

# R&P FORM COMPLETION INSTRUCTIONS AND CASE FILE DOCUMENTATION TIMELINE

## R&P FORM TERM BASICS

### PA Name

PA = Principal Applicant, or the member of the family who applied for refugee status on behalf of her/his family. Usually, the PA is the father of the family.

### Case Number/#

Typically, one family is covered by one case, and therefore one case number. Sometimes adult members of a family come as single cases with different case numbers. Case numbers have a two letter code and a six-digit number after the dash. For example, JO-123456 indicates the case was created in Jordan. The case number(s) for your family/family members will be supplied to you at your pre-arrival meeting.

### Case Size

This is the size of the case, which may or may not include all family members. You will know at the time of your pre-arrival meeting how many cases and case numbers you will have.

### DOA

DOA = Day of Arrival. This will be needed on several IRIS and other government forms.

***All forms described below are downloadable from the Co-Sponsor webpage on [irisct.org](http://irisct.org). By clicking on the form name, you will be taken to the PDF-fillable form on the website.***

### [Co-Sponsor Case File Checklist](#)

This is an internal form used by case managers and interns in the Community Co-Sponsorship Program to monitor your compliance in submitting required forms and documentation for your refugee family. You are invited to use it as a checklist to keep track of you progress.

## PRE-ARRIVAL

### [Co-Sponsorship Memorandum of Understanding \(MoU\)](#)

Upon acceptance of our offer of co-sponsorship, a Co-Sponsorship Memorandum of Understanding (MoU) between your group and IRIS must be signed and returned to IRIS. Please be sure to review this document with your group's leadership well before you are asked to take a case so that you have the opportunity to obtain clarifications from IRIS about our expectations.

## **R&P Core Services Checklist**

This is a chronological record of services performed from pre-arrival through the 90<sup>th</sup> day. Click [here](#) for more information.

## **POST-ARRIVAL**

### **DUE WITHIN 24 HOURS OF ARRIVAL**

#### **[R&P Home Evaluation and Safety Checklist](#)**

This form must be completed and signed either by your housing person or by one of your group's contact persons. It is meant to demonstrate that your group has performed a visual inspection of the property, as well as an evaluation of all items listed. For any items that are not in order before the family arrives, "follow up needed" must be checked. Once they are resolved, "date fixed" must be checked and indicated. This form is to be completed before the family arrives so that any pending follow-ups to be done can be explained to the family post-arrival. This form must be completed again in its entirety if the family moves to another property within the R&P period.

#### **[R&P Home Supply List](#)**

This form must also be completed by your housing person or by one of your group's contact persons. The items listed are those that are required by the government and must be catalogued. Your group is free to provide other items that are not on this list with cost-consciousness in mind. This completed list must be reviewed with the PA through an interpreter so that s/he and the interpreter can each sign it. Under "case manager name", provide the printed name and signature of one of the group's contact persons.

#### **State Department PRM Letter and Passports**

All refugees enter the country with a letter containing their pictures and biodata issued by the US Department of State Bureau of Population, Refugees and Migration (PRM). We must have a copy of this letter for the file, as it is often the only legitimate identification the family has until they obtain a Connecticut ID or driver's license. The copy of this letter should be scanned in color and sent along with the Home Evaluation and Safety Checklist and the Home Supply List.

Occasionally, families have passports, even though the PRM letter is used and stamped to enter the US. If they have passports, please copy the picture and biodata pages for each family member's passport and send them to your case manager.

## **AR-11 – Federal Change of Address**

When your refugee family arrives, your case manager will formally change the family members' address from IRIS to their new address in Connecticut. Your case manager will send you the confirmations for each family member for their records.

***Any time the family changes their address before they become US citizens, they MUST file an AR-11 for each family member within 10 days of the change.***

They can download from or complete the AR-11 on line at the [USCIS website](#).

### **DUE BY 5<sup>TH</sup> DAY AFTER ARRIVAL**

The following forms must be received by the case manager on or before the 5<sup>th</sup> day after arrival. S/he needs to review these forms for completeness prior to the first visit with the family around the 10<sup>th</sup> day after arrival.

#### **[Next Calendar Day Home Visit Form](#)**

One of the contact persons must visit the refugee family's home and conduct a home visit using this form the day following their arrival. With an interpreter present, go through all items listed and check as appropriate, noting any concerns or issues that are raised.

**Note:** Housing orientation, safety procedures, and emergency contacts need to be provided when the family arrives so that they understand how to use appliances and fixtures in the bathroom and kitchen, as well as how to call 911 with the phone you will have provided them. Nonetheless, all items on the form must be reviewed during the next calendar day home visit to ensure understanding once the family has had some time to rest.

#### **[Client Contact Information Sheet](#)**

Completing and uploading this sheet as soon as possible allows us to have current cosponsor information, including phone numbers, right away.

