



October 30, 2024

Getting the Most Out of Switchboard

switchboard
connecting resettlement experts





Today's Facilitator



Tigest Coleman
MSW, LICSW

Deputy Director,
Switchboard

Today's Roundtable Speakers



Sarah Diner
MA, MPH

Research Officer,
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Maya Wahrman
MSW, LSW

Training Officer for Client-
Centered Services, Switchboard



Megan Rafferty
MA, LPC, LAC

Training Officer for Mental
Health, Switchboard

Learning Objectives



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

1

EXPLAIN

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

2

IDENTIFY

the key features of three types of Switchboard learning opportunities—

- Communities of practice (CoPs)
- Research evidence summaries
- Technical assistance (TA) requests

—and select the Switchboard learning experiences that best meet your needs

3

SUBMIT

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

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Which statement most closely describes your role?

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

Do you support refugees and other newcomers in the U.S.?



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**. Through our **inclusive and diverse approach**, 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.



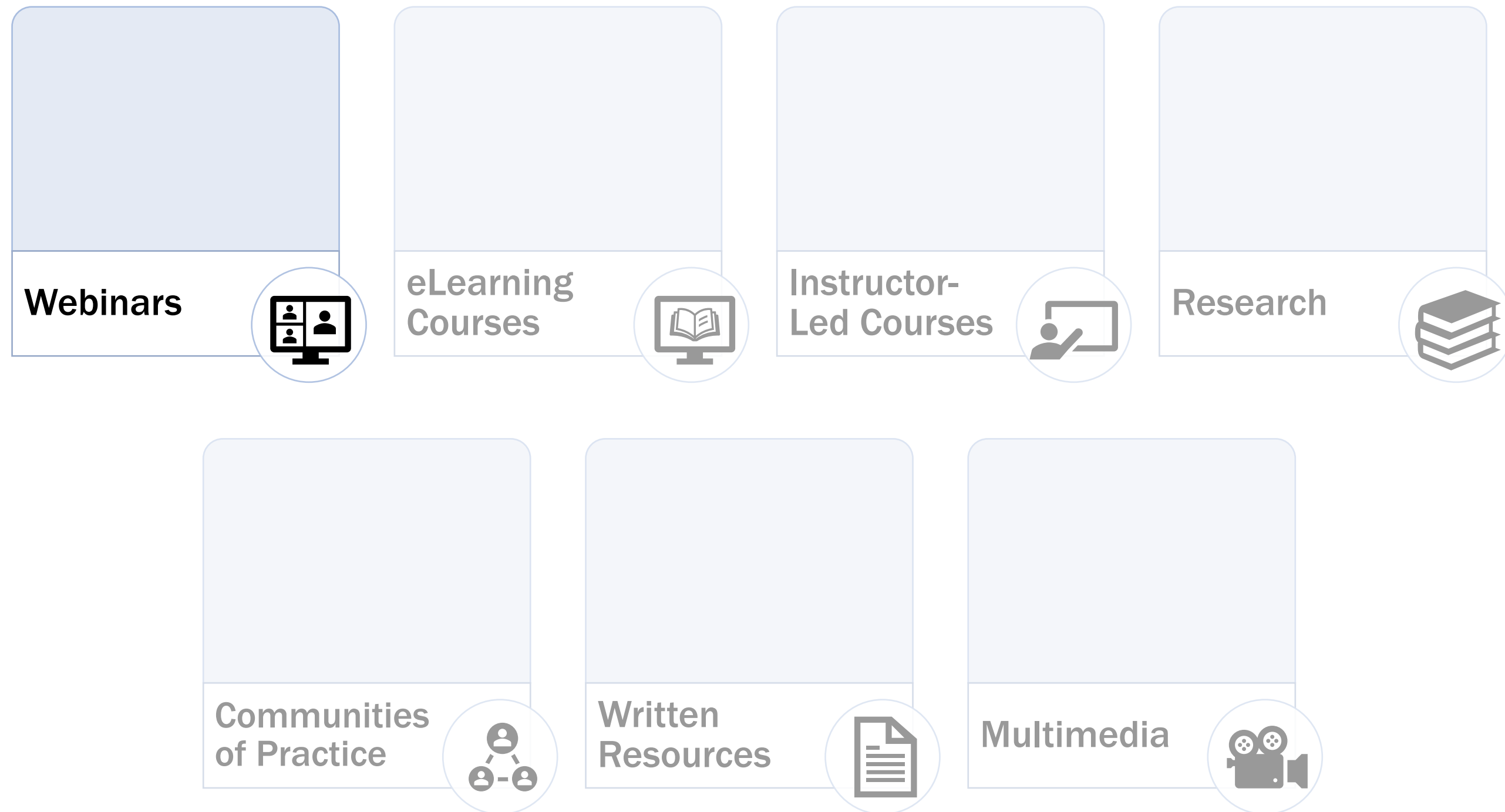
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What Does Comprehensive Guidance and Support



