



## Contacting CWS

**Church World Services (CWS)** is one of our main community partners.

- They receive clients for the first 90 days of resettlement (RAA does post-resettlement).
- They have hundreds of clients so please be patient with their response time.
- CWS helps clients get benefits, employment assistance, medical appointments, school enrollment, etc. There is A LOT of cross-over work so you will be contacting CWS from time to time, especially in the beginning when trying to understand where in the process a client is with an application or service.

### Contacting CWS:

- The best way to reach a caseworker with a request is via email. Introduce yourself as an RAA volunteer, cc' the team and Adriana (RAA Volunteer Coordinator).
- Keep emails succinct, to the point and include necessary information to fulfill requests.
- Remember, you win more bees with honey! 🍯

### CWS Directory:

*Miami Office:* 1924 NW 84 Avenue Doral, FL 33126

Phone: (305) 774-6770

**Jorge Hoyos** [jhoyos@cwsglobal.org](mailto:jhoyos@cwsglobal.org) Matching Grant Case Manager for Miami-Dade

**Jem Rosello** [jrossello@cwsglobal.org](mailto:jrossello@cwsglobal.org) Matching Grant Case Manager for Miami-Dade

**Mayrobys Ramos** [mramos@cwsglobal.org](mailto:mramos@cwsglobal.org) Matching Grant Case Manager for Broward

**Cesar Ramirez** [cramirez@cwsglobal.org](mailto:cramirez@cwsglobal.org) R&P and APA  
**Niurka Dreke (she/her)** [ndreke@cwsglobal.org](mailto:ndreke@cwsglobal.org) Housing assistance  
**Gloria Castro** [gcastro@cwsglobal.org](mailto:gcastro@cwsglobal.org) R&P and APA Case Manager for Broward  
**Grayson Beemus (she/her)** [gbeemus@cwsglobal.org](mailto:gbeemus@cwsglobal.org) Matching Grant Case Manager for Miami-Dade (but also specializes in Health needs)  
**Violeta Fernandez** - CWS Health Coordinator [vhernandez@cwsglobal.org](mailto:vhernandez@cwsglobal.org) for health needs  
**Laura Cabrera** [lcabrera@cwsglobal.org](mailto:lcabrera@cwsglobal.org) Miami Dade Health Needs

Truist contact for opening bank accounts:

**Kristina Ray**, Financial Wellness Leader (904)803-9810 [Kristina.Ray@Truist.com](mailto:Kristina.Ray@Truist.com)

**Carlos Naranjo** Resettlement Program Manager 305.774.6770 Ext 1181  
[cnaranjo@cwsglobal.org](mailto:cnaranjo@cwsglobal.org)

**\*\*\*Reuben Rojas** Resettlement Outreach Coordinator/Case Manager  
305.774.6770 Ext 1159 [rrojas@cwsglobal.org](mailto:rrojas@cwsglobal.org)

**\*\*\*Not getting a response:**

- Please be patient with response time. If you need to escalate (such as an issue that cannot be resolved or a serious issue involving the family's wellness), then contact Reuben Rojas.