Refugee Programs

Clarissa Gunter
Refugee Cash and Refugee Medical Assistance Programs Consultant

Learning Objectives

1. Recognize Refugee Programs Partnerships
   - NC State Refugee Office
   - NC Resettlement Agencies
   - NC Refugee Service Providers

2. Understand the Refugee Process
   - Arrival/Resettlement/Process
   - Eligible Populations (groups)
Learning Objectives

3. Understand the NC FAST system:
   - Correct Intelligence Evidence Gathering (IEG)
   - Incorrect Intelligence Evidence Gathering (IEG)

4. Determine when to use:
   - Cash Assistance vs. Refugee Cash Assistance
   - Medical Assistance vs. Refugee Medical Assistance
     - Eligibility Guidelines
     - Interview Application
     - Processing Standards

5. Discuss Case Scenarios

Key Icons

Policy  Handouts  Hyperlinks
North Carolina State Refugee Office (NC SRO)

The office that oversees Refugee Support Services (RSS), Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA) as well as numerous other programs, duties and responsibilities.

The NC SRO ensures maximum coordination between local resettlement agencies involved in refugee resettlement and the public and private providers of refugee services.

Division of Social Services

Economic & Family Services (EFS)
North Carolina State Refugee Office

Benefits

Department of Social Services

- Food & Nutrition Services
- Work First (TANF)
- Medicaid
- Energy Assistance

Refugee Cash Assistance (RCA)

May receive up to 8 months from date of arrival

Refugee Medical Assistance (RMA)

Services

NC Service Providers

- Case Management
- Employment Services
- English Language Training
- Vocational Services
- Immigration & Citizenship
- Interpretation & Translation
- Social Adjustment Services
- Transportation

May receive up to 60 months (5 years)

National Voluntary Agencies (VOLAGS)

1) Church World Service (CWS)
2) Ethiopian Community Development Council (ECDC)
3) Episcopal Migration Ministries (EMM)
4) Hebrew Immigration Aid Society (HIAS)
5) International Rescue Committee (IRC)
6) Lutheran Immigration and Refugee Services (LIRS)
7) US Catholic Council of Bishops (USCCB)
8) US Committee for Refugees and Immigrants (USCRI)
9) World Relief Corporation (WRC)
NC Refugee Resettlement Agency

“Local affiliate,” does both resettlement and provide on-going services. They operate under the guidance of a National Voluntary Agency (VOLAG) and under contract with the Department of State (DOS) to provide Reception and Placement (R&P) services at the local level.

Refugee Appendices

Appendix A - Local Affiliate Offices for National Voluntary Agencies
Appendix B - NC Refugee Service Providers

EXAMPLE - NC Resettlement Agencies (continued)

Appendix A – North Carolina Refugee Resettlement Agencies
Local Affiliate Offices for National Voluntary Agencies

North Carolina African Services Coalition
Voluntary Agency: Ethiopian Community Development Center (ECDC)
122 N. Elm Street, Suite 1010
Greensboro, North Carolina 27401
Phone: 336-574-2677
Fax: 336-574-2672
www.ascafica.org
NC Refugee Services Providers

Contract directly with the NC SRO to provide a wide variety of ongoing refugee-specific services such as delivery of/or coordination of employment services, case management, transportation, skills recertification, English Language Training (ELT), vocational skills training, citizenship and immigration services, translation and interpretation, and social adjustment services. These services can last up to 5 years.

Refugee Appendices

Appendix A - Local Affiliate Offices for National Voluntary Agencies

Appendix B - NC Refugee Service Providers

EXAMPLE - NC Refugee Service Providers (continued)

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>STREET ADDRESS &amp; PHONE</th>
<th>COUNTIES SERVED</th>
<th>KEY SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>NC African Services Coalition, Inc. (ECDC) Greensboro</td>
<td>122 N. Elm Street, Suite 1010 Greensboro, North Carolina 27401 Phone: 336-574-2677 Fax: 336-574-2672</td>
<td>Guilford</td>
<td>Case Management, Employment, Social Adjustment Services, Interpretation and Translation, Transportation, Educational and Vocational Training, Skills Recertification, Drivers Training, Youth Services</td>
</tr>
</tbody>
</table>
Refugee Process

Click here to stream it!
What is the difference?

Immigration

Immigrant

Immigration Status

Citizenship

Naturalization

Immigration

The **act** of leaving one's countries and moving to another country of which they are not natives, nor citizens.

Immigrant

Is a general term for a person who goes to a new country with plans to **settle** there permanently.
Immigration Status

Refers to the way in which a person is present in the United States.

