Community Engagement Program Assessment Tool

EURITA
International Rescue Committee
European Resettlement & Integration Technical Assistance
3 Stages of the Community Education & Engagement Program

Use this assessment tool to identify the current stage (Nascent, Emerging, Mature) of your program.

NASCENT > EMERGING > MATURE

In the Nascent stage, the program is just coming into existence and beginning to display signs of future potential. In the Emerging stage, the program is becoming more prominent and established. In the Mature stage, the program has reached the most advanced point of development.

Directions: Put a checkmark next to the current stage of your program in the five different sections (Community Engagement, Identifying Stakeholders, Reception Planning, Community Education, Refugee Inclusion & Ongoing Coordination) and add up your checkmarks to identify whether your program is nascent, emerging or mature.

All community education & engagement programs begin somewhere.
Community Engagement

NASCENT
- Assessments are not conducted to determine the unique needs and characteristics of the incoming refugee/asylum seeker populations.
- Staff do not or rarely educate the community on refugee and asylum seeker populations.
- Staff do not or rarely contact local community members during the reception planning process.
- Staff do not provide cultural sensitivity training to service providers.

EMERGING
- Assessments are sometimes conducted to determine the unique needs and characteristics of the incoming refugee/asylum seeker populations.
- When requested, staff educate the community on refugee and asylum seeker populations and work to dispel myths.
- Staff sometimes reach out to representatives from government, business, faith and refugee/asylum seeker communities, educators, service providers, volunteers and advocacy groups in reception planning.
- When requested, staff provide cultural sensitivity training to service providers.

MATURE
- Assessments are conducted to determine the unique needs and characteristics of incoming refugee/asylum seeker populations.
- Staff pro-actively educate the community on refugee and asylum seeker populations and work to dispel myths.
- Staff bring together representatives from government, business, faith and refugee/asylum seeker communities, educators, service providers, volunteers and advocacy groups in consultation for reception planning.
- Staff have a plan to provide cultural sensitivity training to service providers, e.g. NGO staff, municipality staff, public benefit departments, police, schools, healthcare providers, etc.

TOTAL

TOTAL

TOTAL
Reception Planning

Identifying Stakeholders

NASCENT
- Relevant stakeholders with a role to play in refugee and asylum seeker integration are not identified in advance of refugee and asylum seeker arrivals.

EMERGING
- Stakeholders with responsibility for refugee and asylum seeker reception and integration, such as representatives of the national government, municipalities and relevant NGOs, conduct all reception planning.

MATURE
- Relevant stakeholders with a role to play in refugee and asylum seeker integration are identified in a systematic way to participate in reception planning and include:
  - National & local elected officials
  - Municipalities
  - Schools
  - Law enforcement
  - Fire & safety
  - Health & mental healthcare providers
  - Refugee leaders
  - Religious institutions
  - NGOs
  - Charities
  - Volunteers
  - Employers
  - Landlords
  - Trained interpreters in refugee target languages
  - Media

TOTAL

Assessments that are conducted to determine the unique needs and characteristics of incoming refugee/asylum seeker populations include the following:

NASCENT
- Assessments are not conducted to determine the unique needs and characteristics of the incoming refugee/asylum seeker populations.

EMERGING
- Assessments are sometimes conducted to determine the unique needs and characteristics of the incoming refugee/asylum seeker populations.

MATURE
- A language access plan is in place, which includes a sufficient number of tested and trained community interpreters and cultural mediators.

TOTAL

What populations is the community receiving?
What are their cultural and religious practices?
Why are they coming to this community?
What services will they be eligible for?
What needs will they have?
Which languages do they speak?
What impact will they have on the community?
How can individuals and groups help?
Community Education

**NASCENT**
- The community is not educated on refugee and asylum seeker population needs and characteristics.
- Information about arriving refugee and asylum seeker populations is not provided to community stakeholders in a proactive, inclusive and transparent way or through any established methodology.

**EMERGING**
- The community is educated in an ad hoc way on refugee and asylum seeker population needs and characteristics.
- Information about arriving refugee and asylum seeker populations is provided in an ad hoc or reactive way to community stakeholders.

