are great ways to create opportunities for clients to practice and apply their English learning.

Assistance with Furniture and Household Items

Most Community Welcome Teams will be matched with a client after they have already moved into their housing and received their household items and furniture. However, clients may have additional furniture needs that they communicate about with volunteers. Volunteers may be asked to assist clients with finding and transporting furniture. JFCS East Bay has a contact within Mt. Diablo Resource Recovery in Pittsburgh where volunteers can accompany clients to their warehouse full of donated items and clients can pick any items they need. Please reach out to volunteer services for assistance in setting up an appointment.

Another way to help clients fill additional furniture needs is to reach out to your communities and networks for donated furniture. Are you part of a local Buy Nothing group or a families' network? Craigslist, Facebook marketplace, and NextDoor are also great places to find free or affordable furniture and other household items. Please make sure you do not share confidential client information when contacting the community for support.

Finally, JFCS East Bay has a partnership with Habitat Restore in Oakland, San Jose, and Concord which extends a 25% off discount to our clients. The discount letter can be found on our resource hub.

Employment Search Assistance

Many of our clients will find work during the 30- to 90-day Reception & Placement period, but others will need additional help. Volunteers can help clients with resume building, job searching, job applications, and interview prep. There are also plenty of community resources to which volunteers can connect clients to get the employment assistance they need. JFCS East Bay also has an in-house Employment Specialist who can assist with this process. For employable refugees, the immediate priority in the US is to find a job and start earning.

Resume Building

Writing a resume is as much an exercise in understanding the skill sets and backgrounds of the refugee as it is a tool in employment. You may need to take an unconventional approach to resume writing for some refugees who have limited professional work experience. Focus on skills and experiences as much as formal employment. New arrivals may have incredibly relevant skill sets within the informal economy, but no pay stubs, employment records, or testimonies to prove it. Always approach the client and situation with a strengths-based perspective. Additionally, jobs can look very different in different regions of the world; go into the conversations with no assumptions about a refugee's previous experience.

Write the resume with the refugee to highlight their strengths and search for experiences within their histories that portray them as resilient, adaptable, and hardworking. Use action verbs and specific language and try to assign a job title to the work even if they worked in an informal capacity. When a refugee attains their first (and second etc.) job, work with them to adapt their resume, to emphasize that the resume needs to be a living document.

Job Training and Re-Certification

Many of our clients arrive with previous professional careers in medicine, law, education, etc. and are unable to find work in their field after arriving due to lack of credentials accepted by the US. However, it can still be possible for clients to enter the same field in a different role with the right certifications and training. These three options help refugees gain an advantage in the workforce and continue in their educational pursuits.

Recertification: Although finding immediate employment needs to be a priority, refugees can benefit from high salaries and career development if they are able to recertify their degree. Recertification, however, is a complex, expensive, and time consuming process with significant barriers. Learn more about [credential recognition in the US for foreign professionals here](#). If the client is interested and financially capable of going through the process, it can be incredibly beneficial, but be careful not to make any false promises. It's best to connect clients with organizations like [Upwardly Global](#), who can help guide clients through the recertification process.

Continuing Education: This may be a more viable route if a refugee cannot recertify their degree. Some programs will accept expertise or partial credit from university transcripts or work histories, and the client may not need to completely restart their education. Programs vary considerably based on state and jurisdiction. Research available programs and assess what is needed to enroll. Talk to the client about available options and walk them through the process. Again, a mentor can be critical here. Explore resources within the university itself, including offices serving first generation college students.

GED: If the refugee does not have proof of a high school diploma or did not complete high school in their home country, a GED program is a strong first step. Many community colleges offer GED preparatory courses and some ESL classes for students with limited English to specifically target GED skill sets. It is a difficult test that requires a high degree of work ethic, study time, and comprehension ability, but can open the door to increased opportunities and pay in the future. Find out about local GED programs, talk to the client about their options, and if applicable, help them apply and get into a GED course. As the course continues, you can practice with the client or make sure they have the necessary resources to practice on their own.

Job Training Opportunities: Some refugees can use previous work experience or community connections to find a job quickly. However, some clients may need to acquire new skills to get a job that can support their family. Although vocational trades may or may not be in line with the client's long-term goals, they can provide stable, well-paying jobs within a relatively short amount of time. For many vocational trades, employees need to complete training or certification programs. Many of these programs are free to low-income participants. Some community colleges and community organizations offer job training programs, it may be a good idea to see if any of these opportunities would be a good fit for the client you're working with. Some examples of programs include certified nursing assistant, hotel hospitality, food preparation, forklift training, commercial driver's license, landscaping, security, pharmacy technician, and manufacturing.

Survival Jobs:

It's essential for a refugee to have a job after arriving in the US, regardless of their previous experience. For the clients coming without much transferable job experience, a survival job gives them a steady income and a place to start building their employment experience. For clients coming with previous professional experience, getting a survival job is their reliable income while they work to find a way into their previous field.

Utilize Networks: Start small. Who do you know within your community who might be hiring for an entry-level position? Do your friends or family members have any contact with other local employers? Think creatively: many companies have employees working at very different levels of the organization. Tapping into your network might be the best way to find resources and opportunities within the community. The client can also tap into their networks to find work. The Afghan community in the Bay Area is very tight knit and it's always possible that someone in the community is hiring or has a connection.

Reach out to other Employment Agencies: There is likely at least one free employment agency within your community. Perhaps this employment agency serves other immigrants or low-income individuals, or simply runs an employment resource board on their website. Connect with these existing services and organizations that are doing similar work.

Look at Job Posting Sites: Websites like Monster and Indeed might not lead directly to a job but can provide new ideas to enhance your job search or give you leads on companies hiring locally. You might find potential opportunities that you had not previously considered.

Use a Staffing Agency: Staffing and Temp agencies can facilitate entry level employment but might not provide all the benefits of a direct hire. For example, many staffing agencies serve as the only employment option for larger companies, but also take a cut of wages for their services or don't offer benefits.

It could be a great place to start for a client that would like to gain more experience working for a company while earning a steady income.

Walk-In Applications: Businesses near to a refugee's home or easily accessed via public transportation may accept applications on a walk-in basis. This can also be good practice for the client in completing job applications. Walk with the refugee to ask if there are available positions in nearby businesses (e.g. grocery stores, restaurants, coffee shops).

Employment ESL: As a client prepares to enter the workforce, they should practice ESL related to the workplace to gain confidence and practice, for example: a strong introduction, calling in sick or late, and key words in a typical workplace (restroom, paycheck, break, full-time, part-time, insurance, etc.). This can get the client in the mindset of work and help them feel empowered when they attain employment.

Preparing for Job Interviews:

Interview Prep: Regardless of their professional background, a newly arrived refugee will probably need some degree of orientation towards interviewing in the US. It's a good idea to discuss expectations in the workplace including posture, handshakes, eye contact, importance of smiling, appropriate/inappropriate clothing or shoes, cleanliness, what is polite/impolite, clear speaking, confidence, awareness of what is on their resume, and how to answer interview questions. Consider conducting a mock interview to convey your points and help the client feel more comfortable with job interviews.

