
STATE REFUGEE OFFICE MANUAL
REFUGEE SERVICES PROGRAMS

CHAPTER IV - REFUGEE SERVICES PROGRAMS

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I. INTRODUCTION

A North Carolina’s Refugee Services Programs (RSP) provide transitional assistance to help refugees and other eligible populations become economically self-sufficient and to assist them in becoming integrated members of their communities.

Throughout this Chapter, the term “*refugee*” will refer to all groups who are qualified aliens, and potentially eligible for these programs (see Chapter I – Background -for definition of eligible recipients). RSPs were established via federal funding from the U.S. Office of Refugee Resettlement (ORR) to provide refugee-specific services defined and designated by federal regulation as being allowable for eligible refugees. Direct refugee services are provided via pass-through funds for programs delivered by local agencies. These include programs such as 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.

B REFUGEE SUPPORT SERVICES

1. North Carolina’s Refugee Support Services (RSS) was established via federal funding from the U.S. Office of Refugee Resettlement (ORR) to provide refugee-specific support 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.
2. The purpose of the RSS is 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 services that are allowable under the federal refugee resettlement program. These refugee services are specifically designed to address those problems that are unique to the refugee. Most refugees have limited proficiency in English; have fled their homeland to escape tyranny and harm; have traveled to a land of new people, laws and customs; and have to start rebuilding their lives without familiarity with American systems and sometimes without any family or friends. These support 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 and integration into their local communities.
3. Employment Services and English Language Training (ELT) have been established as the highest priority service areas.
4. RSS are combined with Reception and Placement Services (R&P) services delivered by local resettlement agencies for newly arrived refugees through the Cooperative Agreement with the U.S. Department of State (DOS) and a national Voluntary Agency (VOLAG). RSS supplement and expand the local agency’s responsibilities and ensures that duplication of services does not occur.

C REFUGEE HEALTH PROMOTION AND REFUGEE MENTAL HEALTH INITIATIVE

1. Refugee Health Promotion (RHP) provides funding to promote the health and well-being of refugees and other ORR-eligible populations by providing opportunities to increase health literacy, coordinate health care, and organize wellness groups.
2. The Refugee Mental Health Initiative (ReMHI) RHP program services may be provided to all ORR-eligible individuals who are within their first 5 years of eligibility, prioritizing ORR-eligible individuals who have the most persistent, pressing, or underserved mental health needs. Individuals may concurrently participate in more than one type of ReMHI RHP service. The program’s goals

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- are to build capacity within communities to address the mental health needs of refugee populations, including help overcoming stigmas associated with mental health care and creating opportunities for social engagement to reduce isolation.
3. RHP and ReMHI provides services and activities such as mental and physical health education classes and targeted health outreach to individuals, medical and mental health navigation and support, and adjustment groups, skill-building networks, or peer support meetings. Specific to ReMHI, additional activities may also include increasing mental health literacy, coordinating mental healthcare, and wellness groups.

D SERVICES TO OLDER REFUGEES

1. Services for Older Refugees (SOR) provides funding for activities that support integration and wellness for refugees aged 60 and above. The SOR program's goals are to increase integration and independent healthy living for older ORR eligible populations.
2. SOR provides services and activities related to helping older ORR-eligible populations access mainstream aging services in the community, developing opportunities to connect with communities to avoid isolation, and assisting on the path to citizenship to naturalize.

E REFUGEE SCHOOL IMPACT/ EARLY SCHOOL IMPACT

1. The Refugee School Impact (RSI) program provides funding for activities that lead to the effective integration and education of eligible children and youth from birth until the age of 18.
2. Early RSI (birth to age 5) activities include facilitating childcare access and capacity development, supporting early childhood education, facilitating parent integration and education, and providing holistic sessions with parents and children.
3. RSI (age 5 (or at the age which they enter school) to age 18) activities include providing specialized services and support for eligible children and youth, supporting families in learning to navigate the U.S. education system, and developing capacity for school staff and systems to work with ORR-eligible children, youth, and families.

