



Karen Organization of Minnesota

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KOM Volunteer Orientation

Created June, 2018

Updated: August, 2022



KOM Overview



Our Mission

To build on the strengths of refugee and immigrant communities and remove barriers to achieving economic, social, and cultural wellbeing

Our Community

Over 20,000 Karen and other refugees from Burma live in Minnesota - largest Karen community in the country.

Our Programs

Serving over 3,000 each year, our success is due to programs designed by and for the community, providing wraparound support, and strong partnerships.

KOM History

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- **KOM was formed out of KCM** (Karen Community of Minnesota), a volunteer-led organization that began in 2003 and helped newly arrived Karen refugees in the Twin Cities maintain their culture, elect community leaders, and receive assistance beyond the initial resettlement period.
 - As many more Karen resettled in MN, KCM realized they **needed a staffed organization** to be able to better serve the community with social services
 - In 2005, they began a 3 year training with VSS (Vietnamese Social Services) **to establish a Karen-led 501(c)(3) nonprofit**, becoming formally registered in 2008.
 - They kept KCM as a volunteer organization to be able to support families in Burma and Thailand, and **renamed the newly established nonprofit as the Karen Organization of Minnesota.**

KOM Staff

Administration

Eh Tah Khu *Co-Executive Director*

Alexis Walstad *Co-Executive Director*

Sara Johnson *Program Director*

Clara Tunwin *Program Director*

Say Klo Wah *Receptionist*

Michelle Vohs *Office Manager*

Suzanne Olive

Ian Masica

Laani Xiong



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KOM Programs

- Employment
- Social Services
- Community Health
- Youth Development
- Walk-ins



Employment

KOM provides job counseling and vocational training to help refugees and immigrants find stable jobs and advance their careers. We also offer financial coaching to help participants increase their income and work toward financial goals.

- Refugee Employment Services
- Youth Career Pathways
- Adult Career Pathways
- ESL Class
- Financial Opportunity Center



KOM Staff

Employment & Career Pathways

Lisa Gibson *Program Manager*

Abedullah Babakarkhail

Arwin Shamal

Lisa Khang

Laurel St. Marie Durushia

Sarah Shapiro

Eh Hset Paw

Brooke Nelson

Re Htoo

Dar Sengkhamee

Par Yei Say





Social Services

Through wraparound services, KOM connects refugees to resources related to food, housing, transportation, health insurance, immigration, civic engagement, and more.

- Family Assisters
- Elders Program
- MNsure
- Weaving Circle
- Caregivers
- Civic Engagement



KOM Staff

Social Services

Laymu John *Program Manager*

Hta Thi Yu Moo *Program Supervisor*

Sawchrithen Sayoo

Khin Htway

Asadullah Zazai

Saw Lwin Si

Synthia Htoo



Community Health

KOM facilitates health trainings and education to prevent suicide, violence and alcohol/drug abuse. We also provide resources to support mental wellbeing, family planning, and positive family relationships.

- Mental Health and Family Relationships
- Karen Family Planning Program
- Karen Chemical Dependency Collaborative



KOM Staff

Ner Mu *Program Supervisor*

Lwepaw Nwe Kacher

Mar Htay

Community Health

Hsa Hser Ku



Youth Development

- KOM invests in the lives of youth and children from Kindergarten up to age 24 through academic support, after-school programs, cultural activities, and leadership development.
- Youth & Family Coaches
 - After-School Program
 - Mentorship Program
 - Youth Career Pathways



KOM Staff

Youth Development

Lah Tha Pwee *Program Manager*

Mular Lerpwel

Zainab Quraishi

Pong Pop

Walk-ins

KOM serves refugees who have immediate needs through a walk-in schedule. Services provided include filling out Ramsey County forms, reading mail, paying parking ticket fees, and more.

