

**APPENDIX T - REFUGEE SOCIAL SERVICE CODES, SERVICES,
DESCRIPTIONS & UNITS**

Code	Title	Description of Service	Unit of Service	Definition of Unit of Service
380	Case Management	Social services provided to or with the client, including: development of a Refugee Assistance Service Plan (DSS-621). The process of directing the overall care of a refugee household or individual in adjusting to a new environment and culture. May include coordinating services with other service providers, providing resources for strengthening and supporting the ability of a refugee individual or family to achieve and maintain economic self-sufficiency and family stability.	1 Hour	1 Hour is 1 Unit
381	Case Management-New Enrollee	Initial enrollment in RAP services via creation of Refugee Assistance Service Plan (DSS-6231) or Employability Plan (DSS-6232 when it includes Case Management).	1 Participant	1 Participant
382	Case Management-Referral	Formal referral from your agency to another agency for provision of social services in accordance with the Service Plan (DSS-6231) or Employability Plan (DSS-6232).	1 Referral	1 Referral
909	Agency/Community Incoming Referral	Receipt of a <u>formal referral from another agency</u> to a refugee service provider in order to facilitate access to/enrollment in Refugee Assistance Program (RAP) services.	1 Referral	1 Referral
910	*Outreach Services	Services and activities designed to familiarize refugees with refugee social services in the area. Activities designed to familiarize refugee children, parents and school personnel of the SI program and activities provided.	1 Hour	1 Hour is 1 Unit
915	Assessment Services	Assessment of refugee's aptitude and skills for employment, vocational training, skills recertification or English Language Training assessment (DSS-6234) when ELT instruction is not provided directly by the agency.	1 Hour	1 Hour is 1 Unit

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920	Pre-Employment	<p>Employment services provided to or with the client, including: development of a Family Self-Sufficiency Plan (DSS-6230) and individual Employability Plan (DSS-6232); orientation to the world of work including employment counseling, job fairs, job search, completing job application ,practice with job interviewing; skills development and practice for work activities such as completing applications online; assistance with drug screening; referral to job opportunities and placement agencies, such as the Division of Employment Security for job search.</p> <p>Includes staff assistance during job interviews and arranged work experiences.</p> <p>Staff assistance related to TANF/WORKFIRST enrollment and recipient performance requirements.</p>	1 Hour	1 Hour is 1 Unit
921	Job Development	Employment activities with potential employers aimed at developing employer resources resulting in job opportunities for clients.	1 Hour	1 Hour is 1 Unit
922	Employment Follow up	Assisting with problems on the job, explaining employee benefits, safety rules and procedures and other contacts with client and employer after job placement.	1 Hour	1 Hour is 1 Unit
923	Employment Transportation	Actual trips provided in conjunction with employment related services.	1 Trip	1 Unit is a one-way trip; Transportation to and from a job interview or job would be two units.
924	Initial Employment	First job obtained by the refugee with the assistance of the RAP service provider.	1 Job	1 Unit is 1 Job
925	Current Job Placement	Each job after initial employment.	1 Job	1 Unit is 1 Job

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928	English Language Training Beginner	<p>Instruction for students who functions in a very limited way in situations related to immediate needs. Student may or may not be able to recognize and write letters and numbers, their name or address.</p> <p>Student responds to basic learned phrases spoken slowly and repeated often and is able to ask questions. May be able to read and understand common words. Also includes instruction for students not literate in any language.</p>	1 Hour	1 Unit is 1 Hour of Instruction
929	English Language Training Intermediate	<p>Instruction for students who will be able to read and write such as filling out basic job applications and medical forms, but may need support on some documents.</p> <p>Student can interpret directions and schedules, signs, and maps. English sufficient to handle routine, entry level jobs involving some written or oral English communication, although may need support through task demonstrations. Student can use some computer programs and perform a sequence of routine tasks given directions using technology (e.g., fax machine, computer).</p>	1 Hour	1 Unit is 1 Hour of Instruction
930	English Language Training (ELT)	<p>English Language Training provided to or with the client, including: development of ELT Assessment DSS-6234 and ELT Plan DSS-6233.</p> <p>English language training is a course of instruction for non-native English speakers that includes; basic literacy, grammar, syntax, vocabulary and oral English. For employable adults, ELT should include particular emphasis on English as it relates to obtaining and retaining a job.</p>	1 Hour	1 Unit is 1 Hour of Instruction
931	Transportation for English Language Training, or Vocational Skills Training, or Vocational Education	Actual trips provided for participation in English language instruction, or Vocational Skills Training, or Vocational Education.	1 Trip	1 Unit is a one-way trip; Transportation to and from would be two units.

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932	Vocational Skills Training (VST) Completion	Refers to the employable refugee who has completed a specific course of skills training or educational program that will result in certification provided by a recognized training institution.	1 Completion	1 Completion is 1 Unit
933	Vocational Skills Training (0-30 days)	Skills training that last for a period of 30 days or less in duration. (See #935 for full description of VST.)	1 Placement	1 Placement
934	Vocational Skills Training (31-90 days)	Skills training to be completed for the period of 31-90 days in duration. (See #935 for full description of VST.)	1 Placement	1 Placement
935	Vocational Skills Training (VST)	Skills training provided to or with the client, including: development of a Vocational Skills Training Plan (DSS-6228) and Agreement (DSS-6229). Skills training is training of short-term duration (12 months or less) provided by a recognized training institution for which curriculum completion leads to certification. It is 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 commercial truck driving; <u>OR</u> educational programs which are intended to lead to employment within a year.	1 Hour	1 Hour is 1 Unit
936	Automobile Drivers' Training	Includes driver education when provided as part of an individual Employability Plan.	1 Hour	1 Hour is 1 Unit
937	Vocational Education	Vocational educational instruction emphasizing work related skills so that the participant will be adequately prepared and trained for employment opportunities when provided as part of an individual Employability Plan (DSS-6232). Vocational Education also includes vocational reading, writing and speaking.	1 Hour	1 Hour is 1 Unit
940	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 includes preparation for the General Education Diploma (GED) when the diploma is required by an employer for employment or job advancement as well as preparation activities related to obtaining licensure by a state licensing board including a licensing examination.	1 Hour	1 Hour is 1 Unit

