

Arizona Refugee Resettlement Program
Services Available to Eligible Beneficiaries

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Arizona Refugee Resettlement Program

The Arizona Refugee Resettlement Program (RRP) administers refugee resettlement services and time-limited cash and medical assistance for eligible beneficiaries.¹

Eligible Beneficiary:

The following people are eligible for benefits and services from the Arizona Refugee Resettlement Program:

- Amerasians
- Asylees
- Certain Amerasians
- Cuban/Haitian Entrants
- Refugees
- Special Immigrant VISA (SIV) Holders
- Victims of a Severe Form of Human Trafficking

All eligible beneficiaries may receive formula-funded Office of Refugee Resettlement (ORR) benefits and services, including employment and case management, for up to five years and may be eligible to receive Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA) for up to eight months.

¹ All information has been obtained from the Office of Refugee Resettlement website.

Definitions ²

Amerasians

Individuals fathered by a U.S. citizen and born in Vietnam after January 1, 1962, and before January 1, 1976, are known as Amerasians and may be admitted to the U.S. as immigrants. Spouses, children, and parents or guardians may accompany the Amerasian.

Amerasians are admitted to the U.S. as immigrants pursuant to section 584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act, 1988, section 101(e) of Public Law 100-202 (Act of 12/22/87), and amended by the 9th proviso under Migration and Refugee Assistance in Title II of the Foreign Operations, Export Financing, and Related Programs Appropriations Acts, 1989 (Pub. L. No. 100-461 as amended). Amerasians are eligible to receive ORR assistance and services.

Asylees

Asylees are individuals who, on their own, travel to the United States and subsequently apply for/receive a grant of asylum. Asylees do not enter the United States as refugees. They may enter as students, tourists, businessmen, or even in undocumented status. Once in the U.S., or at a land border or port of entry, they apply to the Department of Homeland Security (DHS) for asylum.

To qualify for a grant of asylum, the person must meet the legal definition of a refugee. Asylum status permits the person to remain in the United States. Individuals granted asylum are eligible for ORR assistance and services. (Note: persons who have a pending application for asylum but who have not been granted asylum are not eligible for ORR assistance and services. The only exception is for certain Cubans and Haitians.)

Cuban/Haitian Entrants

Cubans and Haitians who have a current or expired parole, who are in pending removal proceedings, or who have a pending application for asylum are Cuban/Haitian Entrants and thus are eligible for ORR benefits and services, same as a refugee.

Cuban and Haitian entrants are defined as (a) Any individual granted parole status (by DHS) as a Cuban/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 status of the individual at the time assistance or services are provided 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 (DHS); and (2) With respect to whom a final, non-appealable, and legally enforceable order of deportation or exclusion has not been entered. 45 CFR § 401.2. Cuban and Haitian Entrants, along with Cubans in certain other categories, are after one year in

² All information has been obtained from the Office of Refugee Resettlement website.

the U.S. eligible to apply for adjustment of status, at which time when a full medical exam would be required by USCIS.

Refugees

A refugee is any person who is outside his or her country of nationality or habitual residence, and is unable or unwilling to return to or seek protection of that country due to a well-founded fear of persecution based on race, religion, nationality, membership in a particular social group, or political opinion.

Individuals granted refugee status overseas by the U.S. Department of Homeland Security are brought to the United States for resettlement by the U.S. Department of State. Voluntary agencies and ORR assist with their resettlement and integration into the US. Refugees are eligible to receive ORR benefits and services from the first day they arrive in the U.S.

Special Immigrant VISA (SIV) Holders

For their service to the U.S. government in Iraq and Afghanistan, certain Iraqis and Afghans are granted Special Immigrant (SIV) status overseas by the U.S. Department of State and are admitted to the U.S. by the Department of Homeland Security. The Department of State, in conjunction with the Voluntary agencies and ORR, assist with the resettlement and integration of SIVs into the U.S. An SIV is eligible for the same ORR benefits and services and for the same time period as a refugee, from the first day the SIV arrives in the U.S.

Victims of Human Trafficking

The Trafficking Victims Protection Act of 2000 (TVPA) defines “Severe Forms of Trafficking in Persons” as:

- 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 forced to perform such an act is under the age of 18 years;
- 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, debt bondage or slavery.