Look Like at Switchboard?



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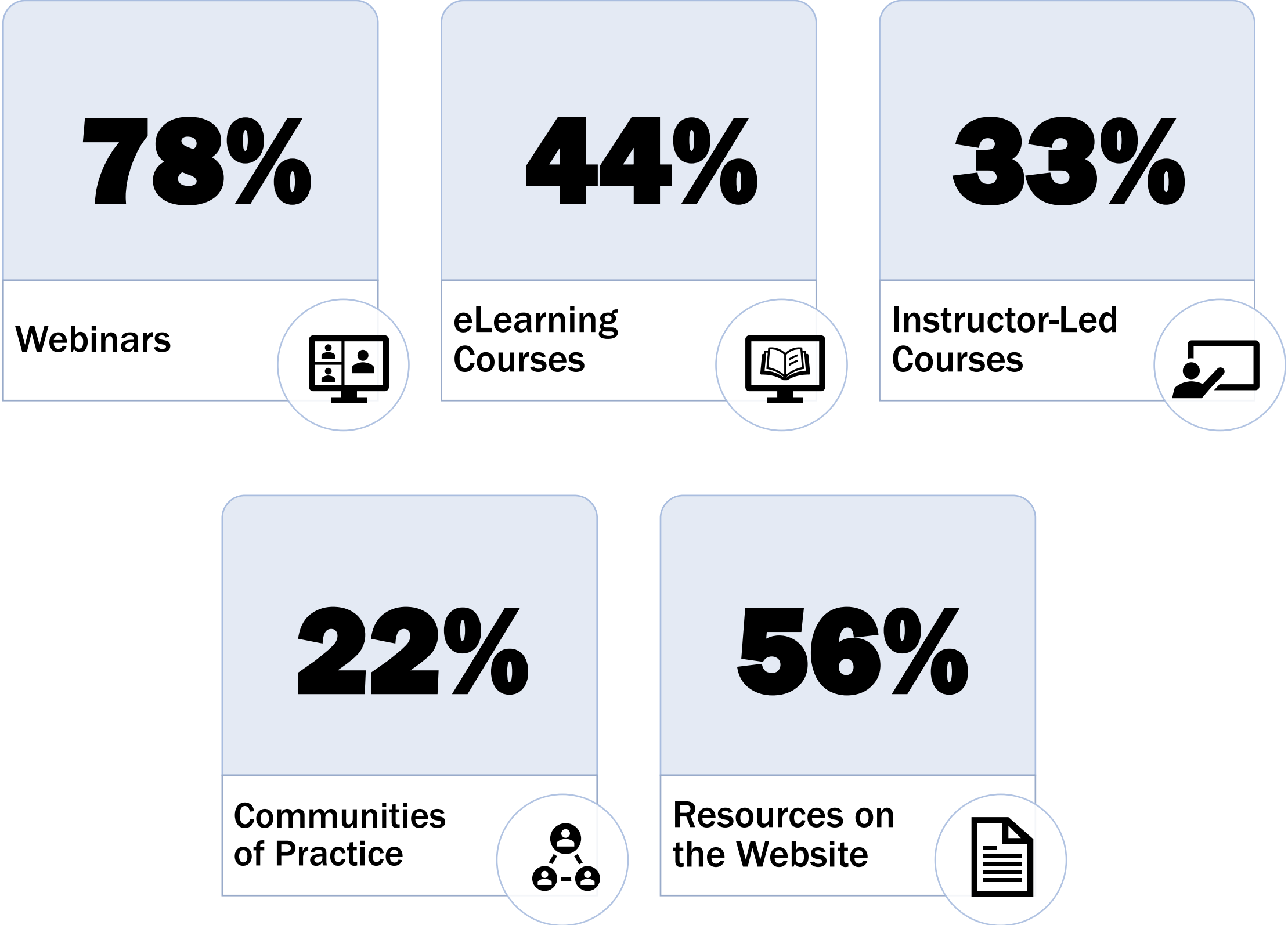
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Which forms of Switchboard's support have you accessed in the past?

