



— DEPARTMENT OF —
ECONOMIC SECURITY
Division of Aging and Adult Services



Arizona Refugee Resettlement Program

Welcome Corps Resource Guide

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WELCOME STATEMENT

Over the past two years, our country has been experiencing an increase in refugees and other humanitarian migrants resettling in the United States (U.S.). The recent crises in Afghanistan and Ukraine are examples of humanitarian efforts to which our nation has responded as part of the U.S. Refugee Program. To address the resettlement needs of people fleeing global crises, the United States Citizenship and Immigration Services (USCIS), the Bureau of Population, Refugees and Migration (PRM), the Office of Refugee Resettlement (ORR), and refugee support organizations created new opportunities for Americans to take direct part in refugee resettlement through private sponsorship. These private sponsorships are designed to be independent of and complementary to existing refugee resettlement programming. Due to the overwhelming support and engagement of the American people, the U.S. government launched the Welcome Corps to fulfill the commitment to develop a formal private resettlement model similar to the Canadian private resettlement program.

In Arizona, the concept of the Welcome Corps model reflects a long-awaited opportunity for refugees to access refugee protection through resettlement and reunite with family members and friends through the United States Refugee Admissions Program (USRAP) process. There has been growing community interest among Arizonans who want to open their homes and welcome refugees. This interest has also been heard from businesses that support how these individuals will boost Arizona's businesses, economy, and communities.

Arizona has 45 years of experience and expertise in refugee resettlement, having welcomed and assisted nearly 90,000 refugees and other eligible humanitarian beneficiaries making Arizona their home. The Arizona Refugee Resettlement Program (RRP), the state's resettlement program within the Arizona Department of Economic Security (DES), has a primary purpose of coordinating public and private resources in refugee resettlement, to best assist refugees and other eligible beneficiaries with effective resettlement and achieving economic self-sufficiency as quickly as possible after U.S. arrival or grant of qualifying status.

Arizona's approach to Welcome Corps will be a culmination of leveraging the knowledge, expertise, and resources of existing community partners and the compassion and commitment of Arizonans to develop a comprehensive and long-term approach to the way Arizona welcomes refugees.

INTRODUCTION AND BACKGROUND

On January 19, 2023, Welcome Corps was launched by the U.S. Department of State (DOS) in coordination with the U.S. Department of Health and Human Services. DOS is funding a group of non-profit organizations with expertise in refugee resettlement, protection, and welcome to implement Welcome Corps. This consortium includes Church World Service/Refugee Welcome Collective, the Community Sponsorship Hub (CSH), Integrated Refugee and Immigrant Services (IRIS), the International Refugee Assistance Project (IRAP), the International Rescue Committee (IRC), and Welcome.US.

Welcome Corps is a new service opportunity for Americans to welcome refugees seeking freedom and safety, and, in turn, make a difference in their own communities. Together, sponsor groups welcome refugee newcomers by securing and preparing initial housing, greeting them at the airport, enrolling children in school, and helping adults find employment.

The Arizona Welcome Corps Resource Guide provides Private Sponsorship Groups (PSGs) and refugee newcomers a better understanding of services, benefits, and resources available to ORR-eligible beneficiaries resettling into the U.S.

Throughout this guide, the terms “refugee/s” or “refugee newcomer/s” refers to any ORR-eligible beneficiary resettled through Welcome Corps.

This guide is not exhaustive and does not take into account every possible situation that could arise for Welcome Corps PSGs and refugee newcomers. Every group has unique abilities and challenges that should be assessed case-by-case. There may be processes or resources that are not outlined in this guide. Likewise, some of the activities outlined in this manual may not apply to certain cases.

Should the PSG have requests for additional processes and procedures, or recommended changes or additions, please contact RRP at RRP@azdes.gov.

1. AGENCIES AND ORGANIZATIONS

1.1 Federal Agencies

The U.S. Department of State's Bureau of Population, Refugees, and Migration (PRM), the U.S. Department of Homeland Security's U.S. Citizenship and Immigration Services (USCIS), and the U.S. Department of Health and Human Services' ORR are the primary federal U.S. agencies overseeing and assisting refugees and other eligible beneficiaries.

List of Federal Agencies

Below is a list of the federal agencies that form the United States Refugee Admissions Process (USRAP) and oversee the refugee resettlement process in the United States.

- [Bureau of Population, Refugees and Migration \(PRM\) - U.S. Department of State:](#) PRM provides aid and long-term solutions for refugees, victims of conflict, and stateless people around the world, through repatriation, local integration, and resettlement in the United States. Domestic resettlement support includes the Reception and Placement (R&P) and new Welcome Corps programs.
- [United States Citizen and Immigration Services \(USCIS\) - U.S. Department of Homeland Security:](#) USCIS administers the U.S. naturalization and immigration system, which includes granting immigration statuses, that allows individuals lawful admission to the U.S.
- [Office of Refugee Resettlement \(ORR\) - U.S. Department of Health and Human Services:](#) ORR supports the broad array of domestic refugee resettlement assistance to refugees and other eligible beneficiaries, including critical resources to assist them with becoming integrated members of American society. ORR has two primary statutory goals that guide their programs:
 - Assisting refugees and other eligible beneficiaries with attaining economic self-sufficiency as quickly as possible after U.S. arrival or grant of qualifying status, and
 - Assisting refugees and other eligible beneficiaries with successful resettlement. PSGs are advised to use the following information, processes, resources, and forms as a guide when assisting refugees with establishing their lives in the U.S.

1.2 National and Local Resettlement Agencies

National Resettlement Agencies (RAs) work under shared agreement with PRM and as ORR contractors to assist refugees during their initial resettlement in the U.S. through targeted programs and services. Most RAs have local resettlement agency (LRAs) partners that provide direct resettlement support on the ground.

Below is a list of the National Resettlement Agencies and their local affiliates in Arizona.