#### **[Statement of Mutual Rights and Responsibilities](#)**

This document provides for mutual understanding of rights and responsibilities by IRIS and its clients. As co-sponsors are in partnership with IRIS, co-sponsors retain the same rights and responsibilities. This document is to be read to the client through an interpreter and in the presence of a co-sponsor representative. The principal applicant, an additional adult client (i.e., usually spouse, but can be an adult child), and the co-sponsor representative must sign this document and return it to the Community Co-Sponsorship Program Manager. The Community Co-Sponsorship Program Manager will sign the document and forward a fully signed copy to the co-sponsor before retaining a copy in the family's case file.

## Sanctions and Termination of Services Policy

In tandem with the statement of mutual rights and responsibilities, IRIS has procedures in place to deal with minor, intermediate, and major offenses committed by clients. This policy should be reviewed alongside the rights and responsibilities document with the family so that they understand the consequences of certain actions. The policy can be found [here](#).

## Cosponsor Case Management Intake Form

This form is a checklist of items that a co-chair or team leader is to explain and review with the help of an interpreter to the PA. It is particularly important that the release forms be explained (completion guidelines below), signed and submitted as soon as possible.

If you need guidance on how to explain the travel loan or how the green card process works, your case manager can provide some talking points for you to cover. These topics will be explained to the family during CORE in detail. In the meantime, however, it is strongly advised that you provide a cursory overview of some of the American cultural and/or legal items listed on the form so that the PA and her/his family are duly informed. If not already submitted, your case manager will collect this form at your first meeting with the family.

## Authorization to Release Information Form

A unique copy of this release form must be completed and signed by **each adult** in the household, and one parent will list her/his children on her/his form. This form allows IRIS and, by extension, your group's contact person(s) access to important medical, legal, and financial records in the event that the PA or one of her/his family members is in an emergency of some kind. In addition, the form provides for release of information to and from refugee resettlement agencies, federal and state agencies, and local schools, health departments, and other organizations.

Please check **all** items on this form for release and leave any items that say "other" blank. Please date the form and have the client (PA, her/his husband/wife, other adult/s), interpreter, and co-sponsor contact each print and sign their names. And please have this form ready for collection at the family's first meeting with your case manager. Ideally, the release forms should be sent to the case manager at the conclusion of the next day calendar visit.

## Co-Sponsor Photo and Interview Release Form

This release form must be completed and signed by each adult in the household, and one parent will list her/his children on her/his form. This allows IRIS to fully understand the photo and interview preferences of the parents and of their children when various media organizations inquire or when IRIS holds an event where pictures are being taken. ***It is critical that this form be completed in advance of the family's first meeting with the case manager.*** Knowing your family's photo and interview preferences as soon as possible will make it much easier for you and for IRIS to plan for any occasion that would require verification of their consent to be photographed or interviewed. Please have this form ready for collection at the family's first meeting with your case manager. Ideally, the release forms should be sent to the case manager at the conclusion of the next day calendar visit.

## DSS Authorization for Disclosure of Information

Recently the Connecticut Department of Social Services (DSS) has required that their own release form be completed and filed with them in order for one or more members of your group to be able to speak on behalf of the adults in your refugee family. This form should be presented at the time of application so that your group's contact person or DSS person can seamlessly inquire over the phone or in person on behalf of the family. ***Before submitting this form (or forms, for each adult), please be sure to make a copy of the completed and signed form for yourselves and for IRIS.***

**DUE BY 10<sup>TH</sup> DAY AFTER ARRIVAL**

### **Referrals for ESOL, Food Bank, and/or Diaper Bank**

We require documentation in the form of a letter or registration form confirming that adult family members in the household have been registered in ESOL, a local food bank, and/or a local diaper bank. All applicable referrals should be sent to your case manager soon after they are done.

Some towns do not have any paperwork or receipts to confirm registration for these programs. If that is the case where your family is settled, please either forward an email from the appropriate program confirming registration or, if that is not possible, an email from you providing the dates and any applicable terms.

**DUE BY 30<sup>TH</sup> DAY AFTER ARRIVAL**

## Resume(s)

Once you have copies of the employable adults' employment assessments, your employment person will create a resume(s) for use in job searches. We would need copies of all employable adults' resumes. A sample resume format that IRIS uses is linked [here](#).

### **School Registration**

For those families with school-aged children, we require a letter or other official document confirming registration and enrollment of any children in the family's school district. This should be supplied as soon as possible.

### **Selective Service Registration**

If any males in the family are between ages 18 and 25, they **must** register for Selective Service. This can be done online or on paper. Proof of [Selective Service Registration](#) should be forwarded as soon as it is done. If the registrant moves at any time before he turns 26, *he must notify the Selective Service that his address has changed*. In that event, we would also need a copy of the address change.

### **Apartment/House Lease**

Once the family arrives, within the first week the contact person(s) should meet with the PA and explain the concept and purpose of the lease. S/he should sign the lease, not only because s/he

and the family live in the leased property but also to build credit for future housing rentals. Once the PA signs the lease, please forward a copy to your case manager.

