

## **LSP Facilitation Guide**

### **Approach to Learning Session**

*Purpose:* The purpose of this learning session is to identify areas of improvement and support of the Repatriation Program by learning from the Local Service Providers (LSPs) – additional stakeholders involved in the repatriation process.

*Outcome:* Information gathered from the learning session will be used to improve stakeholder coordination and enhance Routine Repatriation program implementation. In addition, this activity will assist the team to identify knowledge gaps related to the capabilities of these providers to support routine repatriation efforts.

*Method:* Deloitte will conduct two learning sessions with groups of LSPs, for 60 minutes each. The learning sessions will be held using the Zoom platform. Participants will be engaged using various functions, including polling (questions provided below), chat box, and annotation. In addition, conversation with participants will be facilitated through discussion questions provided below. All responses will be anonymous and will not be attributable to a specific individual. Categorical responses will be aggregated.

### **Agenda**

#### **Introduction: 10 mins**

LSP Roll Call (by agency): “Good morning/afternoon everyone. Thank you all for joining us. Before we get started with the learning session, we would like to do a quick roll call. When we call your agency, please come off mute and confirm your attendance by stating your name. Thank you.”

Deloitte Team Introduction: “Deloitte is currently supporting OHSEPR by reviewing current protocols, procedures, and processes involving the implementation, administration, and operations of the repatriation program. We are also assisting with programmatic, administrative, and technical support to OHSEPR’s stakeholders.”

PRA Statement: “OHSEPR is collecting this information to identify areas of improvement and support for the U.S. Repatriation Program operations. This discussion will last approximately an hour. Your participation is voluntary. All information will be kept private. A Federal agency may not conduct or sponsor, and no individual or entity is required to respond to, nor shall an individual or entity be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless that collection of information displays a currently valid OMB Control Number. The OMB # is 0970-0531 and the expiration date is 7/31/2022.”

#### **Setting the Stage: 5 mins**

Review focus of the learning session

“Today’s session will focus on learning about your experiences as local service providers, what challenges, if any, impact your ability to support Repatriates in need of temporary

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assistance, and how we can help OHSEPR improve the overall implementation of the Repatriation Program.”

Overview of Zoom platform and functions

Zoom Poll Questions:

1. How long have you worked with your current agency/organization to support Repatriates seeking temporary assistance?
  - a. Less than 1 year
  - b. 1-3 years
  - c. 3+ years
2. Have you worked with other agencies/organizations to provide temporary assistance and support to Repatriates?
  - a. Yes
  - b. No

**Knowledge and Awareness of Repatriation Program: 5 mins**

Zoom Poll Questions:

1. Please choose the option that best applies to the statement below:  
I have knowledge of the protocols, procedures, and processes of the Repatriation program as it relates to my role.
  - a. Strongly Agree
  - b. Agree
  - c. Neutral
  - d. Disagree
  - e. Strongly Disagree
2. Please choose the option that best applies to the statement below:  
I can easily access documented protocols/SOPs relating to programmatic functions of the Repatriation program.
  - a. Strongly Agree
  - b. Agree
  - c. Neutral
  - d. Disagree
  - e. Strongly Disagree
3. How likely are you to reference the Routine Repatriation Manual and Information Memorandum to seek understanding of Repatriation protocols?
  - a. Very Unlikely
  - b. Unlikely
  - c. Neutral
  - d. Likely

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- e. Very Likely
- f. I reference different Repatriation documents

Discussion Questions:

1. What are your agency's procedures once a Repatriate is referred for temporary assistance?

**Providing Case Management Services and Temporary Assistance to Repatriates: 10 mins**

Discussion Questions:

1. What are examples of referrals that are commonly provided to Repatriates?
2. How frequently do you communicate with Repatriates?
3. How would you describe your interactions with Repatriates?

**Repatriation Program Technical Assistance: 10 mins**

Zoom Poll Questions:

1. Have you had any contact with OHSEPR staff regarding temporary assistance and/or case management services provided to Repatriates?
  - a. Yes
  - b. No
2. Do you feel that you are able to reach OHSEPR staff within a timely manner when assistance is needed regarding a Repatriate case?
  - a. Yes
  - b. No

Discussion Questions:

1. What types of technical assistance (e.g., webinars, Q&A sessions, direct communications with OHSEPR staff) have been provided by OHSEPR?
2. What types of technical assistance have you utilized?
3. How would you describe your interactions with OHSEPR staff?
4. What would be helpful for you to be more effective in your ability to provide temporary assistance and other services to Repatriates?

**Coordination among Repatriation Stakeholders: 15 mins**

Zoom Poll Questions:

1. How frequently does your agency have internal coordination meetings to discuss Repatriation program related efforts?
  - a. Weekly
  - b. Bi-weekly
  - c. Monthly
  - d. Annually
  - e. Not sure

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2. How frequently does your agency have external coordination meetings with other repatriation stakeholders to discuss Repatriation program related efforts?
  - a. Weekly
  - b. Bi-weekly
  - c. Monthly
  - d. Annually
  - e. Not sure

**Discussion Questions:**

1. What stakeholders do you engage with to conduct day-to-day activities relating to the temporary assistance provided to Repatriates?
2. How would you describe coordination efforts with these stakeholders?
3. Have you experienced any challenges coordinating with these stakeholders when necessary?
4. How has Covid-19 impacted your ability to provide case management services and temporary assistance to Repatriates?
5. What are ways that OHSEPR can help to improve coordination with these stakeholders?

**Closing: 5 mins**