LOCAL RESETTLEMENT AGENCIES IN ARIZONA		
Affiliated National Resettlement Agency	Maricopa County Local Resettlement Agency	Pima County Local Resettlement Agency
<u>Church World Service (CWS)</u>	No Arizona LRA	
<u>Ethiopian Community Development Council (ECDC)</u>	<u>Arizona Immigrant and Refugee Services (AIRS)</u> 1240 N. 31 st Ave. #112 Phoenix, AZ 85051 (602) 944-1821 No walk-in hours; please call for appointments	No Tucson LRA
<u>Episcopal Migration Ministries (EMM)</u>	No Phoenix LRA	<u>Lutheran Social Services of the Southwest (LSS-SW)</u> 3364 E. Grant Rd. Tucson, AZ 85716 (520) 721-4444 Walk-in hours: Weekdays 9:00 a.m. - 3:00 p.m.
<u>Hebrew Immigrant Aid Society (HIAS)</u>	No Phoenix LRA	<u>Jewish Family and Children's Services of Southern Arizona (JFCS)</u> 4301 E. 5 th St. Tucson, AZ 85711 (520) 795-0300 Walk-in hours: Weekdays 9:00 a.m. - 3:00 p.m.
<u>International Rescue Committee (IRC)</u>	<u>International Rescue Committee (IRC)</u> 4425 W. Olive Ave. #400 Glendale, AZ 85302 (602) 433-2440 Walk-in hours: Mondays: 10:00 a.m. - 1:00 p.m. Wednesdays: 1:00 p.m. - 4:00 p.m.	<u>IRC</u> 1011 N. Craycroft Rd. Tucson, AZ 85711 (520) 319-2128 No walk-in hours, please call ahead for appointments
<u>US Committee for Refugees and Immigrants (USCRI)</u>	No Arizona LRA	

LOCAL RESETTLEMENT AGENCIES IN ARIZONA		
Affiliated National Resettlement Agency	Maricopa County Local Resettlement Agency	Pima County Local Resettlement Agency
Lutheran Immigration and Refugee Service (LIRS)	Lutheran Social Services of the Southwest (LSS-SW) 2502 E. University Dr. Suite 12 Phoenix, AZ 85304 (480) 396-3795 Walk-in hours: Thursdays: 9:30 a.m. - 2:00 p.m.	<i>No Tucson LRA</i>
United States Conference of Catholic Bishops (USCCB)	Catholic Charities Community Services 5151 N. 19 th Ave. Phoenix, AZ 85015 (602) 977-6105 Walk-in hours: Wednesdays: 1:00 p.m. - 4:00 p.m.	Catholic Community Services of the Southwest 140 W. Speedway Suite 130 Tucson, AZ 85705 (520) 623-0344 Walk-in hours: Tuesdays/Wednesdays: 9:00 a.m. - 3:00 p.m.
World Relief (WR)	<i>No Arizona LRA</i>	

1.3 State Administered Refugee Program

The RRP within the Department of Economic Security (DES) is the state administration responsible for the state refugee program, which includes many services, benefits, policy oversight, ORR funding, and management to contracting partners. RRP is led by:

- [Arizona's State Refugee Coordinator Charles Shipman](#), who is designated with the responsibility and authority for the coordination of public and private resources in refugee resettlement in the state.
- [Arizona's State Refugee Health Coordinator Juliana Davis](#), who oversees all aspects of refugee health in the State.

RRP supports refugees and other eligible beneficiaries with a successful transition to life in the U.S. through transitional benefits and services and the coordination of public and private resources. Knowing the challenges that refugees and eligible beneficiaries face in their resettlement, RRP supports linguistically compatible and culturally responsive service approaches to help ease the burden of transition. RRP contracts with LRAs that welcome refugees upon arrival and provide them with essential services during their first 30 to 90 days. RRP's contracted partners also focus on longer-term services that respect refugees' cultures and languages while helping them reach self-sufficiency as quickly as possible. Programs that are offered under this funding include Refugee Cash and Medical Assistance, Employment Services, English Language Training (ELT), and

Case Management, along with other mainstream programs and services.

For more information about all of the services offered and the eligibility requirements, please refer to the [Arizona Refugee Resettlement Program and Services](#) section below for more information.

1.4 Available Resources

DES has developed complementary programming to assist with refugee and other eligible beneficiaries accessing mainstream services, such as public assistance and Temporary Assistance for Needy Families (TANF) Refugee Jobs programs.

Family Assistance Administration (FAA) Refugee Unit

The FAA Refugee Unit is the primary unit to assist refugees and other eligible beneficiaries apply for and receive public benefits through the Division of Benefits and Medical Eligibility (DBME). PSGs should assist refugee newcomers with connecting to the DBME Family Assistance Administration (FAA) Refugee Unit to submit an application as soon as possible as they have the resources and training to support refugees with obtaining the following benefits:

- [Supplemental Nutrition Assistance Program \(SNAP\)](#): Also known as Nutrition Assistance (NA); provides eligible households with monthly benefits they can use to purchase nutritious food.
- [Temporary Assistance for Needy Families \(TANF\)](#): This program, also known as Cash Assistance (CA), provides temporary cash benefits and supportive services to the neediest of Arizona's children and their families.

Please note: If families or single parents are denied TANF through no fault of their own, they may be considered on a case-by-case basis for Refugee Cash Assistance (RCA) eligibility, which is an ORR-funded cash assistance program focused on employment services. Refugee newcomer(s) will need to bring the TANF denial letter to a Public Private Partnership (PPP) RCA contractor for enrollment into RCA. PPP RCA contractors, who are housed within an LRA, provide enrollment and cash assistance for eligible beneficiaries within their first 12 months of resettlement into the U.S. or grant of qualifying status.

Important Notification: Once TANF benefits are approved, an Illegal Drug Use Statement will be mailed out and must be completed and returned to the agency by the due date listed. If the notice is not returned, the client's benefits will be reduced until the notice is completed/returned to the agency. In order to find this document, please search 'Form 1415A: Illegal Drug Use Statement' on the DES Document Center portal.

- [Medical Assistance \(Medicaid\)](#): The Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve

Arizona residents. Individuals must meet certain income and other requirements to obtain services. Please refer to the AHCCCS website for further information: <https://www.azahcccs.gov/AHCCCS/AboutUs/programdescription.html>.

Please note: If refugee newcomers are denied Medicaid, they should contact RRP. RRP can enroll them in Refugee Medical Assistance (RMA), which provides healthcare similar to AHCCCS/ Medicaid for up to twelve months from date of ORR eligibility.

