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. Sometimes single adult members of a family have their own case and are thus considered PAs.

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.

CSC

IRIS Community Sponsor Coach

All forms described below are downloadable from the Co-Sponsors' Resources webpage on irisct.org. By clicking on the form name, you will be taken to the PDF-fillable form on the website.

RECOMMENDED OPTIONAL RESOURCES

R&P Forms and Timeline Cheat Sheet

This is an outline of the required forms and resettlement services your group will complete and/or provide for your family. It indicates the timeline for each and where to locate the necessary form. It is a resource for your group. It will not need to be handed in for the official case file.

R&P Core Services Checklist Calculator

This is another recommended resource to help your group keep track of the required resettlement services. The calculator function automatically indicates by what date each R&P service should be completed.

PRE-ARRIVAL

Co-Sponsorship Memorandum of Understanding (MoU)

Upon acceptance of our offer of co-sponsorship for a specific family, 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 Co-Sponsorship Agreement Form

This form outlines the responsibilities for the group as they partner with a refugee family during the resettlement period. After agreeing to a specific case, a signed copy of this agreement should be sent to the CSC.

W-9 Form

The fiduciary for each co-sponsor group will need to fill out a W-9 form and submit it to IRIS. IRIS can then write reimbursement checks directly to the fiduciary from the family's R&P grant. This is an IRS requirement. Groups only need to supply a W-9 one time unless the fiduciary changes. Then a new W-9 would be required.

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, the issue should be recorded under the "Note" section. Once they are resolved, add an additional note with the date it was fixed. 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 Temporary Housing Home Supply List

If the family your group is assisting first must be housed in a temporary situation, this form needs to be completed to ensure the refugee family is provided with all required household items and furniture. ***If there are required items that are not provided, the reason must be case noted.*** This form outlines the minimum required items. After arrival, this completed list must be reviewed with the PA through an interpreter so that s/he and the interpreter can each sign it. Under "staff member name", provide the printed name and signature of one of the group's contact persons. Completing the list before the family's arrival ensures it is ready for the PA's review during the very busy first few days after arrival when many forms must be completed.

R&P Permanent Housing 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 cataloged. Your group is free to provide other items that are not on this list with cost- consciousness in mind. After arrival, this completed list must be reviewed with the PA through an interpreter so that s/he and the interpreter can each sign it. Under "staff member name", provide the printed name and signature of one of the group's contact persons. Completing the list before the family's arrival ensures it is ready for the PA's review during the very busy first few days after arrival when many forms must be completed.

POST-ARRIVAL

DUE WITHIN 72 HOURS OF ARRIVAL

State Department PRM Letter

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 R&P Home Evaluation and Safety Checklist and the R&P Temporary Housing Home Supply List (if applicable) and/or the R&P Permanent Housing Home Supply List.

Passports

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 Community Sponsor Coach (CSC).

FORMS TO BE COMPLETED DURING NEXT CALENDAR HOME VISIT/DUE NO LATER THAN 5TH DAY AFTER ARRIVAL

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

R&P First 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.

The only exception to the timing of the first home visit is when a family arrives on a Friday. If this is the case, the first home visit can occur within 72 hours if the group prefers to meet with the family on the following Monday instead of over the weekend. **However, it is important to note that the same policy is still in place for the day of arrival as noted above to ensure refugees assigned to the group are provided with information regarding housing and personal safety matters, including emergency contacts and procedures, and have immediate access to a phone in case of an emergency.**

Client Contact Information Sheet

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

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 CSC.*** 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 CSC. Ideally, the release forms should be sent to the CSC at the conclusion of the next day calendar visit.

R&P 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 CSC. Ideally, the release forms should be sent to the CSC at the conclusion of the next day calendar visit.

R&P Pocket Money Acknowledgement Form

Each adult case member should be given pocket money and food allocations as outlined in **IRIS's Financial Assistance Policy (see below).** These disbursements occur until the family's SNAP and TFA benefits are in place. This form should be used **each time** clients receive cash and must be signed by clients who receive these payments to acknowledge disbursement of these funds. This form should be used for **both** pocket money payments and food allocations, even though the title of the form indicates it is specific to pocket money disbursements. Simply note anywhere on the form that it is being used to indicate a food allocation payment when necessary and in the "staff signature" section, the co-sponsor group member disbursing the funds should sign it.

R&P Declined Household Items Addendum

The group should use this form to outline any required household items declined by the client throughout the R&P period and document acceptance of the cultural equivalents provided. The PA and adult family members should sign the completed form.

DUE BY 10TH DAY AFTER ARRIVAL/Before CSC's First Visit

Co-Sponsor Case Management and Intake Checklist

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 above), 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 CSC can provide some talking points for you to cover. These topics will be explained to the family during CORE (Cultural Orientation and Refugee Education program) 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 CSC will collect this form at your first meeting with the family.

AR-11 – Federal Change of Address

When your refugee family arrives, they must change their address on the **USCIS website.** Your CSC will indicate what address should be used as their previous address. Often, it is IRIS's address in New Haven.

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.