*Everyone has an immigration status.*

These immigrant status types include:

1. US Citizen
2. Legal/Lawful Permanent Resident
3. Refugee or Asylee
4. Non-Immigrant (specific visa)
   - U Visa
   - T Visa
   - Student Visa
   - Visitor Visa
   - Temporary Work Visa
5. Undocumented Person
   (entered without papers or overstayed their visa)
Citizenship

The position or status of being a citizen of a particular country

U.S. Citizen
A person is a United States citizen by birth or by naturalization. Persons who are born in the following:
  • one of the 50 states,
  • the District of Columbia (DC),
  • Puerto Rico (PR),
  • U.S. Virgin Islands (VI),
  • Guam (GU)

Citizenship Continued

U.S. National
A U.S. national is a person born or having ties with “an outlying possession” of the U.S.
Naturalization

Naturalization is the legal process through which a foreign citizen or national can become a U.S. citizen.

ORR Eligible Recipients

1. Refugee
2. Special Immigrant Visa (SIV) Holder from Afghanistan and Iraq
3. **NEW!** SQ/SI Parolees from Afghanistan and Iraq
4. **NEW!** Afghan Humanitarian Parolees
5. Asylee
6. Amerasians (from Vietnam)
7. Cuban and Haitian Entrants also known as ‘Parolee’
8. Victims of Human Trafficking
Refugee Appendices

Appendix A - Local Affiliate Offices for National Voluntary Agencies
Appendix B - NC Refugee Service Providers
Appendix C - Refugee Social Service Codes, Services Descriptions & Units
Appendix D - 2021 Federal Poverty Guidelines
Appendix E - Refugee Fact Sheet
Appendix F - Asylee Fact Sheet
Appendix G - Cuban & Haitian Entrants Fact Sheet
Appendix H - Central American Minors (CAM) Fact Sheet
Appendix I - Special Immigrant Visa (SIV) Holders or SQ/SI Parolees from Afghanistan and Iraq Fact Sheet
Appendix J - Afghan Humanitarian Parolees Fact Sheet
Appendix K - Victim of Human Trafficking Fact Sheet

Group One

<table>
<thead>
<tr>
<th>Refugee</th>
<th>Special Immigrant Visa Holders (SIV) Afghanistan &amp; Iraq</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>SQ/SI Parolees Afghanistan &amp; Iraq</td>
</tr>
<tr>
<td></td>
<td>Afghan Humanitarian Parolees</td>
</tr>
</tbody>
</table>

Group Two

<table>
<thead>
<tr>
<th>Asylee</th>
<th>Cuban &amp; Haitian Entrants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amerasians</td>
<td>Victims of Human Trafficking</td>
</tr>
</tbody>
</table>
Who is a Refugee?

A refugee is... any person who is outside any 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.
Application/Intake Process

Immigration Paperwork
(Evidence/Verification)
- I-94
- VISA
- Passport
- Travel Document

Required Form
DSS-6247
Notification of Refugee Arrival and Intent to Apply For Benefits

Process case and get it out your space!
Just a phase

Application/Intake Process

Immigration Paperwork
- I-94
- VISA
- Passport
- Travel Document
- Letter Granted Asylum
- Certification Documents

Additional Populations
- Amerasians
- Asylee – MUST have a letter of Granted Asylum
- Cuban/Haitian Entrants (Parolees)
- Victims of Human Trafficking – Certification Letter

Process case and get it out your space!
Questions

NC FAST

North Carolina Families Accessing Services through Technology
Evidence Gathering

During Intelligence Evidence Gathering:

- When answering the question about citizenship status, select Other (is applicable for the qualified status group of “Refugees”)
- This will prompt additional questions about the “Alien” Status.

Evidence Gathering

What is the claimant’s citizenship status?

- Please Select-

  - US Citizen/Naturalized Citizen
  - US Non-Citizen National
  - Undocumented Alien
  - Other
  - Unknown
Evidence Gathering

Please enter the claimant’s alien details

Alien Category *

Current Alien Status

Alien Registration Number

Date of Entry

County of Origin

Does the claimant have a sponsor?

Evidence Gathering

With the immigration document (I-94) and evidence you can fill in the required information. Make sure you fill in completely.