- To apply for mainstream benefits and services and to help streamline the FAA Refugee Unit's processing of applications, please refer to the [Mainstream Public Benefit Enrollment](#) section for more information.

Division of Employment and Rehabilitation Services (DERS) TANF Refugee Unit

The TANF Refugee Unit, also known as the Wilson-Fish TANF Coordination Program (WFTC), is a culturally responsive team of cultural navigators and outreach specialists who are former refugees and immigrants dedicated to providing employment services and case assistance, benefits guidance, and cultural and linguistic support for TANF and TANF-type eligible refugees. For more information about the program, please reach out to the WFTC team:

TANF Refugee Unit - Phoenix 3406 N. 51 st Ave. Phoenix, AZ 85031 DERStanrefugeeprogram@azdes.gov	TANF Refugee Unit - Tucson 1455 S. Alvernon Way Tucson, AZ 85711 DERStanrefugeeprogram@azdes.gov
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1.5 Faith-Based, Ethnic Community-Based, and Nonprofit Organization

In addition to federal- and state-administered refugee agencies and services, Arizona has a growing number of faith-based, ethnic community-based, and nonprofit organizations that support refugees with support services that assist with transitioning to life in Arizona. Below is a list of agencies in Maricopa and Pima county. These lists are not exhaustive. Depending on the needs of the PSG and the refugee newcomers, other agencies can be used to assist in the case.

Maricopa:

- [Chicanos Por La Causa \(CPLC\)](#): Chicanos Por La Causa provides services to people of all backgrounds in the following areas: health and human services, housing, education, economic development, and advocacy..
- [Friendly House](#): Friendly House offers classes in English literacy to serve foreign-born members of the community from all racial and ethnic backgrounds. These services continue today under the Adult Education Program which has

expanded and evolved into one of Arizona's most successful programs. They have recently launched a Refugee Relocation program that also assists in employment services and other wraparound support.

- [Matthew House](#): Matthew House is a non-profit that creates opportunities for housing, language, educational support, and relationship connections that enable refugee and immigrant families to imagine a future for themselves and truly make their new community “home.”
- [Somali American United Council \(SAUC\)](#): The SAUC assists newly arrived refugee families with adjusting to their new lives, location, language, and culture.
- [Unlimited Potential](#): Unlimited Potential is a non-profit organization in Phoenix that works with refugees and other immigrant populations from English as a Second Language (ESL) classes to obtaining a GED (General Educational Development) credential.
- [ICNA Relief](#): ICNA Relief is a non-profit organization that helps individuals and families with food pantries, health fairs, supplemental support, and the Women's Transitional Housing program.
- [The Welcome to America Project \(WTAP\)](#): WTAP creates meaningful interactions and provides much-needed resources that empower our new neighbors to reach self-sufficiency and positively impact the community. In the past 22 years, WTAP has welcomed more than 15,000 refugees from over 40 countries.

Pima:

- [ICNA Relief](#): ICNA Relief is a non-profit organization that helps individuals and families with food pantries, health fairs, supplemental support, and the Women's Transitional Housing program.
- [Iskashitaa Refugee Network \(IRN\)](#): Iskashitaa Refugee Network creates opportunities to integrate refugees into the Southern Arizona community through the public, strengthening the local food system, reducing local food waste, and increasing food security.
- [Pima Community College](#): Pima Community College's Refugee Education Program (REP) provides ELT to adult students who hold refugee status as defined by the U.S. Department of Homeland Security, U.S. Citizenship and Immigration Services (USCIS). REP offers English Language Acquisition for Adults (ELAA) classes at three levels: literacy, beginning, and intermediate.
- [Tucson Refugee Ministries \(TRM\)](#): Tucson Refugee Ministry exists to create and develop a welcoming community that values the nations at our doorstep. They provide the following services and resources: airport welcomes, baby partnerships, elementary outreach, driving practice, family events, family partnerships, men's social group, teen boys' events, teen girls' events, International Kids Camp,

trauma-informed care groups, tutoring for adults, tutoring for youth, women's social groups, and Arrive and Thrive's employment program.

- [The Welcome to America Project \(WTAP\)](#): WTAP creates meaningful interactions and provides much-needed resources that empower our new neighbors to reach self-sufficiency and positively impact the community. In the past 22 years, WTAP has welcomed more than 15,000 refugees from over 40 countries.

1.6 Non-Governmental Partners and Refugee Advocacy Organizations

Internationally and nationally, there are many nongovernmental organizations (NGOs) that provide high-level resources and services to organizations and individuals assisting refugees. Below are a few of the organizations providing such assistance:

- [Refugee Council USA \(RCUSA\)](#): Refugee Council USA is a coalition of organizations committed to welcoming and protecting refugees.
- [InterAction](#): InterAction is the largest alliance of the U.S.-based international NGOs.
- [Refugees International \(RI\)](#): Refugees International advocates for lifesaving assistance and protection for displaced people and promotes solutions to displacement crises.
- [Cultural Orientation Resource Exchange \(CORE\)](#): CORE is a technical assistance program designed to support and strengthen the linkages between pre-departure and post-arrival Cultural Orientation (CO) programs for refugees on their journey to resettlement in the United States.