REFUGEE SOCIAL SERVICES PROGRAM

Maricopa and Pima Counties

RRP provides funds for case management and employment services to refugees resettled in Arizona through the Refugee Social Services Program (RSSP). The goal of RSSP is to assist clients in becoming economically self-sufficient as quickly as is feasible. Refugees and other eligible beneficiaries resettled in Arizona have the right to receive services under RSSP. Services are provided to eligible beneficiaries for up to 60 months to help ensure that refugees maintain durable self-sufficiency without reliance on public benefit systems.

Employment Services

The employment specialist will develop an Individual Employability Plan (EP) for every employable member of the family. The Individual EP should include provisions for employment services that render an individual or household self-sufficient. It shall include, to the fullest extent feasible, provisions for employment services that provide opportunities for an individual or family to maintain a state of economic self-sufficiency and increase their wages through job placements as their skills progress.

Case Management Services

Case managers will facilitate clients' completion of the U.S. Domestic Medical Examination (DME) for Newly Arrived Refugees, preferably within 30 days, but no later than 90 days of U.S. arrival or grant of qualifying status. They will coordinate with the Medical Examination provider to schedule a time for the DME to take place and shall, to the best of their ability, comply with the Medical Examination provider's request for scheduling. They will also provide transportation for clients to the DME for newly arrived clients.

They should also provide all needed Case Management services pursuant to a client's Self-sufficiency Plan (SSP). An SSP should be developed between the Resettlement Agency (RA) and client and should serve as a mutual agreement that documents specific needs and definite goals, timeframes and actions required to meet those goals and the clear responsibilities of the two parties.

Case Management services must be offered to individuals and families until all barriers listed on their SSP, including subsequently amended SSPs, are identified by both the contractor and the individual or family as having been surmounted and the SSP is considered completed, or until the individual or family reaches the end of their eligibility period.

Health

RAs will ensure that clients receive the health-related services listed below and will assist clients with transportation to healthcare appointments. Case management services that provide for the transportation of clients shall be provided in such a way that promotes a client's ability to access health care services without long-term reliance on the contractor for transportation.

- Assistance with gaining access to treatment and care for latent physical and behavioral health concerns.
- Assistance in establishing and maintaining care with a primary care physician.
- Assistance in with obtaining specialist referrals from your primary care physician.
- Assistance with obtaining services from medical specialist as appropriate.
- Assistance in obtaining access to the State Medicaid Program Arizona Health Care Cost Containment System (AHCCCS) as appropriate.

Education

RAs will ensure that clients receive the following education related services:

- Receive assistance with enrolling and successfully utilizing English Language Training (ELT) courses
- Receive assistance with enrolling children into the public-school system as required
- Receive assistance with enabling children to maintain meaningful access to the public-school system
- Receive assistance with enrolling economically self-sufficient adults in continuing education courses that do not affect their ability to obtain or retain employment.

Public Benefits

RAs will ensure that clients receive the following public benefits related services:

- Receive assistance with maintaining your relationship with and completing the requirements for the Temporary Assistance for Needy Families (TANF) Jobs Program for the duration of your enrollment in TANF Jobs Programs
- Receive assistance with staying in compliance with all Family Assistance Administration (FAA) (cash programs) regulations
- Receive assistance with successfully applying for Supplemental Security Income
- Receive assistance with applying for and successfully utilizing public housing on a limited basis
- Receive assistance with enrolling and successfully utilizing services from the Rehabilitation Services Administration at Department of Economic Security (DES) as necessary
- Receive assistance with maintaining access to and successfully utilizing the Supplemental Nutrition Assistance (SNAP) and Women, Infants and Children (WIC) Programs, as necessary
- Receive assistance with enrolling and successfully utilizing services from the Department of Development Disabilities (DDD) at DES as necessary
- Receive assistance with enrolling and successfully utilizing childcare services through the Child Care Administration at DES as necessary

Integration Services

RA staff will assist clients in need of resolving their problems that relate to: U.S., Arizona or municipal laws and ordinances; housing issues (e.g., landlord tenant issues, maintenance, lease renewal); and other legal matters involving such issues as child and adult abuse and neglect, truancy, domestic violence and immigration; referral to immigration services for obtaining your green card or Citizenship at the appropriate time intervals.

All eligible beneficiaries are entitled to these services at the RA that resettled them upon arrival. Secondary migrants and asylees can select a RA to receive services from.