As you and the client find viable job opportunities, start supporting them with the application and interview process. Help the client learn to keep track of pending applications and encourage them to send a thank you email to an employer after an interview. It is common that an employer never calls back about an application, so let the client know to be proactive in reaching out 5-7 days after an interview and following up if they don't hear anything back.

*Note: Refugees will learn that receiving employment income will lower their monthly state benefits (like TANF) and may hear that it is better to *not* work from others in the community. They may hear other rumors as well: that a job is bad even before attending an interview, or that a friend is making more money across town. While there may be truth to these points, remember to stress the importance of finding ANY job (within their capabilities) to start working. It's temporary. And it's the best step towards long-term self-sufficiency. Speak to the Volunteer Coordinator for further guidance.*

Opening a Bank Account

Volunteers may be asked to help our clients open a bank account. Having access to a bank account is tremendously important for a newly arrived family. To open a bank account, clients must bring some form of photo ID (which can include a passport, driver's license, or student ID), proof of address (lease agreement, utility bills in client's name), and enough cash to fund the account (\$25-\$100 depending on the type of

account). It's a good idea to confirm that the clients have brought all the required documents before leaving for the appointment, to avoid having to come back another time. JFCS East Bay has found that not all banks make it easy for refugees to open an account, and we recommend taking clients to any Bank of America branch near them. When taking a client to open a bank account, please make sure to let the client work with the account manager directly. Volunteers should not have knowledge of a client's bank details. If translation support is needed, the client should call their case manager for help.

Getting a Driver's License/State ID

Having a driver's license or a California State ID is very important for our clients. It's common that most men in newly arrived families want to get their driver's license as soon as possible and some women will also show enthusiasm for getting their license as well. Often, the adult men will already have experience driving back home but will need help navigating the DMV process and learning the different driving rules here in the US. Many of the adult women will have had little to no experience driving and will first need to take lessons from a driving instructor. If this is the case, please reach out to the volunteer coordinator to connect you with a local driving instructor who offers low rates to refugees and speaks Dari/Farsi.

It's also a great idea to assist any adults who are not planning on getting a driver license with getting a California state ID. Some clients carry their EAD cards as a form of ID, and struggle to replace them if lost. Unless required, don't guide clients toward applying for a REAL ID. It requires more documentation than a regular CA state ID and clients may not have all the documentation readily available. When taking a client to the DMV to apply for their license/state ID, review the required documentation and ensure that the client has everything needed for their application. County case managers can provide clients with a reduced fee waiver form, but this can take a lot of time to receive, so it's up to the client if they want to wait longer for the completed form or pay the full fee for an ID.

Housing Search Support

We do not ask volunteers to be responsible for finding housing for our clients.

JFCS East Bay staff work hard to establish relationships with property owners and managers, and secure temporary and permanent housing for our clients. Some US ties are also involved in finding housing for their newly arrived family members. Volunteers will never be responsible for finding housing for a client. If a client asks volunteers for help with these things, please direct them to their case manager.

However, in some matches volunteers may be asked to help clients access affordable housing resources. Finding affordable housing in the Bay Area is extremely challenging and can be discouraging for newcomers. It's important for refugees to get onto affordable housing waitlists, even though it can take years of waiting to get access to available units. If clients are struggling to understand the purpose of applying for waitlists if they are unlikely to get housing in the short term, it's helpful to explain how useful it will be in the long term. Volunteers can help clients with accessing affordable

housing applications and understanding how to complete them. Sometimes applications can be filled out online and sometimes clients will have to pick up paper copies directly from the property. This support is designed to help clients build the skills necessary to access these services if they need them long after their resettlement period and volunteer match is over. If asked to assist with this task, volunteers will receive more specific information from the volunteer coordinator on housing eligibility and affordable housing lists.

Cultural Orientation

Volunteers offer invaluable support to clients by providing them with informal cultural orientation that complements the formal cultural orientation case managers are required to provide. Since volunteers often have the most regular in-person contact with clients, cultural orientation often is shared while accomplishing tasks. These are great moments to familiarize clients with systems or procedures that may be new to them. Some of these occur naturally, like if a client receives an erroneous bill from an insurance company that needs to be addressed on the phone. Cultural orientation topics that are helpful to discuss with clients include sending and receiving mail, advocating for children in schools, computer and internet safety, and many more! For a full range of cultural orientation topics and teaching resources, check out The Cultural Orientation Resource Exchange (CORE).

Connection with Community Resources & Services:

There are many resources in your community that refugees can benefit from. As locals, volunteers are often aware of specific opportunities that even local resettlement agencies might not know about. It's also a great idea to introduce the clients to local parks, libraries, family activities, events, and more! Here are some areas to consider connecting clients with:

Food Access:

Many refugee families are on a tight budget, so let families know that they can get free food from a food bank or food pantry. Many churches, synagogues, and religious organizations have food pantries available to community members. Often food banks and food pantries have limited hours each week. Volunteers can help clients determine which food banks are nearby, when their days/hours are, and how to get there using public transportation. Families may need help with transportation initially, but over time should learn how to access these resources without volunteer help.

Clothing Access:

There are many places you can introduce clients to that have free or affordable clothing. If clients are comfortable with used clothing, there are some great thrift and low-cost clothing stores. Introduce clients to nearby thrift stores and other retail stores like Ross Dress for Less, Kohls, TJ Maxx, etc. You can also research if there are any local institutions near you that offer free clothing or hold clothing drives. Many community organizations, like the Muslim Community Center (MCC) East Bay, hold winter clothing drives in December. There are likely additional resources in your community.

Note: Even though a refugee may arrive with limited material resources, they will not necessarily accept donated items. In some cultures, accepting donations is a sign of a low social class, and while they may be economically poor in the United States, they may have been of a higher class in their home country. Additionally, some Muslim cultures do wear used clothing when they do not know the donor. Be aware of this. It is not a sign of ingratitude, and while keeping in mind their finances, give families the choice to accept donated items.

Recreational Activities:

Identify recreational interests of refugees, both children and adults, and see if there are suitable programs in the community. Soccer is particularly popular across the world and can often bring people together from diverse backgrounds. Look for local YMCAs or community centers to identify any programs of interest.

Libraries, Parks, Museums:

There are many vibrant and free resources in any community that can enhance the ongoing education of refugee youth and the whole family. Local libraries often offer many free activities and programs, and some even provide free passes to museums and events. See which institutions are easily accessible by the family and how they can get involved.

Summer Activities:

Through summer programming, refugee youth can make valuable strides in their education during the summer months instead of spending the two months at home. Continuing their social and academic education can give them a valuable step up for the start of the next school year in the fall. When you talk to clients about these options, consider calling them summer activities or programs. Clients who have spent time in refugee camps may feel uncomfortable with the concept of a summer camp and may choose not to have their children participate. Reframing summer camps as summer activities/programs can help clients feel more comfortable.























































Community Building:




Upon arrival, refugees are often socially isolated and lack connectivity to cultural and social institutions. Often, these relationships develop over time through individual refugee networks and word of mouth. Community connections, however, can be expedited, widened, and deepened through volunteer involvement and creative thinking. Are there any local Mosques or Masjids that the clients would be interested in attending? There are also community centers or support groups that cater to refugee populations. Always ask a client first before connecting them with any other community. Not all refugees will want to engage with their ethnic or religious brethren. Always take the lead from the refugee family and provide an opportunity for them to politely decline an invitation or suggestion.