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Which of Switchboard's Supports Have You Used?





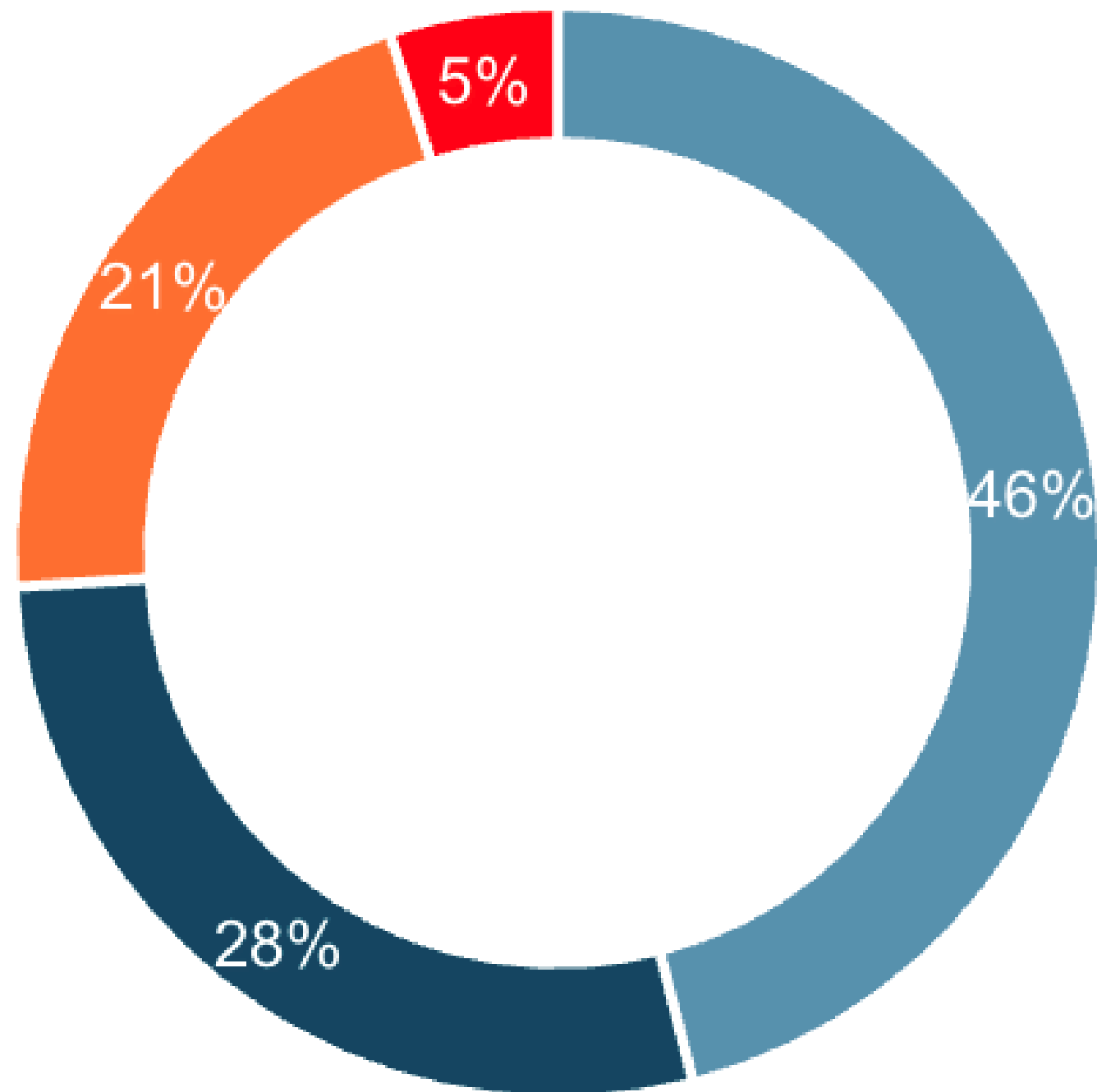
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Who Is Switchboard For?