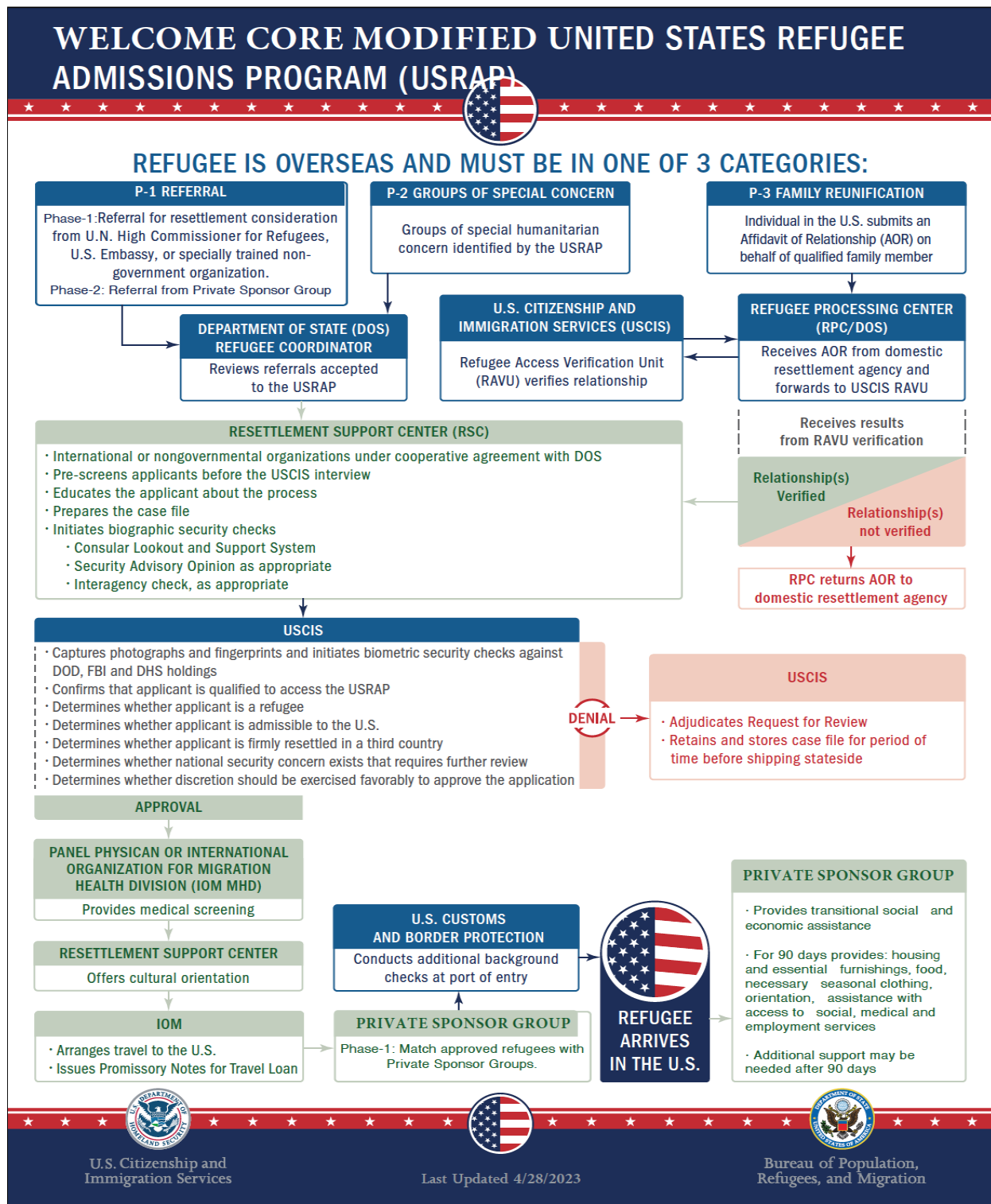
2. WELCOME CORPS AND PRIVATE SPONSORSHIP

The Welcome Corps is a new service opportunity launched by the U.S. Department of State in coordination with the U.S. Department of Health and Human Services on January 19, 2023. Welcome Corps allows private individuals (citizens and permanent residents) to welcome refugees seeking freedom and safety, and in turn, make a difference in their own communities.

Together, sponsor groups welcome refugee newcomers by finding and preparing initial housing, greeting refugee newcomers at the airport, enrolling children in school, and helping adults find employment. By using knowledge about daily life in Arizona, local PSGs are positioned to succeed.

2.1 Welcome Corps Pre-Arrival Overview

Below is the general process of the standard USRAP flow chart:



2.2 What is Private Sponsorship?

Private sponsorship refers to private citizens who ensure the provision of key services to support refugees in the U.S. The responsibility of welcoming refugees is both serious and rewarding. As a sponsor, PSGs will take on tasks that were normally assigned to resettlement agencies during the Reception and Placement (R&P) phase, including initial housing, providing food, connecting children to school, providing initial financial support for day-to-day needs, assisting with benefits and services enrollment, securing access to medical care, and helping adults find employment.

Welcome Corps creates new opportunities for everyday Americans to engage directly in refugee resettlement through private sponsorship independent of and complementary to existing avenues for volunteering with resettlement agencies.

Previous private sponsorship programs for humanitarian parole programs like [Sponsor Circles](#) for Afghan New Arrivals (October 2021), [Uniting for Ukraine](#) (April 2022) or the [Process for Cubans, Haitians, Nicaraguans and Venezuelans](#) (October 2022) laid the groundwork for the Welcome Corps. These programs allowed private individuals and groups to apply to welcome a specific displaced person or family and agree to provide them with financial and other support after they arrive in the United States as a humanitarian parolee.

Due to the overall success and responsiveness of previous private sponsorship programs, in January 2023, the Department of State launched the Welcome Corps program, a new paradigm shift to sponsorship for refugees arriving through the U.S. Refugee Admissions Program (USRAP) and supporting their resettlement and integration as they build new lives in the United States.

2.3 Welcome Corps Phase One and Phase Two

Eligible Welcome Corps beneficiaries will be those individuals who have been found to be refugees by the USCIS or whom the U.S. government has approved for resettlement to the United States through the USRAP. There are two phases of Welcome Corps, Phase One-Matching Phase and Phase Two-Naming Phase. Below is information about each phase and their requirements:

- *Phase One-Matching Phase:* PSGs participating in the Matching Phase will be matched with refugees whose cases are already approved for resettlement under the USRAP.
- *Phase Two-Naming Phase:* PSGs participating in the Naming Phase will be able to identify refugees in need of protection whom they wish to sponsor and refer refugee applicants for consideration to the USRAP, subject to program criteria established by the U.S. government.

2.4 Who is an Eligible Beneficiary for Phase One-Matching Phase?

Matching Phase beneficiaries are individual(s) who the U.S. government has approved for resettlement to the United States through the USRAP. Refugees are referred for resettlement when resettlement is their best possible long-term solution—meaning they cannot return home and do not have any prospects for local integration in the country to which they fled. All refugees admitted through the USRAP, including refugees supported through the Welcome Corps, must complete thorough security vetting and health screening before coming to the United States. Only those refugee applicants who are cleared through an extensive security vetting process, including vetting by U.S. government law enforcement and intelligence agencies, are approved for resettlement to the United States.