TRANSITIONING FROM A CWT TO NEIGHBORS

By the end of your Community Welcome Team period, your role as a volunteer with this family will end and your role as a neighbor/friend will begin. **The goal of the community welcome team program is to assist the family in reaching self-sufficiency.** Once a family has achieved certain benchmarks, determined by our Refugee Services staff, and is on a path to self-sufficiency, volunteers transition from a formal CWT to compassionate community members.

The chart below demonstrates the needs that JFCS East Bay, the Community Welcome Team, and the clients are responsible for and when to start transferring responsibilities to the newcomer family. Note that by the end of 4-6 months, all responsibilities surrounding managing housing, budgeting, and employment are now being owned by the family, rather than JFCS East Bay or the CWT. **It's important to note that below is just an example!** Some newcomers may take more or less time to get to a point where they are doing tasks fully independently.

Activity	Month 1	Month 2-3	Month 4-6
Creating and then monitoring household budget	 	 	
Finding and furnishing safe and affordable housing		 	
Paying rent and utilities*		 	
Opening, and accessing a bank account	 	 	
School registration and advocating for students		 	
Scheduling and transportation to medical appointments	 	 	
Connecting with and accessing community resources		 	
Submitting job applications and carrying out job readiness activities	 	 	
Riding public transportation	 		
Enrolling in and maintaining public benefits	 	 	
Enrolling in, attending ESL classes or Conversation Practice	 	 	 
Attending job interviews and working for earned income			

Key	
Newcomer Family	
Community Welcome Team	
JFCS East Bay	

***Note regarding financial support:** JFCS East Bay is currently able to provide 3 months of rental support for refugee clients due to grants and generous donors. Any additional rental support is authorized by the Director of Refugee Services on a month by month basis for clients in need. If a client shares their concerns or has questions regarding financial support, please remind them to reach out to their case manager. JFCS East Bay volunteers are never responsible for financial support of any kind.

Activities a Co-Sponsor Assists With	Friendship/Neighbor Activities
<ul style="list-style-type: none"> • Transporting clients to appointments. • Taking clients grocery shopping. • Assisting with school enrollment. • Orienting clients to public transportation. • Assisting clients with opening a bank account. • ESL communication practice or tutoring. • Introducing clients to free and affordable activities. • Helping clients access community resources. 	<ul style="list-style-type: none"> • Meeting the family at a family friendly event within the community. • Chatting occasionally on the phone to practice conversational English. • Going for walks together at a local park. • Respecting the family's choices and autonomy and lifestyle and refraining from comments on how they "should" do something. • Sending culturally appropriate holiday greeting cards or food to the family.

Rather than extending your help as a volunteer past the community welcome team period, one of the most empowering things you can do for the family is to give them the space they need to build their skills and settle into their lives. Some clients and volunteers may want to keep a friendship going after the match is completed, which is wonderful! As with any transition, there might be growing pains; however, this transition is essential to ensuring the family can live and engage with their local community successfully in the long term. If you have any questions or need assistance in building a transition plan, please reach out to the volunteer coordinator for help!

ENGLISH LANGUAGE LEARNING VOLUNTEER GUIDE

English language learners come from many different cultures, economic backgrounds, and language groups. Whether they are learning English to help navigate the area or to gain employment in a specific field, English language learners are interested in improving their English language skills to help them integrate into their new communities. We offer two ESL programs: Conversation Partners, who are matched with mentees with an intermediate or advanced level of English, and Tutors, who are matched with mentees with a beginner level of English.

Certifications are not required to be a tutor, although they can be helpful if working with a beginning level learner. We ask for a commitment of 3-6 months and a minimum of one hour per week. Sessions may be online or in person in a public place such as a library or coffee shop. If comfortable, they can be in the client's home, especially if transportation is a challenge.

JFCS East Bay provides various resources to assist with lessons. We provide a suggested curriculum with a self-paced online training guide, or the tutor is welcome to use whatever materials are preferred to meet the individual goals of the learner. There are more books, curricula, and guides in the Concord office, on the volunteer portal, or in the resource hub on our website.

Multiple factors are considered when matching volunteers with clients. These include both volunteer and tutee preferences. The process to be matched with a tutee is as follows:

1. In our volunteer portal, [Better Impact](#), check the ESL interest box under general interests.
2. Email requests will be sent through Better Impact as referrals are processed. The information provided includes the age, gender, nationality, origin language, English level, and location (online or in person).
3. If interested in being matched, respond to the email.
4. Once matched, a detailed email will be sent with client information, resources, and volunteer roles.
5. Connect with your tutee within a few days. If after three attempts over two weeks you do not connect, contact the ESL coordinator.
6. Following the first 3 sessions, email the ESL coordinator with an update.
7. Please be sure to log the hours you spend tutoring in Better Impact.

There are a range of factors that will determine when a volunteer's time as a tutor will terminate. Some of these include things like coordination with your tutee's schedule and where they are living, or perhaps they enroll in a full time ESL class. Learning is an ongoing process. If you are having challenges arranging meeting time with your tutee—or if you're not able to continue and feel your learner continues to need guidance, please tell the ESL coordinator, and they will be reassigned.

VOLUNTEERING WITH LGBTQ+ CLIENTS

JFCS East Bay is heartened by your interest in supporting newly arrived LGBTQ+ clients. As a volunteer with these clients, you will help our resettlement staff by providing rides to medical appointments, delivering important documents, being a friend, and more.

General Background

As anti-queer and anti-trans sentiments rise, we are seeing an increase in LGBTQ+ refugees from around the world. These refugees face many challenges when resettling in the US. They are often fleeing from violence committed not only by state actors but sometimes also by family members, friends, neighbors, and community members as well. It is often single clients that resettle, as opposed to a family. They typically lack critical support networks because they are often outcast from their ethnic group or religious group in the US. Additionally, not all countries conceptualize sexuality and gender in the same way. When clients settle in the US, they may not feel comfortable being “out” or identifying with certain terms. Therefore, local LGBTQ+ communities may feel foreign or overwhelming. As a whole, LGBTQ+ refugees usually have compounding trauma and face significant isolation when resettling. However, with JFCS East Bay’s comprehensive services and your volunteer help, we aim to make their transition to a new life here as smooth and supported as possible.

Gender and Sexuality Basics:

Sexual orientation refers to one’s emotional and sexual attraction to others or intimate relations with others (for example, gay, lesbian, bisexual). **Gender identity** refers to one’s deeply felt internal and individual experience of their gender, which may or may not correspond with the sex assigned at birth (for example, transgender, gender fluid, nonbinary, intersex).

Pronouns are words we use in everyday language to refer to ourselves or others. Some examples of pronouns are she/her, he/him, they/them. Some clients may use ‘they/them’ as personal pronouns. ‘They’ is considered a gender-neutral pronoun, compared to pronouns like ‘he/him’ or ‘she/her’ which are generally perceived as gendered terms. Additionally, some clients may use multiple pronouns, like ‘she/her’ and ‘they/them’. If this is the case, you can use either set of pronouns to refer to the client.