Service Providers Like You

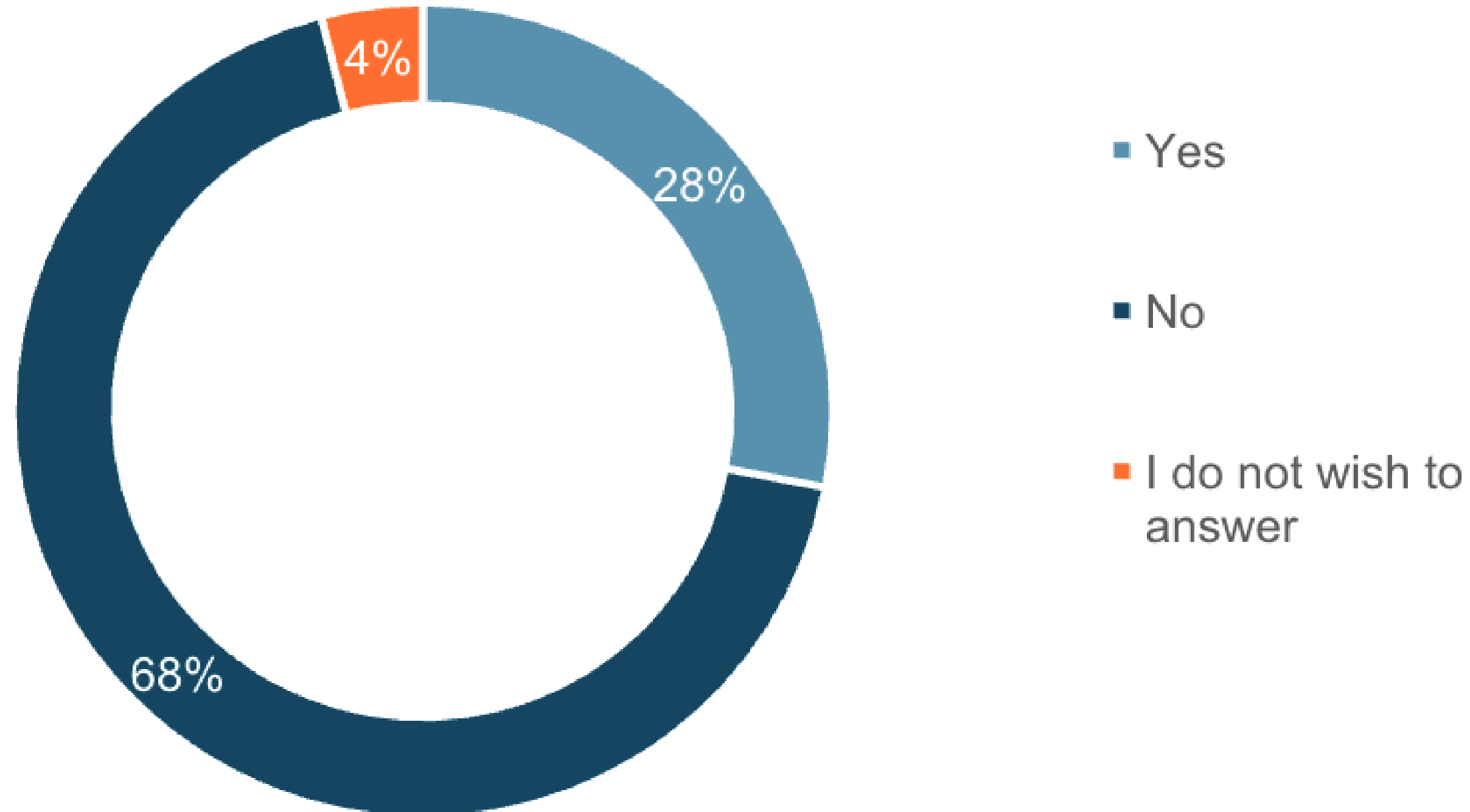


- I provide direct services to clients/newcomers
- I provide support on programmatic or operational activities
- I lead a program/organization and have the authority to make strategic decisions
- Other



Who Is Switchboard For?

Nearly One Third Have Experienced Resettlement Themselves



What Are Our Learners Saying?

