
REFUGEE ASSISTANCE PROGRAM MANUAL
REFUGEE SOCIAL SERVICES PROGRAM

CHAPTER IV - REFUGEE SOCIAL SERVICES
CHANGE #1-2016
DECEMBER 1, 2016

I. INTRODUCTION

North Carolina's Refugee Assistance Program was established via federal funding from the US Office of Refugee Resettlement to provide refugee-specific social services defined and designated by federal regulation as being allowable for eligible refugees. Refugee services address the economic, educational, physical and psycho-social challenges facing refugees.

It is the purpose of the Refugee Assistance Program (RAP) to facilitate the effective resettlement of refugees and to assist them to achieve economic self-sufficiency as quickly as possible. The State makes available a broad range of social services that are allowable under the federal refugee resettlement program. These refugee social services are specifically designed to address those problems that are unique to the refugee's condition. Refugees struggle with being unable to communicate in English; of having to flee their homeland to escape tyranny and harm; of having traveled to a land of new people, laws and customs; and of having to start rebuilding their lives without familiarity with American systems and sometimes without any family or friends. These social services are provided to expedite the resettlement process, quickly reduce dependence on public assistance, assist refugees to become employed, acquire English language skills, and ultimately achieve self-sufficiency.

Employment services and English language training have been established as the highest priority services.

For those refugees who arrive from overseas via Cooperative Agreement with the US Department of State and a National Voluntary Agency for Reception and Placement (R&P) services, NC RAP social services are combined with those R&P services delivered by local resettlement agencies. RAP social services supplements and expands the local agency's responsibilities and ensures that duplication of services does not occur.

II. ELIGIBILITY GUIDELINES

A. General eligibility requirements

Eligibility for refugee social services is limited to those refugees who meet immigration status and identification requirements. Throughout this Chapter, the term "*refugee*" will refer to all groups below, who are Qualified Aliens, and potentially eligible for refugee social services.

NOTE: Income is not a criterion for receipt of refugee social services.

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1. Refugees

The CIS definition of 'refugee' is:

“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 (CIS) conduct interviews overseas of individuals who have fled persecution and desire to be designated as refugees. CIS 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 CIS, and National Volunteer Agencies (NVA), 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 United States, or at a land border or port of entry, they apply to the CIS for asylum, a status that will acknowledge that they meet the definition of a refugee and allow them to remain in the United States. Asylees are eligible for state assistance and services *once CIS 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. Cuban and Haitian Entrants, as described below:

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

Any other national of Cuba or Haiti

- a. 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 CIS; and
- b. With respect to whom a final, non-appealable, and legally enforceable order of deportation or exclusion has not been entered.

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4. Certain Amerasians (from Vietnam)

This status refers to aliens born in Vietnam after January 1, 1962, and before January 1, 1976, if the alien 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. Victim 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. Central American Minors (CAM) Refugee/Parole Program and Other Family Members granted Refugee/Parole Status

Central American Minors, who are granted refugee status, as an alternative to the dangerous journey that some children undertake to the United States. In-Country Refugee/Parole Program for Children in El Salvador, Guatemala, and Honduras with Parents Lawfully Present in the United States. Minors are referred CAM's. Children determined not eligible for refugee admission but still at risk of harm may be considered for parole on a case-by-case basis through the CAM Program. Travel costs of children who come to the U.S. through the CAM Program will not be paid or reimbursed by the U.S. government.

7. Special Immigrant Visa (SIV) Holders from Iraq and Afghanistan

Afghani and Iraqi aliens 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 (RCA) and Refugee Medical Assistance (RMA), 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 (RCA) and Refugee Medical Assistance (RMA), and refugee social services and other benefits the same as refugees for a period of **eight (8) months** from the Date of Arrival.

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For Iraqi/Afghan immigrants who acquire SI Status while already in the US, the date of eligibility for RCA/RMA (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 SIV with documentation of this status, he/she is not eligible for RCA/RMA. In no case can eligibility begin on a date prior to December 26, 2007.

After the 8 months, the immigration status reverts to the original LPR status and they are no longer eligible for the Refugee Assistance Program.

- 8. Lawful Permanent Residents** (i.e. green card holders) who held one of the above statuses prior to adjusting to Lawful Permanent Resident. This applies for RAP-Social Service recipients, who would be in country past 8 months from the date of arrival.