VOLUNTEERING GUIDELINES

Respecting Identity and Privacy:

We understand that you're excited to work with LGBTQ+ clients and may want to share your personal stories with them. However, clients might be quite private and may not be ready for these kinds of conversations. In fact, you will likely encounter clients who will never disclose their sexual orientation or gender identity to you. Please do not ask clients directly about their gender identity or sexual orientation. Additionally, do not make assumptions based on how a client presents themselves or their relationship status. We encourage you to introduce yourself and your pronouns to the client when you first meet but let them offer their pronouns if they wish to. Refer to our email or phone communications with you regarding what pronouns a client uses, what they identify as, and any other pertinent details. Please trust that even if you're not talking directly about LGBTQ+ topics, working on an LGBTQ+ related issue, or you are doing a small task, it's incredibly meaningful for the client.

Do not assume that a client is "out" to housemates, friends, or other people in their life. If you find yourself interacting with any of these people (for example, delivering items to a client's home), refrain from mentioning sensitive details and use the least amount of information necessary to accomplish the task. Let the client direct how much information they want to disclose.

Clients are often processing trauma while trying to adjust to life in a new country. Please be patient and let them lead the conversation. Do not ask them why they came to the US unless they bring it up. Before asking personal questions, first ask yourself if the question is necessary for the task you are helping them with--or if you are asking it out of your own curiosity.

Specific Scenarios:

If you are assisting a client at an appointment, there may be situations where a client's name doesn't match their legal documents or medical records. You can say, "Is it possible that your chart has a different name listed?" or "What is the name that's printed on your legal documentation?" Do not ask what their "real" name is – this suggests that you don't consider their preferred name as real. Additionally, if a client is uncomfortable sharing their legal name, they can give their documentation directly to the medical professional, who can look them up in the system without having to refer to the client by the inappropriate name.

If a client is worried about revealing their sexuality or gender identity to a medical professional, you can remind them that doctors are required by law to maintain confidentiality. Additionally, they have the right to request being called a different name at the appointment.

If a client needs to use a restroom, let them decide which restroom to use but note that they will likely feel most comfortable using single occupancy restrooms. They may need

help finding a single occupancy restroom, as they are not always as accessible as gendered restrooms.

Maintaining Boundaries:

JFCS East Bay's staff are trained to provide long-term support for our clients, while our volunteers are invaluable for help with specific, one-time tasks. Accordingly, please keep relationships with clients professional at all times – no romantic relationships or ongoing emotional support. It is not acceptable to push a client to come out or show pride about their identity. Conversely, please notify JFCS East Bay staff if a client is not maintaining boundaries; for example, if a client continues to ask for assistance outside of the original volunteer task.

Have additional questions? Please contact us at volunteers@jfcs-eastbay.org.

Appendices and Further Reading

APPENDIX A: JFCS EAST BAY PROGRAM DEPARTMENTS

Refugee Services

JFCS East Bay helps lead the way to a new life in the East Bay through the services we provide to refugees. War, violence, and discrimination have long displaced individuals and families. Many flee their countries in search of safety, freedom, and the chance to build a new life. We provide critical support so refugees can achieve the basic human rights they deserve. This is a core tenet of our work. We have provided support for thousands of refugees since our founding in 1877. Our refugee individuals and families come from all over the world and have faced war, violence, and/or persecution based on their religion, ethnicity, sexual orientation, or gender identity. JFCS East Bay provides holistic, timely, and culturally responsive support for refugees, including legal, health, education, housing, social, language acquisition, and cultural orientation services. Our team is comprised of legal professionals, trained volunteers, and multicultural and multilingual caseworkers—many of whom were once refugees themselves.

Immigration Legal Services

JFCS East Bay offers services to ensure that immigrants and newcomers are informed about their rights as immigrants, understand their options, and have the resources and representation they need as they seek a legal pathway to citizenship. We are recognized by the Department of Justice as a legal service provider with multilingual accredited representatives and a team of immigration attorneys. We represent immigrants and refugees from around the world as they apply for immigration benefits, appear before the Immigration Court, and navigate government decisions. With services offered in Dari, English, Farsi, Russian, and Spanish, we support immigrants and ensure immigrants' rights, with a focus on keeping families together in the United States.

Children, Youth, and Families

Children are our future, and they constitute more than 20% of the population of the East Bay. However, disruptions to a child's developmental process may impair their capacities for learning and relating to others—with lifelong implications. JFCS East Bay offers a range of supportive services for children and parents in the East Bay. With these services, we aim to strengthen families, promote individual well-being, and enhance the overall quality of life for families in our East Bay community.

Older Adults and Aging

About 15% of the population in the East Bay is 65 years old or older. Older adults contribute to the vitality of our communities in so many ways, including sharing their wisdom, volunteering, and caring for others. Our goal is to meet the needs of the aging population so they can continue to thrive. JFCS East Bay's highly skilled geriatric social workers provide personalized aging consultation and assessment for older adults and their families. Services include evaluating social connection, family support, and home safety, making referrals to physicians as needed, working with families to create a care plan, outline recommendations, and provide resources to address an older adult's particular challenges.



For a complete list of services that JFCS East Bay provides to our community, please visit our website at jfcs-eastbay.org.

APPENDIX B: OVERVIEW OF RECEPTION & PLACEMENT TIMELINE

JFCS East Bay receives refugees through the US Refugee Admissions Pipeline (USRAP) via our national affiliate HIAS. Once we assure their cases (meaning we confirm that we can provide services for the client), clients can arrive anywhere from 2-3 days later or up to 3-4 months later. Some cases are an individual; others are families of varying sizes. We also receive walk-in clients: refugees who have arrived here on their own and come to us for resettlement services (there is usually a long wait list for walk-in clients).

Once we assure a case or accept a walk-in, case managers are responsible for providing core services within the federally mandated Reception and Placement (R&P) period, a maximum 90-day window. Below is a breakdown of the services that our clients receive within that timeframe.

Pre-Arrival Services

For clients arriving through USRAP, case managers work with their US ties (friends or family members who are already established here) to plan for a family's arrival. This includes creating a reception plan and making arrangements with the family's US tie regarding the client's arrival, housing, and additional details. Some clients are considered "free cases," which means they do not have a US tie and case managers are solely responsible for the reception plan.

Arrival Services

Once a client has arrived, case managers are responsible for coordinating an airport pick-up and a culturally appropriate hot meal upon arrival. If a US tie is not available to help with this, the case manager and occasionally an additional volunteer meet the clients at the airport and take them to pre-arranged housing, either a temporary Airbnb/extended stay unit or their permanent housing. Case managers also provide the hot meal, groceries and/or a food allowance, seasonal clothing (as necessary), and pocket money for each adult (with signed acknowledgement of receipt of funds).

Next Calendar Day after Arrival

Case managers are then responsible for the first home visits, where they will assess the client's well-being upon arrival, their living conditions, and provide a housing and personal safety orientation.

Within 5 Working Days of Arrival

Next, case managers conduct an intake interview with the clients that covers an overview of the reception and placement services provided and the timeline, discuss all funds that clients will receive, discuss roles and responsibilities of JFCS East Bay, and clarify the responsibilities that each client has.

