



July 30, 2025

Getting the Most Out of Switchboard

switchboard
connecting resettlement experts





Thank you for joining today's event!

We will begin momentarily.



Today's Facilitator



Tigest Coleman
MSW, LICSW

Deputy Director,
Switchboard

Today's Roundtable Speakers



Kasey Featherston
MPA

Senior Program Officer
Settle In



Megan Rafferty
MA, LPC, LAC

Training Officer
Switchboard



Rob Callus

Training Officer
Switchboard

Learning Objectives



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

1

EXPLAIN

how Switchboard's resources empower and **enhance capacity** for our intended audience: *you*—newcomer service providers!

2

DESCRIBE

five exciting Switchboard offerings related to supporting **transitions, staff care, and self-care**

3

SUBMIT

a TA request for Switchboard's support on a problem of practice you're struggling with

slido

Please download and install the Slido app on all computers you use



Which statement most closely describes your role?

① Start presenting to display the poll results on this slide.





Switchboard is a one-stop resource hub for refugee service providers in the U.S.

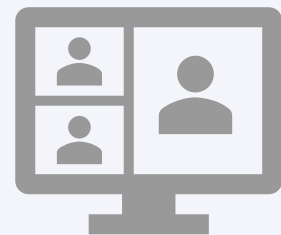
We provide **comprehensive support and guidance** to organizations and **communities serving newcomers**. We aim to empower and equip **service providers** with the tools they need to **facilitate successful and sustainable integration for newcomers** to the U.S.



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What Does Comprehensive Guidance and Support Look Like at Switchboard?



Webinars



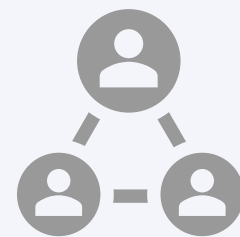
eLearning
Courses



Instructor-Led
Courses



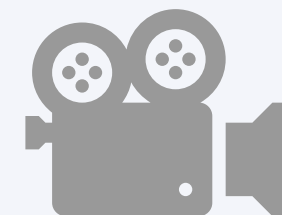
Research



Communities of
Practice



Written
Resources



Multimedia



Settle In

slido

Please download and install the Slido app on all computers you use



Which forms of Switchboard's support have you accessed in the past?

① Start presenting to display the poll results on this slide.

Which of Switchboard's Supports Have You Used?



