

WELCOME CORPS SUPPORT LINE

Are you a Welcome Corps Private Sponsor Group (PSG) or Private Sponsorship Organization (PSO) in need of assistance?

Call or email the Welcome Corps Support Line (WCSL) for help!

(212) 551-3100

WCSL@rescue.org



switchboard
connecting resettlement experts



WCSL FAQ

Who can access the Welcome Corps Support Line (WCSL), and how?

Private Sponsor Groups (PSGs) and Private Sponsor Organizations (PSOs) can access the WCSL by calling (212) 551-3100 or emailing WCSL@rescue.org for post-arrival technical assistance. The WCSL will not be fielding inquiries from newcomers themselves.

What resources are available through the WCSL for PSGs and their sponsored newcomers? Does WCSL provide financial assistance?

The WCSL offers technical assistance to PSGs in the form of general resettlement guidance, access to shared learning resources (such as self-paced trainings, information guides, videos, etc.), information about local community supports, and referrals to local Resettlement Agencies and other service providers who may assess newcomers for eligibility to various ORR-funded programs. We are unable to answer questions about the Welcome Corps application, program eligibility, or exemptions.

What's the difference between a PSO and the WCSL?

Private Sponsor Organizations (PSOs) oversee all aspects of a sponsor group's 90-day sponsorship period, while the WCSL provides technical assistance to PSGs on a one-off, case-by-case basis during, and beyond, the 90-day sponsorship period.

How will PSGs who call the WCSL be connected with programs and services in their area?

During the call, the WCSL team will ask the Sponsor about their sponsored newcomer(s)' basic demographic information and general needs. This information will be used by Liaisons to determine if newcomer(s) **may** be eligible for ORR-funded programs and services. After the call, the WCSL team will refer Sponsors and their sponsored newcomer(s) to local service providers who will complete a full intake and eligibility assessment for relevant programs, including [Preferred Communities](#), [Matching Grant](#), [Refugee Support Services](#), [Refugee Cash Assistance](#), [Refugee Medical Assistance](#), and other ORR-funded programs found [here](#). Ultimately, the local service provider will decide whether to enroll or refer for enrollment based on their conversation with and assessment of the newcomer(s) directly. If there is no local service provider, or if local service providers are at capacity, the WCSL team may refer to virtual options.



WCSL FAQ

Can Refugee newcomers access the WCSL?

The Welcome Corps Support Line exists to provide technical assistance to Welcome Corps Private Sponsors. If you are a Refugee newcomer, you can find answers to frequently asked questions in 15 different languages by visiting <https://welcomecorps.org/resources/for-refugees/>.

Can the WCSL answer my questions about Welcome Corps Refugee eligibility?

The Welcome Corps Support Line is unable to answer questions about program eligibility. For information about Sponsorship Eligibility, please visit the Welcome Corps Eligibility Tool found here: <https://welcomecorps.org/become-a-sponsor/refugee-eligibility-tool/>.

Can the WCSL help me with my Welcome Corps application?

The Welcome Corps Support Line is unable to answer questions about the Welcome Corps application. If you need help completing an application, need to make an edit to a submitted application, or want to know the status of your application, you can sign up for a one-on-one application support session with a Welcome Corps Application Coach by visiting www.calendly.com/d/ck6v-m4b-jfp.

Can the WCSL help with my exemption request?

The Welcome Corps Support Line is unable to answer questions about Welcome Corps exemptions. If you would like to submit an exemption request, please contact exemption@welcomecorps.org with your Group Coordinator's full name and email address. You will then receive a reply to fill in a form with information about the case.