REFUGEE MEDICAL ASSISTANCE (RMA)

Maricopa and Pima Counties

Eligibility

RMA is available for those who have had their AHCCCS coverage terminated due to earned income within eight months from the date a refugee enters the U.S. with a qualifying immigration status, or the date the refugee was granted a qualifying status (such as granted asylum) by U.S. Citizenship and Immigration Services (USCIS) or ORR.

This program serves eligible beneficiaries from the below group for up to eight months from their entrance date in the U.S. or grant of qualifying status.

- Amerasians
- Asylees
- Certain Amerasians
- Cuban/Haitian Entrants
- Refugees
- Special Immigrant VISA (SIV) Holders
- Victims of a Severe Form of Human Trafficking

What:

RMA is a 100 percent federally funded program that provides up to eight months of payment for medical care and emergency dental care rendered to eligible refugees who have resettled in Arizona. RMA is not a health insurance program; rather, it is a temporary, time-limited benefit provided by the U.S. Department of Health and Human Services, ORR, for those meeting eligibility requirements as determined in 45CFR §400.

Purpose

RMA's purpose is to temporarily support eligible individuals who have had their state Medicaid health coverage terminated due to gained employment. For more information on RMA, contact the RRP at: (602) 542-6644. To have your eligibility for RMA determined, ask your RA to apply for the program on your behalf. Please provide your RA with a termination letter from AHCCCS.

How

In order to be enrolled in RMA and receive RMA coverage including an RMA benefit card, a refugee must apply for the benefit through their RA. The RA will apply for the benefit on the client's behalf through RRP's online system. With the proper documentation including existing court papers, I-94s, TSA documents, a signed Statement of Understanding, and an AHCCCS termination letter, eligibility for RMA will be determined within two business days and an RMA benefit card will be sent to the RA within a week.

Coverage

RMA provides the same extent of medical coverage as AHCCCS. Any provider who accepts AHCCCS should also accept RMA as payment. RMA provides coverage for the following medical services:

- Doctor Visits
- Immunizations (shots)
- Prescriptions (Not covered if you have Medicare)
- Lab and X-rays
- Early and Periodic Screening Diagnosis and Treatment (EPSDT) Services for Medicaid eligible children under age 21
- Specialist Care
- Hospital Services
- Emergency Transportation
- Emergency Care
- Podiatry Services Performed by a Podiatrist
- Pregnancy Care
- Surgery Services
- Physical Exams
- Behavioral Health
- Family Planning Services
- Dialysis
- Glasses (for children under age 21)
- Vision Exams (for children under age 21)
- Dental Screening (for children under age 21)
- Dental Treatment (for children under age 21)
- Emergency Dental (for adults 21 and older. Up to \$1000 per contract year)
- Hearing Exams (for children under age 21)
- Hearing Aids (for children under age 21)

More information on covered services can be found here:

<https://www.azahcccs.gov/Members/AlreadyCovered/coveredservices.html>

RMA Card

If a refugee is determined to be eligible for the RMA benefit, they will receive an RMA coverage card from their RA. This card will have a start and end date that delineates when the client is covered by RMA and should be presented to any medical provider providing services to the client. Any claim that is sent to RRP for services performed outside of the dates of coverage on the card will be denied and payment for these claims may become the responsibility of the client.

Domestic Medical Examination for Newly Arriving Refugees (DME)

Maricopa and Pima Counties

The purpose of the DME is to identify conditions of public health concern, familiarize refugees with the U.S. healthcare system, and to address any conditions that might impede a refugee's path to self-sufficiency. The cost of the exam is free for eligible clients. RMA pays for the DME for those who are not on Medicaid.

DME Components

- Vaccinations
- Complete History and Physical
- Complete Blood Count
- Intestinal Parasite Treatment (if necessary)
- Testing for Sexually Transmitted Diseases
- Malaria testing
- Tuberculosis testing
- Hepatitis testing
- Elevated Blood Lead Level testing
- Mental Health Screening
- Referrals to Follow-Up Treatment

The CDC's guidelines for the DME are available here:

<https://www.cdc.gov/immigrantrefugeehealth/guidelines/domestic/domestic-guidelines.html>

The Bureau of Population and Migration requires that RAs facilitate the DME for their clients as soon as possible after arrival, and ideally within 30 days of arrival or grant of qualifying status. The coordination of the DME is federally funded through RRP.