78%

Webinars



44%

eLearning
Courses



33%

Instructor-Led
Courses



22%

Communities
of Practice



56%

Resources on
the Website



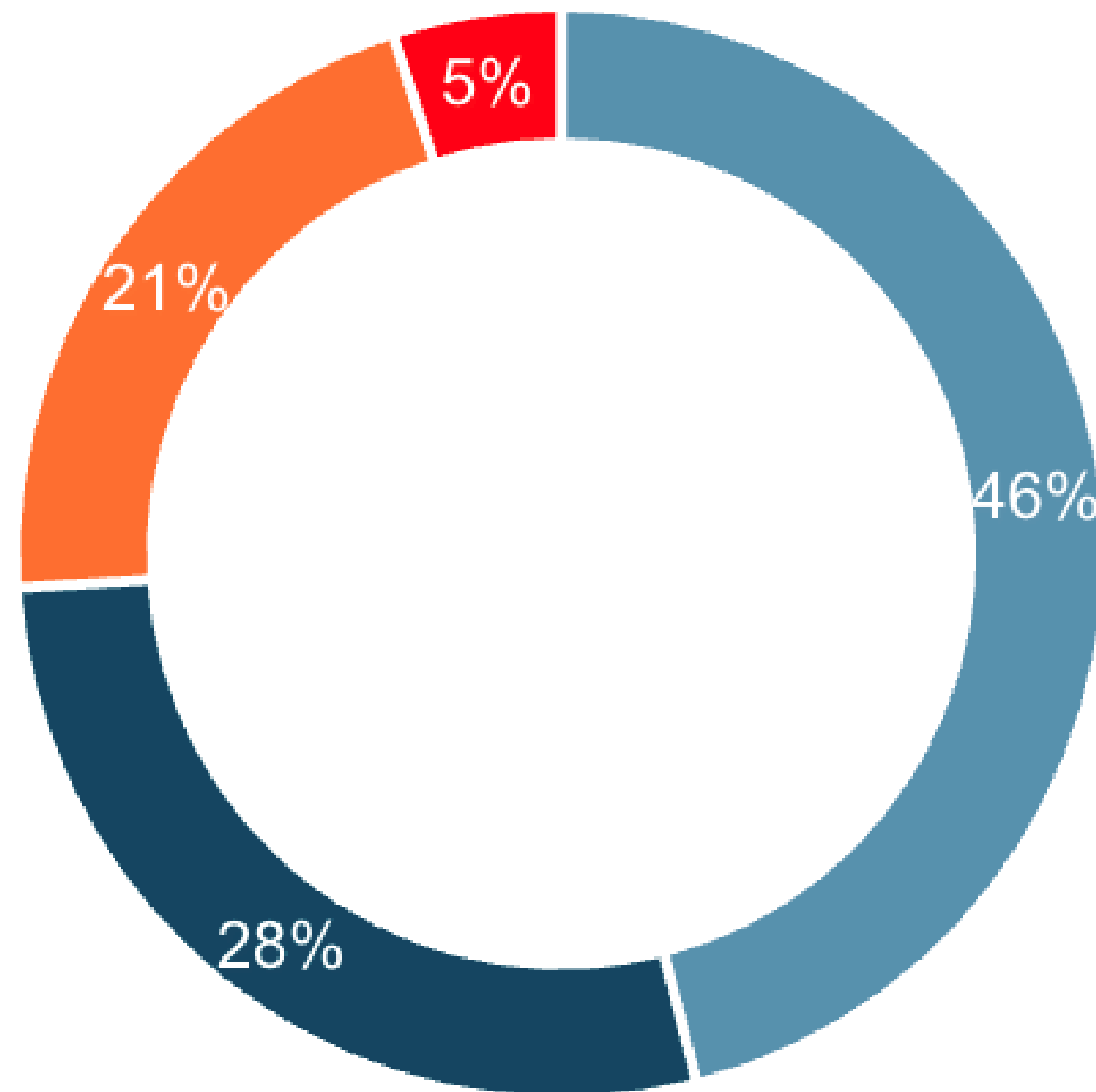


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Who Is Switchboard For?

Service Providers Like You



- I provide direct services to clients/newcomers
- I provide support on programmatic or operational activities
- I lead a program/organization and have the authority to make strategic decisions
- Other



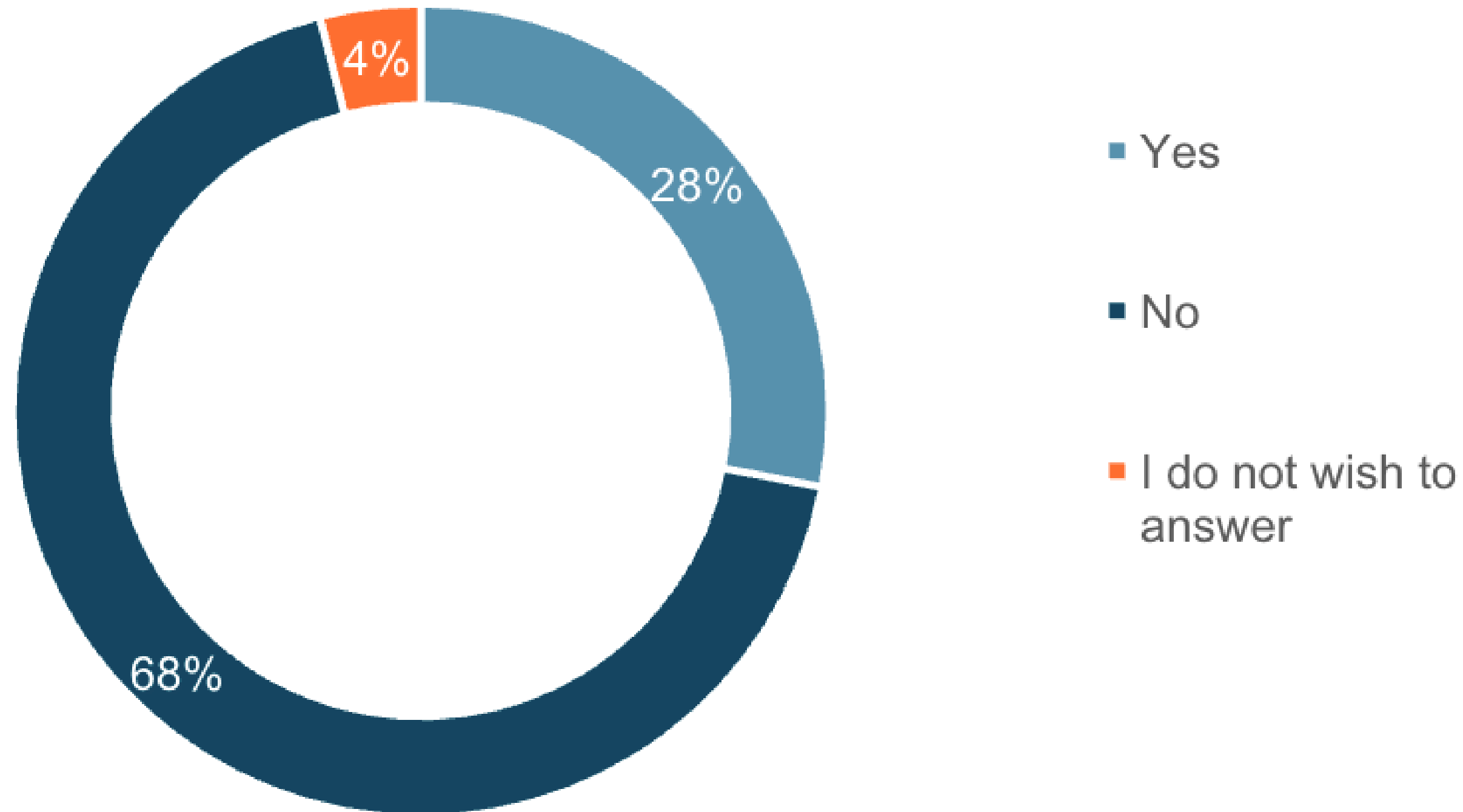
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Who Is Switchboard For?