Upon approval immediately activate your Product Delivery Case to distribute benefits timely and accurately.
Evidence Gathering

Please enter the claimant's alien details

**Alien Category**

- Documented Alien
- Refugee

**Current Alien Status**

- 123456789
- 10/5/2021

**County of Origin**

- Democratic Republic of the Congo

**Does the claimant have a sponsor?**

Evidence Gathering

Correct Evidence Gathering

Person Details

Correct Alien Status: Refugee

Alien Registration Number: [Redacted]

Correct Ethnic Origin: Not Hispanic or Latino

Correct Medicaid Card: No
### Non-Financials

#### Non Financials

<table>
<thead>
<tr>
<th>Household Member</th>
<th>Residency</th>
<th>Refugee Status</th>
<th>SSN</th>
<th>Non-Financials</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pass</td>
<td>Pass</td>
<td>N/A</td>
<td>Fail</td>
</tr>
</tbody>
</table>

- **Residency**: Is a permanent resident of the state.
- **Refugee Status**: Qualified as a Refugee on entry to the United States.
- **Social Security Number**: Not Applicable
- **Non-Financials**: Is not a full-time student in an institute of higher learning.

### Eligibility Decision

#### Eligibility

<table>
<thead>
<tr>
<th>Category</th>
<th>Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household</td>
<td>Pass</td>
</tr>
<tr>
<td>Non Financials</td>
<td>Pass</td>
</tr>
<tr>
<td>Resources</td>
<td>Pass</td>
</tr>
<tr>
<td>Income</td>
<td>Pass</td>
</tr>
</tbody>
</table>
Evidence Gathering

What is the claimant's citizenship status?

-Please Select-
-Please Select-
US Citizen/Naturalized Citizen
US Non-Citizen National
Undocumented Alien
Other
Unknown

Incorrect Evidence Gathering

Person Details

Head of Household: Yes
Last Name: [REDACTED]
Home Phone Number: [REDACTED]
Applied for SSN: N/A
Gender: [REDACTED]

Citizenship Status: Unknown
Ethnic Origin: Unreported

Residents in State: Yes
Living situation: Home (living with own family)
Living situation Start Date: July 1, 1946
Expended Monthly Income: 0
Expended Housing Costs: 0
Expended Utility Costs: 0

-First Name: [REDACTED]-
Home Area Code: [REDACTED]
Contact Language: Arabic
Date of Birth: [REDACTED]
Marital Status: Married
NC Intended Resident: Yes
Living situation Status: Permanent
Medicaid Card: No
Non-Financials

<table>
<thead>
<tr>
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<th>Citizenship</th>
<th>SSN</th>
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<tbody>
<tr>
<td></td>
<td>Fail</td>
<td>Pass</td>
<td></td>
<td>Fail</td>
</tr>
</tbody>
</table>

- **Residency**: In a permanent resident of the state.
- **Citizenship**: Pass
- **SSN**: Pass
- **Non-Financials**: Fail

Incorrect Eligibility Decision

- **Household**: Pass
- **Non Financials**: Fail
- **Resources**: Pass
- **Income**: Pass
Questions

Cash Assistance
Types of Cash Assistance

1. Work First Cash Assistance (WF)
2. Supplemental Security Income (SSI)
3. Match Grant (MG)
4. Refugee Cash Assistance (RCA)
Refugee Cash Assistance

RCA is short-term financial support provided to eligible individuals who participate in employment services in accordance with an Employability Plan.

<table>
<thead>
<tr>
<th>RCA Payments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recipients</td>
</tr>
<tr>
<td>Individual</td>
</tr>
<tr>
<td>Couple</td>
</tr>
</tbody>
</table>

First 8 months. New Arrivals ONLY!
To be eligible for RCA an individual/couple must not be eligible for mainstream cash assistance programs such as:

- Work First Cash Assistance (WF)
- Supplemental Security Income (SSI)
- Match Grant (MG)
Refugee Cash Assistance

Refugee Individual
A single refugee individual household must consist of one adult, with no minor children 18 years of age or older.

Refugee Couple
A refugee couple household may consist of a married couple with no minor children.

Refugee Cash Assistance

Refugee 65 Years of Age or Older
A refugee 65 years of age or older, or a refugee who is blind or disabled, may meet the criteria for Supplemental Security Income (SSI) until the individual begins receiving SSI.
**Application/Intake Process**

**Immigration Paperwork**
(Evidence/Verification)
- I-94
- VISA
- Passport
- Travel Document
- Letter of Asylum
- Certification letter for Victim of Human Trafficking

**Required Form**
DSS-6247
Notification of Refugee Arrival and Intent to Apply For Benefits

= Process case and get it out your space!

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**Paper Application vs NCFAST Application**

**DSS-8228**
Work First Cash Assistance Application

**DSS-6241**
Refugee Cash Assistance Application
RCA Issues

BENEFITS ISSUED IN ERROR
- Refugee families are placed on RCA and not on WF.

