



LEAPCHARITIES

Introduction to Welcome House Host Assisting

We are so excited for your addition to the Welcome Housing Team!

LEAP is dedicated to serving the Boise community through housing services! Please get to know us a little better by reading through our Mission, Vision, and Core Values.

MISSION: Bridging the gap between need and hope, one home at a time.

VISION: Communities transformed with hope, connection, and secure housing.

CORE VALUES:

- **FAITH:** Rooted in the transforming love of Jesus Christ we seek to bring light and peace to the community.*
- **INCLUSION:** We welcome all people to participate in our mission, regardless of background or belief.
- **COLLABORATION:** We aim to collaborate with diverse community members and organizations to make the best impact.
- **EMPOWERMENT:** In all that we do we seek to create empowering opportunities and relationships with those who we serve.
- **STEWARDSHIP:** We commit to an honest and responsible use of the money, time, and talents entrusted to us.

**LEAP supports collaboration with people of all faiths. We also support and respect the freedom to share one's personal values and religious beliefs in the context of genuine relationships. However, prosthelytizing (the use of pressure, coercion, or participation/benefits in exchange for attending faith-based activities) is not allowed.





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We believe that Welcome Housing makes a difference:

Newly arrived refugees are offered:

1. **Welcoming and hope.** A refugee's first month in Boise can define their outlook and actual success in starting a new life here. Local connections with community members can provide guidance, encouragement, and additional opportunities.
2. **Financial relief.** Welcome Housing is provided at half the cost of extended stay hotels. Each family saves an average of \$840, which can be preserved for essential costs (apartment application fees, rental deposit, cell phone, computer).

And our community members have opportunities for:

1. **Hospitality.** Love, empathy, and understanding grow through meeting and caring for "the stranger". Hospitality is a primary value among the people of God throughout the Old and New Testaments, and this compels us to love the sojourner in our own city.
2. **Real connection.** Support of Welcome Housing from the local community fosters a tangible connection to the social, financial, and political burden of refugee resettlement.

General goals for Host Assistants

- Show love and welcoming to guests
- Provide hosts with moral and practical support in welcoming and orienting guests to the community
- Provide guests with additional community connections

Responsibilities for Host Assistants

- Commitment for Host Assisting lasts for the duration of the guests' stay in Welcome Housing (average stay is 3 weeks)
- Meet the family within their first week of arrival and then see them at least every two weeks following
- Touch base with the host every week for encouragement, support/prayer, and to know any specific needs (this can be done over email, phone, or in person)



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Training and Screening

- Glocal training (3 hour course)
- 1 hour meeting with LEAP staff and hosts for additional instruction related to Welcome Housing
- Background screening through Verified Volunteers (The cost is \$20 to the Host Assistants, but LEAP can cover this if the cost is prohibitive. This is not ordered until the week before Host Assistant is paired with a new guest.) If recent background screening has been done (in the last year) through Glocal or other organization, LEAP will accept those results as well.

How does Welcome Housing work?

LEAP Charities is contracted with Boise's two refugee resettlement agencies (International Rescue Committee and Agency for New Americans) to serve their clients who need transitional housing before finding a permanent lease. The Welcome House Manager receives a request for housing usually about one week in advance and information about the guests (names, ages, country of origin, languages spoken, and arrival time) one day to one week in advance. The WH Manager is in contact with the resettlement agency's case manager or housing specialist on a weekly basis for updates on finding permanent housing, and usually receives notice for move out about one week in advance.

What is the Resettlement Agency's role?

Case Managers and other agency members assist refugee clients with the following:

- Social Services (SSI, medical insurance through Medicaid/Medicare, Food stamps)
- Medical appointments
- Permanent housing
- School enrollment
- Language and culture orientation (through English Language Center)
- Job training (resumes and job placement)
- Grocery store orientation
- Bus system orientation