Where:

Name	Address	Contact
The Maricopa County Department of Public Health	1645 E Roosevelt Street Phoenix, Arizona 85006	(602) 372-1013
Banner University Medical Center Tucson	1501 N Campbell Avenue Tucson, Arizona 85724	(520) 626-1019

All eligible beneficiaries are entitled to these services at the RA that resettled them upon arrival. Secondary migrants and asylees can select a RA to receive services from.

Refugee Health Promotion (RHP)

Maricopa and Pima Counties

This program provides health literacy initiatives and limited case management services for clients facing barriers to care, with a focus on recent arrivals.

Services

Coordination of medical services for clients in the following order of priority:

- Refugees presenting intensive medical needs, including mental health needs, immediately upon arrival to the U.S. or upon grant of qualifying status.
- Refugees requiring hospitalization for an emergency or planned procedure, and that have been in the U.S. for less than five years from their U.S. entry date or grant of qualifying status.

Case management services address client barriers to obtaining or retaining meaningful access to care at Valleywise or Banner University Medical Center. While Valleywise RHP case managers speak specific languages, they serve clients from any ethnicity and language and utilize telephonic interpreters to perform case management activities for these clients.

Eligibility

This program serves eligible beneficiaries from the below group for up to five years from their entrance date in the U.S.

- Refugees
- Asylees
- Cuban/Haitian Entrants
- Special Immigrant Visa (SIV) Holders
- Amerasians
- Victims of Human Trafficking

Where:

Name	Address	Contact
Valleywise Health	2601 E Roosevelt Street Phoenix, Arizona 85008	(602)-344-1445
Case Manager: Alice Kalondji- speaks Swahili, French, Lingala, Bembe, Chiluba		(480) 708-9787
Case Manager: Ali Mohammed- speaks Arabic		(480) 250-3351
Tucson Family Advocacy Program – Banner University Medical Center	707 N. Alvernon Way, #101 Tucson, Arizona 85711	(520) 694-1624

ENGLISH LANGUAGE TRAINING (ELT)

Maricopa and Pima Counties

The purpose of this contract is to provide ELT services for individuals that meet the definition of an eligible beneficiary. This service is provided to promote economic self-sufficiency of refugees.

ELT Course Services

ELT courses should be provided in a manner that accommodates a client’s needs based on their English and educational levels upon arrival. These needs will be determined by pre-enrollment testing. ELT service providers should provide for the use of native language interpreters to facilitate clients’ obtaining conversational levels of English if that is deemed beneficial. ELT providers should also provide courses in diversified settings according to clients’ needs and comfort levels, including individual or group settings, and formal and informal educational settings.

Eligibility

This program serves eligible beneficiaries from the below group for up to five years from their entrance date in the U.S.

- Refugees
- Asylees
- Cuban/Haitian Entrants
- Special Immigrant Visa (SIV) Holders
- Amerasians
- Victims of Human Trafficking

Where:

Name	Address	Contact
Friendly House	4425 W Olive Avenue, #128 Glendale, Arizona 85302	602-416-7248
Pima Community College	4355 E Calle Aurora Tucson, Arizona 85705	520-206-3554

PROGRAM DEVELOPMENT – COMMUNITY CENTER³

Maricopa and Pima Counties

This program is designed to contribute to and enhance the effective resettlement of refugees and other eligible beneficiaries. In order to best assist refugees' long-term integration, RRP seeks to support new approaches to service delivery that provide enhanced partnerships and leveraging of resources to assist refugees with longer-term support that leads to refugees successfully navigating mainstream services, accessing community support systems, and successfully adjusting to life in their new communities.

Services:

Outreach Services

Activities designed to familiarize refugees with available services, to explain the purpose of these services, and to facilitate access to these services, including both refugee-specific services and mainstream services.

Information and Referral Services

Including, but not limited to, short-term training programs based on identified community needs (e.g., transportation trainings, childcare trainings, legal trainings, U.S. law and law enforcement trainings, ongoing orientation needs, etc.) and referral to mainstream service providers.

Social Adjustment Services

Emergency services: Assessment and short-term counseling to persons or families in a perceived crisis; referral to appropriate resources; and the making of arrangements for necessary services.

Health-related services: Information regarding appropriate resources; assistance in scheduling appointments and obtaining services; and obtaining counseling for individuals or families to help them understand and identify their physical and mental health needs and maintain or improve their physical and mental health.