Nearly One Third Have Experienced Resettlement Themselves





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What Are Our Learners Saying?

About Switchboard's Resources



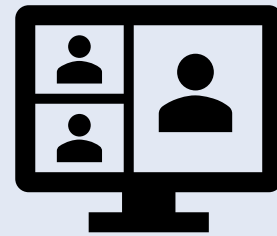
97.5%

Content easy
to understand

96%

Useful to
my work

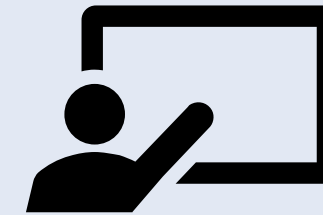
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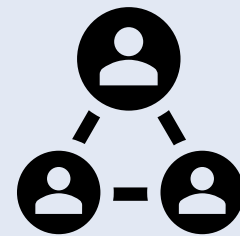
eLearning
Courses



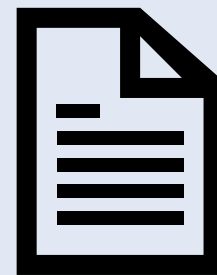
Instructor-Led
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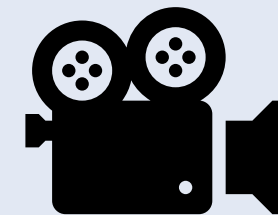
Research



Communities of
Practice



Written
Resources



Multimedia



Settle In



Settle In is a multilingual, multi-platform newcomer hub for information services designed to provide timely, accurate, and culturally relevant information that empowers newcomers to navigate life in the U.S. with confidence.



