

South Carolina Department of Social Services

# Refugee Resettlement & Non-Emergency Repatriation Program Manual



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# Chapter 1 General Information

## 1.1 BACKGROUND

The Refugee Act established the Office of Refugee Resettlement (ORR) within the U.S. Department of Health and Human Services (DHHS) to coordinate the program at the national level. In addition, the legislation created a State Coordinator of Refugee Resettlement position in those states administering a refugee program. Federal regulations provide 100% federal financial participation for administrative and assistance costs associated with aiding refugees.

The federal refugee program, administered by the states, consists of three distinct programs, Refugee Cash Assistance (RCA), Refugee Medical Assistance (RMA), and Refugee Social Services (RSS). Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA) are two short-term public benefits programs available to refugees for the first eight (8) months after their date of entry in the United States. Refugee Social Services (RSS) is a longer-term, refugee-specific program for which refugees are eligible. Social Services primarily include employment services, such as job development, job readiness and placement, job follow-up, vocational skills training, and English Language Training (ELT). Supportive services, including case management, transportation, interpretation/translation, and various social adjustment services, such as home and health management and community orientation, are also funded.

## 1.2 STATUTORY AUTHORITY

The Refugee Resettlement Program (RRP) is authorized under Title IV of the Immigration and Nationality Act of 1980. The Refugee Act amended the Immigration and Nationality Act (INA) to create a domestic refugee resettlement program designed to provide assistance and services to refugees resettling in the United States.

The Act designates the Federal Department of Health and Human Services (DHHS) as the federal administering agency. RRP regulations are issued by DHHS in the Code of Federal Regulations (CFR), Title 45, Part 400, which is supplemented by administrative and program instructions issued by the federal department from time to time.

Since 1980, the governor of the state of South Carolina has designated the Department of Social Services (DSS) as the single state agency responsible for administering the RRP in South Carolina.

### **1.3 OBJECTIVE OF THE REFUGEE RESETTLEMENT PROGRAM (RRP)**

The objective of the RRP is to assist refugees to become self-sufficient as early as possible after arriving in the United States. This is accomplished by providing a program that includes financial and medical assistance, as well as, supportive services, to ensure the effective resettlement of refugees in the state of South Carolina. Programs and services are designed to assist with integration, promotion of economic self-sufficiency, and protecting refugees and communities from infectious diseases and other health related issues. DSS has agreed to administer this program subject to the receipt of federal funds. Under the RRP, sponsor(s) and national Voluntary Agencies (VOLAGs) work closely with the federal government to coordinate support services authorized under the program.

### **1.4 REFUGEE RESETTLEMENT PROCESS**

Refugees are resettled through one of nine national Voluntary Agencies (VOLAG). In South Carolina, two affiliates of a national VOLAG are responsible for Refugee Reception and Placement Services. Lutheran Services in the Carolinas (LSC) in Columbia and World Relief Upstate (WRU), are authorized to assist refugees who are approved for admission by the State Department Bureau of Population and Migration.

### **1.5 DEFINITIONS OF REFUGEE RESETTLEMENT PROGRAM TERMS**

**Adjustment to Lawful Permanent Resident (Immigrant) Status** – Procedure requiring certain non-citizens, such as refugees already in the United States, to apply for a change in non-citizen status. Non-citizens admitted to the United States in a refugee or parolee category are issued an I-94 Arrival/Departure Record. After residing in the U.S. for one year, refugees and asylees must apply to have the status changed to that of Lawful Permanent Resident.

**Adult** – For determining Refugee Cash Assistance eligibility, an adult is defined as any individual age 18 or older.

**Non-citizen** – Any person not a citizen or national of the United States.

**Alien Registration Number (A-Number)/Alien Number** –The alien registration number, which the Department of Homeland Security assigns to certain non-citizen, consists of 8 or 9 digits (example, A 200 345 678). The alien registration number is also referred to as USCIS # on some immigration documents.

**Amerasian (Vietnam)** – Non-citizens born in Vietnam after January 1, 1962, and before January 1, 1976, if the non-citizen was fathered by a U.S. citizen. Immigrant visas are issued to Amerasians under Public Law 100-202 (Act of 12/22/87), as well as to their spouses, children, parents or guardians if they accompany the Amerasian to the United States.

**Asylee** – A non-citizen in the United States or at a port of entry who is found to be unable or unwilling to return to his or her country of nationality, or to seek the protection of that country because of persecution or a well-founded fear of persecution. Persecution or the fear thereof must be based on the non-citizen's race, religion, nationality, membership in a particular social group, or political opinion. For persons with no nationality, the country of nationality is considered to be the country in which the non-citizen last habitually resided. Asylees are eligible to apply to adjust to Lawful Permanent Resident status after residing one year in the U.S.

**Case Management Services** – The determination of which service(s) to refer a refugee to, referral to such service(s), and tracking of the refugee's participation in such service(s).

**Centers for Disease Control and Prevention (CDC)** – The CDC, of the United States Public Health Service (USPHS), is responsible for ensuring that immigrants entering the U.S. do not pose a threat to the public health. CDC monitors the overseas medical screening of immigrants, inspects the medical records of immigrants at U.S. ports of entry, and notifies state health departments of each arriving refugee as well as some categories of other immigrants.

**Civil Surgeon** – A physician approved by the United States Citizenship and Immigration Services (USCIS) to conduct the medical examination of applicants seeking to adjust their immigration status.

**Class A Condition** – An excludable medical condition (e.g., infectious tuberculosis, HIV infection, physical or mental disorder that may pose a threat, substance abuse) diagnosed in a refugee during the overseas medical examination. Class A conditions require approved waivers for United States entry and require immediate follow-up upon arrival by appropriate medical personnel.

**Class B Condition** – A physical or mental abnormality, disease, or disability serious in degree or permanent in nature amounting to a substantial departure from normal well-being diagnosed during the overseas medical examination. Class B designations indicate a need for follow-up soon after arrival in the United States by appropriate medical personnel.

**Cuban/Haitian Entrant** – Any individual granted parole status as a Cuban or Haitian Entrant (Status Pending), or granted any other special status subsequently established under the immigration laws for nationals of Cuba or Haiti, regardless of the current status of the individual at the time of application for Refugee Cash Assistance. This also applies to any other national of Cuba or Haiti who:

- was paroled into the United States and has not acquired any other status under the INA;
- is the subject of exclusion or deportation proceedings under the INA;
- has an application for asylum pending with the United States Citizenship and Immigration Services, (USCIS); or,
- with respect to whom a final, nonappealable, and legally enforceable order of deportation or exclusion has not been entered.

**Date of Entry** – Date a non-citizen arrived in the U.S., usually notated on the USCIS document. For Refugee Program eligibility for asylees, substitute the date asylum was granted for the actual date of entry.

**Division of Global Migration and Quarantine, (DGMQ/CDC)** – The CDC Division of Global Migration and Quarantine is committed to reducing morbidity and mortality due to infectious diseases among immigrants, refugees, international travelers, and other mobile populations that cross international borders. In addition, the Division of Global Migration and Quarantine is committed to promoting border health and preventing the introduction of infectious agents into the United States.

**DS-2053** – Department of State form, Medical Examination for Immigrant or Refugee Applicant. This form is required for immigration. It is the summary of three worksheets, plus it contains the results of the required laboratory tests for any applicant (immigrant and refugee) older than 14 years of age. This form is in the immigrants' and refugees' IOM Bag.

**Economic Self-Sufficiency** – Earning a total family income at a level that enables a family unit to support itself without receipt of a cash assistance grant.

**Employability Plan for RCA Recipients** – A written, individualized plan for a refugee who is not exempt from work registration that sets forth a program of employment services intended to result in the earliest possible employment of the refugee.

**Employability Services for RCA Recipients** – Services designed to enable an individual to obtain employment and/or improve the employability or work skills of the individual. These services include, but are not limited to, World-of-Work and job orientation, job clubs, job workshops, job development, referral to job opportunities, job search, job placement and follow-up, on-the-job training, vocational training, skills recertification, and work-related transportation.

**Health Assessment** – The comprehensive assessment of newly arrived refugees, including:

- Follow-up of conditions identified overseas
- Evaluation and diagnostic services to determine health status and identify health problems
- Referral for follow-up of identified health problems
- Education/orientation to local healthcare services
- Linkage with primary healthcare services

**I-693** – USCIS form called the Report of Medical Examination and Vaccination Record. This form is used to document the medical aspects of the Adjustment of Status application.

**I-94** – USCIS document that records each non-citizen’s arrival and departure from the U.S. It identifies the period of time for which the non-citizen is admitted and the non-citizen’s immigrant status.

**Immigration Act of 1990** – Public Law 101-649 (Act of November 29, 1990), which increased the limits on legal immigration to the United States, revised all grounds for exclusion and deportation, authorized temporary protected status to non-citizen of designated countries, revised and established new non-immigrant admission categories, revised and extended the Visa Waiver Pilot Program, and revised naturalization authority and requirements.

**Immigration and Nationality Act (INA)** – The Act which, along with other immigration laws, treaties, and conventions of the United States of America (USA), relates to the immigration, temporary admission, naturalization, and deportation of non-citizens.

**Immigration Status** – The legal or illegal character or condition under which an immigrant has entered the U.S. All refugees are legal immigrants.

**International Organization for Migration (IOM)** – IOM works to help ensure the orderly and humane management of migration, to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems, and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people. IOM arranges refugee travel and travel loans to refugees migrating to the U.S. In some locations, provides cultural orientation briefings and/or medical screenings.

**International Social Services, USA (ISS)** – ISS-USA is a non-profit organization that works with social service agencies in different countries to help families in need. ISS-USA is contracted by the U.S. Department of State to provide repatriation case management services.



**IOM Bag** – The large white bag issued to refugees at the time of travel in order to carry medical records (including the results of the overseas medical exam, immunizations records, and overseas chest X-rays) and other documents.

**Labor Trafficking** – the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, forced labor, debt bondage, or slavery. In both forms, the victim is an unwilling participant due to force, fraud, or coercion.

**Local Resettlement Agency/Local Affiliate** – An agency that contracts with the Department of State and a National Voluntary Resettlement Agency (VOLAG) to provide Reception and Placement services to refugees who reside in the state in which they operate. Services include housing, essential furnishings, food, clothing and other basic necessities, as well as case management and cultural orientation.

**Match Grant** – A federal program designed to help refugees attain economic self-sufficiency within four months (120 days) after date of entry in the United States, without accessing public cash assistance. Participating local resettlement agencies agree to match the Office of Refugee Resettlement (ORR) grant with cash and in-kind contributions for refugees who qualify.

**Medicaid** – A federally-funded entitlement program that provides medical assistance and benefits to individuals who meet eligibility criteria as outlined in the Family and Children’s Medicaid Manual, or in the Aged, Blind, and Disabled (Adult) Medicaid Manual.

**Non-Emergency Repatriation** – Assistance to individuals or families needing assistance to return to the U.S. as part of the regular ongoing services provided by Office of Refugee Resettlement (ORR).

**Office of Refugee Resettlement (ORR)** – The federal agency under the Department of Health and Human Services (DHHS) that coordinates refugee resettlement services at the national level and awards participating states funds to administer the Refugee Resettlement Program which includes Refugee Cash Assistance (RCA/RRF), Refugee Medical Assistance (RMA/MRF), and Refugee Social Services (RAP-SS). ORR plans, develops, and directs implementation of a comprehensive program for domestic refugee and entrant resettlement assistance. ORR also provides direction and technical guidance to the nationwide administration of resettlement and repatriation programs.