Home management services: Formal or informal instruction to individuals or families in management of household budgets, financial literacy, home maintenance, nutrition, housing standards, tenants' rights, and other consumer education services.

Citizenship and Naturalization Preparation Services

Civics instruction to prepare refugees for citizenship, application assistance for adjustment to legal permanent resident status and citizenship status, assistance to refugees with disabilities in obtaining medical certification for disability exceptions to the English and/or civics requirements for naturalization, and the provision of interpreter services for the citizenship interview.

³ This contract is a pilot program and in the development phase.

Capacity Building Services for ethnic community-based organizations and refugee community members

Leadership training and development for predominant and new refugee arrival groups. Assistance in identifying resources and program models and implementing train-the-trainer programs to support outreach and information services.

Volunteer Recruitment and Volunteer Management

Programs designed to support and augment the Center's activities.

Cultural and Social Services

Provide or identify community spaces for refugees to organize cultural and social events to strengthen social connections and social bonding amongst and between refugees and the broader community (e.g., ceremonies and observance that mark important life transitions such as births, coming of age, marriage, death; cultural celebrations; informational meetings; sporting events, etc.). Coordinate community education opportunities for refugees to teach about refugees' cultural and linguistic backgrounds and service needs.

Behavioral Health and Occupational Therapy Services

Facilitation and provision of education, workshops and resources to assist refugees with emotional, psychological and physical healing needs.

Education Services

Facilitation and provision of education, workshops and resources to facilitate college readiness events for refugee youth and self-sufficient refugee adults to prepare for, apply to, and attend college programs as appropriate to their individual goals.

Career Advancement Services

Facilitation and provision of regular career advancement workshops, refugee-specific job fairs, and short-term training programs to assist refugees in identifying and preparing to become employed in occupations paying a wage sufficient to meet basic needs for themselves and their families and meet personal occupational goals.

Youth Services

Facilitation and provision of regular opportunities for refugee youth to engage in such activities as high school graduation support or high school equivalency support, creative workshops, sports activities, leadership programming, and socio-emotional learning opportunities.

Eligibility:

This program serves eligible beneficiaries from the below group for up to five years from their entrance date in the U.S.

- Refugees
- Asylees
- Cuban/Haitian Entrants
- Special Immigrant Visa (SIV) Holders
- Amerasians
- Victims of Human Trafficking

Where:

Name	Address	Contact
Somali American United Council	2425 Thomas Road, # 11 Phoenix, Arizona 85016	602-522-2100
Lutheran Social Services of the Southwest	1231 N Norris Avenue, Tucson, Arizona 85719	520-668-5668

INTENSIVE EMPLOYMENT SERVICES (IES)⁴

Maricopa and Pima Counties

The purpose of this service is to provide intensive employment integration support designed to supplement services offered under RRP's contract for refugees who are experiencing particular, persistent barriers to economic self-sufficiency. The services offered should expand upon existing employment services to pilot an employment program grounded in the evidence-based Individual Placement Support (IPS) model along with incentive and IPS coordination programming. The site is responsible for the coordination of IPS efforts, including intensive job development and coordination with other service providers, and will also provide direct job development and support services to IPS participants.

Services:

Focus on Competitive Employment

Agencies providing IPS services are committed to competitive employment as an attainable goal for participants with behavioral health conditions or disabilities seeking employment. Mainstream education and specialized training may enhance career paths.

Eligibility Based on Participant Choice

Participants are not excluded on the basis of readiness, diagnoses, symptoms, substance use history, psychiatric hospitalizations, homelessness, level of disability, or legal system involvement.

Integration of Rehabilitation and Mental Health Services

IES programs are closely integrated with mental health treatment teams, and IES Service Coordinators and IES Employment Specialists work to develop an in-depth understanding of behavioral health and disability services provided locally to coordinate employment supports through those providers.

Attention to Worker Preferences

Services are based on each person's preferences and choices, rather than providers' judgments. Job development is conducted in a manner that meets individual needs and goals. Disclosure of information related to medical, mental health or disability information is left to the discretion of each IES participant and is not shared with potential employers or other service providers without the express consent of the participant. IES Employment Specialists and IES Service Coordinators discuss the pros and cons of disclosure with each IES participant, particularly in relation to potential employment accommodations.

⁴ This contract is a pilot program and in the development phase.

Personalized Benefits Counseling

IES Service Coordinators and IES Employment Specialists help participants obtain personalized, understandable, and accurate information about their Social Security, Medicaid, and other government entitlements.

