

PRIVATE SPONSOR ORGANIZATIONS: ROLES, RESPONSIBILITIES AND RESOURCES

The following document outlines the role of Private Sponsor Organizations (PSOs) in the administration and implementation of the Welcome Corps. Private Sponsor Groups (PSG) have the primary responsibility for carrying out core sponsorship services for privately sponsored refugees, as defined by the Community Sponsorship Hub (CSH) and the U.S. Department of State. The primary role of the PSO is to support and oversee PSGs vetted by and assigned to them by CSH in preparing for and delivering core sponsorship services to privately sponsored refugees.

Private Sponsor Organization Responsibilities

- 1. Recruit PSGs.** The PSO recruits and organizes PSGs to carry out core sponsorship services. The PSO may recruit PSGs from their own communities, constituencies, or membership; and/or agree to be matched with independently formed PSGs.
- 2. Provide application support to PSGs.** The PSO works with aspiring PSGs they have recruited in preparing applications to the program, inclusive of Welcome Plans, signed PSG commitment document, completion of other application requirements, and if needed, the Supplementary Benefits and Services form.
- 3. Communicate with PSGs.** The PSO communicates regularly with PSGs on matters including, but not limited to, refugee newcomer matching, arrival of the refugee newcomer(s), requirements related to core sponsorship services, concerns about refugee newcomer health, safety, or wellbeing, and any program changes announced by CSH and/or the Bureau of Population, Refugees, and Migration (PRM). In addition, the PSO connects with state and local stakeholders in order to ensure the delivery of PSG core sponsorship services.
- 4. Provide ongoing support and oversight to PSGs.** The PSO is the primary point of contact for affiliated and/or assigned PSGs. The PSO provides ongoing support and guidance to the PSGs it oversees in carrying out all core private sponsorship services and working with PSGs to resolve challenges. The PSO will be prepared to provide support and oversight to a minimum of 50 PSGs annually, unless otherwise agreed. The PSO connects PSGs as appropriate with State Refugee Coordinators and State Refugee Health Coordinators in order to carry out core sponsorship services.
- 5. Identify and address sponsorship breakdowns.** A sponsorship breakdown is defined as a significant threat to core service delivery within the first 90 days of the refugee newcomer(s) arrival that cannot be resolved by the PSG or the PSO. The PSO responds to and alerts CSH if it assesses the likelihood of a sponsorship breakdown between a PSG and a privately sponsored refugee case in compliance with CSH protocols (e.g., Critical Incident Reporting, Sponsorship Breakdown Protocols, and Case Closure Protocol).
- 6. Collect and review 30 and 90-day reports and ensure participation in surveys.** The PSO ensures the PSGs it oversees complete and submit mandatory 30- and 90-day reports in a timely manner via the CSH designated online platform. The PSO reviews the reports and conducts appropriate follow-up to issues raised. In addition, the PSO ensures that the PSGs it oversees complete group surveys at 6-months and 12-months post arrival and encourage refugees to complete CSH-facilitated surveys within 30 days of arrival, and at 6- and 12-months post arrival.

7. **Support in coordination of services.** Each state will have a designated lead PSO. State PSO leads attend quarterly consultations and any PSOs active within a particular state are strongly encouraged to attend the relevant quarterly consultations. PSOs will support PSGs in navigating services and public assistance in their state and community. PSOs will also support PSGs in sponsorship transition following the initial 90-day sponsorship period, including by providing guidance to the PSG in accessing ongoing community resources, Refugee Support Services (RSS) and/or ongoing mentorship from the PSG directly.
8. **Coordinate with CSH and maintain compliance with CSH protocols.** The PSO follows procedures for the Welcome Corps outlined in CSH protocols, which align with program requirements or requirements of the Department of State. The PSO communicates with CSH, consortium partners and the PSG regarding refugee newcomer processing and travel arrangements and challenges arising in the delivery of core sponsorship services.
9. **Participate in the PSO Council.** The PSO participates in the PSO Council. The PSO Council is a support network that provides recommendations on needed supports and resources in the onboarding of new PSOs, raises and address key challenges that impact the PSO experience, informs ongoing program design and program adjustments, and identifies and supports the development and communication of policies and procedures.
10. **PSO and PSG monitoring reporting.** PSOs undergo remote semi-annual reviews by CSH for a sample of refugee cases. CSH will conduct PSG visits for a sample of cases from each PSO for compliance, evaluation and learning. PRM may conduct its own monitoring of PSGs and PSOs, including through contract monitors where relevant upon advance notice. The PSO will deliver an annual report to CSH outlining its activities from the previous 12 months and agrees to assist in the preparation of additional quarterly reports to the Department of State, as needed.

Supports and Resources

1. **Onboarding of Private Sponsor Organizations.** PSOs complete onboarding and orientation on the requirements of the Welcome Corps and the responsibilities of serving as a PSO through a series of required sessions.
2. **Technical assistance to Private Sponsor Organizations.** PSOs will have access to a variety of tools and resources developed by CSH and by CSH partner organizations. PSOs will have access to a moderated listserv allowing them to draw from peer experience in providing PSG support. PSOs will be invited to monthly PSO coordination meetings and periodic expert-led and/or peer-facilitated discussions. CSH will provide one-on-one PSO support to address individual challenges, including connecting PSOs with relevant external stakeholders (e.g., Office of Refugee Resettlement, Resettlement Agencies) to address key challenges.
3. **External program supports.** PSOs will have access to external program supports for PSGs, such as Airbnb short-term housing credits, and the Sponsor Fund for initial or emergency funding for PSGs as such supports are programmatically available.