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945	Day Care/ Child Care	When necessary for participation in an employability service or for the acceptance or retention of employment.	1 Hour	1 Hour is 1 Unit
950	Transportation	Actual trips provided to refugees when necessary for participation in a social service plan other than Employment Related Services OR English Language Training, Vocational Skills Training or Vocational Education.	1 Trip	1 Unit is a one-way trip
955	*Information & Referral	Referral to appropriate resources and assisting with arrangements for necessary services.	1 Hour	1 Hour is 1 Unit
956	*Emergency Services	Assessment and short-term case management or counseling to persons or families in a perceived crisis.	1 Hour	1 Hour is 1 Unit
957	Health-related Services	Services that provide information; referral to medical resources; assistance in scheduling appointments and obtaining services; counseling to help individuals identify and understand their physical and mental health needs in order to maintain or improve their health; assistance during required treatments and follow-up.	1 Hour	1 Hour is 1 Unit
958	Home Management	Formal or informal instruction to individuals or families in management of household budgets, home maintenance, nutrition, housing standards, tenant rights and other consumer education services.	1 Hour	1 Hour is 1 Unit
959	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.	1 Hour	1 Hour is 1 Unit
960	*Citizenship	Citizenship and naturalization preparation services include preparation of N-400 application; practice to prepare refugees for citizenship interview; assistance to disabled refugees in obtaining disability waivers and/or accommodations; representation during CIS interview; and application assistance for adjustment to legal permanent resident status or other relevant immigration documents. Only providers who are BIA recognized may contract to provide this service by accredited representatives.	1 Hour	1 Hour is 1 Unit

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961	US Civics Instruction (CI) and English Language Civics (ELC) Instruction	Specific instruction to help citizenship applicants acquire sufficient knowledge of U.S. history and government in order to become naturalized. May also include English Language Civics focused on reading, writing and speaking skills necessary to pass the US CIS naturalization examination.	1 Hour	1 Hour is 1 Unit
962	Employment Authorization Assistance	Application assistance for the Employment Authorization Document (EAD) when required as part of an individual Employability Plan.	1 Hour	1 Hour is 1 Unit
965	*Translation & 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.	1 Hour	1 Hour is 1 Unit
965	Translation & Interpretation	School Impact oral interpretation in conjunction with the refugee child's school attendance or academic performance with child or parent or both when needed.	1 Hour	1 Hour is 1 Unit
970	On-the-Job Training (0-30 days)	OJT training to be completed for the period of 0-30 days in duration. (See #972 for full description of OJT.)	1 Placement	1 Placement
971	On-the-Job Training (31-90 days)	OJT training to be completed for the period of 31-90 days in duration. (See #972 for full description of OJT.)	1 Placement	1 Placement
972	On-the- Job Training (OJT)	On-the Job training is the placement of an employable adult refugee in subsidized employment for a period not to exceed 6 months, in which the employer has agreed to hire the OJT trainee in permanent unsubsidized employment after the expiration of the subsidized OJT training period.	1 Placement	1 Placement
980	Parent Focused Assistance-	Services designed to involve parents in their children's education and to engage them in school activities. These will include parent conferences/consultations; home/school visits; assistance with school requirements; ESL activities; parent workshops, etc.	1 Hour	1 Hour is 1 Unit

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981	After-School Activities	SI Activities to support academic performance such as tutoring and mentoring; educational, cultural and recreational activities; field trips, etc.	1 Hour	1 Hour is 1 Unit
982	In-School Services	Activities provided to bridge school and home; consultations with school personnel regarding student progress and adjustment; advocacy for student concerns; orientation to school community, etc	1 Hour	1 Hour is 1 Unit

Time Limits

Services preceded by an asterisk (*) may be provided to eligible refugees without time limitations. All other Refugee Social Services and all Targeted Assistance services are subject to a five year time limit based on the refugee’s date of arrival.

***Exception:** Targeted Assistance funds may not be used for Citizenship services after five year time limit.

Who is not eligible for Refugee Assistance Program?

US native born or naturalized citizens are not eligible for services.

Applicants for asylum or victims of human trafficking **who have not been certified** by the US Office of Refugee Resettlement are not eligible.

Lautenberg/Specter parolees are not eligible.

Service Priorities

Services which are in italics are NC service priorities and, therefore, if provided, must be reported on the Performance Progress Report and Annual Goal Plan narratives.

Contract responsibilities

Your agency’s RAP contract with the NC DHHS/DSS will delineate the particular services your agency is to provide among the possible social services noted in this document. Confirm which services are under contract before entering units of service in RIS.

In addition to units of service, providers must indicate a funding source for each service provided. It is important to determine which funding source applies prior to entering data into RIS. For example, when employment services are provided by a staff person who is paid by several funding sources, confirm which funding source is applicable.