B. USCIS Documentation Most Often Presented By Aliens for Proof of Eligibility

If an applicant has a document which is a(n):	Then the status is:
I-94 (Arrival/Departure Record): Coded with a reference to the following section: Section 207	Refugee, <i>Eligible</i>
I-94 (Arrival/Departure Record): Coded with a reference to the following section: Section 208	Granted Asylum, <i>Eligible</i>
I-94 (Arrival/Departure Record): Coded AM-1, AM-2, or AM-3	Amerasian, LPR, <i>Eligible</i>
I-94 (Arrival/Departure Record indicating at least 12 months): Coded with Section 212 (d)(5)	Parolee; Cuban or Haitian National, <i>Eligible</i>
U. S. Passport or CIS document bearing the Endorsement "Processed for I-551, Temporary Evidence of Lawful Permanent Residence"	Permanent Resident, Lawfully Admitted for Permanent Residence (LPR), <i>Eligible</i>
I-551 (Resident Alien Card): Coded AM-1, AM-2, AM-3,	Amerasian, LPR, <i>Eligible</i>
I-551 (Resident Alien Card): Coded CH-6	Cuban/Haitian, <i>Eligible</i>
I-551 (Resident Alien Card): Coded RE6, RE7, and RE8	Other Refugees, <i>Eligible</i>

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The following documents will confirm both status and date of entry for Iraqi and Afghan Special Immigrants:

Applicant	Documentation
Principal Applicant 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
Spouse of Principal Applicant 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 SI2 and DHS stamp or notation on passport or I-94 showing date of entry
Unmarried Child Under 21 Years of Age of 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 SI3 and DHS stamp or notation on passport or I-94 showing date of entry
Principal Applicant 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
Spouse of Principal Applicant Iraqi or Afghan Special Immigrant in P6 Category	DHS Form I-551 (“green card”) showing Iraqi or Afghan nationality (or Iraqi or Afghan passport), with an IV (immigrant visa) code of SI7
Unmarried Child Under 21 Years of Age of Iraqi or Afghan Special Immigrant in P6 Category	DHS Form I-551 (“green card”) showing Iraqi or Afghan Nationality (or Iraqi or Afghan passport), with an IV (“immigrant visa”) code of SI9

While the Class of Admission (COA) code SQ designates Iraqi Special Immigrants, some Afghans were issued Special Immigrant Visas or I-551s (green card) with COA SQ1, SQ2, SQ3, SQ6, SQ7, or SQ9. Country of Citizenship is determined by the passport or information on the I-551, not by the COA code. When the COA is SQ, verify whether the applicant is Afghani or Iraqi to verify eligibility for ORR benefits and services.

The following eligibility process holds true for the Central American Minors (CAM) Refugee/Parolee Program Eligibility:

The Qualifying Child in El Salvador, Guatemala or Honduras must be:

- The child of the Qualifying Parent per the Immigration and Nationality Act (biological, step, or legally adopted), and
- Unmarried and under the age of 21, and
- A national of El Salvador, Guatemala, or Honduras, and
- Residing in his or her country of nationality.

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This program is primarily aimed at minors, but a parent of the Qualifying Child can be included if:

- He/she is part of the same household and economic unit as the Qualifying Child, and
- He/she is legally married to the Qualifying Parent at the time the Qualifying Parent filed the CAM, and
- He/she continues to be legally married to the Qualifying Parent.

In some cases other eligible family members would also have access:

- The children, regardless of age or marital status, of a U.S.-based lawfully present parent; of the QCH can be included as an applicant for admission into the United States when accompanied by the QCH
- The in-country biological parent of the QCH that is not legally married to the U.S.-based lawfully present parent; and
- The caregiver of a qualifying child who is related to either the U.S.-based lawfully present parent or the QCH can be included as an add-on.

Refugee Status

Refugee status is a form of protection that may be granted to people who meet the definition of refugee and who are of special humanitarian concern to the United States. For a legal definition of refugee, see section 101(a) (42) of the Immigration and Nationality Act (INA).

Both the Qualifying Child and the in-country parent of the Qualifying Child would have to establish an independent refugee claim to be granted refugee status.

Eligibility for refugee status is determined on a case-by-case basis through an interview with a specially-trained USCIS officer.

