



# Technical Assistance Timeline

## Neighbor Network



### 1 Onboarding

Private Sponsorship Group (PSG) will meet with CWS Neighbor Network staff to go over the onboarding process and expectations.



### 2 Pre-Arrival

PSG will complete the onboarding process. If additional assistance is needed with either the Service Plan or Welcome Corps application, CWS staff can provide PSG with a video tutorial to review and then comment on the document via email. PSG can also attend office hours to receive additional assistance. While reviewing the PSG documents, CWS staff will also review all the pre-arrival services that need to be met by the PSG including but not limited to: securing housing, locating appropriate interpretation, etc.



### 3 Week of Arrival

CWS staff will then schedule a follow-up meeting with the PSG once travel has been scheduled for the beneficiary. In this meeting CWS staff will go over the pre-arrival, arrival, and week 1 services to review what was provided for the beneficiary at arrival and prepare for their first week in the US. CWS staff will also schedule a meet-and-greet call with the beneficiary to review and receive their signature on the Authorization to Release Information form.



### 4 30-Day Review of Services

In the fourth week after arrival, CWS staff will schedule a call with PSG to review service delivery so far. During this meeting, CWS staff will go over all core services with PSG and check off completed tasks. PSG will then review and sign the 30-day review checklist and return it to CWS staff. CWS staff will also review what services are still needed to be completed before the 90<sup>th</sup> day.



### 5 Services Review

If the PSG needs additional support (as determined during the previous call), CWS staff will schedule a Services Review meeting before the beneficiary's 90<sup>th</sup> day to review what assistance is needed in providing services, as well as what services are yet to be provided. PSG can also email and attend open office hours as well for additional coaching and guidance.



### 6 Closeout

Finally, around week 12 CWS staff will schedule the 90-day closeout call with PSG. During this call CWS staff will review all completed services and go over any ongoing support and transitions the beneficiary may need past the 90<sup>th</sup> day.



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