A logo for a refugee company

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**USCCB / MRS Cultural Orientation (CO) Provider Onboarding Plan**

*This onboarding plan is a resource for USCCB / MRS affiliate staff to train new Cultural Orientation (CO) providers who will provide or be involved with CO as part of the Reception and Placement (R&P) program.*

*Please be aware this onboarding plan is meant to complement affiliate office training, which should be added into this training plan. Supervisors should add or delete steps in this onboarding plan as appropriate for each new CO provider. Steps marked with an asterisk (\*) below should not be deleted.*

*Resources in this training plan are hyperlinked or can be found on MRSConnect.*

Name of USCCB / MRS Affiliate Office: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CO Provider Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CO Provider Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CO Provider Start Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- | --- | --- | --- | --- |
| **Activities** | **Assigned** | **Deadline** | **Completion Date** | **Initials** |
| Complete affiliate office orientation and / or HR orientation | CO Provider |  |  |  |
| \*Create an MRSConnect account | CO Provider |  |  |  |
| \*Email USCCB / MRS CO Coordinator to introduce new CO provider and request for the new CO provider to be added to USCCB CO Network email listserv | Supervisor |  |  |  |
| \*Email [MRSAdmin@usccb.org](mailto:MRSAdmin@usccb.org) to request for new CO provider to be added to receive the USCCB / MRS Resettlement Connection newsletter | Supervisor |  |  |  |
| \*Conduct one-on-one check-ins on learning and discoveries throughout the onboarding process | Both |  |  |  |
| \*Read CO section of [R&P Cooperative Agreement](https://mrsconnect.org/resettlement-services/reception-and-placement-rp/rp-cooperative-agreement/) starting on page 44 | CO Provider |  |  |  |
| \*Review your office’s CO policy  *Your office’s R&P Resettlement Director should have access to this policy document.* | CO Provider |  |  |  |
| Review Onboarding Tips for New CO Providers and Onboarding Tips for Supervisors (see lower half of this [webpage](https://coresourceexchange.org/provider-onboarding/)) | Both |  |  |  |
| \*Register for [CORE’s Online CO Certification Course](https://learning.coresourceexchange.org/) and complete all courses under the following sections:   1. Intro to Cultural Orientation 2. Principles of Teaching 3. Manage Your CO Classroom   Complete courses under the “Enhance Your CO” section as applicable.  *Please keep proof of completion / certificates in agency internal records.* | CO Provider |  |  |  |
| \*Print and review [overseas and domestic Cultural Orientation Objective and Indicators](https://coresourceexchange.org/cultural-orientation-objectives-and-indicators/) (CO O&Is)  *Please note CO providers need to teach CO based on* ***domestic*** *CO O&Is.* | CO provider |  |  |  |
| \*Print and review CORE Support Posters   * [CORE 6 Principles of Adult Learning](https://coresourceexchange.org/wp-content/uploads/2019/09/Six-Principles-of-Adult-Learning.pdf)​ * [CORE Student-Centered Learning](https://coresourceexchange.org/wp-content/uploads/2019/09/Student-Centered-Learning-Poster.pdf)​ * [CORE Cognitive Load and Memory](https://coresourceexchange.org/wp-content/uploads/2019/09/Cognitive-Load-Poster.pdf)​ * [CORE Strengths Based Approach](https://coresourceexchange.org/wp-content/uploads/2019/09/Strengths-Based-Approach.pdf)​ * [CORE Creating a Positive Learning Environment](https://coresourceexchange.org/wp-content/uploads/2019/09/Creating-a-Positive-Learning-Environment.pdf) | CO Provider |  |  |  |
| \*Review staff-facing [CORE website](https://coresourceexchange.org/) | CO Provider |  |  |  |
| \*Review refugee-facing CO resources from CORE including:   1. [SettleIn website](https://settleinus.org/) (especially the [Multilingual Resource Library](https://settleinus.org/multilingual-resource-library/)) 2. [SettleIn app](https://settleinus.org/) (see bottom of this webpage for links to Android, Apple, and desktop app versions) 3. [SettleIn Facebook – Afghans](https://www.facebook.com/SettleInUS/) 4. [SettleIn Facebook - Ukrainians](https://www.facebook.com/SettleInForUkrainians) | CO Provider |  |  |  |
| \*Review the [domestic Cultural Orientation Assessment](https://coresourceexchange.org/reception-and-placement-domestic-assessments/) webpage. Complete the training module for administering the assessment at the bottom of the webpage.  Please be sure to review the [Reception and Placement Learning Assessment Handbook](https://coresourceexchange.org/wp-content/uploads/2019/09/Model-Assessment-Handbook-FINAL-high-res.pdf) and the oral and written versions of the assessment on the webpage. | CO Provider |  |  |  |
| \*Familiarize yourself with the office’s CO curriculum  *See CORE’s CO curriculum* [*The Road Ahead*](https://coresourceexchange.org/the-road-ahead-a-domestic-cultural-orientation-curriculum/) *as a resource* | CO Provider |  |  |  |
| \*Observe delivery of CO | CO Provider |  |  |  |
| \*Observe interpreter interaction | CO Provider |  |  |  |
| \*Practice delivering CO (co-facilitate a CO session) & filling out [USCCB / MRS CO Checklist (RF-23)](https://mrsconnect.org/resettlement-services/reception-and-placement-rp/cultural-orientation/) form for that session | CO Provider |  |  |  |
| \*Practice delivering and scoring the [CORE CO Model Assessment](https://coresourceexchange.org/reception-and-placement-domestic-assessments/) (oral and written) with the current CO provider, a volunteer, or your supervisor | CO Provider / Both |  |  |  |
| Conduct one-on-one check-in following co-facilitation | Both |  |  |  |
| \*Deliver CO (with supervisor observation) | Both |  |  |  |
| \*Conduct one-on-one check-in to go over observations and feedback after CO delivery | Both |  |  |  |
| \*Deliver and score [CORE CO Model Assessment](https://coresourceexchange.org/reception-and-placement-domestic-assessments/) after CO is completed (with supervisor observation) | Both |  |  |  |
| File [USCCB / MRS CO Checklist (RF-23) form(s)](https://mrsconnect.org/resettlement-services/reception-and-placement-rp/cultural-orientation/) and CO assessment(s) in the client(s) case file (with supervisor observation) | Both |  |  |  |
| \*Participate in USCCB / MRS CO Community of Practice (CO CoP) meetings  *See registration information in the USCCB Resettlement Connection newsletter.* | CO Provider |  |  |  |
| Reach out to USCCB / MRS CO Coordinator for technical assistance (training, resources, and support), as needed  *To request technical assistance, you can either:*   * *Directly email the USCCB / MRS CO Coordinator*   *OR*   * *Fill out the technical assistance part of the Diocesan Quarterly Narrative (DQNR) reports submitted through MRIS*   *OR*   * *Let your USCCB / MRS R&P Field Support Coordinator (FSC) know you would like to connect with the USCCB / MRS CO Coordinator* | CO Provider |  |  |  |
| Other (fill in additional items as necessary) |  |  |  |  |