**Overseas Medical Exam** – The physical and mental examination that the immigrants and refugees coming to the U.S. complete as part of the visa application process. The purpose of the visa medical examination is to identify the presence or absence of certain disorders that could result in exclusion from the U.S. under provisions of the Immigration Act of 1990.

**Parolee** – A non-citizen, appearing to be inadmissible to the inspecting officer, allowed into the United States for urgent humanitarian reasons, such as a medical emergency, or when that non-citizen's entry is determined to be for significant public benefit, such as, non-citizens who enter to take part in legal proceedings, as well as for some Cuban and Haitian Entrants. Parole does not constitute a formal admission to the United States and confers temporary status only, requiring parolees to leave when the conditions supporting their parole cease to exist. Individuals who are paroled into the U.S. as refugees or asylees under INA § 212(d)(5) are also eligible for refugee assistance and services.

**Permanent Resident Alien** – A non-citizen admitted to the United States as a lawful permanent resident (LPR). Permanent residents are also commonly referred to as immigrants. Lawful permanent residents are legally accorded the privilege of residing permanently in the U.S. They may be issued immigrant visas overseas by the Department of State or adjusted to permanent resident status by the USCIS in the U.S. [See “Adjustment to Lawful Permanent Resident Status”](#).

**Qualified Alien** – This term was created under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) to define those non-citizens who are eligible to receive certain Federal public benefits such as Medicaid. Qualified aliens are potentially eligible for all Medicaid programs just like U.S. citizens.

Generally, there are two main categories of qualified aliens: (1) Lawful Permanent Resident (LPR) admitted for permanent residence under the INA; and, (2) Non-citizen Admitted Under a Specific Political Status. Eligibility is based on the date admitted and USCIS documentation of non-citizen status. A child(ren) who arrives with a parent(s) carries the same non-citizen status as the parent(s).

**Reception and Placement (R&P)** – The initial resettlement process and period (generally 30 days) during which a VOLAG or other sponsor under an agreement with the United States Department of State is responsible for assisting the refugee.

**Refugee** – Any person who is outside his or her country of nationality who is unable or unwilling to return to that country because of persecution or a well-founded fear of persecution. Persecution or the fear thereof must be based on the non-citizen's race, religion, nationality, membership in a particular social group, or political opinion. People with no nationality must generally be outside their country of last habitual residence to qualify as a refugee. Refugees are subject to ceilings by geographic area set annually by the president in consultation with Congress and must apply to adjust to Lawful Permanent Resident status after residing one year in the U.S.

**Refugee Act of 1980 (Public Law 96-212)** – The Act that created a domestic refugee resettlement program designed to provide assistance and services to refugees resettling in the U.S.

**Refugee Cash Assistance (RCA)** – Cash assistance provided to refugees who are ineligible for TANF funds or other cash assistance programs. Refugee Cash Assistance is limited to eight months beginning with the first month of date of entry in the U.S.

**Refugee Medical Assistance (RMA)** – Medical assistance provided to refugees who are ineligible for any of the mainstream Medicaid programs: Family and Children’s Medicaid; and Aged, Blind, and Disabled (Adult) Medicaid. Refugee Medical Assistance is limited to eight months beginning with the first month of date of entry in the U.S.

**Refugee Resettlement** in the U.S. – Permanent relocation of refugees to the U.S. allowing them to establish residence and become productive members of society. Refugee resettlement is accomplished with the direct assistance of private voluntary agencies working with the Department of State under the Reception and Placement Program (R&P) for the first 90 days of resettlement. Refugee Social Services are available through service providers under contract with the State Refugee Office via the US Department of Health and Human Services - Office of Refugee Resettlement.

**Refugee Social Services (RSS)** – Program that supports employability services and other services that address barriers to employment such as social adjustment, interpretation and translation, day care for children, and citizenship and naturalization.

**Registrant** – An individual who has registered for employment services as a condition for receiving Refugee Cash Assistance.

**Repatriate** – An individual who returns or is brought from a foreign country to the U.S. due to poverty, illness, war or the threat of war, and do not have immediate access to available resources to meet their needs.

**SAVE (Systematic Alien Verification for Entitlements)** – A Bureau of Citizenship and Immigration Services (USCIS) system designed to aid eligibility workers in public agencies in determining an applicant’s immigration status, in order to establish the person’s entitlement to receive certain federal public benefits.

**Secondary Migrant** – A refugee who initially settles in one state and subsequently moves to another, outside the jurisdiction of the agency that was responsible for his or her initial resettlement.

**Sex trafficking** – The recruitment, harboring, transportation, provision, or obtaining of a person for the purpose of a commercial sex act, in which a commercial sex act is induced by force, fraud, or coercion, or in which the person is forced to perform such an act is under the age of 18 years.

**Special Immigrants** – Under section 1059 of the National Defense Authorization Act (NDAA), up to 50 Iraqi and Afghan translators working for the U.S. Military have been eligible for Special Immigrant Visas (SIV) each fiscal year. Public Law 110-39, signed into law on June 15, 2007, amended section 1059 by expanding the coverage to certain translators working under civilian authority and by increasing the total number of principal beneficiaries from 50 to 500 for fiscal years 2007 and 2008 only. Special Immigrants are admitted as Lawful Permanent Resident non-citizens (LPRs). Special Immigrants are eligible for refugee cash, medical and service benefits as well as other public benefits during their first 8 months after arrival to the same extent, and with the same requirements as refugees.

**Sponsor** – An individual, church, civic organization, or other group or organizations that has agreed to help in the reception and initial placement of refugees in the U.S. Refugees do not have legally binding sponsors, as no Affidavit of Support is required for the admission of refugees.

**State Refugee Coordinator** – An individual who is designated and authorized by the governor or the appropriate legislative authority of the state to be responsible for coordination of public and private resources in refugee resettlement and administration of the Refugee Assistance Program in that state.

**Supplemental Security Income (SSI)** – A federal assistance program administered by the Social Security Administration for aged, blind, and disabled persons. SSI recipients automatically receive Medicaid.

**TANF (Temporary Assistance for Needy Families)** – A revamping of the federal program formerly known as AFDC (Aid to Families with Dependent Children) under Title IV-A of the Social Security Act. It is formerly known as Family Independence in South Carolina.

**Trafficking** – Involvement in activity in which a commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such act is under 18 years of age; or the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

**U.S. Citizenship and Immigration Services (USCIS)** – Created in 2003, a new bureau under the US Department of Homeland Security (DHS). Formally known as the Immigration and Naturalization Service (INS). It is responsible for the administration of immigration and citizenship services, and the implementation of federal immigration and naturalization laws, including the immigration, exclusion, deportation, expulsion, or removal of immigrants.

**Victim of Torture** – Persons who have experienced torture abroad and who are residing in the United States to restore their dignity and health and rebuild their lives as they integrate into their communities.

**Victim of Human Trafficking** – Human trafficking is a modern-day form of slavery. Victims of human trafficking are trafficked across international borders and subjected to force, fraud, or coercion, for the purpose of sexual exploitation or forced labor. Victims are young children, teenagers, men, and women.

**Voluntary Resettlement Agency (VOLAG)** – A nationally recognized agency that has entered into a grant, contract, or cooperative agreement with the U.S. Department of State to provide for the Reception and Initial Placement of refugees. National VOLAG’s contract with local affiliates in various locations across the country for reception and placement services. The local agency, which operates under the auspices of the national VOLAG, is called a “local affiliate” or “local resettlement agency.”

## Chapter 2 Eligible Populations & Documentation

### 2.1 ELIGIBLE RECIPIENTS

Throughout this manual the term “refugee” will refer to all qualified individuals that are listed below who are eligible for Refugee Cash Assistance, Refugee Medical Assistance or Refugee Social Services. Qualified individuals are as follows:

1. The USCIS definition of '**Refugee**'

“Any person who is outside his/her country of such person’s nationality; or, in the case of a person having no nationality, is outside any country in which such person last habitually resided, and who is unable or unwilling to return to, and is unable or unwilling to avail himself or herself of the protection of that country because of persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion”.

Using this definition, representatives of the U.S. Citizenship and Immigration Services (USCIS) conduct interviews overseas of individuals who have fled persecution and desire to be designated as refugees. USCIS then makes a determination of the individual’s refugee status. Once an individual is determined to be a refugee, a joint effort, conducted by the Department of State, the International Organization for Migration (IOM), the USCIS, and National Volunteer Agencies (VOLAGS), brings certain individuals to the United States for resettlement.

2. **Asylees**

Asylees also meet the definition of 'refugee' for eligibility purposes.

However, asylees are individuals who, on their own, travel to the United States, apply for and receive a grant of asylum. These individuals do not enter the United States as refugees. They may enter as students, tourists, business people, or without papers. Once they are in the U.S. or at a land border or port of entry, they apply to the USCIS for asylum, a status which will acknowledge that they meet the definition of a refugee and allows them to remain in the United States. Asylees are eligible for state assistance and services once USCIS has granted asylum.

***NOTE: Applicants for asylum are not eligible, except for some Cuban and Haitian entrants. (See information below regarding Cuban and Haitian entrants.)***

**3. Certain Cuban and Haitian Entrants**, as described below:

- a) Any individual granted parole status as a Cuban or Haitian Entrant (Status Pending), or granted any other special status subsequently established under the immigration laws for nationals of Cuba or Haiti, regardless of the current status of the individual at the time of application for Refugee Medical Assistance; and
- b) Any other national of Cuba or Haiti
  - 1) Who
    - (i) was paroled into the United States and has not acquired any other status under the INA;
    - (ii) is the subject of exclusion or deportation proceedings under the INA; or
    - (iii) has an application for asylum pending with the USCIS; and
  - 2) With respect to whom a final, nonappealable, and legally enforceable order of deportation or exclusion has not been entered.

**4. Certain Amerasians (from Vietnam)**

This status refers to non-citizens born in Vietnam after January 1, 1962, and before January 1, 1976, if the non-citizens was fathered by a U.S. citizen. Immigrant visas are issued to Amerasians under Public Law 100-202 (Act of 12/22/87), as well as to their spouses, children, parents or guardians if they accompany the Amerasian to the United States.

[Specifically referred to herein are certain Amerasians from Vietnam who are admitted to the U.S. as immigrants pursuant to Section 584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act, 1988.]

## 5. Victims of Human Trafficking

Any individual who has been subjected to “severe forms of trafficking in persons”, which includes:

- a) involvement in activity in which a commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such act is under 18 years of age; or
- b) the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

## 6. Certain Special Immigrants (SIV)

Afghani and Iraqi non-citizens who are granted Special Immigrant Status under Section 101(a) (27) of the Immigration and Nationality Act (INA). Individuals and family members granted this SI Status are eligible for entitlement programs, including Refugee Cash Assistance and Refugee Medical Assistance (RRF/MRF), and Refugee Social Services, the same as refugees admitted under Section 207 of the INA.

Afghan and Iraqi individuals and family members granted this SI Status are eligible for entitlement programs, including Refugee Cash Assistance and Refugee Medical Assistance (RCA/RMA), and refugee social services and other benefits the same as refugees for a period of eight (8) months from the date of arrival.

For Iraqi/Afghan immigrants who acquire SI Status while already in the US, the date of eligibility for RCA/RMA, and (their “entry” date is the date of grant of SI Status. Until an Iraqi/Afghan in parole or some other non-immigrant status becomes an SI with documentation of this status, he/she is not eligible for RCA/RMA).