About Switchboard's Resources



97.5%

Content easy
to understand

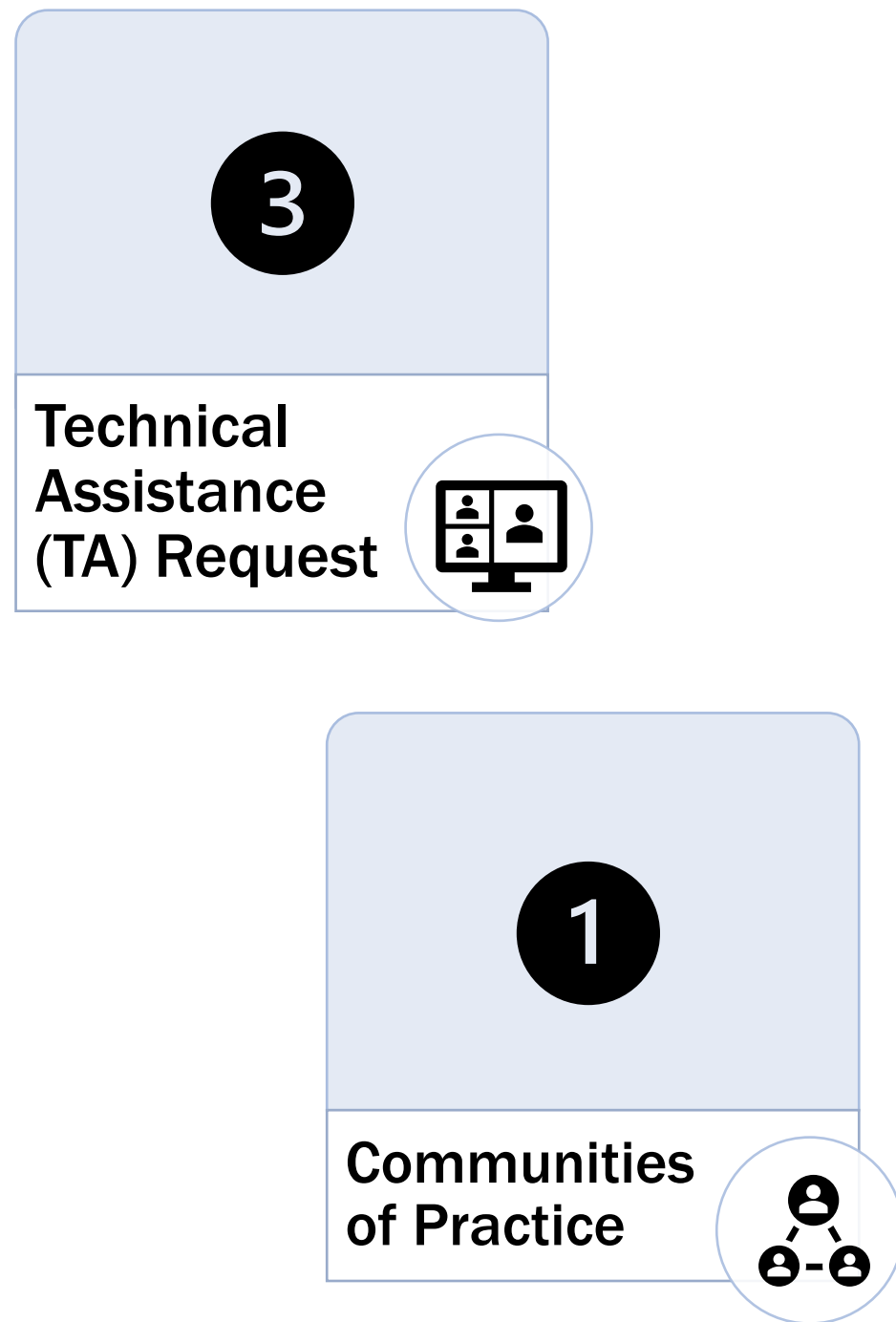
96%

Useful to
my work

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Have you ever felt isolated in your work, or wished you could connect with colleagues in similar positions across the U.S. to improve your work?

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

Communities of Practice (CoPs)



CoPs are groups of people who share a concern or passion for something they do; they learn how to do this shared thing better by regularly engaging in social learning.



**Shared
Purpose**



Member-Led



**Peer
Learning**



**Active
Participation**

Current CoPs



Immigration Legal Services

Unaccompanied Refugee Minors

Mental Health and Psychosocial Support

Economic Empowerment

Client-Centered Services

Leaders of ECBOs

Education and Youth Services

Monitoring and Evaluation

Housing Solutions

Afghan Women's Health



Case Scenario: Jasmine

Jasmine is a mental health provider working in a resettlement field office, where her position is dedicated to offering psychosocial support groups, individual counseling, and crisis intervention services to newcomers experiencing mental health challenges. Although all case workers in her office support client well-being, Jasmine is the only person solely focused on mental health services. Recently, Jasmine has encountered challenges in her work that neither her supervisor nor her colleagues can fully help her address.

When she turns to mainstream mental health training resources, she finds they lack a deep understanding of the refugee experience.

To seek support and share her experiences, Jasmine joins Switchboard's Mental Health and Psychosocial Support Community of Practice (CoP). In this community, she connects with peers who have a shared purpose and face similar challenges. Through the CoP, Jasmine finds a supportive network where she can exchange ideas, discuss difficulties, and gain valuable insights to improve her work.

What Does Comprehensive Guidance and Support



Look Like at Switchboard?