F REFUGEE YOUTH MENTORING

1. North Carolina's Refugee Youth Mentoring (YM) programs' goals are to promote positive civic and social engagement and support individual educational and vocational advancement for ORR-eligible youth aged 15-24. To accomplish these goals, eligible youth are matched with positive adult mentors (one-on-one or in a group) who will provide the youth with positive personalized interaction.
2. Additionally, other activities include the provision of case management to support educational and career development, supporting the development of social and life skills, maintaining and celebrating the youth's cultural heritage, while educating the youth on aspects of American culture, providing information about opportunities to participate in civic and community service activities, supporting youth in developing health and financial literacy, providing academic support, such as helping with homework, and assisting with school transitions, such as the transition between middle school and high school or from high school to post-secondary education, helping youth with career development, including providing opportunities for skill building, resume drafting, training, and educating youth on workers' rights.

II. ELIGIBILITY GUIDELINES

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A. General Eligibility Requirements

Eligibility for RSPs is limited to refugees who meet immigration status and identification requirements. Throughout this Chapter, the term “*refugee*” will refer to all groups who are qualified aliens, and potentially eligible for these programs. See Chapter I – Background -for definition of eligible recipients.

B. Eligibility Requirements for Refugee Support Services

1. Refugee Support Services are available to refugees who are within their first five years of eligibility. There are limited services available beyond the five year mark.
2. Services are not available for Naturalized U.S. citizens.
3. Employability services offered under RSS are not available for:
 - Refugees less than 16 years of age
 - Full-time students, except for employment services when necessary to obtain part-time or temporary (e.g., summer) employment while a student.

NOTE: Income is not a criterion for receipt of RSS.

C. Eligibility Criteria for Further Refugee Programs

1. Refugee Health Promotion
 - a. Refugee Health Promotion (RHP) is available to all refugees who are within their first five years of eligibility.

For the following programs, refugees must also meet eligibility criteria detailed in section II(A) above.

2. Services to Older Refugees
 - a. Services to Older Refugees (SOR) is available to refugees aged 60 or above.

For the following programs, refugees must meet eligibility criteria detailed in sections II(A), as listed above, however:

3. Refugee School Impact
 - a. Refugee School Impact (RSI) is available to refugee families with dependent children, age 5 (or the age at which they enter school) until the age of 18.
 - b. Early RSI is available to families with dependent children from birth until the age they enter school (generally age 5 or 6, although geographic and individual circumstances may vary).
 - c. ORR-eligible youth older than 18 are eligible if the person is enrolled in high school or a high school equivalent GED program.
4. Refugee Youth Mentoring
 - a. Refugee Youth Mentoring (YM) is limited to refugees aged 15-24.
 - b. Full-time students are eligible for services.

III. DELIVERY AND PRIORITY PROVISION OF SERVICES

A. Service Delivery

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The delivery of services provided by the program is made available through one of three ways: (1) local departments of social services, (2) private, non-profit NC Refugee Service Providers under financial assistance service contracts, or (3) directly by designated staff of the NC State Refugee Office (SRO).

B. Priority Provision of Services

Among the population of eligible refugees, 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 ELT have been established as the highest priority services.

C. Cultural and Linguistic Competency

To ensure cultural competency, every reasonable effort shall 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 shall be recruited to assist service provider staff with translation and orientation services as well as other needed social services. Provider staffs shall 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.

E. Protection of Rights and Ethical Obligations

Refugees must be informed of their rights and responsibilities and service provision must be fair and equitable. NC Refugee Service Providers must also provide clients with sufficient information to make informed choices about using the organization and its services. During the intake process, clients must receive written information of their rights and responsibilities.

IV. SCOPE OF SERVICES

A. REFUGEE SUPPORT SERVICES

Refugee Support 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 services. For a full, detailed list of

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services and their descriptions, see pages 13-20.