## 7. Lawful Permanent Residents

Individuals who held one of the above statuses prior to adjusting to Lawful Permanent Resident, i.e. green card holders.

## 8. Unaccompanied Refugee Minor

South Carolina is not a resettlement site for Unaccompanied Refugee Minors (URM), however, if a refugee child, under age 18, becomes eligible for child welfare services after arriving in the state, SCDSS will act as legal guardian for and provide for all assistance available under current laws and regulations.



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The same benefits and services available to other children that receive child welfare services in South Carolina will be provided to Unaccompanied Refugee Minors (as defined by ORR), regardless of national origin.

Because South Carolina is not a resettlement site for URM’s, ORR funds will not be used in providing services to refugee children in foster care.

**2.2 REFUGEE RESETTLEMENT PROGRAM QUALIFYING DOCUMENTS**

Category	Documentation
Refugee	I-94 with Class of Admission “RE” per Section 207 or Section 212(d)(5) of the Immigration and Nationality Act (INA)
Asylee	I-94 with “Asylee” per Section 208 of the INA, or court letter showing asylum has been granted.
Cuban and Haitian/Conditional Entrants	I-94 indicates Parole status as a Cuban/Haitian (C/H) Conditional Entrant status under Section 203(a)(7) of the INA  A Cuban or Haitian passport with a §212(d)(5) stamp dated after October 10, 1980.  CH6 adjustment code on the I-551
Victim of a Severe Form of Trafficking in Persons	Certificate issued by ORR, USDHHS
Ameriasian	I-94 indicates, “Processed for I-551” with codes AM1, AM2 or AM3, or I-551 is stamped with codes AM6, AM7 or M8
Permanent Resident	I-551 documents indicate resident non-citizen status granted, but previous USCIS status as refugee, asylee, C/H Entrant, trafficking victim or SIV.
Special Immigrant Applicant Principal Applicant, Spouse, or unmarried Child Under 21 Years of Age, Iraqi or Afghan Special Immigrant	Iraqi or Afghan passport with an immigrant visa stamp noting that the individual has been admitted under IV (Immigrant Visa) Category SI1 and DHS stamp or notation on passport or I-94 showing date of entry
Principal Applicant, Spouse, or unmarried Child Under 21 Years of Age of Iraqi or Afghan Special Immigrant in P6 Category Iraqi or Afghan Special Immigrant Principal Adjusting Status in the U.S.	DHS Form I-551 (“Green Card”) showing Iraqi or Afghan nationality (or Iraqi or Afghan passport), with an IV (Immigrant Visa) code of SI6
Unaccompanied Refugee Minor who holds any of the above statuses	See corresponding chart above for description of documentation for status

To be eligible under RRP, the individual must have a Form I-94 or I-551 issued by the U.S. Citizenship and Immigration Services (USCIS) or a Certificate of Victim of a Severe Form of Trafficking in Persons issued by the Office of Refugee Resettlement (ORR), U.S. Department of Health and Human Services (USDHHS).

## 2.3 REQUIRED DOCUMENTATION

A copy of the card from U. S. Citizenship and Immigration Services (USCIS) of each applicant and his/her family member(s) who applies for financial and/or medical assistance must be placed in the case file. All records must include the number in the "Passport or Alien Registration Number" block of the form.

**CAUTION:** *If the refugee has lost the USCIS form, other official documents in his/her possession may be used to verify refugee status until a new Form I-94, I-551 or a new Certificate of Victim of a Severe Form of Trafficking in Persons can be obtained. The refugee should be advised to obtain new documents from USCIS or ORR if he/she is a Victim of Trafficking.*

When questionable, non-citizen status may be verified for each person applying for benefits. Non-applicants or those ineligible members of the BG are not required to provide SSNs, citizenship or immigration status therefore not subject to the SAVE process. Verification is accomplished through the Systematic Alien Verification Entitlement (SAVE) Program.

## 2.4 SAVE VERIFICATION PROCESS

When necessary to verify the individual's non-citizen status, the SAVE USER must complete the following procedure for each benefit group (BG) member identified as a non-citizen:

- A. Login to the SAVE System on Internet Explorer using correct User ID and Password.
- B. Select the "Initial Verification" function of the Navigation Frame.
- C. Use the information provided by the applicant to enter the "Alien/USCIS Number" and type of benefits applied for.
- D. Circle the "Submit Initial Verification" button, which should result in a system response within three to five seconds. This will provide the current immigration status of the individual.

**NOTE:** *Once the system responds with the current non-citizen status, program policy must be followed to determine eligibility.*

### 1. Additional SAVE Verification

If the Initial System Response is unsuccessful, or if the system requests "Institute Additional Verification", more detailed information must be entered into the system, including first and last name, date of birth, and any known additional information. This information will automatically be forwarded to an Immigration Status Verifier. The response time for additional verification is three to five days, and may be found by logging back into the system after that time frame.

## 2. SAVE System Unavailable

If for any reason the SAVE System cannot be accessed, the paper SAVE forms, the G845 and G845-S may still be used.

## 2.5 SPECIAL FEDERAL AND STATE REQUIREMENTS

All state, local, and community agencies receiving funding directly and indirectly through the Office of Refugee Resettlement are to comply with Title VI of the Civil Rights Act, which requires that persons with limited English proficiency have access to benefits and services for which they may be eligible.

### 1. Access to Services by Persons with Limited English Proficiency

It is the policy of DSS to require and embrace a strong commitment to providing services to, and ensuring program accessibility for all eligible families. This policy applies to Limited English Proficient (LEP) and Sensory Impaired clients, whether services are delivered by DSS staff or by contracted vendor. DSS staff, who are responsible for the initial contact with refugees, are responsible for determining the language and mode of communication preferred by the client.

The local Client Special Services Coordinator (CSSC) must assure that the client is informed of his/her right to an interpreter, to other auxiliary aids, or to other resources at no cost to the client.

### 2. Use of Interpreters

The sponsor accompanying the client for the purpose of interpreting may, upon client's request, serve the client in the role of advocate while the agency uses a qualified interpreter to facilitate communication at no cost to the client. The client must be advised that a free interpreter will be made available at his/her request. Whenever possible, a qualified bilingual employee should be used to facilitate bilingual communication. Agency policy for use of qualified interpreters is set forth in the Policy and Procedures Guide for Services to Person with Limited English Proficiency or Sensory Impairment available with the Office of Individual and Provider Rights.

***NOTE: It is the agency policy that DSS clients, including refugees, cannot use family members or friends as interpreters. However, the case must be documented thoroughly if the refugee requests a family member or friend to serve as the interpreter.***

### 3. Confidentiality

Disclosure of certain information about a refugee between the local resettlement agency and the local Department of Social Services is allowed when it is directly necessary for the administration of and delivery of refugee services and entitlement services (benefit programs).

- A. The individual's name, address, and phone number, as well as, whether or not he or she has applied for or is receiving cash assistance, may be disclosed without written consent of the refugee.
- B. Other information may be shared with the written consent of the refugee, or in the case of a minor, the refugee's parent or guardian.

#### 4. Freedom of Information

- A. The Freedom of Information Act does not apply to case records.
- B. Case information, except medical records addressing mental health issues, can be released to the refugee, guardian, and authorized representative who has proper identification and a release of information documentation.

**EXCEPTION:** Mental records, including psychiatric and psychological examination reports, may not be personally reviewed by the refugee or his representative if the treating physician has made a written statement that a review of such records would be injurious to the refugee's physical or mental health or well-being

#### 5. Reporting Suspected Abuse & Neglect

Any refugee service provider is required to immediately report to the local Department of Social Services when the service provider has a suspicion that a child, an elderly person, or a disabled person, they are serving, is being abused or neglected.

## Chapter 3 Refugee Resettlement Program Services and Benefits

### 3.1 PROGRAM OVERVIEW

The Refugee Resettlement Program (RRP) performs and coordinates activities to enable the refugees and entrants resettled in South Carolina to reach economic self-sufficiency and social reliance. The benefits and services include medical screenings for new arrivals, cash and medical assistance, employment preparation and job placement, skills training, English language training, social adjustment and aid for victims of trafficking. These services may be provided through direct services or through agencies contracted by DSS.

### 3.2 REFUGEE MEDICAL SCREENING

Under the Refugee Act, Section 412 (b)(5), the Director, Office of Refugee Resettlement (ORR) is responsible for the provision of medical screening and initial medical treatment to all arriving refugees. In South Carolina, the refugee medical screening process is administered by the South Carolina Department of Social Services (SCDSS), under the Refugee Resettlement Program. SCDSS has the authority to plan, develop programs, and make rules and regulations pertaining to Refugee Resettlement Programs. The Department has a responsibility to ensure that refugee medical screening will be made available to refugees in accordance with the regulations established by the Federal Office of Refugee Resettlement (ORR) and the requirements detailed in the ORR State Letter #12-09 and 45 Code of Federal Regulation (CFR) Part 400.107.

Payment for medical screenings will be made only if the screening is initiated within ninety (90) days of the refugee's arrival into the United States (45 CFR 400.107). Refugee Medical Assistance (RMA) funds will be used to cover medical screening cost when no other funding source is available and with approval from the Office of Refugee Resettlement.

The initial medical screening is the refugee's introduction to the U.S. health care system and an opportunity for referral to appropriate continuing care.

The refugee medical screening is designed to:

- Ensure follow-up of refugees with conditions identified during the overseas medical exam;
- Evaluate current health status and identify health problems not identified during or developed subsequent to the overseas exam (which may have been performed up to one year prior to departure for the U.S.);
- Ensure refugees are referred for follow-up to specialty and primary care, as indicated;
- Identify conditions with a potential to adversely impact effective resettlement;
- Initiate appropriate immunizations: childhood immunizations and immunizations required for all refugees to adjust status to become Lawful Permanent Residents of the U.S; and
- Provide orientation to the U.S. health care system, including education about the availability and appropriate utilization of health services.

There are two components to the U.S. Refugee Medical Screening Protocol:

### **1. Overseas Visa Medical Examination**

Refugees resettling in the U.S. must receive an overseas visa medical examination prior to departure for the U.S. The overseas exam is the same for refugees worldwide and the components are specified by Federal Regulations. The purpose of the overseas exam is to identify refugees with medical conditions or psychological disorders that may be a danger to them or the general population, which, by law, would exclude them from entry into the U.S.

The overseas exam only provides baseline medical information; it does not allow for supplemental testing for refugees arriving from areas of the world where certain diseases may be endemic or epidemic. Many refugees come from areas where disease control, diagnosis, and treatment have been lacking, and the health care system and public health infrastructure have been interrupted for several years.

Since the overseas exam may be completed up to one year before departure, the refugee may develop a communicable disease or other health condition after examination, but before arriving in the U.S.

### **2. Domestic Medical Screening**

The domestic refugee medical screening differs significantly from the overseas exam. While the overseas examination is intended to identify medical conditions that will affect an applicant's entry into the U.S., the domestic medical screening is designed to eliminate health-related barriers to successful resettlement and protect the health of the U.S. population.

All newly arriving refugees are eligible for a federally funded, Refugee Medical Assistance (RMA) which covers the cost of the health screening examination. In accordance with federal guidelines, refugee medical screening must be initiated within 90 days of entry into the U.S. in order for the provider to be reimbursed by RMA funds through the SCDSS Refugee Resettlement Program.

