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Developing Strategies to Strengthen Quarterly Consultations in Newcomer-Receiving Communities

switchboard
connecting resettlement experts





Zoom Webinar Quick Tips

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Chat is disabled due to the large number of participants today

Q&A

Under **Q&A**, type a question or click the thumbs-up icon to upvote another participant's question.



Webinar is being **recorded** and will be emailed along with the Recommended Resources

Today's Speakers



Barbara Day

Consultant,
Switchboard



Lillie Hinkle

Associate Policy
Analyst, Migration
Policy Institute



**Meg Sagaria-
Barritt**

Integration
Partnerships
Coordinator, CRSP



Sean Kirkpatrick

Coordinator, East Bay
Refugee and
Immigrant Forum

Learning Objectives



By the end of this session, you will be able to:

1

DESCRIBE

key elements of
successful quarterly
consultations in
newcomer-receiving
communities

2

DEVELOP

strategies for effectively
managing challenges
encountered during
quarterly consultation
planning and execution

3

IDENTIFY

at least one promising
practice to prioritize
during quarterly
consultations

slido



Which of the following best describes your role?



What is the purpose of holding consultations in newcomer-receiving communities with a variety of local stakeholders?



Guidance on Quarterly Consultations



Quarterly Consultations (QCs)

- Foster increased engagement of refugee service providers and community members
- Strategize and discuss solutions to ongoing resettlement challenges
- Share promising or best practices, program successes, and ideas

ORR State Plan Template Activities

Consultations must address...



A

Assessing community capacity for placement and service provision and planning for appropriate placement and arrival planning

B

Assessing refugees' needs for services and assistance

C

Using the best available data to gauge projected services and benefits needed



ORR State Plan Template Activities

Consultations are encouraged to address...



D

Coordinating supports and services for refugees

E

Ensuring that benefits and services are neither omitted nor duplicated

F

Developing a community strategy to support refugee integration and participation in civic life





The State or RD will convene, not less often than quarterly, meetings where representatives of local resettlement agencies, local community service agencies, and other agencies that serve refugees meet with representatives of state and local governments to coordinate the appropriate services for refugees in advance of the refugees' arrival.

ORR State Plan Template

*On the roles of state refugee coordinators
or replacement designees*



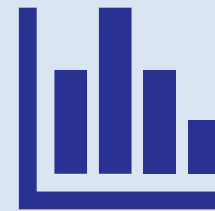
Such meetings shall include outreach and invitation to, at a minimum, public school officials, public health officials, welfare and social service agency officials, and police or other law enforcement officials, for jurisdictions in which refugees resettle.

ORR State Plan Template

On invited stakeholders present at consultations



Common Challenges of QCs



Meetings often feel more **informational** than **consultative**



Community capacity is defined differently across different sectors



ORR and PRM **requirements** are not entirely aligned



2

Strategies for Overcoming Consultation Challenges



Challenge 1: Other Populations Served

It is unclear how to adapt coordination processes like quarterly consultations (QCs) to include new resettlement actors (e.g., private sponsor groups) and newly eligible humanitarian populations such as humanitarian parolees.





What are you practicing in your community to address this challenge of including new resettlement actors and other newly eligible humanitarian populations in your consultation conversations?



Recommended Solutions: Other Populations Served

- Develop **outreach positions and staff roles** to focus on new resettlement actors (e.g., private sponsors, financial supporters)
- Host **informational sessions** outside of regular consultations for new resettlement actors and other interested parties



Challenge 2: Limited Administrative Capacity

Limited resources and administrative burden make it difficult to coordinate logistics for effective consultations.



What are you practicing in your community to address challenges related to limited administrative capacity for QC advancement?



Recommended Solutions: Limited Administrative Capacity

- Promote collaborative **sharing of QC leadership** between state refugee offices and resettlement agencies
- **Leverage resources** like space, provisions, and facilitation from community stakeholder networks



3

Promising Practices for Successful Consultations

Resettlement and Quarterly Consultations in Colorado



COLORADO

Department of Human Services

Colorado Refugee Services Program

2,081 Refugee & SIV arrivals in FY23
~ 2–3% of national arrivals annually

Resettlement and Quarterly Consultations in Colorado

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Northern Colorado
Hybrid



Metro Denver
Alternates virtual/in-person



Southern Colorado
Alternates virtual/in-person





Promising Practices: Colorado

Shared Coordination and Leadership

Process Overview Resource
Templates for meeting invites, agenda, etc.

Inclusion of All Populations Served

R&P arrivals, other ORR-eligible populations, and secondary migrants



State-Level Data Sharing

Share directly from database
Unifies and streamlines presentation

Collaborative Improvement Process

State and resettlement agency actors meeting regularly
Highlight opportunities for new approaches

Consultations in the San Francisco Bay Area

- **EBRIF** – over 35 agencies; focus on Alameda and Contra Costa counties
- Separately held Bay Area Quarterly Community Consultations (**BAQCC**) led by four local resettlement agencies without state office co-leadership
- EBRIF began supporting BAQCC in 2017; **consolidated meetings** during COVID-19



Merging BAQCCs and EBRIF Meetings

What worked?



- **Increased collaboration** between resettlement agencies and EBRIF
- Dedicated support for **meeting documentation**
- Detailed **notes** and resources **shared in advance**

What did not work?



- **Limited time** for the types of **conversations** typically held by EBRIF; meetings were more data-heavy
- **Focus only on ORR-eligible populations**
- **Reduced feelings of shared community** and culture for EBRIF members
- Documentation expectations felt more **challenging to sustain**



Re-separation of BAQCC and EBRIF Meetings

- Staggered meeting rhythm across various groups allows for **consistent conversation and community building**
- Separate meetings allow for **supporting more populations and geographic areas**
- EBRIF Coordinator contracted by local resettlement agencies for QCC support – **total of ~\$4,000/year**

Q&A Panel



Lillie Hinkle

Associate Policy Analyst,
Migration Policy Institute



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Coordinator, CRSP



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and Immigrant Forum



Questions?

Type your questions in the **Q&A** 

Recommended Resources



- **Archived Webinar:** [Strengthening Refugee Integration Through Community Resource Mapping](#)
- **Template:** [Advancing Goals in Community Engagement: Editable Outreach Templates](#)
- **Blog:** [A Resource List on Community Engagement](#)
- **Toolkit:** [Building and Sustaining Community Collaborations for Refugee Welcome, Welcoming America](#)

Strengthening Refugee Integration Through Community Resource Mapping

This webinar was facilitated by Sarah Krause, Consultant, Sarah Krause Consulting and Meg Gibbon, Program Officer for Learning and Knowledge Management, Switchboard.



By the end of this 60-minute session, you will be able to:

- Identify the advantages of community resource mapping;
- Describe how to determine which community resources may be of greatest benefit to those you serve; and
- Apply effective strategies to identify and map these resources in your community.



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