Applicants who receive access to the program, but are found ineligible for refugee status will be considered on a case-by-case basis for parole into the United States.

Parole Status

If an applicant is found by USCIS to be ineligible for refugee status, they may be considered for parole. Parole is a mechanism to allow someone who is otherwise admissible to come to the U.S. for urgent humanitarian reasons or significant public benefit. **CAM parolees are not eligible for federal benefits and services.**

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Persons not eligible for refugee social services

1. Naturalized US citizens
2. Children born in the US to Qualified Aliens; they are US citizens at birth
3. Refugees less than 16 years of age.
4. Full-time students, except for employment services when needed to obtain part-time or temporary (e.g., summer) employment while a student

III. DELIVERY AND PRIORITY PROVISION OF SERVICES

A. Service Delivery

The delivery of services under the program is made available through one of three ways: (1) the county departments of social services, (2) private, non-profit provider agencies under purchase of service contracts, or (3) directly by designated staff of the State Refugee Office.

B. Priority Provision of Services

Among the population of eligible refugees, social services are provided based on the following client priorities, except in certain individual extreme circumstances:

- Newly arrived refugees within their first year in the United States, who apply for services;
- Refugees who are receiving cash assistance
- Unemployed refugees who are not receiving cash assistance; and
- Employed refugees in need of services to retain employment or to attain economic independence

Service provision is limited to those refugees who have been in the United States less than 60 months, except for translation/interpretation, information and referral, citizenship and naturalization preparation and emergency services. Employment services and English language training have been established as the highest priority services.

NOTE: In the Targeted Assistance Program-Formula, service provision is limited to those refugees who have been in the United States less than 60 months, except for referral and interpreter services.

C. Cultural and Linguistic Competency

To ensure cultural competency, every reasonable effort should be made to hire staff or secure individuals with the same cultural background and linguistic knowledge as the larger ethnic populations that are being served. When this is not possible or for very small refugee groups, volunteers should be recruited to assist service provider staff with translation and orientation services as well as other needed social services. Provider staffs should make an effort to become familiar with the cultural values and customs of newly arriving refugees so that they can more effectively work with them.

D. Equal Access for Women

Women must not be excluded from receiving services they need and for which they are eligible.

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E. Protection of Rights and Ethical Obligations

Refugees must be informed of their rights and responsibilities and service provision must be fair and equitable. Providers must also provide clients with sufficient information to make informed choices about using the organization and its services. During the intake process described below in the **Application Process** section, clients must receive written information of their rights and responsibilities.

IV. SCOPE OF SERVICES

Social services funds are used primarily for employment services designed to enable refugees in achieving economic self-sufficiency as soon as possible. However, entered employment does not affect receipt of additional refugee social services.

A. Core Employability Services

1. Pre-Employment

Employment services provided to or with the client, including: development of a family self-sufficiency plan and individual employability plan; orientation to the world of work including completing job applications and job interviewing; skills development as well as job clubs and/or workshops; assistance with job interviews and drug screening; referral to job opportunities and placement agencies such as Employment Security Commission (ESC) for job search; and obtaining an Employment Authorization Document (EAD).

2. Job Development

Employment activities with potential employers with the aim of developing employer resources resulting in job opportunities for clients; recruitment of employers including mailing of employment services brochures; meetings; and attending and developing job fairs.

a. Initial Job Placement

First job obtained for a refugee with the assistance of the refugee service provider.

b. Current Job Placement

Each job after initial employment with the assistance of the refugee service provider.

3. Employment Follow-up

Assisting with problems on the job, explaining employee benefits, safety rules and procedures; discussing potential job upgrades; monitoring client performance; addressing language or cultural issues; immigrant status issues; and other contacts with client and employer after job placement.

4. Employment Transportation

Development of an employment transportation plan and actual transportation provided in conjunction with employment services--whether initial acceptance or retention of employment.

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B. Additional Employment Services

1. Assessment Services

Assessment of refugee's aptitude and skills for employment, vocational training or skills recertification.

2. Vocational Skills Training

Vocational skills training is training of short-term duration designed to teach refugees job-related skills that prepare them for a specific job or type of employment, such as nurse's aide, hair stylist, or tractor trailer truck driving that becomes their employability plan. 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.