The first refugees that arrived in the United States through the Welcome Corps were from Sub-Saharan Africa. The Welcome Corps is now able to match private sponsor groups with refugees from all over the world who are approved for resettlement to the United States through the U.S. Refugee Admissions Program (USRAP).

For more information, please go to the Welcome Corps website:

<https://welcomecorps.org/resources/for-refugees/>

2.5 Who is an Eligible Beneficiary for Phase Two?

For the Naming Phase, there are two main categories of eligible beneficiaries outlined below, General Naming Phase beneficiaries and Afghan Naming Phase beneficiaries:

- General Naming Phase beneficiaries are individual(s) of any nationality and must meet the definition of a refugee under U.S. law and all of the following criteria:
 1. They live outside their home country.
 2. They do not live in the United States.
 3. They live in a country where the U.S. government is able to interview sponsored refugees and process their cases (Note: See further information on countries where the Welcome Corps is not available below).
 4. They are already registered on or before September 30, 2023, as a refugee by the UN Refugee Agency (UNHCR) or by the government of the country where they live; or refugees of Cuban, Haitian, Nicaraguan, or Venezuelan nationality must have a Form I-134 or I-134A already filed on their behalf before September 30, 2023. They must have been outside their country of nationality by the time the form was filed.
 5. They are at least 18 years old or, if they are a child, they are being referred with their parents. Without exception, anyone under 18 must be referred with their biological parent or legal guardian.

6. They have not been previously denied for resettlement to the United States through the U.S. Refugee Admissions Program.

If you are applying to sponsor more than one person, all refugees must currently live in the same country and plan to live in the same household once they resettle to the United States. If the refugee or refugee family already has a case number for the U.S. Refugee Admissions Program (USRAP) or the Afghan Special Immigrant Visa (SIV) program, you can submit your application to sponsor them regardless of their current location. However, as noted above, you may not refer unaccompanied minors through the Welcome Corps.

Everyone you apply to sponsor will need to pass the U.S. government's refugee screening and vetting process to be approved for resettlement in the United States. There is no guarantee that the individuals you apply to sponsor will be approved to come to the United States.

- **Afghan Naming Phase beneficiaries.** There are several ways that you can support Afghans through the Welcome Corps.
 1. **Match with Afghan refugees you don't know:** You can form a sponsor group of five Americans and permanent residents and apply to be matched with Afghan refugees approved for resettlement to the United States. On your application, indicate a preference for being matched with Afghan nationals and/or Dari or Pashto speakers. The Welcome Corps will match your sponsor group with Afghans who are completing their refugee processing overseas.
 2. **Sponsor Afghans you know who already have a case with the U.S. Refugee Admissions Program or the Special Immigrant Visa program:** You can form a sponsor group of five Americans and permanent residents and apply to sponsor Afghans you know who already have a case pending with the U.S. Refugee Admissions Program or Special Immigrant Visa (SIV) program. *(The Afghan SIV applicant must first receive Chief of Mission approval to be eligible for Welcome Corps.)*

Once the Afghans are ready for travel, they will be assigned to your sponsor group instead of a resettlement agency. This is available for Afghans regardless of their current location, including those who are still in Afghanistan. For more information on eligibility for U.S. government relocation assistance for those remaining in Afghanistan, please visit: <https://www.state.gov/afghanistan-inquiries/>.

- You will be asked to include their Immigrant Visa case number (also known as the CEAC or KBL number) as part of the Welcome Corps application. The Immigrant Visa case number starts with 3 letters followed by 10 numbers. For example, KBL1234567890. This is not the NVC SIV Case Number.

3. **Sponsor Afghan refugees you know who are outside of Afghanistan but do not already have a U.S. Refugee Admissions Program or Special Immigrant Visa Case:** You can form a sponsor group of five Americans and permanent residents and apply to sponsor Afghan refugees who are outside of Afghanistan, do not already have a case with the U.S. Refugee Admissions Program or Special Immigrant Visa program, and meet all of the program's eligibility requirements. You will submit a referral on their behalf.

2.6 Who is Ineligible for Phase Two?

Individuals currently ineligible for Phase Two are as follows:

- Previous USRAP denials: unfortunately, this phase excludes persons previously denied entrance regardless of the reasons.
- Unregistered with UNHCR and are yet to enroll by September 30, 2023.
- Individuals living in certain countries are not eligible for the Welcome Corps at this time. There are several reasons for this. It may be due to specific conditions outside of the control of the Welcome Corps; for example, they cannot accept applications for refugees in countries with which the United States does not have diplomatic relations. In some countries, host government policies limit the U.S. government's ability to interview refugees. Other countries already provide safety and security to refugees.

For more information on ineligible countries where refugees may be living, please refer to the Welcome Corps website: <https://welcomecorps.org/resources/sponsor-someone-you-know/>

2.7 PSG Eligibility and Application Process-Phase One

In order to form a PSG and privately sponsor a refugee newcomer, individuals must complete the following tasks:

- *Establish the Private Sponsorship Group:* PSGs can be formed by friends, neighbors, work colleagues, book club members, etc. Any group of adults who meet the requirements are eligible:
 - A minimum of five members who are U.S. citizens or lawful permanent residents;
 - All members must be over the age of 18; and
 - All members of the PSG group must live in or near the welcoming community.
- *Attend an Application Support Session:* When applying to sponsor a refugee, it is recommended that a prospective PSG attend an Application Support Session through Welcome Corps and learn how the application process works and how to

develop and complete the required Welcome Plan.