1. Core Employability Services

- a. Pre-Employment
- b. Job Development
- c. Initial Job Placement
- d. Current Job Placement
- e. Employment Follow-up
- f. Employment Transportation

2. Additional Employment Services

- a. Assessment Services
- b. Vocational Skills Training
- c. On-The-Job Training
- d. Skills Recertification
- e. Automobile Driver's Training
- f. English Language Training (ELT)
- g. Employment Authorization Document Assistance
- h. Day Care/ Child Care

B. ADDITIONAL REFUGEE PROGRAM SERVICES

1. Additional Services Include:

- a. Outreach
- b. Case Management
- c. Information and Referral Services
- d. Social Adjustment (Health)
- e. Civic and Social Engagement (Youth)
- f. Educational and Vocational Advancement (Youth)
- g. Citizenship Services
- h. US Civics and English Language Civics Instruction
- i. Parent-Focused Assistance (Schools)
- j. After-School Activities
- k. In-School Services
- l. Translation and Interpretation

V. APPLICATION PROCESS

Case Records are required for each client served in NC State Refugee Office Refugee Service Programs. All required forms outlined in this Chapter must be completed and confidentially maintained virtually or onsite at the service provider location. All documentation should be kept private and secure with either physical or virtual protections in place. These files must be well organized and document all services received by the client through NC SRO programs.

A. Intake Interview

All newly arriving refugees are to be assessed for Refugee Service Programs. 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 thirty (30) days of arrival or initial client request. Since the local Department of Social Services (DSS) will promptly notify the refugee service provider when a refugee applies for cash assistance, the Refugee Service Provider will

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immediately engage with the beneficiary to evaluate eligibility and if appropriate enroll for services. A concentrated effort must be made by the refugee employment provider staff 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 Refugee Service Provider and can be enrolled in employment services within 30 days of receipt of benefits. All appropriate forms mentioned below must be completed on each employable adult at the time of intake.

The NC Refugee Service Providers through the SRO 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
- notifying the client of the decision regarding eligibility

B. Service Plan Development

After a refugee requests any of the RSP services, a Plan must be developed for each client. Aligning with the services required, a plan should be completed on either:

- DSS-6228 Vocational Skills Training and Skills Recertification Plan **OR**
- DSS-6231, North Carolina State Refugee Office Service Plan **OR**
- DSS-6232, North Carolina State Refugee Office Employability Plan **OR**
- DSS-6233 North Carolina State Refugee Office ELT Service Plan **OR**
- DSS-6250 North Carolina State Refugee Office Legal Service Plan

Case plans are required for any State Refugee Office RSP. 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 Plan is executed, and a copy shall be maintained in the client file.

1. Service Plan

When a client requests services exclusive of vocational or employability services, the provider will complete the DSS-6231, North Carolina State Refugee Office **Service Plan** at the time the client is **enrolled in any RSP**. For minors, a parent or guardian is also required to sign. Once the Plan is completed and all signatures obtained, the 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 DSS-6232, North Carolina State Refugee Office Employability Plan 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.

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Additionally, this Plan shall be completed anytime a client contacts the service provider to obtain any new 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. If a case is closed and then reopened, a new DSS-6232 shall be completed.

Example: A client was enrolled in RSS for non-employability services, and a DSS-6231, North Carolina State Refugee Office Service Plan had been completed. At a later date, the client request to receive employability services. At that time a DSS-6232, North Carolina State Refugee Office Employability Plan should be completed.

- b. The DSS-6230 parts A and B, North Carolina State Refugee Office Family Self-Sufficiency Plan (FSSP) 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. The FSSP must be completed all clients receiving an employment service and all family members of a client receiving an employment service.

Employment staff must complete the FSSP at initial intake prior to the provision of services and for every family for whom employment services are provided. If a case is closed and then reopened, a new DSS-6230 Part B shall be completed. Additionally, the DSS-6230B should be redone if any significant life event happens which would impact the family.

- c. The DSS-6239A, North Carolina State Refugee Office Mutual Responsibility Agreement and the DSS-6239B, Plan of Action Requirements 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.

NOTE: Any cash assistance recipients must be enrolled in employment services within 30 days of receipt of benefits.