The SCDSS Refugee Resettlement Program has contractual agreements with qualified health care providers to provide refugees with a medical screening at a rate agreed upon for each completed screening service. The agreed upon rates cannot exceed the allowable rates established under federal guidelines.

The health provider must be a licensed physician or qualified staff such as a physician's assistant, nurse practitioner, community health center, or clinic. If the refugee does not speak English, multilingual and multicultural interpreters or language services should be made available during the screening process. Use of the Language Line is allowable.

Health care providers that receive federal funds are required to provide equal access to services under Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons With Limited English Proficiency" (LEP Guidance).

Medical screening services must be coordinated with reception and placement services at the Voluntary Resettlement Agencies (VOLAGs). Lutheran Services of the Carolinas (LSC) in Columbia, and World Relief Spartanburg (WRS) are the current Refugee Voluntary Agencies in South Carolina. The VOLAG is responsible for providing refugees with resettlement assistance upon their entry into the U.S. The assistance includes referral services, e.g., health, employment, and education. They also assist refugees in obtaining the initial medical screening appointment.

Providers involved in the initial screening of refugees should have an understanding of, and be sensitive to, the psychological trauma refugees may have experienced in the migration process. It is essential for providers to understand that refugees may have been subjected to multiple stressors before migrating, while in flight, and, in many cases, during a temporary resettlement period prior to their arrival in the U.S. Although these stressors may have a long-term negative impact on effective resettlement for some individuals, the treatment of mental health needs of refugees should not be the focus of the initial medical screening. The initial screening process can, however, serve as an opportunity for providers to discuss with refugees the potential psychosocial difficulties they may experience during resettlement, and to refer refugees with identified mental health concerns to trained experts for evaluation and treatment.

## Chapter 4 Public Assistance Programs

### 4.1 ELIGIBILITY FOR BENEFITS

Refugees are entitled to apply for the same benefits and service programs that are available to U.S. citizens. If they meet the financial and non-financial requirements of those programs, they are eligible for Temporary Assistance to Needy Families (TANF), Medicaid, Supplemental Nutritional Assistance Program (SNAP), Low Income Energy Assistance Program (LIHEAP), and any other benefit program that is offered through the Department of Social Services.

1. The process to determine a refugee's eligibility for any of the public assistance programs available through DSS begins when the refugee applies for benefits at the local Department of Social Services (DSS). Refugee Cash Assistance (RCA) eligibility determination and any changes are made at the local county office.
2. The refugee completes the DSS 3800 "Application for the FI Program, SNAP Program and Refugee Cash Assistance (RCA)" or the online application for assistance at <https://scmapp.sc.gov/>.
3. Refugees who do not meet TANF requirements, may be eligible for time limited Refugee Cash Assistance. The rules for this program are contained in *Chapter 4 of this manual* and *Chapter 24 of the TANF Policy Manual*.
4. When a refugee obtains Lawful Permanent Residency status, their eligibility for TANF and SNAP does not change. If otherwise eligible, they remain eligible based on the original status given by USCIS.



## 4.2 TANF WORK REQUIREMENTS

A refugee, who is receiving TANF and is not exempt from the TANF work requirements, must participate with the Refugee Services Employment Program through the contracted employment service providers. [See Refugee Employment Services Program \(RESP\) described in Chapter 4.6 of this manual.](#)

## 4.3 REFUGEE CASH ASSISTANCE PROGRAM

### A. Program Purpose

The Refugee Cash Assistance (RCA) provides time limited cash assistance to eligible populations that meet the financial criteria of the TANF program, but do not meet a non-financial criterion. For example, adults with no dependent children may receive RCA. Families with minor children that meet TANF eligibility guidelines must be approved for TANF benefits and are not eligible for RCA.

The application for RCA must be made within the eight (8) month time requirement. [See Section 4.3 \(3\). “RCA Time Limits”.](#)

### B. RCA/TANF Relationship

The RCA Program mirrors the TANF Program in that the cash payment amount, the right to appeal, the collection of overpayment, and the repayment of underpayment is the same; and the first month of assistance is prorated from the date of application. RCA applications have the same timeliness standards as TANF cases. RCA benefits should be authorized no later than thirty 30 days after the application date.

Calculation of the initial month benefit must be done by county office staff. The initial month benefit amount is prorated from the date of application. Proration also applies to individuals added to the budget. If the prorated benefit amount is less than \$10, no benefit will be paid.

**NOTE:** *The RCA Calculation Workbook is an attachment in the TANF Policy Manual; it is a useful tool to assist eligibility staff in proration of the initial RCA benefits.*

Both RCA and TANF have a work requirement. The work requirement is met through registration and participation in the Refugee Employment Services Program and not by JUMMP providers. [See 4.6, Refugee Employment Services Program.](#)

## 1. Required Verification For RCA

A. Verification requirements for the RCA are the same as for the TANF Program for the following elements:

- 1) Qualified Alien status/SAVE
- 2) Income

B. There is no federal requirement that RCA recipients have a social security number or show proof of application for a social security number at the time of application.

C. Individuals who receive RCA are not considered in the TANF caseload and are not entered on the CHIP system for case processing.

D. Refugees that meet the following criteria must be referred to Social Security Administration (SSA) to apply for SSI when applying for RCA:

- Age 65 or older
- Blind
- Disabled

E. After RCA approval, the individuals may continue to receive benefits until approved for SSI, but not beyond the eight (8) month eligibility period. The RCA case must be closed when the refugee is approved for SSI.

## 2. Financial Requirements That Are Unique To RCA

A. Only income available on the date of application is considered for RCA eligibility.

B. Any assets that refugees may hold in their land of origin are not considered.

C. The income of a volunteer assisting a refugee or the Refugee Resettlement Office is not used in determining eligibility for the RCA program.

D. Shelter or in-kind resources provided to the refugee by the Refugee Resettlement Office is excluded.

E. Cash payments made to the refugee under the Department of State Reception and Placement Program are not counted as income or assets.

### 3. RCA Time Limits

There is an eight (8) month time limit on the receipt of RCA. RCA recipients, who continue to meet financial requirements, are eligible for RCA for up to eight (8) months. The date when the eight (8) month eligibility period begins depends on the status of the applicant.

- A. For refugees, and Afghans and Iraqis with Special Immigrant Visas, eligibility begins the date of arrival on the I-94.
- B. For Cuban/Haitian entrants, eligibility begins the date of approval on the I-94 or passport.
- C. For asylees, eligibility begins the date asylum is granted.
- D. For victims of human trafficking, eligibility begins the date indicated on the certification letter.

### 4. RCA Payment Level

The (RCA) benefit is based on the refugee family composition. The family size for RCA will be considered at the same level as the eligible filing unit for the TANF program. RCA is only available to **adults without dependent children**; therefore, the RCA benefit group will only consist of family with one (1) or two (2) adults. A refugee family with dependent children must apply for TANF.

The RCA Family Size and Current Monthly Benefit Amount:

RCA Payments	
Number in Benefit Group	Payment
1	\$ 166
2	\$ 224

This benefit amount will change when the TANF payment amount changes.

### 5. RCA Eligibility Determination

The policy for RCA eligibility determination can also be found in Chapter 24 of the TANF Policy manual.

RCA eligibility determination is made at the local county DSS office when an applicant files the DSS 3800 or online application for assistance. The eligibility worker completes the following forms: DSS 1324, Verification of Employment Services Registration of Refugees; DSS 1325, Authorization of Financial Assistance for Refugee Resettlement Program; and DSS 1326, Notification of Eligibility Determination for Refugee Resettlement Program.

*After approval, the county must notify the refugee staff of the RCA application by sending an email to [refugeeresettlement@dss.sc.gov](mailto:refugeeresettlement@dss.sc.gov).*

RCA payments are processed at the state office. For processing RCA payments, copies of the completed DSS forms; 1324, 1325 and 1326, must be sent to the State Office Refugee Resettlement Program, or must be available in the RCA folder in SCOSA.

**NOTE:** *Copies of these forms may be emailed to the State Office Refugee Resettlement Program staff at: [refugeeresettlement@dss.sc.gov](mailto:refugeeresettlement@dss.sc.gov), however, if the refugee applied for SNAP benefits, the worker should setup a “RCA” folder in SCOSA and scan the documents to that folder.*

After approval, RCA cases are reviewed by Refugee Resettlement Program staff at the State Office, and a payment invoice is prepared for the monthly payment which is issued by the State Treasurer’s Office.

## **6. Refugee Cash Assistance Case Closure**

RCA benefits must be terminated for any refugee recipient who has been in the U.S. for eight (8) months, as determined by the month and year of entry into the U.S; date on the I-94 or I551 card; or Certification Letter.

A. Case Closure may occur for the following reasons:

- Recipient becomes eligible for SSI benefits
- Moves out of State
- Recipient secures employment and income is over limit
- End of eligibility period

B. RCA Case Closure Procedures

With exception of the expiration of the eligibility period, the following actions must be initiated by county eligibility staff to request case closure. No action is required at the end of the eligibility period.

- 1) Complete the DSS 1325, Authorization of Financial Assistance for Refugee Resettlement Program, with the effective date of closure, and send to the State Office RRP, or scan the form in SCOSA, if appropriate.
- 2) Send the DSS 1326, Notification of Eligibility Determination for Refugees Resettlement Program, to the client at least 10 days before action is taken to close the case.

## **7. Overpayment Of Refugee Cash Assistance (RCA)**

Any overpayment that occurs in Refugee Cash Assistance payments should be recovered. Recoupment of this type of overpayment is handled in the same manner as TANF overpayments.

### **1. Detection and Establishment of RCA Claim**

A claim may be detected by Refugee Resettlement Program staff at the State Office or by local county office staff who handles RCA cases. A claim shall be established whenever a refugee receives RCA benefits in excess of the amount the individual was entitled to receive. If the overpayment is detected at the state level, local county office staff will be notified of the circumstance and the overpayment amount in order for the county to establish the claim.

### **2. Amount of Claim**

The difference between the amount actually received and the amount that should have been received is the amount of the claim.

### **3. County Staff Responsibilities for RCA Claims**

The county worker has the following responsibilities regarding procedures for RCA claims:

- A. Complete a summary of the details surrounding the claim.
- B. Attach appropriate information, evidence, documentation, etc., necessary to establish the claim for county supervisory review.
- C. Contact the refugee to discuss the overpayment and to obtain a signed repayment agreement, DSS 2627A, Repayment Agreement and Acknowledgement of Debt.
- D. Send a copy of the summary and documentation and a copy of the signed DSS 2627A, Repayment Agreement and Acknowledgement of Debt, to the Refugee Resettlement Program Office at the State office.
- E. Inform the refugee that the RCA repayments must be sent to the Financial Services Unit at State Office.

### **4. Repayment of RCA Overpayment**

The repayment agreement must contain due dates or time frames for the periodic submission of payments. The full amount of the overpayment should be repaid within 12 months.

## 8. FAIR HEARING RIGHTS

All applicants and recipients of Refugee Cash Assistance must be provided an opportunity for a fair hearing to contest adverse determinations. The fair hearing (appeal) is the administrative mechanism to protect the rights to due process of law when an adverse action is proposed.

- A. A written notice in English and a written translated notice, or a verbal translation of the notice, must be sent or provided to a refugee at least 10 days before the date upon which the action is to become effective.
- B. Upon notification of a proposed adverse action, the applicant or recipient has the right to request a fair hearing to contest the proposed action.
- C. When the request is received, the individual should complete a DSS-2633, Request for Fair Hearing, if possible. If the request is made orally, the county staff must complete the DSS-2633 as completely as possible.
- D. The request for fair hearing is sent to the Office of Individual & Provider Rights within Two (2) business days of the request.