3. On-The-Job Training

On-the-job training is provided at the employment site that is expected to result in full-time, permanent, unsubsidized employment with the employer who is providing the training.

4. Skills Recertification

Services that assist previously trained refugees to obtain skills and licenses necessary to resume practice/operation in the USA, such as for a medical nurse. Also may include short-term preparation for the General Education Diploma (GED) when the diploma is required by an employer for employment or advancement, or by a state licensing board for registration for a licensing examination.

5. Automobile Driver's Training

Includes driver education when provided as part of an individual employability plan.

6. English Language Instruction

English language training is a course of instruction for non-native English speakers' equivalent to grade levels 0-6, that includes basic literacy, grammar, syntax, vocabulary and oral English with an emphasis on acquisition of survival and vocational English reading, writing and speaking skills. This includes completing the ELT assessment and ELT plan. Emphasis must be placed on English as it relates to obtaining and retaining a job.

7. English Language Training Transportation

Transportation when necessary for participation in English language instruction.

C. Additional Refugee Social Services:

1. Outreach Services

These are activities designed to familiarize refugees with available services, to explain the purpose of these services, and facilitate access to these services.

2. Case Management Services

The process of handling, collaborating and directing the overall care of a refugee household or individual client in adjusting to a new environment and culture. This would include coordinating services with other service providers, developing appropriate service plans, providing individual and family counseling, and strengthening and supporting the ability of a refugee individual or family to achieve and maintain economic self-sufficiency and family stability.

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3. Information and Referral Services

Referral to appropriate resources and the making arrangements for necessary services.

Individuals who cannot be served, or cannot be served promptly, are referred or connected to appropriate resources.

4. Social Adjustment

(a) Emergency Services:

- assessment and short-term case management;
- counseling to persons or families in a perceived crisis;
- referral to appropriate resources; and
- making arrangements for necessary services.

(b) Health-related Services:

- information and referral to appropriate medical resources;
- assistance in scheduling appointments and obtaining services;
- counseling to individuals or families to help them understand and identify their physical and mental health needs and maintain or improve their physical and mental health; and
- assistance during required treatments and follow-up

(c) Home Management Services:

- formal or informal instruction to individuals or families in management of household budgets, home maintenance, nutrition, housing standards, tenants' rights; and
- other consumer education services

5. Orientation

Formal or informal initial training in an effort to integrate the refugee individual or family into the community. Services include familiarization with location of nearest hospital, post office, library, community agency, etc. and basic acculturation.

6. Transportation

Actual trips provided to refugees when necessary for participation in a service other than employment and ELT. Whenever possible, the least expensive option should be utilized, such as public transportation or mileage reimbursement.

7. Translation and Interpretation

Oral interpretation in conjunction with the refugee's service plan when necessary for essential activities of life, such as medical appointments, mental health counseling, applying for and training associated with public benefits, employment services, child or adult protective services, or anytime as needed in emergencies or crisis situations.

8. Citizenship and Naturalization Preparation Services

This includes English language training and civics instruction to prepare refugees for citizenship, application assistance for naturalization, and assistance to disabled refugees in obtaining disability waivers from English and civics requirements for naturalization, and representation at the citizenship interview when needed and appropriate. Also included is application assistance for adjustment to legal permanent resident status or other relevant immigration documents such as Employment Authorization Document (EAD).

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V. APPLICATION PROCESS

A. Intake Interview

All newly arriving refugees will be assessed for state funded social services. Additionally, eligible refugees residing in the service area of a state funded program, who directly request services, will also be assessed for enrollment. Particular emphasis is given to client employability, as all employable adults will be enrolled in employment services within 30 days of arrival or initial client request. Since the county department of social services (DSS) promptly notifies the refugee service provider when a refugee applies for cash assistance, a concentrated effort must be made by the refugee employment provider to prepare the cash recipient for job placement in the shortest time possible. This DSS notification assures that cash assistance recipients are known to the agency and can be enrolled in employment services within 30 days of receipt of aid. All appropriate forms mentioned below must be completed on each employable adult at the time of intake.

The service provider funded through the State Refugee Office has the responsibility for intake, initial determination and re-determination of eligibility for service(s). This includes:

- taking applications for services;
- determining the eligibility status of each individual for the service(s) requested;
- determining the period of time for which service(s) are authorized; and
- notifying the client of the decision regarding eligibility.