**MATURE**
- The community is educated about refugee and asylum seeker populations and needs, including:
  - What populations the community is receiving
  - Why they are coming to this community
  - What needs they will have
  - Which languages they speak
  - Their cultural and religious practices
  - What services they are eligible for
  - What impact they will have on the community
  - How can individuals and groups help
- An information campaign is prepared for community stakeholders that is:
  - Timely and proactive—provided in advance whenever possible
  - Inclusive—delivered to all key stakeholders
  - Transparent messaging—the facts are conveyed, including the negative aspects
- Information about arriving refugee and asylum seeker populations is delivered through a variety of methods, including:
  - Community consultations
  - Briefings and information sessions
  - Proactive, positive stories in the media
  - Websites
  - Film and video
  - Social Media
  - Printed Materials
## Refugee Inclusion & Ongoing Coordination

### NASCENT
- A forum for discussion of refugee and asylum seeker integration issues does not exist.
- Refugees and asylum seekers do not have the opportunity to communicate with community leaders.
- Information that needs to be communicated with refugee populations, such as public safety concerns, is not shared with refugee leaders and networks.
- Specialized capacity building and leadership training is not available for refugee leaders.
- Refugee and asylum seekers are not actively encouraged to engage in service and volunteer activities.
- Refugees do not have the opportunity for shared and sustained experiences with host community members.

### EMERGING
- Ad hoc meetings occur among refugee and asylum seeker integration stakeholders.
- Refugees and asylum seekers have some interaction with community leadership.
- Information that needs to be communicated with refugee populations is shared with integration practitioners, but not directly with refugee leaders and networks.
- Refugee leaders are able to access some training activities, but no specialized capacity building and leadership training is available.
- Some refugees and asylum seekers are encouraged to engage in service and volunteer activities.
- Refugees and asylum seekers may find their own opportunities for shared experiences with host community members.

### MATURE
- Regularly scheduled information-sharing consultations are held with representatives of municipalities, schools, law enforcement, fire & safety, health & mental healthcare providers, refugee leaders, NGOs, charities, employers, landlords, volunteers, and the media. These should be open to the public.
- Regular communication and interaction between refugees/asylum seekers and receiving community leadership is in place.
- Information is shared with refugee/asylum seeker leaders and networks in a linguistically and culturally sensitive, proactive manner.
- Refugee leaders and networks are assisted with capacity building and leadership training.
- A strategy is in place to encourage refugees and asylum seekers to engage in community service and volunteer activities.

### NASCENT
- A communication campaign promoting a welcoming culture and positive messages about refugee and asylum seeker integration does not exist.
- Media contacts interested in promoting positive refugee and asylum seeker stories in the press do not exist.
- No plan exists to invite elected representatives to visit refugee integration activities and educational events.
- No plan exists to engage in organizational advocacy to local or national government on policy around resettlement and integration measures and engagement is on an ad hoc or reactive basis.

### EMERGING
- Welcoming and positive messages about refugee and asylum seeker integration are promoted by a few local stakeholders.
- The media may seek out information from refugee integration stakeholders.
- Communication about refugee and asylum seeker integration is in place.
- The media may seek out information from refugee integration stakeholders.
- Organizations have an advocacy focal point and an annual plan to engage in advocacy, coordinating with other organizations and concerned parties to produce regular briefings and events directed to both local and national government officials.

### MATURE
- Activities which bring together refugees/asylum seekers for shared and sustained experiences (soccer, community gardens) are planned and promoted.
- A communication campaign promoting a welcoming culture and positive messages about refugee and asylum seeker integration is in place.
- Media contacts interested in promoting positive refugee and asylum seeker stories in the press have been developed.
- Elected representatives and policy makers are regularly invited to visit refugee integration activities and educational events.
- The organizations have an advocacy focal point and an annual plan to engage in advocacy, coordinating with other organizations and concerned parties to produce regular briefings and events directed to both local and national government officials.
Directions: Add up your total checkmarks from each column and write them below. The highest number is the stage your program falls under:

TOTAL _______  TOTAL _______  TOTAL _______

**NASCENT**
If your program is in the Nascent stage, please refer to the Community Engagement page of our website. If you have further questions on improving your community engagement program, contact EURITA at eurita@rescue.org for technical assistance.

**EMERGING**
If your program is in the Emerging stage, please refer to the Community Engagement page of our website. If you have further questions on improving your community engagement program, contact EURITA at eurita@rescue.org for technical assistance.

**MATURE**
If your program is in the Mature stage, keep up the good work! For more information on best practices, please refer to the Community Engagement page of our website.

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