Rapid Job Search

IES programs use a rapid job search approach to help job seekers obtain jobs directly, rather than providing lengthy pre-employment assessment, training, and counseling. If further education is part of their plan, IES specialists assist in these activities as needed.

Systematic Job Development

Employment specialists systematically visit employers, who are selected based on job seeker preferences, to learn about their business needs and hiring preferences.

Time-Unlimited and Individualized Support

Job supports are individualized and continue for as long as each worker wants and needs the support throughout the duration of IES funded programming. Should a participant lose a job, services are offered to obtain another job. Employment Specialist have face to face contact at least monthly.

Eligibility:

This program serves eligible beneficiaries from the below group for up to five years from their entrance date in the U.S.

- Refugees
- Asylees
- Cuban/Haitian Entrants
- Special Immigrant Visa (SIV) Holders
- Amerasians
- Victims of Human Trafficking

In addition, eligible participants must fall under one of the following categories:

- Participants enrolled in Preferred Communities (Intensive Case Management) programming who are not receiving employment services through that program but seek to obtain employment
- Participants with physical disabilities who seek to obtain employment
- Participants diagnosed with Severe Mental Illness (SMI) or who seek to obtain employment

Where:

Name	Address	Contact
The International Rescue Committee	4425 W Olive Avenue # 400 Glendale, Arizona 85302	(602) 433-2440
The International Rescue Committee	1011 N Craycroft Road # 404 Tucson, Arizona 85711	(520) 319-2128

SERVICES FOR OLDER REFUGEES (SOR)

Maricopa and Pima Counties

The SOR program provides funding for activities that support integration, wellness, and independent healthy living for ORR-eligible populations age 60 and older.

Eligibility:

SOR program services may be provided to all ORR-eligible individuals aged 60 or above. States may provide services to eligible clients who have been in the country up to 60 months, with the exception of referral services, interpreter services, and citizenship and naturalization preparation services, for which there is no time limitation (45 CFR 400.152(b)).

Services:

- Helping older ORR-eligible populations' access mainstream aging services in the community such as information about supportive services, nutrition services, meal delivery, elder abuse prevention, senior community centers, and intergenerational activities.
- Providing older ORR-eligible populations with appropriate services that are not available in the community. Examples include interpretation and translation services.
- Creating opportunities for older ORR-eligible populations to live independently as long as possible. Examples include transportation, home care, adult day care, and respite care.
- Developing opportunities for older ORR-eligible populations to connect with their communities to avoid isolation. Examples include mental health support and opportunities for engagement in social and cultural activities.
- Assisting older ORR-eligible populations on the path to citizenship, especially those at risk of losing Supplemental Security Income or other federal benefits, to naturalize. Examples include civics instructions, counseling, and application assistance. Note, funding from the SOR program cannot be used to pay application fees for citizenship

Eligibility

This program serves eligible beneficiaries age 60 years or older from the below groups for up to five years from their entrance date in the U.S.

- Refugees
- Asylees
- Cuban/Haitian Entrants
- Special Immigrant Visa (SIV) Holders
- Amerasians
- Victims of Human Trafficking

Where:

Name	Address	Contact
Area Agency on Aging	2950 North 7th Street Phoenix, Arizona 85014	(602) 264-2255
Catholic Community Services	140 W Speedway Blvd. Tucson, Arizona 85705	(520) 623-4555

REFUGEE SCHOOL IMPACT (RSI) PROGRAM

Maricopa and Pima Counties

The RSI program's goals are to promote the academic performance and successful integration of refugee youth and other youth served through ORR-funded programs.

Eligibility:

Refugee youth ages 5-18 are eligible for RSI Programming. ORR-eligible youth older than 18 are eligible if the person is enrolled in high school or a high school equivalent GED program. Eligible youth receive services within the first five years of their arrival, but recipients should prioritize services to youth who have been in the U.S. for one year or less.

