



## Getting Started Checklist: next steps after family introduction

*We know there will be a lot of needs in the beginning. These things will take time and might not happen linearly. The goal is to tackle needs (identified by the family) little by little, consistently. Below is an example of commonly experienced needs and a suggested timeline, though some things will take longer (or shorter). Your family might have other more urgent needs and/or not everything listed below will be applicable to your family. Remember that the best approach is to divide tasks among team members- an organized team is a happy team!*

<p><b>Week 1-2</b></p>	<ul style="list-style-type: none"> <li>○ Start small- this can be a visit to GoodWill or supermarket to get items of need (needs are usually expressed at Family Intro) or visit your family at their home</li> <li>○ Create an Amazon Wish List together with the family</li> <li>○ Write down their phone numbers &amp; Complete <b>*Important Phone Numbers List (in CST Toolkit)</b></li> <li>○ Learn how their names are spelled on their document(s) and <i>take photos of any important documents</i> since this will be needed for all social services programs</li> <li>○ Ask the family about their Needs - <b>fill out the *Needs Assessment</b> and <i>identify with the family</i> the top 3-5 needs to outline their short and long-term goals (use Tarjimly to help with this)</li> <li>○ Make sure all the adults in the family have the Tarjimly app on their phones- volunteers will use Tarjimly premium</li> <li>○ If children aren't enrolled in school, please refer to the school section on the CST Toolkit. Discuss which schools might work for the family.             <ul style="list-style-type: none"> <li>● Kids will need to be vaccinated for schools and this will require making doctor's appointments</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>● Free and Reduced lunch for kids</li> <li>● Enroll in transportation, understand bus schedule</li> <li>● RAA Volunteer School Liaison Form</li> </ul>
<p><b>Week 2-3</b></p>	<ul style="list-style-type: none"> <li>○ Go with the family to enroll kids in school <ul style="list-style-type: none"> <li>● If they're enrolled in public school, they can get affordable WiFi for home through their school</li> </ul> </li> <li>○ Does at least 1 person in the household have a job? If not, talk to the family about possible employment opportunities.</li> <li>○ Help set up the Internet. Or ask about their current internet company, speed, price per month (there might be a better deal you can help them with)</li> <li>○ Ask for their email addresses (if they have them, if not, consider creating accounts with them and walking them through how to use email)</li> <li>○ If you haven't already, ask the family about health needs to teach them about doctor's appointments and help set up their first couple appointments</li> <li>○ Get more detailed information about the social services programs/benefits they're enrolled in. In addition to contacting Romona of RAA, you will likely need to contact the CWS case manager for your family. (CWS is the resettlement agency who helped the family the first 90 days). Ask the family about: <ul style="list-style-type: none"> <li>● SNAP (food stamps)/ WIC: Are they enrolled and/or <b>when do they need to renew?</b> How much do they receive? Account info?</li> <li>● Health Insurance/ Medicaid: <b>When do they need to renew?</b> How much does it cost? Account info?</li> </ul> </li> <li>○ Ask them about their home/lease <ul style="list-style-type: none"> <li>● When do they pay monthly rent? How much? Do they know how to pay their bill and have the landlord's contact information?</li> </ul> </li> <li>○ Ask the family if they have a bank account <ul style="list-style-type: none"> <li>● Consider a trip to the bank to set up a bank account</li> </ul> </li> </ul>

<p><b>Week 3-4</b></p>	<ul style="list-style-type: none"> <li>○ If the family does not have SNAP and/or WIC, or Medicaid - or if they know when and how to renew their benefits- <i>that's the priority</i></li> <li>○ Talk to the family about RAA's other programs like enrolling in ESL (to learn English) or tutoring for kids. Rajaa of RAA can set up kids with tutoring (Rajaa: 305-792-8494)</li> <li>○ Find out if the family knows how to use the laptop that was given by RAA.</li> <li>○ Let the family know about possible nearby food pantries and remind them tap water is safe to drink (no need to buy water)</li> <li>○ Begin orientation to public transportation with common routes <ul style="list-style-type: none"> <li>● Do they know how to take the bus to the grocery store/doctor's office/work?</li> </ul> </li> <li>○ <b>*Joys and Strengths Assessment</b> to learn more about what your family likes to do for fun and their deeper goals</li> </ul>
<p><b>Month 1 Team Goal</b></p>	<p>Get to know the family and assist the family in getting themselves out of crisis (out of crisis means they have access to food, healthcare, employment and education).</p> <p>Has your matched family:</p> <ul style="list-style-type: none"> <li>- gained social security numbers? YES / NO</li> <li>- accessed public benefits? YES / NO</li> <li>- obtained health insurance? YES / NO</li> <li>- enrolled all children in school? YES / NO</li> <li>- have at least one member in employment? YES / NO</li> </ul>
<p><b>Week 5-6</b></p>	<ul style="list-style-type: none"> <li>○ Any of the above needs like enrolling in benefits or ESL Classes</li> <li>○ Reinforcement will be needed if they were taught something Month 1: <ul style="list-style-type: none"> <li>● i.e., confirm the family knows how to pay their own bills or access their bank account</li> <li>● Talk to the family about housing and the cost of living in Florida- consider the family might contemplate moving. If they express they'd like to move, notify us in our team+RAA chat as we have pointers.</li> <li>● Re-visit common bus routes or consider exploring new routes like to the local library- getting library cards can be a Month 2 activity</li> <li>● Support the family as they set up doctor's appointments online or using Tarjimly (they will likely still need your help or watch and learn you as you do this) - some clinics also offer transportation</li> </ul> </li> <li>○ Talk to the family about income/employment/saving money <ul style="list-style-type: none"> <li>● Discuss skills/work experience and create a resume</li> <li>● USA job etiquette, do's and don'ts, how to interview</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Talk to the family about truancy laws in Florida (kids can't miss school and what happens if they miss too many days)</li> <li>○ Do something fun based on what you learned from Joys/Strengths Assessment</li> </ul>
<b>Week 7-8</b>	<ul style="list-style-type: none"> <li>○ Any of the above needs (doctors appointments, ESL set-up, understanding transportation etc.) and a fun outing together</li> <li>○ During this time, focus on “teaching, not doing”. It’s important that the family learns to be self-sufficient.</li> <li>○ Revisit Needs Assessment to see what has changed and what the new priority items are</li> <li>○ Talk with the family about their <b>Short-Term and Long Term Goals</b> based on the needs you identified together Month 1 to see if anything has been met or needs to be changed</li> <li>○ Older teens/ young adults might be interested in GED programs, look into eligibility/enrollment together</li> <li>○ The family might need assistance with obtaining a marriage certificate <ul style="list-style-type: none"> <li>● They will likely need your assistance setting up an appointment with the court- refer to “How to Obtain a Marriage License” one-pager in our CST Toolkit.</li> </ul> </li> </ul>
<b>Month 2+3 Team Goal</b>	<p>Build trust with the family and assist the family in getting themselves out of crisis + connecting them with tools to also thrive (and not only survive)</p> <p>Has your matched family:</p> <ul style="list-style-type: none"> <li>- gained social security numbers? YES / NO</li> <li>- accessed public benefits? YES / NO</li> <li>- obtained health insurance? YES / NO</li> <li>- enrolled all children in school? YES / NO</li> <li>- have at least one member in employment? YES / NO</li> </ul>