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Share a moment when you needed easy access to research on how to effectively support the populations you serve.

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

How Can I Use Evidence Summaries?



- Evidence summaries gather the available evidence on various interventions within a specific topic
- They are great for...
 - Program design
 - Advocacy
 - Funding
 - Staff training





Recall Jasmine

As Jasmine continues to familiarize herself with her role, she actively seeks additional resources to further her professional growth. While her CoP has provided helpful ideas and support, Jasmine continues to seek evidence-based practices that will directly benefit her clients. She explores Switchboard's website and reviews available evidence summaries for interventions tailored to refugee mental health.

One summary, *"What Works to Improve Mental Health of Refugee Children and Adults?"* indicates to Jasmine that culturally responsive interventions have been effective in similar settings. Jasmine incorporates these strategies into her work and advocates for additional program changes at her office to better support the mental health needs of her clients.



What Does Comprehensive Guidance and Support



Look Like at Switchboard?

3

Technical Assistance (TA) Request

2

Research

1

Communities of Practice

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Which of these questions might you find helpful to ask a Switchboard staff member? Select all that apply.

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



What can I get by submitting a TA Request?

You can ask Switchboard to:

- Make a list of useful resources
- Create a new tool or resource
- Speak on the phone or via a virtual meeting
- Develop and deliver virtual or in-person training

Technical Assistance

Switchboard provides free, personalized technical assistance to services to Office of Refugee Resettlement (ORR)-eligible newco data and research, consultation calls, webinars and workshops. complete the form below. If you have questions, email us at [Switchboard](#).