### 4.4 REFUGEE MEDICAL ASSISTANCE PROGRAM (RMA)

Refugee Medical Assistance (RMA) provides timed limited medical assistance to refugees that meet certain eligibility criteria and are not eligible for other Medicaid categories. Eligibility for RMA is determined by designated Medicaid staff. RMA eligibility is determined according to the policies and procedures defined in the Patient Protection and Affordable Care Act of 2010, also known as the Affordable Care Act (ACA). Under the ACA, eligibility is determined using the criteria for the Parent/Caretaker Relative Medicaid Program (PCR) using the Modified Adjusted Gross Income (MAGI) methodology. There is no asset test or resource limit. If the applicant does not qualify for any Medicaid Program or SCHIP benefits, eligibility is determined under the Refugee Medical Assistance.

***NOTE: Families that meet other Medicaid eligibility guidelines must be evaluated and approved for other Medicaid programs before considering Refugee Medical Assistance.***

#### 1. Refugee Medical Assistance (RMA) Eligibility Requirements

- A. Applicant must meet an eligible non-citizen status and have qualifying documents.
- B. Applicant is not eligible for any other Medicaid category.
- C. Applicant does not have dependent child(ren).

D. On the date of the application, applicant must meet income eligibility standard (164%) FPL.

## 2. RMA Application Process

Any refugee wishing to apply for medical assistance has the opportunity to apply in person, by mail or online. Upon arrival in South Carolina, refugees are assisted by the resettlement agency. The resettlement agency provides a letter verifying refugee status. A copy of the letter along with legal documentation and a Medicaid application are sent to an assigned eligibility worker at SCDHHS to process.

Applications for RMA are processed, and the eligibility determination is made no later than 30 days after the application is filed.

When approved for RMA, all medical services that are available to eligible US citizens are also available to refugees during their eligibility period.

## 3. Refugee Medical Assistance Eligibility Period

RMA recipients are eligible for benefits up to eight (8) months. The date when the eight (8) month eligibility period begins depends on the status of the applicant.

- A. For refugees, and Afghans and Iraqis with Special Immigrant Visas, eligibility begins the date of arrival.
- B. Cuban/Haitian entrants, eligibility begins on the date of approval on I-94 or passport.
- C. For asylees, eligibility begins the date final asylum is granted.
- D. For victims of human trafficking, eligibility begins the date indicated on the certification letter.

***NOTE: Each SIV, principal applicant, spouse, or unmarried child under 21 years of age, has an individual eligibility period when the date of entry is not the same. The date of eligibility for benefits is the date the immigrant was admitted to the U.S. as an Iraqi or Afghan Special Immigrant, not the date of application for benefits and services.***

## 4.5 REFUGEE SOCIAL SERVICES (RSS)

Refugee Social Services are provided to support employability services and other services that address barriers to employment. RSS may be provided to qualifying refugees for up to five (5) years from the date of entry into the United States.

A wide range of services are available under this program. Refugees applying for, or in receipt of, RCA and RMA are automatically eligible for RSS.

Refugees who gain employment and request social services assistance remain eligible for assistance if their income is below 200% federal poverty level. This is the same eligibility guideline used in Title XX Social Service Programs.

Major Refugee Social Services (RSS) include employment services (Refugee Services Employment Program) and case management. Other Social Services available to eligible individuals are outlined in [Section 4.9 of this Chapter](#).

**Priority in Provision of Services** – Social Services are provided to refugees in the following order of priority:

- A. All newly arriving refugees during their first year in the U.S. who apply for services;
- B. Refugees who are receiving cash assistance;
- C. Unemployed refugees who are not receiving cash assistance; and
- D. Employed refugees in need of services to retain employment or to attain economic independence.

## **4.6 REFUGEE EMPLOYMENT SERVICES PROGRAM (RESP)**

This chapter provides guidance to refugee service's providers under contract with the DSS Office of Refugee Services to provide a Refugee Services Employment Program.

### **A. Program Objective**

The objective of the Refugee Employment Services Program (RESP) is to assist refugees in job preparation, conducting job search, identifying employer prospects, conducting employment interviews, accepting an offer of employment as soon as possible after work registration, and to remain employed.

All refugees who enter the U.S., who are able, must register for and obtain employment as soon as possible after entry to this country. The first step in this process requires refugees to have written plans for employability (an individual employment plan and if appropriate; a plan for helping the entire family obtain self-sufficiency). These plans determine the appropriate skills, training, and services necessary to help the refugee and his/her family become self-sufficient through timely employment.



## **B. Eligibility for Employability Services**

RESP services are provided to any person who:

1. Has documentation from an authorized federal agency verifying that the person is a refugee, has been granted asylum, is certified as a victim of human trafficking, or meets another refugee-eligible status;
2. Has had a refugee-eligible status for less than five years from the date of arrival; or
3. Is 16 years of age or older and not a full-time student at an elementary, middle, or secondary school, with the exception that assistance with part-time and summer employment may be provided to these otherwise ineligible individuals.

## **C. Criteria for Exemption from Employability Services**

1. Illness – verified temporary illness expected to last 90 days.
2. Incapacitated – verified illness expected to last more than 90 days.
3. Aged – verify that individual is age 65 or over – Refer to apply for SSI.
4. Required in the home due to illness/incapacity of household member – Verify the illness of household member that requires individual's presence.

## **D. Special Service Delivery Rules**

1. All refugee eligible populations must be given the opportunity to register for RESP services.
2. RESP services are to be provided in a manner that is culturally and linguistically compatible with the client's language and cultural background.
3. Both male and female registrants must be provided equal employment and job placement services.
4. RESP services may continue after a client enters employment for the purpose of assisting with job retention and job improvement.
5. An employable refugee recipient of RCA or TANF must not voluntarily quit a job to receive benefits or refuse to apply for or accept an appropriate offer of employment.

## **E. Work Registration Process**

The RESP Registration Form, DSS 1324, serves as verification of work registration. It is completed at the time a person applies for financial assistance at the county office.

The DSS eligibility staff must complete Part I of DSS 1324 and send to contracted employment provider to confirm refugee work registration, via mail, fax or email, if available, to:

Lutheran Services in the Carolinas  
1118 Union St.  
Columbia, SC 29201  
Fax Number: (803) 750-9920

Or

World Relief Upstate  
Wade Hampton Blvd., Suite C4  
Greenville, SC 29615  
864-729-8655 (Main)  
Fax Number: (864) 729-8677  
Email: [upstatesc@wr.org](mailto:upstatesc@wr.org)

A copy of the completed DSS 1324 is retained in South Carolina Office Scanning Application (SCOSA).

#### **F. Employability/Self-Sufficiency Plan**

An individual Employability/Self-Sufficiency Plan (ESP) is developed with each RESP registrant. It is to include the steps needed for the registrant to attain self-sufficiency. The Employability/Self-Sufficiency Plan must state employment goals, detailing the tasks and time frames to be taken by both by the refugee and RESP staff, to meet those goals, and identify known obstacles to immediate employment and the strategies to remove those obstacles.

1. When a RESP participant is receiving TANF benefits and is subject to the TANF work requirements, the ESP must be modified to reflect a joint plan developed with the TANF staff assigned to work with the participant.
2. If the ESP was developed prior to the RESP participant's receipt of TANF, updates must be made to reflect the joint planning completed with the TANF staff.
3. When a participant is receiving an eight (8) month time-limited RCA, the RESP staff should explain the financial consequences of not being employed when the cash assistance ends.
4. The RESP staff assesses the effectiveness of the individual employment plan every 30 days and makes revisions as necessary.

## **4.7 REFUGEE EMPLOYMENT SERVICES**

### **1. Employment Services include:**

- a) Pre-employment and post-employment counseling, coaching, and mentoring to assist the refugee in obtaining and maintaining employment, and obtaining salary increases and job upgrades;
- b) Job referral, job search, job placement, and follow-up assistance;
- c) Workplace orientation which is a formalized curriculum that includes rules and expectations of the American workplace compared to refugee's work experiences in other countries;
- d) Job development which is direct employer contacts by RESP staff for the purpose of finding jobs for refugees who need direct assistance in obtaining and maintaining employment consistent with their abilities, skills, and experience in the U.S. labor market;
- e) On-the-job training which is working for an employer who provides training at the workplace on how to perform the work required and being paid a wage for the work done; and
- f) Apprenticeship and skills recertification should be for no more than one year.

### **2. Appropriate/Suitable Employment**

RESP staff must assist refugees in finding appropriate jobs. Appropriate employment can be temporary, permanent, full-time, part-time, or seasonal, if the work meets wage, hour, and other work standards.

The following standards must be met before an employable refugee recipient is required to accept a work or training assignment:

- a) Wage must meet or exceed the Federal or State minimum wage, or not be substantially less than the wage normally paid for similar work in the labor market.
- b) Daily and weekly hours of work must not exceed those customary to the occupation.
- c) No individual can be required to accept employment if the offered position is vacant due to a strike, lockout, or other bona fide labor dispute.
- d) Job or training assignment must be related to the individual's physical and mental capability to perform the task regularly.

- e) Total round trip daily commuting time, excluding the transportation of a child(ren) to and from a childcare facility, must not normally exceed two hours.
- f) Child care, if needed, must be provided by DSS.
- g) Work or training site must not be in violation of federal, state, and local health and safety standards.
- h) Discriminatory assignment based on age, sex, race, creed, color, or national origin must not be made.

### **3. Good Cause Reasons for Non-Participation**

The RESP provider will determine good cause for non-participation with RESP requirements based on the following factors:-

- a) A job offer is refused because it does not meet the definition of appropriate/suitable employment.
- b) A participant is age 16 or 17 and is attending elementary, secondary, vocational, or technical school as a full-time student.
- c) A participant is age 18 and is a full-time student in a secondary school or in the equivalent level of vocational or technical training and is expected to complete this program before reaching age 19.
- d) A participant has medical evidence that he or she has an injury or medical condition that is serious enough to temporarily prevent entry into employment or training.
- e) A participant has a physical or mental impairment that a doctor or psychologist has determined prevents the individual from engaging or participating in employment or training on an ongoing basis.
- f) A participant is caring for a household member who has been determined by a physician or psychologist to have a physical or mental impairment which requires care in the home on a substantially continuous basis and neither the participant nor the RESP provider has been able to arrange for care for the family member.
- g) A participant has a child under the age of 12 months.
- h) There is a break in full time employment that is expected to last a minimum of 30 days.
- i) A refugee is working in unsubsidized employment at least 30 hours a week.

- j) Transportation is unavailable as determined by the RESP staff.
- k) A participant is in an emergency situation that is verified by the RESP provider.

#### **4. Sanctions**

Refusal of any employable refugee recipient to register with RESP, carry out job search, go for a job interview arranged by RESP staff, or to accept or continue employment or training without good cause results in the following actions:

- a) RESP staff counsels the refugee within seven days to provide an understanding of the implications of the refusal.
- b) RESP staff notifies DSS of non-compliance.
- c) According to DSS program policy, benefits are terminated 30 days after the date of the original refusal when a refugee continues to refuse an offer of employment or training. A notice must be sent to refugee 10 days prior to termination of benefits.