Services:

- Supplemental English Language Development (ELD) at various proficiency levels to address students' needs.
- After-school tutorials that augment refugee students' learning in the classroom and provide regular opportunities and resources for assistance with homework completion.
- Focused high school completion programs that advance refugee students' full and substantive participation in public schools.
- Technical assistance to participating schools to surmount barriers to refugee students' academic progress and adjustment within the school environment.
- Opportunities for mentoring and leadership in their school, including extra-curricular activities.
- Programs that address such challenges to socio-cultural adjustment as bullying, dating violence, and teen suicide through proven approaches that yield substantial improvement in students' social adjustment and academia.
- Behavioral health interventions for children including collaboration with parents, RAs, mutual assistance associations, and refugee-specific behavioral health providers to identify and refer refugee children who appear to have behavioral health issues to linguistically appropriate and culturally responsive behavioral health providers.
- Summer program activities to support remedial work and promote school readiness in conjunction with such activities as field trips, sports and summer camps.
- Parental Involvement Programs including training sessions and/or parent support groups that advance student academic support by assisting parents in understanding school policies, procedures, and their children's learning activities (classroom structure, homework, etc.).
- Comprehensive trainings that advance parents' understanding of school policies, procedures, and their children's learning activities.

Services Provided by Coordinators

Subject matter expertise to Arizona public K-12 schools, student client and parents, and refugee resettlement stakeholders in the areas of refugee children's education, child welfare, parental involvement, social integration, and other areas relating to the well-being of clients.

Collaboration with RRP, school districts, RAs, and other stakeholders, to support and coordinate efforts that contribute to the sustainability of successful RSI Project initiatives.

Facilitated workshops and learning opportunities for newly arrived student clients and their parents to include such topics as:

- What to expect from American school systems
- How to create home environments that are conducive to learning
- How community-based academic support (after school enrichment, one-on-one tutoring, summer camps) can enrich education
- What to expect in specialized school meetings
- Back-to-school workshops for parents who need to enroll their children in school for the first time on their own (in their late first/second year after arrival)
- Serving as a point of contact and liaison for Arizona public K-12 schools seeking assistance to better serve clients and/or assist with a particular child
- Coordinating meetings with multiple stakeholders when such issues as academic performance, social adjustment challenges, and disciplinary actions are identified
- Assisting Arizona public K-12 schools in organizing refugee parent nights and open parent-teacher conferences for various refugee ethnic and language groups.
- Organizing and leading monthly meetings with refugee education stakeholders in which relevant system issues are addressed, successful innovative practices are shared, cross-training and professional development opportunities are presented.

Eligibility:

This program serves eligible beneficiaries ages 5 to 18 or people currently enrolled in GED or high school from the below group for up to five years from their entrance date in the U.S.

- Refugees
- Asylees
- Cuban/Haitian Entrants
- Special Immigrant Visa (SIV) Holders
- Amerasians
- Victims of Human Trafficking

Where:

Name	Address	Contact
The International Rescue Committee	4425 W Olive Avenue # 400 Glendale, Arizona 85302	(602) 433-2440
Lutheran Social Services of the Southwest	1231 N Norris Avenue, Tucson, Arizona 85719	520-668-5668

YOUTH MENTORING PROGRAM (YMP)⁵

Maricopa and Pima Counties

The goal of the Youth Mentoring Program (YMP) is to promote positive civic and social engagement and support individual education and vocational advancement. To accomplish this goal eligible youth will be matched with positive adult mentors who will provide the youth with personalized interaction. Youth will also be provided case management to support education and career development.

Services

As a part of YMP program the responsible party will do the following:

- Perform initial assessment to determine the needs and goals of the youth and develop a plan to meet those goals through educational, vocational, and social activities
- Provide case management that includes documenting services provided and the progress of each youth toward meeting the youth's needs and goals
- Recruit and train mentors on how to support refugee youth

Activities under the YMP program will focus around the following areas.

- Development of social and life skills
- Helping youth to learn American culture while maintaining and celebrating the youth's cultural heritage
- Providing opportunities for social engagement with peers
- Providing information about opportunities to participate in civic and community service activities
- Supporting youth in learning English, math, and other skills
- Providing academic support, such as helping with homework, and assisting with transitions in school such as the transition between middle school and high school or high school to post-secondary education
- Helping youth with career development including skill building, resume drafting, worker's rights, and training opportunities
- Supporting youth in developing health and financial literacy

Eligible Populations

YMP program services may be provided to all ORR-eligible individuals between the ages of 15-24. Under the YMP program services may be provided to ORR-eligible youth within the first five years of their arrival but recipients will prioritize services to youth who have been in the U.S. for one year or less and those requiring additional social, academic, vocational, or emotional support.

⁵ This contract is a pilot program and in the development phase.