3. Vocational Skills Training Plan

When a client requests only vocational skills training or skills recertification services the following must occur:

- a. Complete the DSS-6228, North Carolina State Refugee Office Vocational Skills Training and Skills Recertification Plan at the time the client is enrolled.
- b. The DSS-6229, North Carolina State Refugee Office Vocational Skills Training And Skills Recertification Agreement Plan of Action Requirements are completed at intake. Agency staff and the client review the Agreement and develop the Plan of Action with the commitment of each party to abide by the responsibilities and conditions outlined.

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- c. The DSS-6230 parts A and B, North Carolina State Refugee Office Family Self-Sufficiency Plan (FSSP) is developed with the refugee in conjunction with the Vocational Skills Training and Skills Recertification 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. The FSSP must be completed all clients receiving vocational services and all family members of a client receiving a vocational service.

Staff must complete the FSSP at initial intake prior to the provision of services and for every family for whom employment services are provided. If a case is closed and then reopened, a new DSS-6230 Part B shall be completed.

4. English Language Training (ELT) Plan

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. When a client requests services specific to English Language Training, NC Refugee Service Providers must adhere to the following ELT requirements and procedures:

- a. Develop the DSS-6233, North Carolina State Refugee Office Client (ELT) Service Plan 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 shall be kept in the ELT section of the client's case file.
- b. The DSS-6234, North Carolina State Refugee Office ELT Learner Initial Assessment Form is used to assess the client's English language proficiency and English literacy, and to determine the appropriate level of ELT to be provided by the refugee service provider. The Form shall 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 shall be completed a 2nd time upon exiting the program or at the end of 6 months (whichever comes first). The 2nd assessment shall 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 shall be kept in the ELT section of the client's case file.

NOTE: In lieu of the DSS-6234, the ELT Coordinator or designee may substitute an approved NC Department of Community Colleges ESL assessment, such as CASAS or BEST, for students who will be enrolled in classes that are part of the local community college or literacy council.

- c. 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 shall be used to meet the current needs and placement for the client. These forms shall be kept in the client's file for other staff to utilize when working with the client.

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- d. NC Refugee Service Providers will arrange English Language instruction using varied approaches depending on the needs of the refugee. NC Refugee Service Providers shall 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.
- e. NC Refugee 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.
- f. NC Refugee 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 Basic, Intermediate and Advanced levels.

5. Legal Service Plan

If a client requests solely Legal Services, the provider may complete the DSS-6250, North Carolina State Refugee Office Legal Service Plan at the time the client is enrolled in services.

C. Confidentiality and Clients Rights

NC Refugee Service Provider Staff engage applicants in a non-judgmental explanation of roles and responsibilities resulting in a mutual, written understanding of expectations. At initial intake for all State Refugee Office-funded programs, 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
 - The basic expectation for the use of the organization's services
 - The hours that services are available
 - Rules, expectations, and other factors that can result in discharge or termination of services
 - A clear explanation of how to register complaints, grievances, or appeals.
1. The DSS-6236, North Carolina State Refugee Office Informed Consent for Release of Information Form is completed at enrollment for any RSP 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 NC Refugee Service Providers and a copy given to the client. If any referral agency fields are left intentionally blank, the agency representative should score out the section or write N/A. For minors, a parent or guardian is also required to sign.

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2. The DSS-6237, North Carolina State Refugee Office Client Rights Form is completed at intake for any RSP to help him or her understand rights afforded to them when enrolled in state funded support services. After all signatures are secured, the Form is included in the client file onsite with the NC Refugee Service Providers and a copy given to the client. For minors, a parent or guardian is also required to sign.

VI. ONGOING ASSESSMENT AND DOCUMENTATION

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

A. Case Reviews

The DSS-6235, North Carolina State Refugee Office Case Review Form is a tool for the refugee service provider to evaluate the progress and current situation of the client receiving services in any RSP. The form shall be completed 90 and 180 days after the date the client enrolls in the program and every 180 days thereafter, as long as the client is being actively served under the Program. To be actively receiving services means that a client has received documented services within the past 90 days. The refugee service provider's case manager, employment counselor, ELT instructor, and/or other relevant agency staff assigned to the client shall complete the form. The form(s) shall be kept in the client's case file.