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Resettlement Timeline

- Arrival: Usually guests arrive in the afternoon or late at night. A hot meal and some basic groceries are provided by the agency. Usually they arrive, maybe eat some food, and go to sleep.
- **Day 1:** The Case Manager meets the family the next day to check in, provide more orientation to the living space, and start the process for obtaining SSI and food stamps. The Welcome House Manager and Host meet the family briefly at this time.
- **Day 2:** WH Manager meets the family with an interpreter to reinforce orientation to the unit and complete the sublease.
- **Week 1:** Host Assistants meet the family in the first week usually in the early evening or on a weekend as to not conflict with appointments in the week. (LEAP will coordinate an interpreter to be present during your first meeting to facilitate a good introduction.)
- **Week 2:** WH Manager has follow up meeting with WH Guests to receive any feedback about their experience and offer free family photos as a gift from WH.
- **Week 3:** Typically guests move out after 3 weeks. The WH Manager is notified by the Agency about move outs and passes this along to Hosts and Host Assistants. It is ideal to see the family before they move--often times they want to take photos at the house with the hosts and host assistants. At this transition guests and host assistants can indicate whether they would like to stay in touch once the family has moved to permanent housing.

Ways to communicate and connect

- Language tools: we use the Google translate app, Google images, and interpreters. We expect to use interpreters at least three times during the WH stay, and often it is great to have an interpreter present for the first time you meet. Let us know if other situations arise that you believe necessitate an interpreter and we will arrange it!
- Sharing photos
- Games (e.g. Rummikub)
- Cooking together
- Sports
- Outings



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Staying connected to the Welcome Housing team

- We will provide you with contact information for the WH manager and host.
- Like the LEAP Charities Facebook page and help us build our online community!
- We hope to coordinate one or two WH “reunions” each year for guests and WH team members!

FAQs

Q: How can I know if it is ok to visit the Guests I am partnered with?

A: The Welcome House Manager will tell the Guests about who you are before meeting, and will help coordinate the first time you meet. After that you can ask set up the next meeting time with the guests, through the host, or just show up. Usually it is totally fine to arrive uninvited for a visit (after the first week). Good times to visit are usually in the afternoons (after 4pm) and weekends as the guests are usually done with appts and English classes by then.

Q: How do I handle needs that arise outside of my responsibilities (concerns about permanent housing, medical appointments, school, medical emergencies)?

A: In an emergency, utilize emergency services first and notify WH Manager or host. If it is not an emergency, inform the host and WH manager via email and the need will be elevated to the agency.

Q: What is my involvement after the guests move out of Welcome Housing?

A: We recommend continuing forward in relationship based on the connection made while in WH. Some Guests and Host Assistants will make a significant connection and some will not. If you connect with the WH guests and want to stay in touch as friends, continue to do so. You can also come alongside in the Family Mentor role (with support of Glocal and agency volunteer supervisor). And it’s also ok to go your separate ways after move-out.

Q: Can I take photos with or post photos with WH Guests on Social Media?



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A: We ask that all WH team members be very cautious with taking and posting photos. Many people who come as refugees are still very afraid of exposure because of political controversy attached to refugees, their religion, or their culture. They are unsure of cultural norms in the US and often fear the government. In the beginning many guests of Welcome Housing prefer to stay “under the radar” so to say, and gradually become less fearful of exposure as they acclimate to the US. We always ask permission to take photos with guests or wait for them to initiate taking photos with us. And try to read between the lines, often WH guests will feel obligated to agree or say yes even when they don’t want to. So if their body language says no, then go with that. We have a very trusted role in Welcome Housing, and we never want guests to feel exposed or like a spectacle. Some guests will be eager to take photos and not afraid to use social media, and if this is the case then go ahead!

Welcome Housing Team Contacts

LEAP President: Bart Cochran, bartoncochran@gmail.com

WH Manager: Amanda Hunter, 208-871-3695, amanda@leapcharities.org

Volunteer and Fundraising Coordinator: Erika Ostin, 253-226-4385, erika@leapcharities.org

Boise Ave. Welcome House

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- Janice Tuttle 626-248-6403 jtuttle226@gmail.com (Host)
- Gary Tuttle 626-354-3424 gatuttle1@gmail.com (Host)

Cassia St. Welcome House

- 5612 W. Cassia St. Boise 83705 (Agenbroads house) and 5616 is the Welcome House
- Tim Agenbroad 208-724-8000 tim@ywamidaho.org (Host)
- Eliza Agenbroad 208-724-7477 eliza@ywamidaho.org (Host), their daughter is Eva