- *Complete a Background Check:* Make sure every member of the PSG completes the required background check.
- *Complete Training:* At least one member of the group must complete the Welcome Corps Essentials Training before submitting the application.
- *Complete the Welcome Plan:* The group is required to complete a Welcome Plan that is a step-by-step account of how the group will assist the refugee newcomer(s) with transitioning to life in the U.S.
- *Sign the Commitment Form and Begin Fundraising:* Make sure every member of the PSG signs the Private Sponsor Group Commitment form, reviews the Codes of Conduct, and starts the fundraising process. Each individual who intends to sponsor will require at least \$2,375. This is used to secure and furnish housing and provide for the refugee's initial basic needs until they secure employment. The Welcome Corps program guidelines recommend that PSGs develop a budget specific to their area to determine the typical cost to support refugees in the community.
- *Submit the Application:* Once the prospective PSG has completed all of the above tasks, the PSG must submit the full application to the Welcome Corps.
- *PSG Responsibilities Upon Matching:* PSGs will be responsible for independently raising funds and directly providing essential assistance to refugees for the first 90 days in their new community, and continuing to provide guidance and assistance, as needed, for long-term support. This assistance includes helping refugees find housing and employment, enrolling children in school, and connecting refugees to essential services in the community. For more information on the Welcome Corps or to become a private sponsor, visit the Welcome Corps website:
<https://welcomecorps.org/>.

If a person or group is interested in forming a PSG or wants to learn more about becoming a PSG, please contact the Arizona Refugee Resettlement Program to learn about how to connect with a PSO in the State.

PSOs' primary role is to assist with developing PSGs, onboarding them, and getting them certified through Welcome Corps. They also provide remote case management to assist the PSG with navigating the sponsorship process.

To get started, please contact the RRP at rrp@azdes.gov.

2.8 PSG Eligibility and Application Process-Phase Two

In addition to the eligibility and application process for Phase One, PSGs that form in Phase Two will also need to provide the following information for specific individuals they are interested in sponsoring:

- Their biographical information (legal name, date of birth, place of birth)
- Why they left their country of origin and cannot return
- Whether this is a new referral for the individual(s) to come to the United States as a refugee or whether they already have a case with the U.S. Refugee Admissions Program (USRAP) or Afghan Special immigrant Visa (SIV) Program. If they have a pending USRAP or SIV case, you need to provide that case number in your application.
- Documentation, such as copies of their proof of refugee registration or additional government- issued identification
- Photo of each individual to upload (Similar to a passport photo)
- *Please Note:* You cannot sponsor a family of more than 10 people

If you are applying to sponsor more than one person, you must include this information for every member of the family that you want to include in the application. It is recommend you collect this information directly from the refugee.

There may be additional requirements for refugees living in certain countries. Every refugee must meet the exit visa requirements for the host country. Refugees who are approved for U.S. resettlement are responsible for paying any fines for overstaying their visa to obtain exit permission to leave the country where they currently live. The U.S. government will not cover these costs.

For more information on ineligible countries where refugees may be living, please refer to the Welcome Corps website: [Sponsor A Refugee You Know - Welcome Corps](#)

2.9 Obligations for Private Sponsorship Group (PSG) Reporting

PSG Reporting Procedures for Welcome Corps and Arizona

In addition to the obligations that PSGs have to the refugees, both Welcome Corps and RRP have reporting procedures that must be followed to ensure that refugees are receiving quality care and services to assist with their transition into the U.S.

Welcome Corps:

- Complete 30- and 90-day reports via an established online submission process;
- Complete 6-month and 12-month sponsorship experience surveys; I just received a phone call from the Ethiopian community saying that they got an emergency due to that the cancel today meeting at 1PM.
- Support the process for refugee newcomers to complete surveys within 30 days of arrival and at 6 months and 12 months post arrival; and

- Communicate critical incidents or issues impacting the delivery of core services and/or refugee newcomers' safety and wellbeing, according to program procedures.

RRP:

- **Initial Contact:** RRP or PSO will schedule an initial meeting between the PSG and RRP prior to receiving refugee newcomers through Welcome Corps. This initial contact assessment between RRP and the PSG includes learning about their Welcome Plan, discussing the different systems and services available to refugees in Arizona, and assessing their strengths and areas of improvement that may need additional support.
- **Refugee Newcomer Arrival and Service Enrollment:** The PSG or PSO will notify RRP when the refugee newcomers arrive in Arizona. The PSG and refugee newcomer(s) will meet with RRP and provide RRP with service enrollment documentation and strategize additional service referrals as needed.
- **Post-90-Day Assessment:** PSO and PSG will schedule a post-90-day follow-up with RRP to assess the current and continued needs of both the PSGs and the refugee newcomers. PSO or PSG will provide RRP with the Welcome Corps 90-day assessment. PSGs should prepare to assist refugees for more than 90 days. This assessment will help RRP understand what additional services, resources, and support are needed to ensure that the refugees are on a path toward economic self-sufficiency and social integration.

3. ARIZONA REFUGEE RESETTLEMENT PROGRAMS AND SERVICES

RRP is the state administration responsible for the state refugee program which includes various services, benefits, policy oversight, ORR funding allocation and management to contracting partners. See information below to learn about eligibility and benefits.

3.1 Eligibility for RRP services (ORR Eligibility)

A "Refugee" is defined in the Immigration and Nationality Act as:

"...any person who is outside any country of such person's nationality or, in the case of a person having no nationality, is outside any country in which such person last habitually resided, and who is unable or unwilling to return to, and is unable or unwilling to avail himself or herself of the protection of, that country because of persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion."

Asylees, Cuban/Haitian entrants, Special Immigrant Visa holders, victims of severe forms of human trafficking, and certain Amerasians are among the other humanitarian immigrants eligible for assistance and services under the Refugee Act.

3.2 RRP Benefits and Services

RRP does not provide direct services. Rather, RRP partners and contracts with local Arizona agencies to implement services for eligible beneficiaries. Below is a list of the programs funded through RRP and the general benefits and services that refugee newcomers may be eligible to receive. Refugee newcomers may not be eligible for certain programs and services, and there may be capacity issues at the agencies providing these services. It is recommended that PSGs and refugee newcomers call agencies to learn more about eligibility requirements and capacity.