B. Case Notes

Case and progress notes must be completed and kept current for each client that has entered into an RSP. Case file notes shall include type, location, date, time spent and duration for each service provided. Additionally, information shall be included regarding the consequence of the service or activity and plan, if any, for subsequent follow-up. The services documented in case notes should be reflected in the Refugee Information System (RIS) Database and vice versa. This documentation shall be kept in the client's case file for other staff to utilize when working with the client.

VII. ADMINISTRATIVE AND PERFORMANCE REPORTING

Each refugee service provider funded by the 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 satisfactory status as a service provider with the State.

The SRO, with state support, utilize NC Refugee Information System (RIS) to assist NC Refugee Service Providers with reporting responsibilities. NC Refugee 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 Department of Health and Human Services Office of Refugee Resettlement:

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A. Annual Outcome Goal Plan (AGP)

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

B. Periodic Performance Reports

NC Refugee Service Providers submit **semi-annual-and monthly** performance reports to demonstrate progress toward program goals at each interval. Specific instructions are outlined in the service provider state level contract.

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Code	Title	Description of Service	Unit of Service	Definition of Unit of Service
380	Case Management	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, developing service plans, 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 = 1 Unit
381	Case Management-New Enrollee	Initial enrollment in RSS services via creation of Refugee Support Service Plan (DSS-6231) **For New Enrollees in Employability services refer to code 920.	1 Participant	1 Participant = 1 Unit
910	Outreach Services	Services and activities designed to familiarize refugees with refugee social services provided by your agency. Activities designed to familiarize refugee children and parents of the School Impact program and activities provided.	1 Hour	1 Hour = 1 Unit
915	Employability Assessment Services	Assessment of refugee's aptitude and skills for employment, vocational skills training, skills recertification, or English Language Training. For employment, it includes review and completion of the Employability Plan (DSS-6232), and Self-Sufficiency Plan (DSS-6230)	1 Hour	1 Hour = 1 Unit
920	Pre-Employment	Employment services provided to or with the client, including; 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. Includes staff assistance during job interviews and arranged work experiences. Staff assistance related to TANF/WORKFIRST enrollment and recipient performance requirements.	1 Hour	1 Hour = 1 Unit

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Code	Title	Description of Service	Unit of Service	Definition of Unit of Service
921	Job Development	Employment activities with potential employers aimed at developing employer resources resulting in job opportunities for clients.	1 Hour	1 Hour = 1 Unit
922	Employment Follow up	Assisting with concerns on the job, explaining employee benefits, safety rules and procedures and other contacts with client and employer after job placement.	1 Hour	1 Hour = 1 Unit
923	Transportation for Employment, English Language Training, Vocational Skills Training or Vocational Education	Actual trips provided in conjunction with employment related services, English language instruction or Vocational Skills training or Vocational Education. This includes all client transportation.	1 Trip	1 Unit = a One-Way Trip; Transportation to and from = two units.
924	Initial Employment	First job obtained by the refugee with the assistance of the RAP service provider.	1 Job	1 Job = 1 Unit
925	Current Job Placement	Each job after initial employment.	1 Job	1 Job = 1 Unit
927	English Language Training Advanced	Instruction designed for students interested in pursuing further job training and/or degrees. Advanced ELT offers English literacy instruction (reading, writing, listening, and speaking) and may be integrated with: <ul style="list-style-type: none"> • GED instruction. • Dual enrollment in occupational training and English literacy • Academic vocabulary and grammar in preparation for college, vocational training. 	1 Placement	1 Placement = 1 Unit

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Code	Title	Description of Service	Unit of Service	Definition of Unit of Service
928	English Language Training Beginner	<p>Instruction for students who function 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 can ask questions. May be able to read and comprehend words. Also includes instruction for students not literate in any language.</p>	1 Placement	1 Placement = 1 Unit
929	English Language Training Intermediate	<p>Instruction for students who are 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 Placement	1 Placement = 1 Unit
930	English Language Training (ELT) Agencies providing English Language Training	<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.</p> <p>Instruction by tutors, volunteers and/or interns.</p>	1 Hour	1 Hour of Instruction = 1 Unit