Note: Switchboard's subject matter expert application is currently in beta. Sign up for our [newsletter](#) for updates.

WATCH VIDEO TO LEARN MORE

ELIGIBILITY REQUEST CONFIRM

0% Complete 1 of 3

Do you work in the United States of America? *

Yes

Only service providers based in the United States are eligible to request technical assistance.

Does your organization receive funding from the Office of Refugee Resettlement? *

Yes

Does your organization serve any of the ORR eligible population(s) listed below? (select all that apply) *

- Afghan Humanitarian Parolees and other Operation Allies Welcome clients
- Amerasians
- Asylees
- Cuban/Haitian Entrants
- Refugees
- Special Immigrant Visa (SIV) recipients
- Survivors of Torture
- Ukrainian Humanitarian Parolees and other Unite for Ukraine clients
- Unaccompanied refugee minors
- Unaccompanied children
- Victims of trafficking
- None of the populations listed above
- Unsure

from the Office of Refugee Resettlement

Quotes from TA Requestors



"I think this training was well thought out and planned, and it was a really good refresher even for people who have been in this line of work for a while."

"Thank you very much for all the time and effort you put towards finding the best contact and resources for this topic, as well as for sharing the resources already developed around the Ukrainian re-parole process."

"Thank you so much Maya for giving me time to talk to you today! I received your technical assistance resources that could help us to learn more about Refugee Case Management and Employment Service. I will go through the resource list and inform you [of] the topics we are interested in to have sessions with you."

"It was truly a pleasure participating in the training session, and I cannot overstate the value I derived from it. Your dedication and the effort put into organizing such a comprehensive program were evident and greatly appreciated."

How Can I Submit a TA Request to Switchboard?



I implement a program for Unaccompanied Refugee Minors (URMs) that has recently seen an increase in clients with substance use issues.

I'm looking for resources to support my clients.

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



Search All Switchboard



What We Offer

CLICK ON ICONS TO LEARN MORE



RESOURCES



LEARNING



RESEARCH



TECHNICAL ASSISTANCE



BLOG

CONNECTING RESETTLEMENT EXPERTS

**Welcome to our one-stop
resource hub for refugee
service providers in the**

United States



Audience Q&A with Today's Roundtable Speakers



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Help us help you!

Scan the QR code or click the link in the chat to access our feedback survey!

- Five questions
- 60 seconds
- Help us improve future training and technical assistance





Recommended Resources

- Switchboard Website: www.SwitchboardTA.org
- Video: [About Switchboard](#)
- Toolkit: [Getting Started with Communities of Practice](#)
- Blog: [What is a Community of Practice](#)
- [Switchboard Learning Offerings](#)

switchboard TECHNICAL ASSISTANCE LEARNING RESOURCES RESEARCH EVENTS ABOUT Switchboard

Products

Search

All Communities of Practice eLearning Courses Instructor-Led Certificate Courses Virtual Reality 360 Videos

- November 2024: Enhancing Services for LGBTQ+ Newcomer Clients**
Course
This course is designed to build and improve the skills of service providers working with LGBTQ+ (lesbian, gay,...
- Going to High School Virtual Reality 360 Video**
Course
The "Going to High School" Virtual Reality (VR) 360 video experience immerses newcomer youth in the experience of goin...
- Going to the Grocery Store Virtual Reality 360 Video**
Course
The "Going to the Grocery Store" Virtual Reality (VR) 360 video experience immerses newcomers in the independent experienc...
- Navigating with Google Maps Virtual Reality 360 Video**
Course
The "Navigating with Google Maps" Virtual Reality (VR) 360 video experience immerses newcomers in the independent experienc...
- Going to the Pharmacy Virtual Reality 360 Video**
Course
The "Going to the Pharmacy" Virtual Reality (VR) 360 video experience immerses newcomers in the independent experienc...
- Taking Public Transit Virtual Reality 360 Video**
Course
The "Taking Public Transit" Virtual Reality (VR) 360 video experience immerses newcomer caregivers in the independent...



Stay Connected



Switchboard@Rescue.org



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www.SwitchboardTA.org



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