#### **5. Ineligibility Due to Employment Training Requirements**

An employable refugee, who applies for financial assistance, is not eligible if in the 30 days before receipt of benefits he/she:

- a) Voluntarily quits a job without good cause; or
- b) Refuses to apply for or accept an appropriate offer of employment.

### **4.8 REFUGEE CASE MANAGEMENT**

Case management services means the determination of which service(s) to refer a refugee to, referral to such service(s), and tracking of the refugee's participation in such service(s).

1. Refugee case management services include, but is not limited to:
  - A. An assessment of the participant's employment needs and the services that will be needed to move the participant to self-sufficiency.
  - B. Coordination and interaction with other community and agency resources.
  - C. The delivery of services in a manner that is both comprehensive and collaborative with the participant.

- D. Job follow-up to determine if a participant who enters employment is still employed and if additional services are needed to maintain employment.
2. Case management requires the completion of an Employability/Self-Sufficiency Plan (ESP).
    - A. The ESP must be updated as activities are completed and new ones start.
    - B. If the participant does not achieve self-sufficiency within 12 months of RESP registration, a new ESP focusing on intensive services, must be completed.

## **4.9 OTHER REFUGEE SOCIAL SERVICES**

Refugee Social Services supports employability services and other services that address barriers to employment. Social services funds are used to enable refugees to obtain jobs within one year of becoming enrolled in services. Social Services may continue to be provided after a refugee has entered a job to help the refugee retain employment, or to secure to a better job. Services include:

- English Language Training
- Vocational Skills Training, including Drivers Education and Vocational Education
- Skills Recertification
- Citizenship and Immigration Services
- Transportation
- Child Care
- Translation & Interpretation services
- Social Adjustment services, including Information & Referral, Emergency Services, and Health-Related services

Social Service funds may not be used for long-term training programs such as vocational training that last for more than a year, or educational programs that are not intended to lead to employment within a year.

### **1. English Language Training (ELT)**

Learning English is the primary component in helping the refugee obtain employment, maintain or increase employability skills or prepare refugees for citizenship process. This instruction can take place in a wide range of settings, such as high schools, and its availability is generally offered days, evenings and weekends to pave the way to meet the varying schedules of refugee families.

When ELT is part of the individual employment plan, training should be concurrent with employment or employment activities. ELT should be outside the client's normal working hours. English Language Training may be provided directly by RESP staff or purchased.

## **2. Vocational Training**

Vocational Training is a popular program with many refugees because it provides skills that are needed in the employment market in a short period of time. The program also permits driver education and training as long as this is part of the refugee's ESP. Vocational or career training should not interfere with employment activities and must not exceed one year.

## **3. Skills Certification**

Social Services funds may be used for skills certification for those refugees who seek recertification of licenses in their respective professions.

Certain restrictions, however, apply, including the provision that the training necessary for this program does not exceed one year, and the refugee must be currently employed at the time he or she is seeking skills certification training and services.

## **4. Child Care**

Payment for child care services is provided when necessary for participation in an employability service or for the acceptance or retention of employment. Payment can be either a direct or purchased service. Refugees with dependent children in need of child care must be referred to DSS child care staff for services. RSS may provide child care services when no other source is available.

## **5. Transportation**

Transportation service is provided, when necessary, for participation in an employability service, or for the acceptance or retention of employment. Transportation related to an employment activity can be either a direct or purchased service. If the participant is not an FI recipient, this service should be coordinated through the State Office of Refugee Services.

## **6. Assistance in Obtaining Employment Authorization Documents (EAD)**

Assisting with EAD documents is allowed when necessary to gain employment.

## **7. Citizenship and Naturalization Services**

This service focuses on helping refugees become self-sufficient and meet all their immigration obligations to ensure continued residence in the U.S. Included under this service are Civics/English Language Institute (ELI) classes. Citizenship and naturalization preparation services provided include:

- English Language Training, and civics instruction to prepare refugees for citizenship;
- Application assistance for adjustment to Legal Permanent Resident status and citizenship status;

- Assistance to disabled refugees in obtaining disability waivers from English and civics requirements for naturalization; and
- The provision of interpreter services for the citizenship interview.

Due to the amount of the Social Services Grant received by the State, assistance with citizenship and naturalization preparation services is limited. Current assistance is provided by supplying referral information and USCIS forms and instructions when requested. Additional services will be provided should funds become available to the State.

## **8. Translation and Interpreter Services**

Translation and interpreter services are allowable, when necessary, in connection with employment or participation in an employability service

## **9. Information & Referral, Emergency Services, and Health-Related Services**

### **DSS will provide:**

- Information and referral services to appropriate resources;
- Assistance in scheduling appointments and obtaining services;
- Counseling to individuals or families to help them understand and identify physical and mental health needs and maintain or improve their physical and mental health; and
- Other Social Adjustment services, all aimed at providing aids to smooth the process to employability for the refugee and his/her family.

## **4.10 UNACCOMPANIED REFUGEE MINOR (URM)**

The URM program assists unaccompanied minors in developing appropriate skills to enter adulthood and to achieve economic and social self-sufficiency. Services provided through the program include English Language Training, career planning, health/mental health needs, socialization skills/adjustment support, family reunification, care and placement appropriate to the child's needs and education/training, and linguistic/ethnic/religious preservation.

Minors must be under the age of 18 in order to qualify for the program, but can remain, in most cases, until age 20 or 21, depending on state guidelines for emancipation. Generally, unaccompanied minors are not eligible for adoption.

A lawfully admitted refugee/entrant unaccompanied minor, regardless of national origin, is eligible for the same benefits and services available to a foster care child.

Two lead voluntary agencies (VOLAGS), the Lutheran Immigration and Refugee Services (LIRS) and the United States Conference of Catholic Bishops (USCCB), work in conjunction with Department of State and ORR on the Unaccompanied Refugee Minors program.



Affiliate sites are located in: Phoenix, AZ; San Jose, CA; Washington, DC; Miami, FL; Boston, MA; Grand Rapids, MI; Lansing, MI; Jackson, MS; Fargo, ND; Rochester, NY; Syracuse, NY; Philadelphia, PA; Dallas, TX; Houston, TX; Salt Lake City, UT; Seattle, WA; and Tacoma, WA.

***NOTE: Currently, South Carolina is not a resettlement state for Unaccompanied Refugee Minors.***

In the case where a refugee child becomes eligible for child welfare services after arriving in the state, SCDSS will act as legal guardian for and provide for all assistance available under current laws and regulations. The same benefits and services available to other children that receive child welfare services in South Carolina will be provided to Unaccompanied Refugee Minors (as defined by ORR), regardless of national origin. Child Welfare Services for unaccompanied refugee minors shall adhere to 45 CFR 400.5 (e) and 400.112.

#### **4.11 REFUGEE SERVICES MONITORING**

Refugee staff will monitor the performance of service providers to assess compliance and to evaluate the success of service delivery. Program monitoring includes preparing financial budgets, tracking expenditures, and submitting of required reports of program activities.

# Chapter 5 Non-Emergency Repatriation Program

## 5.1 OVERVIEW

For purposes of this program, a repatriate is a U.S. Citizen or dependent of U.S. citizens who have returned or been brought from a foreign country to the U.S. due to poverty, illness, war or the threat of war and do not have immediate access to resources to meet their needs. The individual and/or family must be certified by the Department of State as eligible for benefits under the Repatriation Program (RP).

### Purpose

The purpose of the RP is to provide temporary, short-term assistance to U.S. citizens and their dependents that experience unexpected and unavoidable problems abroad and to assist them upon their return to resume their lives as quickly as possible. RP benefits are provided in the form of a loan, which is to be repaid to the U.S. Government.

## 5.2 MASS REPATRIATION DUE TO EMERGENCY EVACUATION

In times of extreme emergency and a mass evacuation of U.S. citizens in a foreign country is ordered, large numbers of repatriates may be airlifted into South Carolina. In such a situation, the Department of Defense, SC Emergency Preparedness Division, and DSS Disaster Response Services will coordinate efforts and the SC Emergency Repatriation Plan will be activated, superseding the policy outlined in this chapter. Disaster Response Services and other appropriate entities prior to activation will train any county affected by a mass evacuation.

***NOTE: Mass Emergency Repatriation is operated by the State Emergency Management Services and is not included in services covered in this chapter.***

### 5.3 INITIAL ELIGIBILITY DETERMINATION

The initial eligibility determination for the citizen or his/her dependents will be made by the US Department of State and information regarding the case will be forwarded to the State Refugee Resettlement Office prior to the repatriate arriving at the designated port of entry.

**Qualifications:** To qualify as a non-emergency repatriate, the individual must be:

- A. A U.S. citizen or a dependent of a U.S. citizen
- B. Returned or restored to the U.S. from a foreign country due to:
  - 1. Destitution of the U.S. citizen
  - 2. Illness of the U.S. citizen or any of his/her dependents
- C. Without resources immediately accessible to meet his/her needs.

#### **Repatriation Program (RP) Eligibility**

The U.S. Department of State begins the eligibility process and determines which individuals are eligible for RP.

##### 1. Time Frame

The maximum eligibility period under the RP is 90 days from the date of arrival in the U.S.

##### 2. Process Flow

The following information will be forwarded to DSS State Office, Refugee Resettlement, through the federal Office of Refugee Resettlement (ORR) service provider, International Social Services (ISS)-USA:

- A. Information on the individual or family
- B. Plans for the repatriate's return to the U.S.
- C. Individual's physical and mental condition

The State Refugee Resettlement Office (SRR) will be the point of contact between ISS and the local DSS county office. When the SRR is notified that a repatriate will be arriving in a certain county, the county director or designee will be notified. The county will then assume responsibility of the case. All county staff that will be involved should be informed of a possible case. The county must determine if additional assistance is needed from state office, such as guidance from the Office of General Counsel, or Child and Adult Protective Services.

The county will be responsible for assigning staff to communicate with ISS in arranging services and coordinating the time to meet the repatriate at the port of entry/airport. The county staff will help in securing core services for the repatriate, as needed. The assigned worker may be either Human Services or Economic Services program staff. Case assignment should be determined based on the repatriate's condition and other information provided in the case notes from ISS.

## 5.4 ELIGIBLE SERVICES

Individuals eligible under the RP receive the following services at a reasonable cost:

**NOTE:** *A cost is reasonable if it is recognized as ordinary and necessary. It reflects the decision a prudent person would make in purchasing the item AND the item is necessary for the completion of program or project objectives.*

### A. Financial benefits

**CAUTION:** *Temporary financial benefits are provided in the form of a loan, which is to be repaid.*

Direct expenses:

- Food voucher, Meals
- Cash assistance (equivalent of the TANF rate)
- Clothing (weather appropriate clothing, uniforms, including shoes)
- Toiletries (personal hygiene)
- Medical care not covered by Medicare or Medicaid
- Medications for the use of the repatriate
- Lodging, Rent, security deposit
- Telephone and communication (prorate if not entire month)
- Training necessary for employment
- Counseling
- Transportation (weekly, monthly bus pass, taxi service, or mobility service)

### B. Necessary medical treatment

### C. Social Services

**NOTE:** *Social services may include, but are not limited to:*

- Meet the repatriate, when requested, at the port of entry.
- Contact repatriate's family, if requested.
- Assess the needs of the repatriate and initiate services.
- Provide temporary assistance for up to 90 days.
- Provide referrals to appropriate agencies according to need.
- Provide documentation of services.