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. IRIS needs a copy of the note for the case file. Your group should review it in order to be familiar with its terms. The payment amount and schedule are negotiable through our national RA, CWS. For more information about the family's promissory note and/or travel loan, contact CWS here. **Beginning in February, 2024, refugees arriving from Latin America will be signing their Promissory Notes electronically and will therefore not have a copy in their travel bag.** This procedure will soon be implemented worldwide in an on-going effort to streamline the system.

CWS has issued guidance for how newly arriving refugees can access their promissory notes electronically, if they do not arrive with a paper copy. Directions:

- Assist adult family members (usually the PA) in registering for an account using the Travel Loans Web Portal. Please visit https://usrap.iom.int/travel-loans for a 2:30 minute video tutorial on how to register and use the web portal. The blue button to register/sign in to the web portal is right under the video frame.
- Note: the registration page will ask for the client's alien number, case number, date of birth, and promissory note number, however, only 3 of the fields are required to set up the account. IOM's FAQ on the Travel Loans Web Portal is available here.

IRIS Financial Assistance Policy

This document can be found on the **Co-sponsors' Resources** page of IRIS's website under the Resource Documents/Finance section. Review this document with all adult members of the family with an interpreter present to help explain R&P funds, rental assistance,and any possible exceptions. All adult members should sign the document to acknowledge that they understand and will abide by the policy.

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.

R&P Client Rights and Grievance Policy

This document, while similar to IRIS's Statement of Mutual Rights and Responsibilities, gives the client specific contacts at IRIS to reach out to if they desire to file a grievance. It should be completed in conjunction with the Statement of Mutual Rights and Responsibilities, signed by the PA, spouse, other adult members of the family, a co-sponsor representative and the interpreter. A copy should be sent to your CSC.

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.

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.

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 a local diaper bank. All applicable referrals should be sent to your CSC 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 30TH 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. IRIS has two examples of resumes that can be used as templates. **Resume Template #1** and **Resume Template #2** can also be accessed on the IRIS website on the Co-Sponsors' Resources page.

Employment Information Sheet

This form is completed once employable family members have secured jobs. Copies of this sheet should be sent to your CSC.

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. It is a federal requirement that children be enrolled in school by the 30th after arrival. If this is delayed, the reason should be case-noted

A note about high school academic records: It is particularly impactful on the life of a refugee child if they attended high school either in their home country or in the country where they were living while their family's case was processed. If they have official records from their former school, high schools in Connecticut will accept credits they earned while abroad, but will require the records be translated by a professional translation service. Alongside the student's parents, collaborate with the school to determine what translation service is acceptable. The high school will evaluate the translated records and accept credits toward graduation as they see fit. This can potentially save the student years of schooling here in the U.S. Records brought from former schools, if available, can be very important to a high school student's first year or two in their new school.

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 CSC.

R&P Family Service Plan

By about the 10th day, your CSC will come to visit the refugee family's home to conduct the beginning of the family's service plan. The first component assesses strengths and needs of the family as a whole.

The co-sponsor group will continue to complete the additional sections of the Family Service Plan as directed by the CSC.

Each able-bodied adult in the household will be assessed for employability by answering questions about skills, education, and work, language and literacy skills, health status, professional goals/job availability, and personal needs/goals. This will be followed by an employment assessment to obtain details about employment history and timelines to facilitate resume creation.

Those family members who are non-employable will undergo assessments that concentrate on education, language, and literacy skills, health status, additional strengths/barriers, personal needs/goals, and reasons for lack of employability as appropriate (i.e., under 18, over 65, late-stage pregnancy, caregiver for a child under 1 or a fully dependent person, physical/mental health reasons).

In our experience, occasionally DSS will require evidence of an employment plan in order for the family to receive cash assistance. The Service Plan Supplemental Employment Assessment provides 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 with the online application submitted to DSS as soon as possible.***

Following the first meeting with your refugee family, your CSC will send you the completed family and individual assessments, the supplemental employment assessment(s), and the template for the family and individual action plan for you to complete and submit with all required signatures by the 30th day. At the 45-day meeting, the family and individual action plan portion will be reviewed with the family and the co-sponsor by your CSC.

R&P Second Home Visit Form

This form should be completed before the second visit by your CSC. When completing the form, all adult members must be present and should be asked each question specifically. The co-sponsor group member completing the form should have an understanding of local government requirements for each item listed.

DUE BY 90TH DAY AFTER ARRIVAL

R&P Earnings and Expense Form

Affiliates must complete an *Earnings and Expenses Form* for each case at the end of its R&P Period to confirm whether the client(s)' income exceeds their expenses. It is submitted to the CSC for review and discussion at the final R&P meeting.

TIME SENSITIVE DSS DOCUMENTATION

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

DSS applications are now submitted online. Your CSC will supply you with detailed instructions for how to complete the application after the family's arrival date is set and your MOU is signed.

You can review a copy of these instructions and other DSS related resources on the Co-sponsors' Resources page on IRIS's website.

Once the family receives their DSS Benefit Determination Letters, please send copies to your CSC.

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 CSC as soon as possible.**

After the DSS application is complete, 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. SNAP eligibility and the amounts that are generally granted are outlined on Connecticut's Official State Website HERE. Connecticut TANF amounts are outlined on the Co-Sponsors' Resources page on IRIS's website under the Finance section. 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 scan them and send them to your CSC 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. Smartphone apps are available that allow you to scan documents and this is an acceptable strategy.