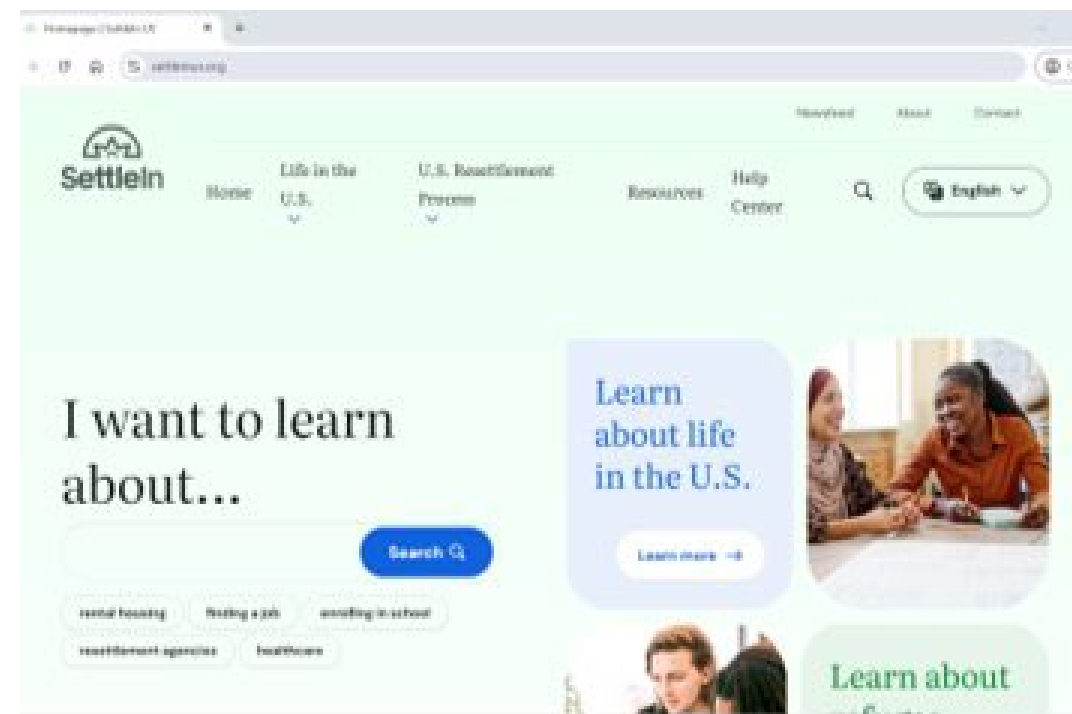


The multi-lingual newcomer hub for information services.



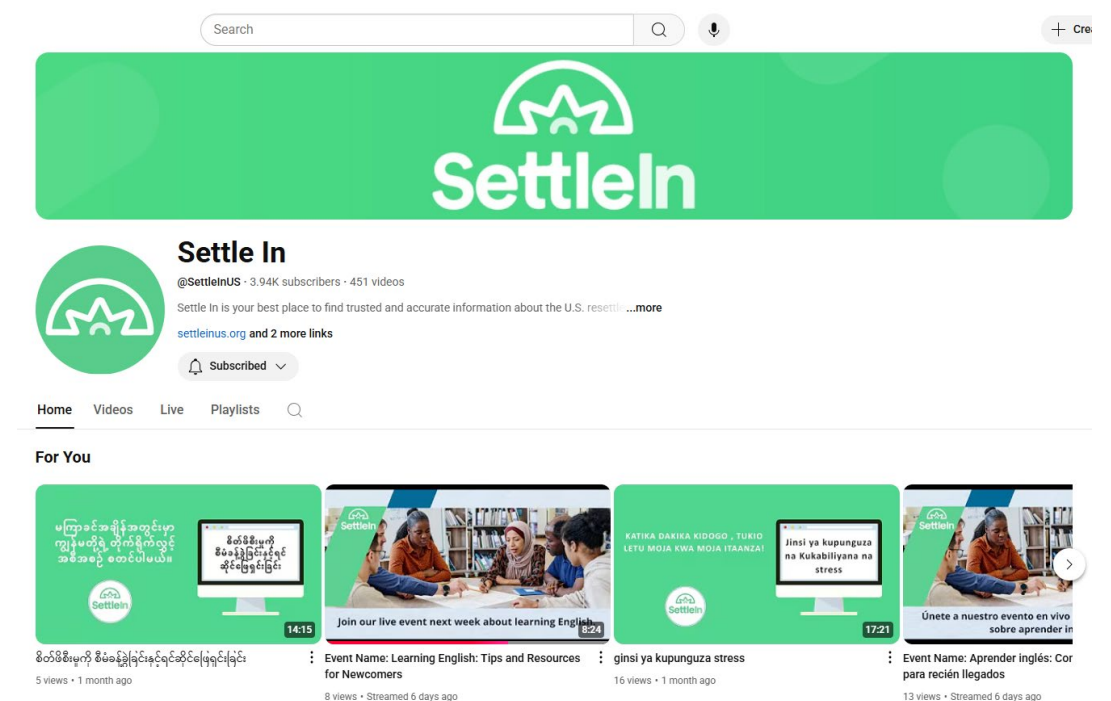
FACEBOOK + MESSAGING

Directly engages newcomers in English, Dari, French, Haitian Creole, Pashto, Russian, Spanish, and Ukrainian



WEBSITE

1,000+ resources in 10+ languages, designed with literacy needs in mind



YOUTUBE

450+ Multilingual Videos focused on adjusting to life in the U.S.