B. Case Plan Development

After a refugee requests any of the refugee social services, a case plan must be developed for each client on either the NC RAP Employability Plan (DSS-6232) **OR** the NC RAP Service Plan (DSS-6231). The case plan provides the tool to assess and determine the client's current situation, needs and indicate which services will be provided. Once the Plan is completed and all signatures obtained, the Employability or Service Plan is executed and a copy should be maintained in the client file.

1. Service Plan

When a client request services exclusive of employment, the provider will complete the NC RAP *Service Plan (DSS-6231)* at the time the client is enrolled in a social service. Once the Plan is completed and all signatures obtained, the Service Plan is executed and a copy maintained in the client file.

2. Employment Plan

When a client requests employment services the following must occur:

- a. Complete the NC RAP *Employability Plan (DSS-6232)* at the time the client is enrolled in an employment-related service. The purpose of the Plan is to provide a tool for the employment staff and client to assess and evaluate the skills, abilities and interests of the client to determine potential employment opportunities and appropriate placement. It is critical and required that this Plan is completed thoroughly with each employable adult in the case who is looking for employment. Additionally, this Plan should be completed anytime a client contacts the service provider to obtain any employment service outlined in Section III of this manual. Once the Plan is completed and all signatures obtained, the Employability Plan is executed and a copy maintained in the client file.

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- b. The NC RAP *Family Self-Sufficiency Plan (DSS-6230)* is developed with the refugee in conjunction with the Employability Plan. The purpose of this Plan is to provide a means to assist the client in determining the amount of income required to become economically self-sufficient and the amount of resources which will be available to the client. Employment staff must complete the Plan at initial intake prior to the provision of services and for every family for whom employment services are provided. It should also be completed anytime the client or a member of their family has a change in employment status. Additionally, this plan should be completed if the client has not been actively receiving services from the provider agency for an extended period of time but returns for any service that is provided through the NC RAP program.
3. English Language Training Plan (ELT)
English language training programs are designed to develop listening, speaking and writing skills essential for securing and maintaining employment in the United States. These programs help refugees move toward economic self-sufficiency and socio-cultural competency in their daily lives. Providers must adhere to the following ELT requirements and procedures:
- a. Develop the NC RAP *Client (ELT) Service Plan (DSS-6233)* at intake. The ELT staff and the client use the Plan to determine ELT goals and to list the steps that will be taken to attain those goals. Complete the Plan at the time the client enters into a state funded ELT service. This form should be kept in the ELT section of the client's case file.
- b. The NC RAP *ELT Learner Initial Assessment Form (DSS-6234)* is used to assess the client's English language proficiency and English literacy, and to determine the appropriate level of English Language Training to be provided by the refugee service provider. The Form should be completed by the ELT staff upon client arrival and prior to enrollment in ELT classes. When this is not possible, the assessment must be completed within the first ten (10) days of class. This form should be completed a 2nd time upon exiting the program or at the end of 6 months (whichever comes first). The 2nd assessment should be used as a tool to determine the progress of the client. If the client continues to remain in the ELT class after the 2nd assessment, the instructor may use other ELT Assessment forms based on the curriculum that is being used with the client. This form should be kept in the ELT section of the client's case file.
- c. ELT Case File Documentation:
- Progress notes updating ELT information can be kept on the *Narrative Documentation Record (DSS-1325)*. This form must be kept in the client's case file for other staff to utilize when working with the client.
 - The ELT section of the *Quarterly Review (DSS – 6235)* must be kept updated with quarterly information regarding the client and their ELT status. This form should be kept in the client's case file for other staff to utilize when working with the client.
 - Include in the client's ELT case file should be Proof of Eligibility and a completed *Clients Rights (DSS – 6237)*.