Schedule

Monday & Thursday

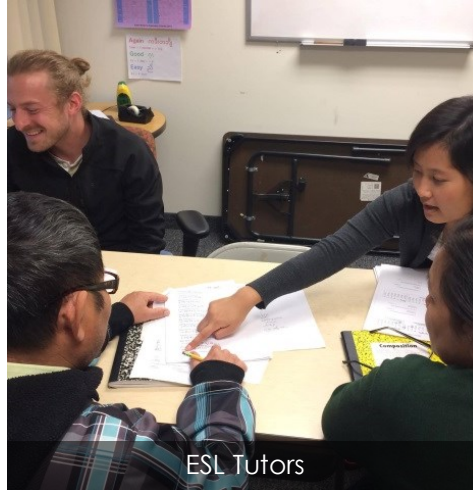
9AM – 3:30PM

12-12:30PM closed for lunch

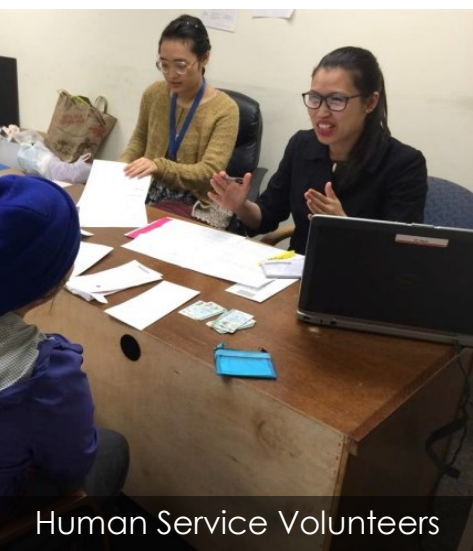




Youth Mentor



ESL Tutors



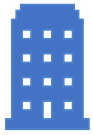
Human Service Volunteers



Community Health Intern

Volunteer Program

- Human Service Volunteers & Interns
- Youth Mentors
- Youth Tutors
- College Tutors
- Community Health Interns
- Communications Interns
- MSW (Masters of Social Work) Interns
- BSW (Bachelors of Social Work) Interns
- Civic Engagement Volunteers



KOM Office Hours & Contact Info

Office Hours:

Monday – Friday 8:30am – 5:00pm

Walk-In Hours:

Monday & Thursday

9:00am – 12:00pm, 12:30pm-3:30pm

2353 Rice Street, Suite 240

Roseville, MN 55113

Main: 651-788-7593

Fax: 651-788-7909

Volunteer Policies



Karen Organization of Minnesota

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Your Rights as a Volunteer

- Work in a healthy and safe environment
- Be engaged in accordance with equal opportunity and anti-discrimination legislation
- Given accurate and truthful information about KOM
- Given a copy of KOM's volunteer policy and procedure
- Have a position description and agreed working hours
- Provided with orientation to the organization
- Have your confidential and personal information dealt with in accordance with the principles of the Privacy Act
- Provided with sufficient training to do your job
- Have a supervisor/contact person to approach for help or to report concerns

Your Responsibilities as a Volunteer

- Work in accordance with KOM's values and policies
- Represent KOM in a responsible manner
- Be reliable and fulfill agreed commitments
- Ensure that confidential information is respected and treated appropriately
- Treat others with courtesy, respecting their rights, beliefs, values and dignity
- Undertake training as recommended
- Give and receive constructive feedback as appropriate
- Ask questions when unsure of how to do something or when unsure of KOM's policies
- Report any accident or injury immediately
- Give adequate notice of resignation
- Keep your contact information updated
- Present yourself in a professional manner (dress appropriately, maintain good hygiene, use respectful language)
- Use KOM materials and technology appropriately

As a KOM
Volunteer,
Please Do
Not:



Policies and Procedures

1. Attendance
24 hour notice in advance of absence
(unless illness, injury or emergency)
2. Time Commitment
2 weeks notice in advance of leaving
3. Feedback
4. Non-discrimination
5. Inappropriate Conduct and Anti-Harassment Policy
6. Smoking Policy
7. Drug & Alcohol Use
8. Reporting of Maltreatment of Minors and Vulnerable Adults
9. Client Confidentiality
10. Motor Vehicle Operation
11. Volunteer Development
12. Computer Use and E-mail Policy
13. Conflict of Interest Policy
14. KOM Ambassador

Logistics



Access to KOM email, shared documents, and other apps through Microsoft 365



Stick to a regular schedule



Set up a supervision style that works for you

Meet on a set schedule or check in as needed



Use Apricot account to track client case notes



Track your volunteer hours on Apricot

COVID Policies

- If sick or have symptoms, please stay home from volunteer activities
- Take a COVID-19 test
- Stay home for 10 days if test positive for COVID-19



Consent & Background Check Forms



PHOTOGRAPH
RELEASE



REPORTING



CONFIDENTIALITY



CLIENTS/CONFLICT
OF INTEREST



DRIVING &
BACKGROUND
CHECK



WITHDRAWAL
OF CONSENT

Next Steps

- Complete Background Check and Consent Forms
- Complete any school paperwork or other required documents
- Meet with supervisor or program staff for training/shadowing
- Get a volunteer schedule
- Login to Apricot to start tracking hours