OVER ISSUANCE – NOT Reacting to Change
- RCA recipients age 65 or older begin receiving SSI plus RCA.
- RCA recipients become employed and change in situation “employment” is not reported.

RCA Application & Interview
1. Apply cultural sensitivity in all interview communications.
2. Obtain an interpreter, if needed.
3. Evaluate each member of the family, individually.
4. A person 18 years of age or older is considered an adult.
5. Ensure Refugee applicant(s) understands their rights and responsibilities.
6. Applicants should apply for Food and Nutrition Services (FNS) benefits on the same day.
RCA Eligibility Guidelines

- Adult (age 18 and over) with no MINOR children
- Household (married) with no MINOR children
- Acceptable immigration status;
- Acceptable documentation;
- New arrivals only; in county 8 months or less
- Employment Services

RCA Processing Requirements

Refugee Status
Immigration documents for Refugee status are needed. No Social Security Number/Card, NO problem. SSN AND SAVE (SYSTEM) CHECKS ARE NOT REQUIRED

State/County Residence
Accept applicant's statement. NO ADDITIONAL VERIFICATION NEEDED

Income and Resources
What counts? Only earned income. Resources obtain in this country only. Income criteria – 200% of poverty level. REFER TO RESOURCE EXCEPTIONS

30-Day Processing
The date of application is the day the application is signed by the applicant or acting representative. Must process in 30 days.
### RCA Notices

**Approval Letter**
- **DSS-8108** Notice of Benefits

**Client Rights & Responsibilities**
- **NCFAST-20009** North Carolina Rights & Responsibilities for Public Assistance

**Employment Referral**
- **DSS-5022 (Part A & B)**, Refugee Work Registration Certification, Employment/Refusal and Termination/Denial Notice

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### Employment Services
Employment Services Guide for RCA Recipient(S)

DSS-5022

Available in two versions
1. Forms website Link: https://policies.ncdhhs.gov/division/social-services/forms

2. NC FAST Generated Job Aid: Follow the job aid Generating and Completing Forms under Case Level Communication and you will find the DSS-5022
DSS-5022

Part A: DSS Worker must complete.

Part B: Employment Specialist must complete.

Part C: Employment Specialist must complete.

Part D: DSS Worker must complete.

Employment Services Process

Answer Letter

DSS-8108 Notice of Benefits

Required Form

DSS-5022 Refugee Work Registration Part A

Required Form

DSS-5022 Refugee Work Registration Part B

Process Complete
Change Process (Employment)

- Required Form
  - DSS-5022 Refugee Work Registration Part C

- Required Form
  - DSS-8113 Work Verification Form

- Required Form
  - DSS-5022 Refugee Work Registration Part D

= Process Complete

Change Process (SSI)

- Required Form
  - DSS-5022 Refugee Work Registration Part C

- Required Form
  - DSS-5022 Refugee Work Registration Part D

- Required Form
  - DSS-8110 Notice of Modification Termination or Continuation of Public Assistance

= Process Complete
Counties without NC Refugee Resettlement Agencies (Local Affiliate)

The local DSS is responsible for obtaining a signed MRA and for developing both the Family Self-Sufficiency and Individual Employability Plans when a local affiliate is not located in that county or surrounding counties. (Refer to Appendix B for listing)

How to complete?

2. Develop an **DSS-6232, Individualized Employability Plan** program service.
3. Complete a **DSS-6230, Family Self-Sufficiency Plan** addressing the employment.
EXAMPLE - NC Refugee Service Providers

<table>
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<th>COUNTIES SERVED</th>
<th>KEY SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catholic Charities of Charlotte (USCIS)</td>
<td>1123 South Church Street Charlotte, North Carolina 28203</td>
<td>Cabarrus, Stanly, Mecklenburg, Union</td>
<td>Case Management, Employment, Interpretation and Translation, Social Adjustment Services, Information and Referral, Driver’s Training</td>
</tr>
</tbody>
</table>

External vs. Internal Employment Referral

RCA Employment Services Exemptions

1. Age 18, attending secondary, vocational school NOT attending an institution of higher education.
2. Adult age 65 or older
3. Caregiver for a child under 2
4. Ill or incapacitated
5. Caring for another ill or incapacitated family member
Medical Assistance

Policy/Manual

- Chapter I: Refugee Assistance Background
- Chapter II: Refugee Medical Assistance Program
- Chapter III: Refugee Cash Assistance Program
- Chapter IV: Refugee Social Services
- Chapter V: Refugee Assistance Monitoring
- Refugee Asymptotica
Refugee Medical Assistance

RMA is a short-term medical assistance program available to eligible Refugee individuals (ages 21 - 64) or refugee couples that are not currently pregnant and/or not caretaker(s) of minor, dependent children individuals in order to stabilize their health shortly after arrival in the US.