**CAUTION:** *Once the final destination is reached, individuals who meet all eligibility criteria should be processed for TANF, SNAP, and other DSS services. Repatriates would continue to be eligible for RP benefits, not to exceed 90 days, only until the first financial payment is received.*

### **Eligibility Period Extensions**

Typically, these services are provided for no more than 90 days. Certain temporary assistance may be provided beyond the 90-day period. Extension requests for temporary assistance must be submitted to ORR or its grantee, International Social Services, ISS-USA at least two weeks before the 90-day period expires.

## **5.5 Repatriate Referral**

State Refugee Coordinator will notify the appropriate county office when information is received from International Social Services (ISS)-USA, that an eligible repatriate is expected to arrive.

## **5.6 County Case Management Responsibilities**

- a) Meet and greet the repatriate at the port of entry (POE);
- b) Provide clients with information about the program and services available at the state and local level;
- c) Obtain a signed repayment agreement form;
- d) Determine the repatriate's needs based on the availability of his/her resources and coordinate all necessary services for the repatriate;
- e) Provide repatriates with temporary assistance as authorized under program regulation ;
- f) Assist repatriate with timely processing and application of available services, such as Medicaid and SNAP;
- g) Perform periodic reviews to ensure program eligibility;
- h) Provide periodic reports and/or case updates to ORR and/or its grantee ;
- i) Provide information and/or assist repatriate with their requests for extensions, waivers, and/or deferrals;
- j) Maintain case file with sufficient documentation to validate all expenditures ;
- k) Keep honest track of time during case planning, follow-up and closing; and
- l) Document time spent on the repatriate program along with a detailed description of the activities performed.

## 5.7 Repayment Requirement

An individual who has received benefits under the RP will be required to repay the cost of such aid.

### Possible Repayment Waiver

The assigned Case Worker (FI or Human Services), as appropriate, must explain this requirement to the repatriate and must have him/her sign a repayment agreement, regardless of his/her ability to repay. Federal regulations provide for waiving repayment under certain circumstances.

### Waiver Conditions

A waiver and/or deferral of repayment must be requested in writing by the repatriate or repatriate's representative. Repatriates should submit their requests within 30 days upon receipt of a demand for payment letter from Program Support Center (PSC). (ISS-USA will follow the Debt Waiver processing procedure).

A formal request in writing must be submitted to ISS-USA to request a waiver. The locally assigned caseworker may assist the client in completing the waiver request. Requests for waiver and deferrals should be sent to ISS-USA Waiver Department by mail at 200 E. Lexington Street, Suite 1700, Baltimore, MD 21202, or email at [iss-usa.org](mailto:iss-usa.org).

Requests should include the following information: A clear statement advising that they are requesting a waiver or deferral. Such statement should also include a detail explanation of the reason/s why they cannot pay the Federal Government. This written request should indicate the repatriate's full name, DOB, last 4 digits of social security number, date repatriated, country repatriated from, state of final, and other information considered relevant to the case.

Upon receipt of the written request, ISS-USA will immediately reply with an acknowledgment letter outlining the items and information/forms necessary to complete the waiver process. Included within the acknowledgment letter is a Financial Debtor Form (CMS-379) which should be completed and returned to ISS-USA within the specified time. These forms are also located on ISS website: [www.iss-usa.org](http://www.iss-usa.org). Debtors can complete this forms and send them with their request.

Acceptable conditions for waiver may include the following:

- A. Repatriate does not have, and is not expected within a reasonable time (one year) to have, income and resources sufficient for more than ordinary needs;
- B. Repatriate is mentally ill.

### Funding

Financial and medical assistance to the repatriate is provided from county funds, such as Project FAIR, and subsequently reimbursed to the county office by the ORR contractor, ISS-USA.

### Reimbursement Procedures

The Repatriation Program is federally funded and authorized service providers can be reimbursed by the Federal government for 100 percent of all reasonable and allowable program costs, contingent upon availability of funds.

These costs fall into two categories:

- 1) Direct services: Costs of Direct Assistance to Repatriates (food voucher, hotel, taxi, etc.)
- 2) Administrative services: Case Management and other administrative costs

Case management hours, County administration, and case management costs are not subject to repayment by the repatriates, but are reimbursable to the county by HHS/ORR.

1. County personnel costs claimed to the Repatriation Program must be directly attributable to a specific repatriation case.
2. Keep honest track of your time during case planning, follow up, and closing. Notes will be carefully reviewed to ensure that claimed time is reasonable.
3. Time spent on the program must be properly recorded, along with a detailed description of the activities performed.

To document case management hours and rates:

- Determine the hourly rate for your state/county
- Track the time in a database or time log
- Take good notes of all interactions with the repatriate
- Print case notes, if allowed
- Document conversations, visits, etc.

The completed reimbursement request contains:

1. **Properly completed and signed** Privacy Act Statement and Repayment Agreement or decline service form
2. **Cover letter** containing the name, address, telephone number, and e-mail address of the county contact person for the claim; the time period covered by the claim (i.e., April 16, 2015 – May 16, 2015); and the agency to which the reimbursement should be issued.

3. **Properly completed SSA-2061 and SSA-3955**, detailed explanations of all costs; with the current address of the repatriate;
4. **All supporting documentation**, such as original receipts, copies of checks, and signed cash disbursement acknowledgment forms.
5. **Case notes** with detailed description of the activities performed and itemize the spent time in hours and minutes.

## **5.8 REPATRIATION FORMS**

1. Pamphlet, Temporary Assistance for Repatriates
2. Repayment Agreement
3. SSA-2061
4. SSA-3955



# **Refugee Resettlement Program (RRP) Tool Kit**

**1: Need Standard Table**

**2: Application for Refugee Social Services (TO BE USED BY SERVICE PROVIDERS)**

**3: Referral/Communication Form (TO BE USED BY SERVICE PROVIDERS)**

**4: Consent to Release Information (TO BE USED BY SERVICE PROVIDERS)**

**5: Mutual Agreement Plan**

**6: DSS Form 1324**

**7: DSS Form 1325**

**8: DSS Form 1326**

## What's New?

### What's New – Vol 1 09/2016

N/A

### What's New – Vol 2 01/2017

“FI” has been updated to “TANF” throughout the Refugee Resettlement Program Manual.

The 2015 Need Standard Table has been replaced with the 2016 version in the Tool Kit.

### What's New – Vol 3 09/2017

The word “Alien” has been replaced throughout the Refugee Resettlement Program Manual to “Non-citizen”.

## **1: NEED STANDARD TABLE**

The following table lists the Need Standards for TANF effective October 2016:

Number in Benefit Group	Annual Federal Poverty Guidelines 2015	200% Monthly Federal Poverty Guidelines 2015	Monthly Federal Poverty Guidelines	Gross Income Limit (185% of Need)	Need Standard (50% of Poverty)	Payment Standard ( <b>33.72%</b> of Need with no income)
1	\$11,880	\$1,980	\$990	<b>915</b>	\$495	<b>166</b>
2	\$16,020	\$2,670	\$1,335	<b>1233</b>	\$667	<b>224</b>
3	\$20,160	\$3,360	\$1,680	<b>1554</b>	\$840	<b>283</b>
4	\$24,300	\$4,050	\$2,025	<b>1872</b>	\$1012	<b>341</b>
5	\$28,440	\$4,740	\$2,370	<b>2192</b>	\$1185	<b>399</b>
6	\$32,580	\$5,430	\$2,715	<b>2510</b>	\$1357	<b>457</b>
7	\$36,730	\$6,122	\$3,061	<b>2830</b>	\$1530	<b>515</b>
8	\$40,890	\$6,816	\$3,408	<b>3152</b>	\$1704	<b>574</b>

***NOTE: For family sizes over 8, \$174 is added to the Need Standard for each additional person. To determine Gross Income, multiply 1.85 and drop the cents. To determine Payment Standard/Award, multiply Need Standard by .3372 and drop the cents.***

## 2. APPLICATION FOR REFUGEE SOCIAL SERVICES

**South Carolina Department of Social Services  
Refugee Resettlement Program  
Refugee Social Services**

In order to be considered for services under the Refugee Resettlement Program, the following application must be completed and sent to the Refugee Resettlement Office at DSS.

**The following documents will be required if not on file at the Refugee Resettlement Office:**

1. A service referral from Refugee Reception & Placement Agency;
2. A copy of Asylum Approval Letter for asylees;
3. A copy (of I-94 Departure Record) or I-551 (Permanent Resident Card/Green Card); *If not already on file at DSS;*
4. A copy of the Certification Letter for Victims of a Severe Form of Trafficking in Persons issued; by the Office of Refugee Resettlement if a victim of trafficking; *If not already on file at DSS;*
5. A copy of valid South Carolina Beginner's Permit if applying for Driver Training; and
6. If employed, a copy of check stubs for last 4 weeks. If on a new job, a statement from employer showing expected work hours and rate of pay.

Send the completed application with the above required documents to:

Refugee Resettlement Program  
SCDSS  
Room 206  
P.O. Box 1520  
Columbia, SC 29202-1520

If you have any questions or need assistance in completing this application, please call the Refugee Resettlement Program at one of the numbers listed below.

Local: (803) 898-7303; (803) 898-8073 or (803) 898- 0989  
Toll Free: 1-800-922-1548  
Fax: (803) 898-7156

**NOTE: Refugee Social Services may only be provided when needed to obtain, maintain or improve employment. An Employment Plan must be developed with staff at the contracted Employment Services Office and submitted to the Refugee Resettlement Office at SC Department of Social Services with this application.**

South Carolina Department of Social Services  
Refugee Resettlement Program

APPLICATION FOR REFUGEE SOCIAL SERVICES

\_\_\_\_\_  Male  Female  
(Name)

Address: \_\_\_\_\_  
(Current Address)

\_\_\_\_\_  
(City) (State) (Zip Code) (Telephone)

I am applying for services provided through the South Carolina Refugee Program and/or its providers. I have checked each service I am applying for below:

- Job Placement                       Vocational Training                       Skill Recertification
- Driver Training                       Child Care                       Translation/Interpretation
- English as a Second Language (ESL)                       Other \_\_\_\_\_

Date Service Needed: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Alien Number: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Date arrived into the U.S.: \_\_\_\_\_ Date arrived into South Carolina: \_\_\_\_\_

Name, address, and telephone number of my current employer:  
\_\_\_\_\_

Name, address, and telephone number of my spouse's current employer (if married):  
\_\_\_\_\_

I agree to notify in writing (either in English or native language) the Refugee Resettlement Program, at South Carolina Department of Social Services, P.O. Box 1520, Columbia, South Carolina 29202, and/or its providers of any changes in my family as long as I am receiving any of the above-mentioned services.

I also understand that employability services with the Reception and Placement office may be delayed or terminated, if I fail to follow through with the requirement of the service I receive unless I have good cause as described in the Refugee Program Policy Manual at DSS.

I also understand that I have the right to appeal any actions taken by the Employment Services staff through the Refugee Program Office at SC Department of Social Services.

I understand that it is a violation of State and Federal laws to make false statements in order to obtain refugee services.