### **IOM Promissory Note**

In the IOM bag given to the adults when they travel to the US, you will find a copy of the promissory note detailing the terms of the loan agreement they signed in order to travel. We need a copy of the note for the case file, and your group should review it in order to be familiar with its terms. The payment amount and schedule are negotiable through our national RA, EMM. For more information about the family's promissory note and/or travel loan, contact EMM [here](#).

### **Employment Assessment and Resettlement Plan**

#### ***Employment Assessment***

By about the 10<sup>th</sup> day, your case manager will come to visit the refugee family's home to conduct employment assessments for all employable adults through an interpreter provided by your group. S/he will conduct the assessment and record responses on an Excel workbook on her/his laptop. When the employment assessments are complete, your case manager will send the contact person(s) the entire workbook containing the following tabs in order:

- Case Information
- Employable Assessment
- Non-Employable Assessment
- Family Needs Assessment\*
- Action Plan\*

#### ***\*Resettlement Plan***

Following the employment assessment, one of your contact persons needs to consult with members of your core resettlement team before working with each employable adult to write up a resettlement plan for the family. The resettlement plan comprises the **family needs assessment** and **action plan** tabs in the Excel workbook. A [resettlement plan guide](#) and sample based on an actual IRIS refugee's plan are posted online. Once both tabs are complete, the names and signatures of the PA and/or other employable adults in the family need to be placed as appropriate along with the signatures of the co-sponsor and the interpreter at the bottom of the action plan tab.

Once all employment assessment and resettlement plan components are complete and signed, mail or scan in PDF the entire workbook (with the exception of the non-employable assessment, unless one was conducted) and send it to your case manager for the case file.

**It is in your family's best interest that the employment assessment and the resettlement plan are completed as soon as possible.** In our experience, occasionally DSS will require evidence of an employment plan in order for the family to receive cash assistance. The employment assessment and resettlement plan provide evidence that IRIS and your group have evaluated employable adults' skills and employability and will be providing them assistance in finding work. IRIS is working with the state to streamline policies across the system so that DSS understands IRIS's role in providing employment assistance and therefore grants the maximum

amount of cash assistance at the time of application, which will take place *before* the employment assessment is conducted. ***It is important that you communicate any issues that may arise at your DSS appointment as soon as possible.***

### **30<sup>th</sup> Day Home Visit Form**

This form must be completed, signed and submitted on or before your refugee family's 30<sup>th</sup> day in the country. It serves as an additional confirmation of follow-up of any initial issues that may have been apparent after the family's arrival. The co-sponsor chair(s) would sign where it says "case worker name."

**DUE BY 90<sup>TH</sup> DAY AFTER ARRIVAL**

### **R&P Core Services Checklist**

This form is to be used by your group's contact person to keep track of service provision from pre-arrival through to the 90<sup>th</sup> day of your refugee family's R&P Period. It is a critical piece of documentation that must be part of your refugee family's case file to show how and when core services were performed and/or facilitated by your group. The contact person and administrative contact will need to keep this form handy to track services as they happen. The PA and her/his interpreter must print and sign their names with the date, while the contact person would print, sign and date as their reviewer. ***This form will be collected at the final R&P meeting around when the family's 90<sup>th</sup> day falls.***

## **TIME SENSITIVE DSS DOCUMENTATION**

**DSS Benefit Determination Letters – *copies due as soon as possible after receipt***

When you bring your refugee family to DSS to apply for cash assistance, SNAP (food stamps), and HUSKY (health insurance), the case worker will review and process the paperwork that we have supplied to you beforehand. At the conclusion of the appointment, they should tell you verbally what the family will receive once their benefits have been activated.

Make sure that your refugee family is enrolled in **Temporary Family Assistance (TFA)**, *not Refugee Cash Assistance (RCA)*. RCA is for childless couples and singles only. Some DSS workers mistakenly think because they are refugees that RCA is automatically the appropriate program. There are major differences between the programs and it must be confirmed that a family with dependent children has TFA. ***Once the correct cash assistance program is confirmed, ask the DSS worker for the family's DSS Client ID numbers and forward them to your case manager as soon as possible.***

The DSS benefit determination letters are now provided at the conclusion of the appointment. After the DSS appointment, the family may receive a torrent of mail from DSS. It is very important that your group has established a place or receptacle for all mail so that no DSS correspondence is misplaced.

The DSS and Finance persons should review all DSS documentation to confirm the amounts granted for cash assistance and SNAP. While the maximum cash assistance amount is usually granted, sometimes SNAP is adjusted slightly downward since the family is receiving rental assistance. Once you have determined that the benefits information is correct and the head of household's EBT (Electronic Benefits Transfer), also called a "Connect Card", has been activated, ***please forward copies of all DSS documentation received so that we have them for reference in the case file.*** It is crucial that your group and IRIS be on the same page with respect to benefits so that, if our intervention is required, we have complete information.

#### **Copies of DSS and HUSKY Cards – *copies due within 24 hours of receipt***

Once the family receives their DSS and HUSKY cards, please copy them and send them to your case manager for the case file. Please do not use smartphones to take pictures of the cards, as they do not always convert to a readable format as attachments.