Within 7 Working Days of Arrival

Case managers submit benefits applications for food security benefits (such as CalFresh), cash assistance, and any additional social services benefits the clients may qualify for. During this time, the case managers will also complete applications for Medi-Cal and any other medical reporting as needed.

Within 10 Working Days of Arrival

Case managers file a change of address form with USCIS for the clients' permanent housing, which will dictate where important documents and notices are sent (i.e. SSN, Green Cards, etc.) Case managers also explain to clients that while JFCS East Bay is responsible for filing this form during their first 90 days, once that period ends it is the client's responsibility to refile if they move. Case managers must also complete enrollment in any other services that clients are eligible for within this timeframe.

Within 30 days of arrival

During this period, case managers work to create a service plan with each client that covers language and literacy skills, health status, childcare, education, employment, and goals. They also conduct a second home visit where they assess the clients' well-being, living conditions, and any urgent needs. During the 30-day period, case managers also register children for school and register adult males aged 18-26 for the selective service (US draft). Case managers also refer and enroll clients in ESL programs and refer and enroll clients in employment services (as appropriate). They also ensure that clients have received their social security cards within this time. If the clients haven't received their cards, case managers follow up with the Social Security Administration. Clients are eligible to work as soon as they receive their social security cards. During this period, each member of the family receives a refugee health assessment; for more information on health services provided, please see the [Healthcare and Mental health services section](#).

Throughout the Reception and Placement period (30-90 days)

Over the course of the R&P period, case managers are also responsible for WIC enrollment (for families with children under 5 and/or expecting) and assisting with enrollment in ongoing services like SSI, emergency assistance, and after school programs if applicable. If clients have not yet received their food security benefits due to delays from county social services, case managers also provide sufficient food or a food allowance until the receipt of food benefits. Case managers also provide a cultural orientation to each client, with an assessment for all adults. For more information about the topics covered in cultural orientation, please see [the Cultural Orientation section](#). Case managers must also ensure that clients receive appropriate interpretation as needed for all core services.

Additionally, case managers educate clients on the requirements to apply for an adjustment in status according to immigration law, especially for humanitarian parolee clients with temporary status. Humanitarian parolee clients are granted temporary status for a 2 year period and must apply for asylum (or SIV status if they qualify) to be able to stay in the US permanently. Case managers refer these clients to our legal team to help

them apply for asylum. Case managers also educate clients on how to apply for family reunification and the expected timeline. Both of these processes can take years, so it's important that clients understand how to begin and what to expect. Case managers also inform clients of their responsibilities to report a change in their employment status to the local social services office to ensure continued receipt of benefits.

Lastly, case managers ensure that all R&P funds (generally \$1,125 per person, including children) are spent on allowable material needs and expenses, follow up with clients on the progress they have made towards the goals in their service plans, conduct an exit interview and ensure that the family has a budget, and conduct a satisfaction survey of services received from JFCS East Bay. If at any point clients have refused certain services or items, case managers must provide documentation with signed acknowledgement from clients. Once all required core services are complete, case managers close the case.

APPENDIX C: HOUSING ARRANGEMENTS

Every refugee client that we serve is entitled to safe and sanitary housing. As affordable housing is limited in the Bay Area, our housing specialist builds relationships with property owners, management companies, and local landlords to identify units for our clients. Some US ties will be able to rent an apartment ahead of time and set it up even before their family members arrive. Other US ties may host their relatives for a few days after arrival while they work with our housing specialist to find affordable housing nearby. In some cases, we find temporary housing through extended stay hotel suites or Airbnb while we work to find permanent housing. There are also local community organizations that accept applications for extremely affordable units for newly arrived refugees. These units are often only for very new arrivals and last around 6 months. In situations where our clients apply for and are accepted for these units, they must find their own housing once the rental period ends.

One challenge in finding housing for newly arrived refugees is their lack of credit history. Most landlords require a credit check or previous rental experience, and in the absence of these may require a co-signer. US ties are sometimes able to act as co-signers for their families, but many times our housing specialist works with landlords to waive the credit or rental experience requirements. This new housing is a chance for our clients to begin building rental and credit history.

JFCS East Bay is currently able to provide 3 months of rental support for refugee clients due to grants and generous donors. Any additional rental support is authorized by the Director of Refugee Services on a month by month basis for clients in need. Once their rental support ends, refugee clients must be able to pay their rent by themselves.

Affordable Housing Waitlists

The most affordable housing option for refugees is Section 8 housing, though it's very challenging to access in the Bay Area. Case managers encourage our clients to apply for Section 8 voucher waitlists or affordable housing waitlists for below-market rate units in Alameda and Contra Costa County whenever they open. These waitlists often take years to come to fruition, so it's important for clients to sign up as soon as they can. Our case managers explain the application process and can help clients apply for housing. Our housing outreach volunteers regularly contact affordable housing properties and send out updates on open waitlists for clients to apply.

APPENDIX D: INITIAL HOUSEHOLD ITEMS AND FURNITURE

Refugees arriving in the U.S. are often starting over with few resources. Once a family is settled in their new housing, JFCS East Bay provides the essentials that each family needs to furnish their home. We rely on the generosity of our community for donations of many of these items. If you're interested in learning more about the donations we accept, please check out the [in-kind donations page on our website](#). Clients receive their household items from our office and are invited for a one time visit to our storage facility to pick up the furniture items that we are required to provide (new or donated) in addition to other donated furniture that they choose. With signed acknowledgement, clients can refuse offered items and are responsible for acquiring them on their own. Here's a list of the items we are required to provide:

Furniture:

Each family receives one twin bed frame and mattress per individual, one full bed frame and mattress per couple, one table and dining chair set, a donated couch or culturally appropriate seating, dressers, and lamps.

Linens:

Each individual or couple receives a pillow, set of sheets, comforter/blanket, and set of towels.

Kitchen Items:

Each family receives one set of dishes, utensils, drinkware, cookware, bakeware, cooking utensils, mixing bowls, a kitchen utility knife, electric kettle, can opener, and dish towels.

Household & Cleaning Supplies:

Each family receives two wastebaskets, one shower curtain with rings, a broom and dustpan set, dish soap, sponges, bathroom/kitchen cleanser, laundry detergent, and cleaning cloths.

Toiletries:

Each family receives toilet paper, shampoo, conditioner, soap, one toothbrush per person, toothpaste, floss, razors, hand soap, shaving cream, and sanitary products.

Additional Required Items:

Each family receives one age-appropriate car seat per child (as needed).

Optional Items:

Based on availability, we also provide strollers, baby blankets, backpacks with school supplies, toys, games, books, diapers, and baby wipes. Clients are also offered a bike with a new helmet and lock, as available.

APPENDIX E: CULTURAL ORIENTATION

When refugees arrive in the US, they are often unfamiliar with many aspects of American life. Some refugees may have worked with the US military or US based NGOs in the past and have some familiarity with American culture, while others may never have met Americans before arriving here. Regardless of their experience with American culture, case managers are required to provide cultural orientation on the following topics within the reception and placement period for all adults. Case managers conduct in person cultural orientation, provide short videos and handouts, and help clients install the Settle In app on their phone.