New & Upcoming

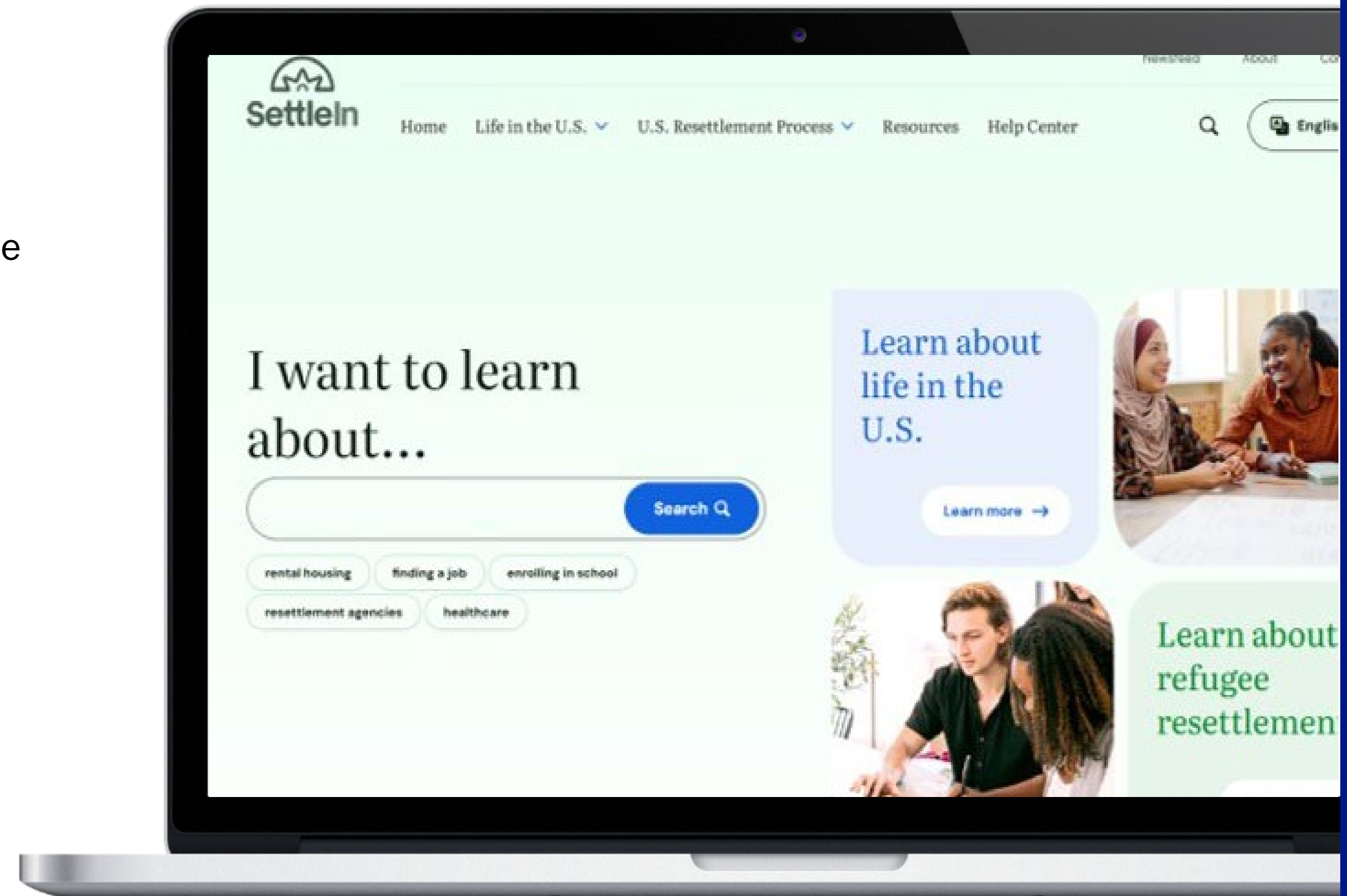


Recent Expansions

- Expanded Messaging Platforms to include *WhatsApp, Viber, SMS, and Telegram*
- Expanded FB page to include Haitian-Creole language

Upcoming Content

- Live Event: Higher Education (August)
- Live Event: Housing Rights (Sep)
- Post: Avoiding Immigration Scams
- Infographic: Housing
- Video: Job Search for Professionals



My work in resettlement feels difficult right now...



How Might Switchboard Support Me?