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Code	Title	Description of Service	Unit of Service	Definition of Unit of Service
931	English Language Training (ELT) Agencies Not Providing English Language Training	Development of an English Language Training Plan (DSS-6233) when English instruction is not provided directly by the agency and a referral is made.	1 Hour	1 Hour = 1 Unit
932	Vocational Skills Training (VST) and On-the-Job (OJT) Completion	Refers to the employable refugee who has completed a specific course of skills training or educational program that results in certification provided by a recognized training institution.	1 Completion	1 Completion = 1 Unit
935	Vocational Skills Training (VST) and Vocational Education	<p>Skills training is training for short-term duration (12 months or less) provided by a recognized training institution. Completion of the curriculum 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; OR educational programs, which are intended to lead to employment within a year.</p> <p>For Vocational Skills Training or Recertification, it includes completion of the NC Vocational Skills and Recertification Plan (DSS-6228) and Agreement (DSS-6229).</p> <p>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.</p>	1 Placement	1 Placement = 1 Unit
936	Automobile Drivers' Training	Includes driver's education when provided as part of an individual Employability Plan.	1 Participant	1 Participant = 1 Unit

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Code	Title	Description of Service	Unit of Service	Definition of Unit of Service
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 Placement	1 Placement = 1 Unit
945	Day Care/ Child Care	When necessary for participation in an employability service or for the acceptance or retention of employment.	1 Placement	1 Placement = 1 Unit
955	*Information & Referral	Referral to appropriate resources and assisting with arrangements for necessary services.	1 Participant	1 Participant = 1 Unit
957	Social Adjustment (Code Specific to Health Promotion)	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 = 1 Unit
958	Civic and Social Engagement (Code Specific to Youth Mentoring)	Promote positive civic and social engagement to develop social and life skills.	1 Participant	1 Placement = 1 Unit

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959	Educational and Vocational Advancement (Code Specific to Youth Mentoring)	Support individual educational and vocational skills development and activities to help youth with career development.	1 Participant	1 Placement = 1 Unit
Code	Title	Description of Service	Unit of Service	Definition of Unit of Service
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 Placement	1 Placement = 1 Unit
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 = 1 Unit
962	Employment Authorization Assistance	Application assistance for the Employment Authorization Document (EAD) when required as part of an individual Employability Plan.	1 Placement	1 Placement = 1 Unit

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965	*Translation & Interpretation	<p>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.</p> <p>School Impact oral interpretation in conjunction with the refugee child's school attendance or academic performance with child or parent or both when needed.</p>	1 Participant	1 Participant = 1 Unit
Code	Title	Description of Service	Unit of Service	Definition of Unit of Service
970	On-the-Job Training	<p>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.</p>	1 Placement	1 Placement = 1 Unit
980	Parent Focused Assistance	<p>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. (Units coded to the adult, not student)</p>	1 Participant	1 Activity = 1 Unit
981	After-School Activities	<p>Activities to support academic performance such as tutoring and mentoring; educational, cultural, and recreational activities; field trips, etc. (Units coded to the student)</p>	1 Hour	1 Hour = 1 Unit

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982	In-School Services	Activities provided to bridge school and home; consultations with school personnel regarding student progress and adjustment; advocacy for student concerns; school retention and attendance, orientation to school community, etc. (Units coded to the student)	1 Hour	1 Hour = 1 Unit
983	ASA Immigration-Related Legal Assistance	Provide immigration-related legal assistance, drafting and filing of select immigration related forms, provision of transportation and/or lodging, in support of immigration-related legal assistance, when necessary, and processing and paying for an eligible client’s fees for any or all forms. Review ORR PL 22-11 for details and guidance about specific services that may be provided. Eligible populations for ASA immigration-related legal assistance, and the timeframe for those populations’ ASA eligibility can be found in in ORR PL 22-10.	1 Participant	1 Participant = 1 Unit

Time Limits

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

Contract Responsibilities

Your agency’s RSP contract with the NC DHHS/DSS will delineate the particular services your agency can provide among the possible support services noted in this document. Confirm which services your agency is under contract to provide before entering units of service in RIS. Agency can submit an amendment if additional services are required to carry out the program purposes.

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

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