- **RRP RCA, Unaccompanied Refugee Minors (URM) Program, RMA Programs:**

- *The PPP RCA program* provides much-needed cash assistance, for a maximum of 12 months, to ORR eligible beneficiaries through RCA and TANF Differential programs. RCA provides cash assistance to single and childless couples while the TANF Differential provides supplemental cash assistance to ORR-eligible families already receiving TANF benefits. For more information about PPP, please refer to the [Public Private Partnership's \(PPP\) Refugee Cash Assistance \(RCA\) Program](#) section.
- *Refugee Medical Assistance (RMA)*: RMA is a 12-month-maximum health benefit program for refugees and other eligible beneficiaries who are denied Arizona Medicaid (a health insurance program), also known as AHCCCS, upon arrival and who fall below 200 percent of the Federal Poverty Level, or who have had their Arizona Medicaid coverage ended due to income from employment that is greater than the Arizona Medicaid income eligibility limit. RMA can pay for approved, allowable medical costs for a maximum of 12 months after arrival in the U.S. or grant of qualifying ORR status, which is the date that the refugee receives an immigration status that makes them eligible for refugee-specific services. While RMA is only available for a maximum of 12 consecutive months, the coverage is similar to that provided by AHCCCS.

RMA also funds coordination of the U.S. Domestic Medical Examination for Newly Arriving Refugees.
- [Completing the Refugee Domestic Medical Screening](#): Also known as Refugee Medical Screening, paid by AHCCCS or RMA. The Domestic Medical Screening is a comprehensive medical examination that screens for a wide range of infectious diseases and non-communicable conditions during the first 90 days of U.S. arrival or grant of qualifying status. The Domestic Medical Screening is an opportunity to identify health issues, promote well-being, orient new arrivals to the U.S. healthcare system, and connect refugees with routine and specialty care.

Please note: Currently, there are no ways for self-referral for a refugee medical screening. Please contact the RRP when the PSG's refugee newcomer arrives.

They will be able to enroll the refugee newcomers into the Arizona Refugee Resettlement database and send a referral for medical screenings.

For more information on the [Completing the Refugee Domestic Medical Screening](#), please refer to the Domestic Medical Screening section.

- *Unaccompanied Refugee Minors (URM) Program*: The U.S. Department of State and U.S. Department of Health and Human Services identify refugee children from birth to age 18 who are without a parent/guardian and are eligible for resettlement in the U.S. as an unaccompanied refugee minor. Upon arrival in the U.S., these refugee children are placed into the URM program to receive safe and nurturing foster care placement along with other services and benefits. The Unaccompanied Refugee Minors Program is currently coordinated through Catholic Charities. For more information on URM, please email RRP: rrp@azdes.gov.

- **Refugee Support Services (RSS) and RSS Set-Asides:**

These services are available up to the end of the individual's parole term or five years from arrival date to the U.S., whichever comes first. Capacity may be limited, as LRAs must prioritize providing these services to refugee newcomers. It is important for PSGs to work with their PSOs to find other services to meet the needs of refugee newcomers in the long term.

- [RSS](#): This helps refugees and other ORR populations gain economic independence by helping them find and maintain employment, preferably within a year of being enrolled in the program.

The Support Services focus on:

- Employability assessment
- Training and job development
- Vocational training and skills recertification
- Job placement
- Job maintenance

The RSS Program also addresses barriers to employment such as:

- Social adjustment
- English language instruction
- Interpretation and translation
- Day care for children
- Citizenship and naturalization

These core services also build community partnerships with organizations and businesses, helping refugees successfully integrate into local communities.

- *English Language Training (ELT)*: Training for refugees and those who qualify focuses on English skills necessary for obtaining and maintaining employment and is consistent with national Teaching English to Speakers of Other Languages (TESOL) standards. For more information on ELT, please refer to the [English Language Training](#) section.
- *Case Management and Employment Services*: Services that respect the cultures and languages of refugees are provided to help refugees successfully resettle in the U.S. and achieve self-sufficiency as quickly as possible. These services are linked to initial Reception and Placement Services and can be available for up to five years from an eligible beneficiary's arrival or grant of legal status in the U.S. (services are prioritized based on statutorily defined categories of need). For more information about agencies that provide these services, please refer to the [National and Local Resettlement Agencies \(LRAs\)](#) section.
- *RSS Set-Asides*: RSS Set-Asides are specialized case management services for specific refugees and other ORR-eligible beneficiary populations.
 - *Refugee School Impact Support (RSI)*: The central goals of the program are to ensure that ORR-eligible children are prepared to succeed in formal schooling, promote access to child care, strengthen academic performance, and aid the social adjustment of newly arriving refugee youth and their families.

These services focus on new arrivals and those who have been in the U.S. five years or less and continue to face integration and academic challenges. Both youth (up to age 18) and their families may receive services from the RSI program, including:

- Culturally responsive and linguistically compatible materials, such as special programs or activities, translation and interpretation services.
- Activities during and outside school hours, such as after-school classes, weekend tutorials, and online assistance.
- Specialized services such as cultural orientation, refugee parent/teacher meetings, and school orientation.
- Programming that supports integration into the school system, such as ESL training, mentoring, and group activities.
- Useful metrics on academic performance, such as high school graduation rates, accomplishment of required coursework, and improved academic performance levels.

Current agencies operating RSI		
<u>International Rescue Committee</u> 4425 W. Olive Ave. Suite 400 Glendale, AZ 85302 (602) 433-2440 Walk-in hours: Mondays: 10:00 a.m. - 1:00 p.m. Wednesdays: 1:00 p.m. - 4:00 p.m.	<u>Lutheran Social Services of the Southwest</u> 3364 E. Grant Rd. Tucson, AZ 85716 (520) 721-4444 Walk-in hours: Weekdays 9:00 a.m. - 3:00 p.m.	<u>Lutheran Social Services of the Southwest</u> 2502 E. University Dr. Suite 12 Phoenix, AZ 85304 (480) 396-3795 Walk-in hours: Thursdays: 9:30 a.m. - 2:00 p.m.

- [Services for Older Refugees \(SOR\)](#): Provides funding for refugees age 60 and above who have been in the United States for up to five years and are eligible for all program services. Referral services, interpreter services, and citizenship and naturalization preparation services for these refugees are available beyond the five-year mark.
 - Access to senior community centers, supportive services, and intergenerational activities
 - Nutrition services and meals delivered to homebound refugee newcomers
 - Transportation
 - Interpretation and translation
 - Citizenship and naturalization services
 - Home care, adult day care, and respite care
 - Elder abuse prevention
 - Nursing home ombudsman services

Current agencies operating this program:	
<u>Maricopa County Area Agency on Aging</u> 1366 E. Thomas Rd., Suite 108 Phoenix, AZ 85014 602-264-2255	<u>Catholic Community Services of the Southwest</u> 140 W. Speedway Suite 130 Tucson, AZ 85705 (520) 623-0344 Walk-in hours: Tuesdays & Wednesdays 9 a.m. - 3 p.m.