1

Navigating Transitions in Resettlement

2

Promoting Organizational Resilience Through Staff Care

3

Practicing Self-Care in Times of Stress and Burnout



2

Switchboard Top Resources

Transitions, Staff Care, and Self Care



In times of stress and significant changes in your resettlement work, what helps you to stay grounded?



In what ways might accessing training or resources support you in times of stress and change in resettlement?

What works to reduce burnout and vicarious trauma among refugee service providers?

There is strong evidence for a variety of strategies to reduce vicarious trauma, secondary traumatic stress, compassion fatigue, and burnout among helping professionals.

- A strong body of evidence has developed in the past twenty years on reducing stress reactions among a variety of professional helpers in a wide range of settings and professions.
- Strategies to reduce stress reactions share common features across all the types of staff stress reactions: vicarious trauma, secondary traumatic stress, compassion fatigue, and burnout.

Effective strategies encompass both organizational and self-care interventions.

- The evidence suggests that self-care contributes to reduced stress, but that self-care alone is insufficient to mitigate staff stress and that organizational interventions to foster lower-stress work environments are vital.

Suggestive findings for resettlement staff mirror those for helping professionals generally.

- Three studies on resettlement staff suggest that their stressors and strategies for addressing them are similar to those of helping professionals in other settings. Furthermore, the evidence from studies of refugee service providers suggests that organizational transformation plays a vital role in staff well-being.

Synopsis continued on next page



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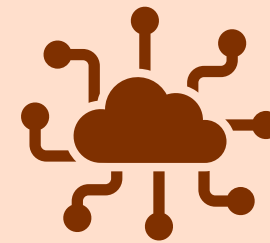
What works to reduce burnout and vicarious trauma among refugee service providers?

Switchboard Evidence Summary
(2020)



Preserving Institutional Knowledge for Successful Change Management

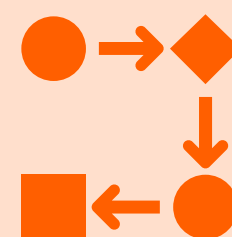
Switchboard Blog



Identify useful technology that can support your work while ensuring staff are trained well on how to use it



Document responsibilities and procedures in standardized formats



Create effective standard operating procedures (SOPs) to maintain consistency and efficiency

Organizational Approaches to Staff Care and Retention



Archived Webinar

- Addresses the **causes and impact** of turnover, burnout, and staff transitions
- Provides **strategies for managers** to move their teams forward sustainably and efficiently
- Features **guest speakers** with proven success!





Supporting Newcomer Clients and Staff Through Service Disruptions

Blog with practical strategies for:

- Supporting forcibly displaced clients through program disruption
- Emphasizing safety, transparency, collaboration, and respect for clients
- Managing transitions to ensure continuity of care

Creating Balance in Case Management

TBT Archived Webinar





3

Technical Assistance (TA)

How to Submit a TA Request to Switchboard

How Can I Submit a TA Request to Switchboard?



I'm an Employment Specialist working with newcomers through an Employment Assistance program.

In my role, I'm responsible for documenting client progress and services provided, and I'd like to improve the clarity, consistency, and effectiveness of my case notes and reports.

What kind of guidance, support, and resources can Switchboard provide?



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Questions?

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

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Recommended Resources



- Switchboard Website: www.SwitchboardTA.org
- Video: [About Switchboard](#)
- Evidence Summary: [What works to reduce burnout and vicarious trauma among refugee service providers?](#)
- Blog: [Three Ways to Preserve Institutional Knowledge for Successful Change Management in Resettlement](#)
- Archived Webinar: [Organizational Approaches to staff Care and Retention in Resettlement](#)
- Blog: [Supporting Newcomer Clients and Staff Through Service Disruptions](#)
- Archived Webinar: [Creating Balance in Case Management](#)
- Settle In Website - <https://www.settleinus.org/>
- [Contact Settle In - Two-way Messaging](#)
- Settle In YouTube - <https://www.youtube.com/@SettleInUS>
- Live Event - [Learning English: Tips and Resources for Newcomers](#)
- Multilingual Resource - [Answering FAQs on Tuberculosis \(TB\): A Resource for Newcomers](#)

Settle In English Version

Looking for information about life in the United States?
We're here to help newcomers resettling in the United States. We can clarify information about resettlement services.

Find us on Facebook
Settle In

GOT A QUESTION?
Comment or send us a message.

WhatsApp
+1 385-606-0167

Telegram

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USA Settle In



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@SwitchboardTA



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