Role of Resettlement Agency

Case Managers first explain to clients that JFCS East Bay is not a government entity and clarify the role that local resettlement agencies have in the refugee resettlement process. They also explain that refugee assistance is limited, and benefits vary across agencies, locations, and cases. Lastly, the case manager confirms that JFCS East Bay will assist with basic needs, services, and advocacy, but that refugees must also understand they are responsible for their own successful resettlement with assistance from the agency. Then, case managers make sure that clients have contact information for their case manager and any additional resettlement staff.

Health

Case managers review the importance of health screenings, immunizations, and preventative healthcare and explain that only critical health needs will be met during the initial weeks of resettlement. Case managers will also explain more about the US health care system and California's health care system, and that Refugee Medical Assistance can differ by state. Case managers then share more information on how healthcare norms may differ in other cultures and countries and share mental health resources with the clients.

Cultural Adjustment

Case Managers will also review major US norms, values, and expectations with the clients and discuss the value of self-sufficiency and self-advocacy. Clients learn that resettlement can impact family roles and US parenting practices may differ from their home country. Case managers explain to clients that cultural adjustment can be stressful but coping mechanisms are available and provide resources in community that can offer support throughout the resettlement transition.

Learning English

Case managers explain that learning English is critical for both adults and children and that learning English takes time and requires patience. Case managers reassure clients that it is possible to learn English in many ways and English fluency increases job prospects. Clients are referred to community ESL programs or referred internally to be matched with a volunteer tutor.

Safety

Case managers explain the importance of personal safety and describe the roles of police and emergency services such as 911. Clients also learn about the importance of basic safety precautions and emergency preparation.

Public Assistance

Case managers then review applicable government assistance and how resettlement agencies like JFCS East Bay help refugee clients apply for assistance. Case managers also clarify any responsibilities clients have while receiving government assistance, such as alerting county agencies about changes in income or residence.

Transportation

Case managers also explain local transportation options to clients, like bus and BART, and discuss the benefits and responsibilities of owning or accessing a personal vehicle.

Hygiene

Case managers talk with clients about personal and oral hygiene norms in the US and give examples of personal hygiene products. They also discuss the importance of keeping a clean house with the clients.

Education

Case managers explain that all school-aged children must be enrolled in school and discuss the value of continuing education and vocational training options for adults and teens.

Housing

Case managers also summarize local housing options and considerations in the Bay Area and beyond. They discuss tenant and landlord responsibilities that the clients need to be aware of, as well as the importance of housekeeping and home maintenance. Lastly, they review home safety, including showing them how to safely operate any appliances in the household.

US Laws

Case managers also spend time explaining more about the way that the US is governed by laws and share an overview of laws that clients need to be aware of, including laws around family life and individual rights. This is when case managers share more about the Selective Service (draft), Legal Permanent Residency (green cards), and Citizenship.

Budgeting/Finance

Case managers spend a lot of time discussing the responsibility for managing personal finances with clients. They review setting budgets, estimating expenses, having savings, paying bills, and the role of banks. Case managers also explain that paying taxes is a legal obligation for clients and instruct the clients on how and when to pay taxes. Case managers also explain the purpose of a debit or credit card and refer

clients to community programs that can assist clients with opening them or receiving small loans.

Refugee Status

Case managers also review refugee status rights and responsibilities and emphasize the importance of obeying US laws and consequences of breaking laws. This is when case managers ensure that clients understand the family reunification options. They also give an overview of permanent residency and the naturalization process and emphasize the importance of each.

Employment

Lastly, case managers discuss early employment and job retention with the clients as being essential to survival in the US and a primary focus for all employable adults. Case managers ensure that clients understand that each client plays a central role in finding a job and that the first job they hold may not be in their chosen field. Case managers also share more information on US work culture, ethics, and employee rights and responsibilities. Clients are referred to community based employment programs or referred internally to be matched with a volunteer career skills coach. We also have an Employment Specialist on staff.

APPENDIX F: HEALTHCARE NAVIGATION & MENTAL HEALTH SERVICES

Lack of access to health care is one of the most critical issues facing refugee and immigrant communities in the United States. Due to linguistic and cultural barriers, it is extremely challenging for non-English speaking refugees and immigrants to access and utilize health care services. JFCS East Bay's multilingual health navigators support our clients in accessing essential health care services in the following ways:

Enrolling clients in healthcare benefits and insurance

Case managers enroll all refugees in Medi-Cal, California's version of the federal Medicaid program for people with low incomes. Under this program, refugees have access to outpatient services, emergency services, hospitalization, maternity and newborn care, mental health and substance use disorder services, prescription drugs, physical and occupational therapy services and devices, laboratory services, preventative and wellness services, and pediatric services. Health navigators provide support with health plan enrollment, selecting primary care providers, and managing health care plans.

Scheduling the initial Refugee Health Screening appointments

Upon arrival in their new home, all refugees need to complete a comprehensive health screening in the county refugee health clinic within the first 30 days of arrival. The clients are scheduled for refugee health screening appointments, which screen for communicable diseases and chronic and acute health issues. Additionally, all refugees receive vaccines and complete their immunizations, including vaccinations against Covid-19. Based on the medical professionals' assessments, clients are referred for further evaluations and follow-up appointments with their primary care providers to receive proper care.

Guiding clients through the complex healthcare system and advocating for care

New arrivals are often not familiar with the preventative healthcare system in the US. Our health navigators guide refugees through the healthcare system, overcoming barriers that prevent them from getting the care they need. With client's consent, health navigators communicate with medical personnel to ensure clients can access health care services and any other health-related resources they need to be as healthy as possible.

Educating clients on how to navigate the health system on their own

This includes familiarizing our clients with resources like MyChart so they can schedule their own appointments, review their health information, and access their records.

Mental Health Services

After experiencing war, poverty, and relocation, refugees and immigrants arrive with complicated trauma histories and frequently require specialized treatment due to displacement, conflict, and resettlement. They must also face the challenges of building

a new life in a new country. This stress puts refugees at high risk for mental health issues.

The health navigator provides a mental health assessment for each refugee age 14 and above. Each client is offered a referral to our in-house mental health services. If appropriate, our own multilingual psychologists will provide direct therapy services. Case managers are also trained to recognize the signs and symptoms of mental health problems. When outside services are needed, our staff provides referrals, advocacy, and translation to help refugees and immigrants connect with mental health providers. In addition to individual services, JFCS East Bay holds wellness groups and partners with outside health providers to hold workshops for men, women, and children.

APPENDIX G: ADDITIONAL PROGRAMMATIC SUPPORT

Preferred Communities Program (PC):

While many of the clients that we serve have experienced trauma in their resettlement journey, some of our clients have experienced severe trauma and need more intensive case management services than our Reception and Placement program offers. Our Preferred Communities program (PC) provides one year of intensive case management services to refugees, asylees, and other qualifying immigrants with special needs. This includes support with steps towards client self-sufficiency, such as: housing, public benefits, employment, green card/citizenship applications, healthcare navigation, mental health support, and other services as needed by the client. When needed, case managers use phone interpretation in a wide variety of languages for clients with little to no English, so we can serve a large range of clients of different backgrounds, languages, and English levels.

To be eligible for this program, clients must meet one or more of the following specialized criteria: physical health conditions, HIV positive, LGBTQ+, single parent, caregiver in need of additional services, elderly, young adult without parents or minor who spent long periods under refugee conditions, secondary migrant, survivor of torture, survivor of sexual or gender based violence, refugee with social or psychological difficulties.

