

Case Management Overview

Service Overview

Arrive Ministries' Reception and Placement program provides a maximum of 90 days of case management to newly-arrived refugees. During this case period, Arrive case managers will assist clients with a number of core services that are outlined in a cooperative agreement between the Department of State and our office. If a case manager is able, then they may assist the clients with items beyond the required core services.

Good Neighbor Involvement

The goal of refugee resettlement is to promote independence and self-sufficiency. We want to empower our clients to be their own best advocates in a new and increasingly complex society. To this end, we are very grateful for the assistance of volunteers like you who walk alongside our families and help them achieve their full potential – not by doing for, but by doing with.

Keeping this goal of self-sufficiency in view, we would ask our Good Neighbor volunteers to exercise discernment as they do life with their refugee friends. If they need your assistance with something, please do your best to resolve the issue in such a way that they can do it without you in the future.

Communication Best Practices

If your refugee friend is experiencing issues during their active case with Arrive Ministries, you should always encourage them to contact their case manager before attempting to take care of it yourself. This will help our clients build the critical skill of self-advocacy and prevent any unhealthy dependencies from forming.

Please refrain from contacting Arrive case managers directly. Confidentiality policies and the nature of their work limit their ability communicate about cases with anyone except the clients they serve. If you have your own questions about the resettlement process, you can direct them to your volunteer coordinator.