First 8 months. New Arrivals ONLY!

To be eligible for RMA an individual/couple must not be eligible for Medicaid and/or Medicare such as:

- Family & Children’s Medicaid (MAF)
- Medicaid Infant Children (MIC)
- Medicaid for 19 & 20 (MAFNGN)
- Aged, Blind, Disabled Medicaid (MAABD)
- Pregnant Women’s Medicaid (MPW)
NC FAST - Systematic Process

Key all Refugee clients applying for medical assistance in “New MAGI Application” FIRST!

1. Modified Adjusted Gross Income (MAGI)
   - New MAGI Application
     - 12-month Medicaid Programs
       - MIC Medicaid Infant & Children
       - MAF Medicaid Family & Children
       - MPW Medicaid Pregnant Women
       - FPP Family Planning Medicaid
         - If eligible for one of the above STOP and process the case using MAGI policy and procedures
         - If the client is found eligible for Family Planning (FPP), DENY the case and evaluate for TRADITIONAL Medical Assistance

2. Traditional Medicaid
   - New Application
     - 12 months or less 12-month Medicaid programs
       - Apply for Medical Assistance
         - MA Refugee Medical Assistance
         - MAABD Medicaid Adult, Age, Blind Disable
           - Name changes to Refugee Medical Assistance (once application is disposed and approved)
RMA Issues

BENEFITS ISSUED IN ERROR
1. Refugee families are placed on RMA.
   - Parent(s) are placed on RMA and child(ren) on MAGI.
   - Split up categorically eligible for MAGI/Medicaid household.

2. Refugee individual age 21-65 with appropriate Refugee status is approved for Family Planning (FPP) and were NOT denied FPP and reevaluated for RMA.

RMA Eligibility Guidelines

✓ Acceptable immigration status
✓ Acceptable documentation;
✓ New arrivals only; in county 8 months or less
✓ Live in North Carolina
✓ Evaluate each member of the family, individually.
✓ Parent’s income and resources are not considered a countable income towards an individual eligibility determination.
RMA Processing Requirement

Refugee Status
Immigration documents for Refugee status are needed. **No Social Security Number/Card, NO problem.** SSN AND SAVE (SYSTEM) CHECKS ARE NOT REQUIRED

State/County Residence
Accept applicant’s statement
**NO ADDITIONAL VERIFICATION NEEDED**

Income and Resources
What counts? Only earned income. Resources obtain in this country only. Income criteria – 200% of poverty level. **REFER TO RESOURCE EXCEPTIONS**

30-Day Processing
The date of application is the day the application is signed by the applicant or acting representative. Must process in 30 days.

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Paper Application vs NCFAST

**MA-3215**
Family and Children's Medicaid

**DSS-6242**
Refugee Medical Assistance Application
**RMA Exception to Resource Requirements**

1. Do not consider any resources remaining in the applicant’s country of origin.
2. Base eligibility for RMA on applicant’s income and resources at the time of application.
3. Do not consider sponsor’s income and resources.

**RMA Notices**

- Approval Letter
- **DSS-8108** Notice of Benefits
- **DMA-5003** Medicaid Approval Notice  
  (*Use for MAGI cases, not preferred for RMA*)
- **Client Rights & Responsibilities**
- **NCFAST-20009** North Carolina Rights & Responsibilities for Public Assistance
Things to remember…

- Recipients of RCA do not automatically receive RMA.
- A refugee may apply for RMA and RCA independently.
- If RCA is terminated because of wages, the recipient’s RMA benefits should not terminate.
- Processing MAGI (Medicaid) applications to determine eligibility prior to processing RMA will eliminate cases from being processed incorrectly.

Additional Questions

- Submit Refugee Cash Assistance (RCA) and Refugee Medicaid Assistance (RMA) questions to RefugeeAssistance.Policy.Questions@dhhs.nc.gov.

- For Medicaid eligibility questions, please contact your Medicaid Operational Support Team (OST) Representative.

- Submit questions regarding Food and Nutrition Services (FNS), Work First Cash Assistance (WF), Energy Assistance (EA) programs to the following email: DSS.Policy.Questions@dhhs.nc.gov

- Email questions regarding NC FAST: ncfasttraining@dhhs.nc.gov or ncfastsupport@dhhs.nc.gov