Clients may either be referred to the PC program from the Resettlement and Placement program (either after the client's core services are completed and their R&P case is closed or sometimes simultaneously), and sometimes from external community partners who refer individuals to us. We also occasionally accept walk-in cases when we have capacity.

If working with a client enrolled in the PC program, please be aware every client is enrolled in the PC program individually, and not as a household. In some cases, most or all of the members of a household will be enrolled and in other cases it may just be an individual member of the household receiving PC support. Please be mindful of confidentiality between each enrolled member of the program.

Afghan Community Support Program (ACS):

While our refugee clients receive support during their 90 day resettlement period, we recognize that the 90 day limit set by the federal government is not always enough time for a client to reach self-sufficiency. The Afghan Community Support (ACS) Program is designed to support clients who have already received the resources and case management they need from the R&P program but could use some additional support in a few core areas based on long-term goals, such as starting a career, finding affordable permanent housing, or earning a trade-certification or degree. ACS case managers meet with clients to identify these specific goals and create a plan to achieve them over the 3 to 6 month time period associated with ACS. This program is rooted in our commitment to assist and empower Afghan individuals and families facing various

challenges, while recognizing that the resettlement journey is complex and different for each client.

The Afghan Community Support Program offers a range of services to address the unique needs of Afghan individuals and families, including:

Language and Cultural Support

Providing language interpretation and translation services to bridge communication gaps and cultural orientation programs, connection to learning resources for ESL, offering both an online platform clients can work individually on their own, or in a live class to practice with peers.

Education and Employment

Assisting with accessing and applying for educational opportunities, certification programs, job placement services, and career training to enhance self-sufficiency. Resume building workshops, application assistance, and professionalism training are all built into the ACS Program either in a group setting, or one on one with case managers. Case Managers also alert clients when there are job fairs in the area, and may accompany them, or be able to coach them through best practices. Case managers may also be able to assist clients with getting degrees or certifications from their home country in to be accredited through an American school.

Community Engagement

Workshops, classes, and community-building activities to strengthen bonds within the Afghan community and combat isolation for newly arrived refugees. ACS holds men's groups and women's groups, respectively, to allow a space for clients to support each other and build community. ACS clients are also invited to affordable housing webinars, resume building webinars, and other educational events and workshops.

Family Support

Connecting Afghan families to essential resources and services they need to thrive, such as support with student's IEP meetings at their new schools, free county childcare services, religious based family services, and health-related family services for children. ACS ensures the support necessary for each newly arrived Afghan family to function healthily and reach their potential as a family unit.

APPENDIX H: IMMIGRATION LEGAL SERVICES

JFCS East Bay works to welcome newcomers to our community and expand access to justice. Our Immigration Legal Services (ILS) department helps our clients overcome cost, location, and language barriers that impede Bay Area immigrants and refugees from accessing high-quality legal services. ILS provides free or low-fee assistance with applications for immigration relief including family-based petitions, adjustment of status including cases requiring inadmissibility waivers, affirmative and defensive asylum, Special Immigrant Visas (SIV), humanitarian parole, U-visas, Deferred Action for Childhood Arrivals (DACA) renewals, Violence Against Women Act (VAWA) petitions, citizenship, Temporary Protected Status (TPS), Special Immigrant Juvenile Status petitions, work permits, travel documents, and green card renewals. For Afghan and Ukrainian clients, ILS also provides free legal consultations, advice, and legal representation to those seeking assistance with TPS, work permits, asylum, and more.

Types of Immigration Legal Services support for different statuses:

Our Immigration Legal Services department provides legal representation for refugees and immigrants with a variety of immigration statuses, including the following:

Immigrants in Removal Proceedings

- JFCS East Bay represents immigrants in removal proceedings, and these include those who entered through the Southern Border to seek protection in the US or who have been in the US already but for various reasons have been placed into removal proceedings (also known as deportation proceedings). Some of these clients arrive in the United States with no lawful status and often are detained and released before being placed into removal proceedings. Our team represents clients in these removal proceedings and provides legal advice and representation in court to apply for asylum, Special Immigrant Juvenile Status for children who have been abandoned, abused or neglected by their parents and fled their country, and other forms of immigration relief to remain in the US such as cancellation of removal.

Humanitarian Parolees (Afghans and Ukrainians):

- **Humanitarian Parole** is used to bring someone to the US for a temporary period of time due to a humanitarian emergency. Humanitarian parolees are only granted a temporary stay of up to two years in the US and must apply for another legal status (Asylum, SIV, TPS, etc.) in order to remain in the US. Our ILS team helps parolee clients apply for a variety of immigration statuses, depending on the options that they qualify for.

Temporary Protected Status (TPS):

- **Temporary Protected Status** is a designation that allows individuals from other countries who are already in the US to stay for a temporary period because it is unsafe for them to return to their home countries. TPS is not a path to permanent residency or citizenship but does provide temporary legal status and the ability to work. The ILS team supports TPS clients with renewing their TPS status,

applying for work permits, applying for other immigration statuses, and any additional legal assistance they need.

Refugees:

- A **Refugee** is a person who has fled their country due to a well-founded fear of persecution for their race, religion, nationality, membership of a social group, or their political opinion, and has obtained **official refugee status through the United Nations**. Refugees wait several years overseas as the UNHCR and USRAP process their refugee applications, but refugees are admitted into the US with the legal status of “refugee” on arrival. Our ILS team supports refugee clients with applying for legal permanent residency and supports them with any other legal assistance they may need such as US citizenship.

Asylees and Asylum Seekers:

- An **Asylee** is a person who has been granted asylum. Before being granted asylum, these individuals are referred to as asylum seekers. An **Asylum Seeker** is a person who is currently in the US and is unable or unwilling to return to their home country due to a well-founded fear of persecution for their race, religion, nationality, membership of a social group, or their political opinion. While similar to a refugee, asylum seekers did not process their applications outside of the US but rather fled to the US to apply to be considered refugees through the asylum process. Asylum seekers arrive in the US sometimes as undocumented individuals, humanitarian parolees, SIV applicants, or other statuses, but they then apply for asylum status. Our ILS team helps asylum seekers with their cases in immigration court, if they are in removal proceedings, and our ILS team represents clients in affirmative asylum applications before USCIS. Once granted, asylees have long-term lawful status in the US and are eligible to apply for Lawful Permanent Residency (green card).

Special Immigrant Visa (SIV) holders:

- A **Special Immigrant Visa (SIV)** is for Afghans and Iraqis who have worked with the US armed forces, US government agencies, NGOs, or US contractors in some capacity, and in doing so have put their lives and the lives of their families at risk. SIV holders qualify for Lawful Permanent Residency (green card) upon arrival, which may have already been applied for and processed outside of the US, or at times needs to be processed by our ILS team in the US by applying for a green card.

Some of the other services our ILS team provides are:

Family Reunification:

There are various types of family reunification options that our ILS team supports clients with. For refugees and asylees, we assist with the I-730 process where a refugee or asylee can reunite with their spouse and children under 21 years of age in the US through a long process that is done overseas through consular processing. For other clients, they may be eligible for family petitions, humanitarian parole, CAM parole, P3

refugee processing, or other types of family reunification, some of which we are able to provide through our ILS program. The ILS team informs clients on the various options available to them and helps them apply, while setting realistic expectations on timing, as each of the reunification processes often take many years before family members arrive in the US.