\_\_\_\_\_  
Refugee Applicant Signature                      Date

**South Carolina Department of Social Services  
Refugee Resettlement Program  
Statement to Request Refugee Social Services**

To be completed by Employment Service or Reception & Placement Case Management Staff:

**The service requested is needed to assist in achieving employment or self-sufficiency as outlined in the Individual Service/ Employability Plan.**

**Summarize the need for this service and how it will assist the individual in achieving self-sufficiency:**

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**INDICATE APPLICABLE ATTACHMENTS:**

- Service Plan for Employable Individuals (Parts C & E)**
- Client Referral/Communication Form**
- Consent to Release**
- Other \_\_\_\_\_**

**Completed by: \_\_\_\_\_**

\_\_\_\_\_  
**Signature - Case Manager or Job Developer**

\_\_\_\_\_  
**Date**

### 3: Referral/Communication Form

REFUGEE RESETTLEMENT PROGRAM  
CLIENT REFERRAL/COMMUNICATION FORM

Refugee Name: \_\_\_\_\_

Social Security No.: \_\_\_\_\_

Vocational Goal: \_\_\_\_\_

Referral for the following services:

- Vocational Training                       Skill Recertification                       Driver Training
- English as a Second Language (ESL)                       Translation/Interpretation
- Child Care                       Other \_\_\_\_\_

If this referral is for multiple services please indicate the priority of each service.

1<sup>st</sup> \_\_\_\_\_ Service Provider /Location if known: \_\_\_\_\_

2<sup>nd</sup> \_\_\_\_\_ Service Provider /Location if known: \_\_\_\_\_

3<sup>rd</sup> \_\_\_\_\_ Service Provider /Location if known: \_\_\_\_\_

**NOTE: Refugee Services may only be provided when needed to obtain, maintain or improve employment. An Employment Plan must be developed with the case manager or job developer and submitted to the Refugee Resettlement Office at DSS with the application for service.**

- Employability Plan Attached
- Other Attachment \_\_\_\_\_
- Refused Employment at \_\_\_\_\_ on \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_

Referred By: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_





## 5. Mutual Agreement Plan

SOUTH CAROLINA REFUGEE RESETTLEMENT PROGRAM  
**REFUGEE MUTUAL RESPONSIBILITY AGREEMENT  
FOR  
EMPLOYABILITY/SOCIAL SERVICES**

I, \_\_\_\_\_, agree to the following REQUIREMENTS for the Employment Services Program for Refugees with \_\_\_\_\_.

\_\_\_ I agree to follow my Employability Plan developed with the employment service provider.

\_\_\_ I agree to participate in any employability service program made available through the employment service provider, which offers job search, job placement and employment follow-up.

\_\_\_ I will keep all scheduled appointments with the employment services staff. If I am unable to keep an appointment, I will contact the employment services staff at least two hours in advance of the scheduled appointment.

\_\_\_ I will talk to employment services staff about any problems that will prevent me from getting a job.

\_\_\_ I agree to participate in any job interviews arranged by the employment services staff.

\_\_\_ I will accept any offer of employment determined to be appropriate by the Refugee Program Policy and employment services staff.

\_\_\_ If I accept employment outside employment services provider, I will immediately contact employment services staff.

\_\_\_ Upon acceptance of employment, I will go to work on the starting date agreed upon at the time of employment.

\_\_\_ Before I quit a job, I will talk with the employment services staff.

\_\_\_ I will contact \_\_\_\_\_ employment services office immediately if a problem occurs, or if I have changes that prevent me from participating in my Employability Plan. Failure to comply with the agreement may cause reduction or termination of employment services.

\_\_\_ I will not, without good cause, voluntarily quit employment.

\_\_\_ I understand that, if I voluntarily quit employment or do not follow this Mutual Responsibility Agreement, **I will be suspended from the employment services program.**

\_\_\_ If I voluntarily quit employment or do not follow my Mutual Responsibility Agreement, I understand that a new Employment Plan must be implemented before employment services are reinstated.

\_\_\_ If I voluntarily quit employment or do not follow my Mutual Responsibility Agreement, I understand that my name will be placed at **the bottom of the list for employment services** until I begin the new Plan outlined for me by the employment services staff.

\_\_\_ **If I voluntarily quit a job without notice, voluntarily stop participating with the \_\_\_\_\_ employment services or refuse a job offered to me through the employment services staff, I understand that the Department of Social Services will be notified, and any benefits from them may be reduced or terminated.**

**The Employment Services staff agrees to help you find and keep a job by referring you only to:**

- Appropriate employment opportunities, with wages which meet or exceed the federal or state minimum wage;
- Employment opportunities with daily and weekly work hours within what is customary;
- Employment opportunities that are within your ability to perform on a regular basis;
- Employment opportunities that are within an agreed-upon daily commuting time, and which allow any necessary child care arrangements;
- Employment opportunities with a work site that meets all applicable health and safety standards;
- Employment opportunities whose policies do not allow discrimination in the workplace as regards age, sex, race, creed, color, or national origin;
- The Employment Services staff agrees to assist in coordinating services such as child care, transportation, and other services as specified in your Employability Plan;
- The Employment Services staff agrees to make referrals to other community services and resources to help you become economically self-sufficient;
- The Employment Services staff agrees to provide assistance with job training, language training, or other employment skills as determined appropriate by Refugee Services and employment services staff.
- The Employment Services staff agrees to negotiate with you when the Employability Plan needs to be updated or changed.
- The Employment Services staff agrees to provide these policies to you in your first language; either by interpretation or in writing.

I understand what is required of me. I also understand that employment services with \_\_\_\_\_ may be delayed or terminated if I fail to comply with the program unless I have good cause as described in the Refugee Program Policy Manual at DSS.

I also understand that I have the right to appeal any actions taken by the Employment Services staff through the Refugee Program Office at SC Department of Social Services.

Client: \_\_\_\_\_ (Signature) \_\_\_\_\_ (Date)

Alien Number: \_\_\_\_\_

Employment Services Staff: \_\_\_\_\_ (Signature) \_\_\_\_\_ (Date)

Title: \_\_\_\_\_

Interpreter's Signature: \_\_\_\_\_ (Date)

or Translated Attached: \_\_\_\_\_

REFUGEE RESETTLEMENT PROGRAM MANUAL

South Carolina Department of Social Services  
**REFUGEE EMPLOYMENT SERVICES REGISTRATION/  
PARTICIPATION STATUS**

**Part I – To Be Completed by County DSS**

\_\_\_\_\_ County Department of Social Services Date: \_\_\_\_\_

Address: \_\_\_\_\_ Fax No.: \_\_\_\_\_

Email Address: \_\_\_\_\_

Send to: Employment Service Provider (Please check one)

Lutheran Services Carolinas (LSC), 1118 Union Street, Columbia, SC 29201 or fax to (803) 750-9920.

World Relief – Spartanburg (WRS), P.O. Box 447, Spartanburg, SC 29303, Spartanburg@wr.org, or fax to (864) 642-2626.

The individual listed below has applied for Refugee Cash Assistance (RCA), FI/TANF or SNAP and is being referred to you for work registration. Please register the individual for Employment Services and return this form to us at the address, fax number, or email address listed above.

Name of Registrant: \_\_\_\_\_ Non-Citizen Registration No.: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ County Case No.: \_\_\_\_\_

Social Security No.: xxx-xx-\_\_\_\_\_ DOB: \_\_\_\_\_  Male  Female

Date of Arrival or Date of Eligible Status: \_\_\_\_\_ Family Size: \_\_\_\_\_

Signature of DSS Representative: \_\_\_\_\_

DSS Representative's Phone No.: \_\_\_\_\_

**Part II – To Be Completed by Employment Service Provider**

**This is to certify that the above named individual has been registered for employment with:**

LSC – Lutheran Services Carolinas, 1118 Union Street, Columbia SC 29201, on \_\_\_\_\_  
Date Registered

WRS – World Relief Spartanburg – P.O. Box 447, Spartanburg, SC 29303, on \_\_\_\_\_  
Date Registered

Employment Plan is attached.

Comments: \_\_\_\_\_

**This is to notify DSS that the above named individual:**

Refused to register or participate in Employment Services;

Refused to accept employment on \_\_\_\_\_;

Stopped participating in employment activities as of \_\_\_\_\_; or

Is now employed at: \_\_\_\_\_ Start Date: \_\_\_\_\_

Address of Employer: \_\_\_\_\_

Signature of Authorized Employment Agency Official: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Date: \_\_\_\_\_

Email Address: \_\_\_\_\_

DSS Form 1324 (MAR 16) Edition of MAR 14 is obsolete.

REFUGEE RESETTLEMENT PROGRAM MANUAL

South Carolina Department of Social Services
AUTHORIZATION OF REFUGEE CASH ASSISTANCE PAYMENT

Application Date: (Month, day, year) County Name: County No.:
Case No.: SNAP No.:

Name of Head of Family:
Address of Head of Family:
Social Security No.: (If available)
Alien Registration No.: Save Verification No.: (If applicable)

Table with 7 columns: Name, Relationship to Head, Sex, Date of Birth, Alien Registration Number, Social Security Number, Included in Assist. Group. Rows 1 and 2.

Status: (Check appropriate blocks)

Start Date of 8-Month Eligibility Period

- Refugee Date stamped on I-94 or resettlement agency letter
Asylee Date on court letter or USCIS document - asylum granted/approved
Special Immigrant (SIV) Date stamped on I-94 or passport
Cuban/Haitian Entrants Date stamped on I-94 or passport or Status Pending
Victim of Human Trafficking Date on DHHS Certification Letter
Other: Date on USCIS Document

Name and Address of Voluntary Agency: (Volag)
Telephone:

Transaction: (Check one) Approval Review Rebudget Closure Denial
Date Action Taken: (Month, Day, Year)

Refugee Cash Assistance Payment

RCA Application Date: Initial Month Proration Amount: \$ Monthly Amount: \$
Effective Date: (Month/Year)

Reason for Closure or Denial:
Effective Date of Closure of Money Payment: (Month, Day, Year)

Signature of Caseworker: Date:
Signature of Supervisor: Date:

DSS Form 1325 (APR 15) Edition of JAN 13 is obsolete.

REFUGEE RESETTLEMENT PROGRAM MANUAL

South Carolina Department of Social Services  
**NOTIFICATION OF ELIGIBILITY DETERMINATION  
FOR REFUGEE RESETTLEMENT PROGRAM**

From: \_\_\_\_\_ Date: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please Read the Statements Checked Below About Your Application for Assistance**

Your application for Refugee Cash Assistance has been:  Approved

You are eligible to receive benefits for the period of \_\_\_\_\_ to \_\_\_\_\_.

For the month of     Select Month     you will receive \$ \_\_\_\_\_.

For the month of     Select Month     and after, you will receive \$ \_\_\_\_\_.

The check will be mailed to your present address. If you move, or if your income or household circumstances change, it is necessary that you notify     Select County     County Department of Social Services within 10 days at \_\_\_\_\_.

Your Refugee Cash Assistance will be reduced effective: \_\_\_\_\_

Reason: \_\_\_\_\_  
\_\_\_\_\_

Your application for Refugee Cash Assistance has been:  Denied

Reason: \_\_\_\_\_  
\_\_\_\_\_

Your Refugee Cash Assistance will be terminated effective: \_\_\_\_\_

Reason: \_\_\_\_\_  
\_\_\_\_\_

**Fair Hearing**

You may request a Fair Hearing before the State Department of Social Services if you do not agree with the action taken on your application or at any time you feel that an injustice has been done to you by the County Department of Social Services. The request for a hearing must be filed with us in writing within sixty (60) days from the date of this notice. You have the right to be represented at a hearing by an attorney or an authorized representative of your choice. Our office will be glad to help you request a hearing.

If you have questions about this notice, please contact \_\_\_\_\_  
at \_\_\_\_\_  
Telephone \_\_\_\_\_