Where:

Name	Address	Contact
Chicanos Por la Causa	1112 E Buckeye Rd. Phoenix, Arizona 85034	(602) 257-0700
Lutheran Social Services of the Southwest	1231 N Norris Avenue, Tucson, Arizona 85719	520-668-5668

UNACCOMPANIED REFUGEE MINOR (URM) PROGRAM

Maricopa County

URM Program - A service that provides foster care provisions for refugee minors who are in the U.S. without a qualified parent or legal guardian.

Unaccompanied Refugee Minor: pursuant to 45 CFR §400.111, 45 CFR §400.43, and the Victims of Trafficking and Violence Protection Act of 2000, an unaccompanied refugee minor is a person who has not yet attained 18 years of age (or a higher age established by the State of resettlement in its child welfare plan under title IV-B of the Social Security Act for the availability of child welfare services to any other child in the State); who entered the U.S. unaccompanied by and not destined to (a) a parent or (b) a close non-parental adult relative who is willing and able to care for the child or (c) an adult with a clear and court-verifiable claim to custody of the minor; and who has no parent(s) in the U.S. and who holds one of the following statuses: Refugees admitted under INA § 207; Asylees granted asylum under INA § 208; Cuban and Haitian Entrants as defined under 45 CFR § 401.2; Certain Amerasians; Minor Victims of Trafficking; Special Immigrant Juveniles; Special Immigrant Visa (SIV) Holders; Permanent Residents that have held one of the above statuses in the past; Others as indicated by RRP.

Eligibility:

Pursuant to 45 CFR § 400.113 an unaccompanied refugee minor is eligible for benefits and services until the minor:

1. Is reunited with a parent; or
2. Is united with a non-parental adult (relative or nonrelative) willing and able to care for the child to whom legal custody and/or guardianship is granted under State law; or
3. Attains 18 years of age or such higher age as the State's title IV-B plan prescribes for the availability of child welfare services to any other child in the State.

Pursuant to Arizona's Child and Family Services Plan (Title IV-B State Plan) an Unaccompanied Refugee Minor is eligible for services while they are under 18 years of age, between the ages of 18 and 21 if participating under a Voluntary Foster Care Agreement, or between the age of 18 and 23 if receiving Education and Training Vouchers, or attain such higher age as identified in the state's Title IV-E and Title IV-B plans.

Services:

Placement Services

The URM Program provides care and supervision of unaccompanied refugee minors for the duration of their participation in URM Program services, including the following:

- Placing URMs in least restrictive care settings as soon as possible and establish legal responsibility, under State law.

- Ensuring URM receive the full range of assistance, care, and services to which all children in the State are entitled.
- Working towards diversifying placement options and building capacity to serve URM at all levels of care, to ensure that such placement options exist upon arrival to the Program or as they exhibit needs for higher levels of care after arrival to the Program, including: traditional foster homes; therapeutic foster care; group homes; and residential treatment centers and any other placement type available in the domestic foster care system.

Legal Services

URM establishes legal responsibility, including legal custody and/or guardianship, as appropriate, in accordance with applicable State law, for each unaccompanied minor who resettles in the State.

The Program initiates procedures for establishing legal responsibility for the minor, with an appropriate court (if action by a court is required by State law), within 30 days after the minor arrives at the location of resettlement, pursuant to 45 CFR § 400.115.

Services also include assistance for URM to complete the process of adjusting to Lawful Permanent Residence as appropriate.

Medical and Behavioral Health Services

URM assists all URM to apply for AHCCCS coverage, or URM funded RMA for URM that are ineligible for AHCCCS and assists all URM to complete the Domestic Medical Examination for Newly arriving Refugees, as required, within 30 days of arrival to the program.

URM provides services that meet the medical, behavioral and mental health needs including individual or family counseling, as needed.

Education and Training Vouchers (ETV)

Federally-funded, state-administered program providing URM who are or were in foster care up to \$5,000 a year for qualified school-related expenses to cover post-secondary education and training programs for unaccompanied refugee minors who were in foster care at the age of 16, 17, or 18 and are under that age of 21 at the time of initial application. Students receiving ETV at age 21 may be provided up to the age of 23 if URM remain in good academic standing. Amount may not exceed the total cost of attendance for the program of study.

Where:

Name	Address	Contact
Catholic Charities Community Services	5151 North 19th Avenue Phoenix, Arizona 85015	602-285-1999