

CHANGE NOTICE FOR MANUAL

DATE: February 3,2023
MANUAL: State Refugee Office Manual
TO: County Directors of Social Services
CHANGE NO: 1-2023
SUBJECT: Policy Updates
EFFECTIVE: Immediately

I. BACKGROUND

The purpose of this change notice is to update State Refugee Office (SRO) Manual. The SRO manual chapters have been reformatted for consistency and clarification as well as removing outdated references. Current policies issued via Administrative Letters or Dear County Director Letters have been addressed and incorporated in these policy updates.

II. SPECIFIC CHANGES

I. CHAPTER I
<ul style="list-style-type: none">• Clarification on Cuban and Haitian Entrants and status information.• Updates on information for Afghan Humanitarian Parolees.• Updated information on Eligibility Documentation• Clarification and updates of definitions.
II. CHAPTER II
<ul style="list-style-type: none">• Updates on information for Afghan Humanitarian Parolees.• Clarification of Eligibility process. Reiterating that Refugees must FIRST be evaluated for all Medicaid programs and determined ineligible PRIOR to being placed on RMA.• Clarification and updates of definitions.
III. CHAPTER III
<ul style="list-style-type: none">• Updates on information for Afghan Humanitarian Parolees• Clarification on Non-Employable Entrants• Clarification and updates of definitions
IV. CHAPTER IV
<ul style="list-style-type: none">• Updates on information for Refugee Service Programs, including Refugee Support Services, Refugee School Impact, Refugee Early School Impact, Services to Older Refugees, Refugee Youth Mentoring, Refugee Health Promotion and Refugee Mental Health Initiative.• Clarification on Non-Employable Entrants• Updated information on Eligibility• Clarified intake and enrollment processes• Clarification and updates of definitions• Updated Services list

V. CHAPTER V

- Clarified the requirement and process for submitting a Performance Improvement Plan (PIP)
- Clarified the requirement and process for submitting a Corrective Action Plan (CAP)

VI. APPENDIX

- Updates to 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 G - Cuban & Haitian Entrants Fact Sheet
- Appendix K - Victim of Human Trafficking Fact Sheet
- Appendix L - Benefits for Ukrainian Humanitarian Parolees Fact Sheet

III. IMPLEMENTATION INSTRUCTIONS

These changes are effective immediately, Submit any questions regarding this policy to RefugeeAssistance.Policy.Questions@dhhs.nc.gov.

Sincerely,



Allison W. Smith, Deputy Director
Division of Social Services, Economic and Family Services
NC Department of Health and Human Services