

## **SNERC 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 from State Non-Emergency Repatriation Coordinators (SNERCs) – a major stakeholder 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 states to support routine repatriation efforts.

*Method:* Deloitte will conduct three learning sessions with three groups of SNERCs (Regions 1-3, 4-6, and 7-10), for 90 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**

SNERC Roll Call (by state): “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 state, please come off mute and confirm your attendance, by stating your name and the agency you are representing. 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: 10 mins**

Review focus and schedule of the learning session

“Today’s session will focus on learning about your experiences as a SNERC, what challenges, if any, impact your ability to do your duties as a SNERC, and how we can help

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OHSEPR improve the overall implementation of the Repatriation Program. We will start off by going through the zoom platform and the various functions we would like for you all to explore using throughout today's session. Then, we will give you all the opportunity to ask any clarifying questions you may have before we begin with the pre-learning session. There will be an opportunity to take a scheduled break during the session and we will notify you all of that when the time approaches.”

Overview of Zoom platform and functions

Pre-Learning Session Outcome Statement (Annotate)

*Complete the sentence:* As an outcome/result of this program, Repatriates are able to...

Zoom Poll Questions:

1. How long have you been in your position as a SNERC?
  - a. Less than 1 year
  - b. 1-3 years
  - c. 3+ years
2. Is your current state the only state in which you have served in the duty/role of SNERC?
  - a. Yes
  - b. No

**Knowledge and Awareness of Repatriation Program: 10 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 roles as a SNERC.
  - 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

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

Discussion Questions:

1. What are your agency's procedures once they are notified of a repatriation to the state?

**Providing Case Management Services to Repatriates: 15 mins**

Zoom Poll Question:

1. What is the most common type of repatriation case that your state has assisted with?
  - a. Mental health cases
  - b. Medical cases
  - c. Cases of unaccompanied minors
  - d. Fare share cases
  - e. Deportation

Discussion Questions:

1. What additional types of Repatriation cases have you assisted with?
2. What are examples of referrals that are commonly provided to Repatriates?
3. How would you describe your interactions with Repatriates during your time as a SNERC?
4. How would you describe your understanding of which state services and benefits are reimbursable by OHSEPR?
5. What challenges, if any, has your agency experienced with being reimbursed by OHSEPR for case management related services provided to Repatriates?

**Break: 10 mins**

**Repatriation Program Technical Assistance: 15 mins**

Zoom Poll Questions:

1. How would you describe the utility of the technical assistance provided by OHSEPR?
  - a. Very Helpful
  - b. Somewhat Helpful
  - c. Neutral

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- d. Somewhat Unhelpful
  - e. Very Unhelpful
2. Are you able to fulfill your duties as a SNERC using information and/or technical assistance provided to you by OHSEPR?
  - a. Yes
  - b. No
3. 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 as a SNERC?
3. How would you describe your interactions with OHSEPR staff?
4. What would be helpful for you to be more effective in your role as a SNERC?

**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
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, in addition to ISS-USA, do you engage with to conduct day-to-day activities relating to the Repatriation program?
2. How would you describe coordination efforts among stakeholders of the Repatriation program?
3. How has Covid-19 impacted your ability to provide case management related services to Repatriates?

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4. Have you experienced any challenges coordinating with Repatriation stakeholders when necessary?
5. What are ways that OHSEPR can help to improve coordination among key program stakeholders?

**Closing: 5 mins**