Family-based Petitions:

Our ILS team also works with families in assisting Lawful Permanent Residents (green card holders) and U.S. Citizens with filing petitions for their family members such as their spouses, children, and parents, to gain lawful status in the US.

DACA:

DACA stands for Deferred Action for Childhood Arrivals. A person is eligible for DACA if they were under the age of 31 as of June 15, 2012, came to the US before reaching their 16th birthday, have continuously resided in the US since June 15, 2007, were physically present in the United States on June 15, 2012, and at the time of filing their request for DACA with USCIS, and had no lawful immigration status. Our ILS team helps children apply for initial and renewed DACA applications.

Relief for Victims of Crime and Trafficking:

Our ILS team helps victims of crime, including domestic violence file U Visa, T Visa and VAWA (Violence Against Women's Act) applications. A person is eligible for a U Visa if they are a victim of a qualifying crime and have cooperated with law enforcement in investigating the crime and if they suffered substantial harm. A person is eligible for T Visa if they are victim of labor or sex trafficking and they have cooperated with law enforcement. A person is eligible for a VAWA petition if they were married to a legal permanent resident or US citizen and were a victim of physical or mental abuse. The ILS team represents victims in these immigration remedies.

Citizenship:

Our ILS team helps hundreds of legal permanent residents become US citizens every year. We file applications for those who need medical disability accommodations and for those who have more complex cases.

APPENDIX I: SELF-SUFFICIENCY & CLOSING CASES

The goal of our refugee resettlement program is always to set up newly arrived refugees on a pathway towards self-sufficiency. Our clients need support in navigating new systems that are not easy to maneuver, and it's still crucial for them to gain as much experience and practice as possible so they can manage these challenges on their own. During the 90-day reception and placement period, case managers encourage clients to be an active participant in their own resettlement journey and support their growth in these skills.

Once the federally mandated 90-day period comes to an end, case managers must ensure that all required core services are complete. Clients must have received housing, furniture and household items, food, and clothing. Clients must also be receiving their benefits, have completed their health screening and immunizations, and have access to any necessary healthcare services. At this point all children must already be enrolled in school and adults in ESL. Case managers will have already provided cultural orientation and educated clients on their rights and responsibilities. For more details on all the services clients receive, please review the [overview of services provided](#). Clients must also acknowledge all funds they have received, and the case managers will work with the clients to complete a goals and budget assessment. Once this is complete, case managers will conduct an exit survey with the clients. . In some cases, clients still need additional support after their case is closed. These clients may be referred to either the PC program or the ACS program if they are eligible. To learn more about these programs, please see the [additional programmatic support section](#). Clients may also be referred to other community partners. Ultimately, the refugee services department staff have extensive experience in refugee resettlement and are able to expertly assess when clients no longer need agency support.

Please note that if client services are ever terminated due to a client violating JFCS East Bay policies, volunteer support will also be ended promptly.

APPENDIX J: VOLUNTEER CONFIDENTIALITY & VOLUNTEER AGREEMENT

(This is a duplicate of the confidentiality agreement you signed when you created your account in Better Impact. It is provided here for your easy reference.)

Confidentiality Agreement

In California, failure to maintain client information as confidential is considered a violation of privacy. Volunteers are acting on behalf of JFCS East Bay and are therefore subject to the same requirements and laws regarding confidentiality as employed staff.

Confidential information includes:

1. The fact that a person is or has been a client of JFCS East Bay
2. Any information given to the volunteer in confidence by the client
3. Any information about the client, their issues and treatment, or contact with the agency

Confidentiality does *not* include: suspected child abuse, elder abuse, or intent to physically harm another person or oneself. (The Volunteer Manager should be called immediately if these issues arise.) Our agency is a mandated reporter of these issues.

Basic principles of confidentiality:

1. All information divulged by a client to an agency representative is held in the strictest of confidence; clients of JFCS East Bay are guaranteed this protection by California State law.
2. The volunteer shares information about a client only with the client's caseworker, Volunteer Manager, or other authorized volunteers connected with the client.
3. A volunteer should not communicate confidential information to anyone outside of JFCS East Bay.
4. Breach of confidentiality is sufficient grounds for termination of volunteer staff.
5. I agree to comply with the above principles:

Volunteering Agreement

In offering my services as a volunteer for Jewish Family & Community Services East Bay, I understand the responsibilities that I am undertaking. As a volunteer, I agree to:

1. Be responsible for full client confidentiality as described in the Confidentiality Agreement.
2. Upon request, contact both the Volunteer Manager and Case Manager by email *after each of the first 6 visits* I have with the client (if I am individually placed with a client). I will do this in order to assure that the match is successful. In addition, after several visits with the client, I will meet with the Volunteer Manager to check in.
3. Have ongoing contact with the Volunteer Manager and Case Manager regarding my volunteer work and how it is going with the client. After the initial weekly contact, I will send in an update about once a month.
4. Attend some volunteer meetings, as they are announced, in the calendar year.
5. If I am driving a client, I have a valid California driver's license, and my vehicle is in safe mechanical condition. I carry car insurance meeting the California

minimum requirements for personal injuries and for property damage, and will provide a copy of insurance and driver's license upon request. I also understand that I may not for any reason allow the client to drive my car (this is for liability purposes).

6. I understand that I carry full responsibility for any passenger in my car associated with JFCS East Bay. This means that if I agree to drive a client, I understand that all liability is carried by my *own* car insurance. Upon request, I will provide a copy of my current proof of insurance to the Volunteer Manager.
7. I work under the supervision of the assigned JFCS East Bay staff. I will bring issues and concerns about work that I do, and any concerns I have, to the staff as needed.
8. I understand that I am not expected to spend my own personal funds during my placement with the client. I am not required to spend any money.
9. I attest that I am fully vaccinated against the COVID-19 virus and that I will take all required safety precautions while volunteering with JFCS East Bay.
10. I will log my approximate volunteer hours on this volunteer portal at least monthly.
11. I grant Jewish Family & Community Services East Bay my permission to use and reproduce, in print or electronic format, photographs taken of me for promotional and educational uses, without compensation. I agree that Jewish Family & Community Services East Bay may use such photographs of me (without printing my last name) for any lawful purpose including, but not limited to: direct mail appeals, newspapers, brochures, websites, social media, newsletters, annual reports, ads and other marketing communications materials. I understand that have the option to opt out of photographs upon request.

Sexual Exploitation and Abuse Principles:

As an agency that provides refugee resettlement services, we are required by our funders - and our own ethical standards - to require that all staff and volunteers agree to abide by the following principles related to sexual exploitation and abuse, developed by the Inter-Agency Standing Committee (an inter-agency forum of United Nations (UN) and non-UN humanitarian partners).

1. "Sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment or volunteer placement.
2. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.
3. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading, or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries.
4. Any sexual relationship between those providing humanitarian assistance and protection and a person benefitting from such humanitarian assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.

5. Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
6. Humanitarian workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promote the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.”