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- d. If a case is closed and then reopened, a new ELT Service Plan must be completed along with a new ELT Assessment to determine the present status of the client. Both documents should be used to meet the current needs and placement for the client. These forms should be kept in the client's file for other staff to utilize when working with the client.
- e. Service providers will arrange English instruction using varied approaches depending on the needs of the refugee. Providers should arrange instruction at times and places convenient to refugees. ELT instruction must be held concurrent with employment and coordinated with employment services for employable adults.
- f. Service providers must utilize established adult education programs, computer assisted English, on-site neighborhood training, one-on-one tutors, work site training, formal class language training and volunteer one-on-one tutors.
- g. Service providers must ensure that the ELT program addresses:
 - Special needs for refugee women (e.g. childcare, transportation);
 - Strategies to ensure refugees continue to participate in ESL classes; after they go to work;
 - ELT classes in locations accessible to refugees and in timeframes outside normal working hours; and
 - Offering classes on both Basic and Advanced levels

4. Confidentiality and Clients Rights

Workers engage applicants in a non-judgmental explanation of roles and responsibilities resulting in a mutual, written understanding of what individuals expect. At initial intake, clients receive and are helped to understand a written summary of their rights and responsibilities, including:

- a description of the client's rights, including the obligations the organization has to the client;
 - basic expectations for the use of the organization's services;
 - hours that services are available;
 - rules, expectations, and other factors that can result in discharge or termination of services; and
 - a clear explanation of how to register complaints, grievances, or appeals.
- a. The NC RAP *Informed Consent for Release of Information Form (DSS-6236)* is completed to ensure that the refugee client has complete understanding of his or her right to not allow information about them to be released or obtained by outside entities without their written consent. After all signatures are secured, the Form is included in the client file onsite with the service provider and a copy given to the client.
 - b. The NC RAP *Client Rights Form (DSS-6237)* is completed at intake to help him or her understand rights afforded to them when enrolled in state funded social services. After all signatures are secured, the Form is included in the client file onsite with the service provider and a copy given to the client.

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- c. The NC *RAP Refugee Mutual Responsibility Agreement (DSS-6239A)* and the *Plan of Action Requirements (DSS-6239-B)* are completed at intake when a client is enrolled in state funded employment services. Employment staff and the client review the Mutual Responsibility Agreement and develop the Plan of Action with the commitment of each party to abide by the responsibilities and conditions outlined.

VI. ONGOING ASSESSMENT AND DOCUMENTATION

Case Records are required for each client served in the NC Refugee Assistance Program. At a minimum, all required forms outlined in this Chapter must be completed and confidentially maintained onsite at the service provider location. These files must be well organized and document all services received by the client through the NC RAP program. To demonstrate ongoing assessment and progress of each client, use the following forms:

A. Quarterly Reviews

The NC *RAP Quarterly Review Form (DSS-6235)* is a tool for the refugee service provider to evaluate the progress and current situation of the client receiving services in the Refugee Assistance Program. The form should be completed 90 days after the client's arrival or the date the client enrolls in the program and every 90 days thereafter, as long as the client is being actively served under the Program. The refugee service provider's case manager, employment counselor, and/or ELT instructor assigned to the client should complete the form. This form should be kept in the client's case file for other staff to utilize when working with the client.

B. Case Notes

Case and progress notes must be completed and kept current for each client that has entered into a state funded service. Case file notes should include type, location, date, time spent and duration for each service provided. Additionally, information should be included regarding the consequence of the service or activity and plan, if any, for subsequent follow-up. The NC *Narrative Documentation Record (DSS-1325)* is available for use by service providers. This form should be kept in the client's case file for other staff to utilize when working with the client.

VII. ADMINISTRATIVE AND PERFORMANCE REPORTING

Each service provider funded by the NC State Refugee Office (SRO) is required to submit specific documentation to fulfill its contractual obligations. These requirements include the management and report of specific service data as a condition of reimbursement and maintaining status as a service provider with the State.

The SRO, with State support, developed the NC Refugee Information System (RIS) to assist service providers with reporting responsibilities. Service providers enter and retrieve data from the statewide automated data system and produce mandatory performance reports.

Several periodic reports are submitted to the SRO to demonstrate effective goal planning and performance as required by the federal Office of Refugee Resettlement:

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A. Annual Outcome Goal Plan

Service providers submit a plan documenting program goals for the purposes of developing and improving services to refugees. Service providers project annual service goals for the 12 upcoming months and produce performance results for the prior 12 months on the Annual Goal Plan (AGP) or other narrative format.

B. Periodic Performance Reports

Service providers submit semi-annual, trimester, and monthly performance reports to demonstrate progress toward program goals at each interval. Specific instructions are outlined in the service provider contract.