- [Refugee Health Promotion \(RHP\)](#): This program supports refugee health literacy and access to health and emotional wellness services. It provides services beyond what is allowable through the [Refugee Medical Screening \(RMS\)](#) and RMA funding.

Current organization operating this program:	
Valleywise Center for Refugee and Global Health Program Manager: Jeanne Nizigiyimana (602) 344-2542 jeanne.nizigiyimana@valleywisehealth.org	Refugee Pediatrics Clinic Contact: Charmaine Jackson, CRL 2525 E. Roosevelt St. Floor 2 Phoenix, AZ 85008 Phone: (602) 344-5639 Fax: 602-655-9138
Family Practice / Adult Refugee Care Contact: Mwajuma Mkandama CHC-Internal Medicine Cell: (480)-338-9363 Fax: (602) 655-9116	Valleywise Community Health Center South Central Phoenix Phone: (602) 344-6600 Fax: (602) 655-9660

- Youth Mentoring (YM): This program matches eligible youth with mentors who support their successful transition to life in Arizona. Grantees provide case management to support individual educational and career development goals.

All refugees and other ORR-eligible individuals between the ages of 15-24 can receive services for up to five years from their date of eligibility; however, providers prioritize new arrivals and those requiring additional social, academic, vocational, or emotional support.

Current agencies operating this program:	
<u>Chicanos Por La Causa</u> 3216 W. Van Buren St. Phoenix, AZ 85009 (602) 399-0064	<u>Lutheran Social Services of the Southwest</u> 3364 E. Grant Rd. Tucson, AZ 85716 (520) 721-4444 Walk-in hours: Weekdays 9 a.m. - 3 p.m.

Some refugee newcomers may be eligible for specialized programs, such as health services, technical assistance for small business start-ups, financial savings, refugee career pathways, or other targeted support programs. Resettlement Agencies are able to assess which programs families or individuals are eligible to receive. For more information, please visit <https://www.acf.hhs.gov/orr/programs>.

4. REFUGEE PROCESS PRIOR TO ARRIVAL

Prior to a refugee arriving in the U.S., there are a series of critical steps and processes that occur to assess, refer, process, and assist refugees before they arrive in the U.S. Below is an outline of the activities a refugee will go through prior to U.S. arrival.

1. *Referral*: Refugees and other ORR-eligible beneficiaries referred by a U.S.

embassy or the United Nations High Commissioner for Refugees (UNHCR), or by a PSG in the U.S. (for Welcome Corps Phase Two), will be referred to the United States Refugee Admissions Program (USRAP) by a U.S. embassy or the United Nations High Commissioner for Refugees (UNHCR), or by a Private Sponsor Group in the U.S. (for Welcome Corps Phase Two).

2. *Resettlement Support Center Pre-Screening Interview:* After a refugee has been referred for consideration for resettlement in the U.S., they will be contacted to attend a pre-screening interview by the nearest Resettlement Support Center (RSC). Visit the [Pre-screening Interview webpage](#) for more information.
3. *USCIS Interview:* If a refugee's case passes through the initial security screening, the RSC will contact them and schedule an interview that is conducted by specially trained U.S. government officers from the United States Citizenship and Immigration Services (USCIS), a division of the U.S. Department of Homeland Security (DHS). Everyone in the case must attend this interview. [Learn more about the USCIS Interview at their website.](#)
4. *Migration Health Assessment:* If a refugee's case moves forward, they and each family member in the case will be scheduled for a mandatory overseas migration health assessment. These health assessments are intended to ensure that they meet the medical requirements for admission to the U.S., are fit to travel, receive appropriate medical assistance when required, and do not pose a hazard to other travelers. [Learn more about the overseas Medical Screening process at this website.](#)
5. *Cultural Orientation:* At some point before their departure to the U.S., the RSC will also schedule them to attend a Cultural Orientation class where they will receive valuable information about their journey to the U.S. and what to expect when they arrive. [Learn more about Cultural Orientation at this website.](#)
6. *Matching to a Sponsor:* In Phase One of Welcome Corps, once refugees have completed the above steps and been approved, they will be matched with a PSG in the U.S. In Phase Two, PSGs will refer individuals or families that the PSGs want to sponsor to Welcome Corps, who will validate the referral and enter them into the USRAP process.
7. *Travel:* The RSC will coordinate with the International Organization for Migration (IOM) to schedule the refugee's flight to the U.S. The family is eligible to receive a loan to pay for travel to the U.S. Family members over 18 years of age each receive their own loan. Learn more about Traveling to the United States at this website: <https://settlein.us.org/about-refugee-resettlement/travel/>
8. *Arrival:* When refugees arrive at their final U.S. destination, one or more PSG members will greet them, provide transportation to their new home, and provide weather-appropriate clothing and a welcome meal.

5. ROLES AND RESPONSIBILITIES OF THE SPONSOR

Once the Welcome Corps Program matches PSGs with refugees, and the refugees have been approved for travel to the U.S., specific actions are required to assist refugees with relocating, integrating, and achieving self-sufficiency in the U.S. This entire process is the combined responsibility of both the PSGs and the refugee newcomers.

5.1 Things to Take Into Consideration

PSGs are a critical part to helping refugee newcomers, as they provide information, guidance, and support to refugee newcomers. Along the way, many agencies and programs are available to support the refugee newcomers. It is very important for PSGs to communicate with refugee newcomers about the processes and steps that will need to be completed. It is important for refugee newcomers to take responsibility for their lives and journey to self-sufficiency. This process is a joint effort.

Communication is vital to successfully understand the process, and language barriers can pose a challenge to this. Prior to refugee newcomers arriving, PSGs are expected to contact the RRP for guidance on the benefits and services available to refugee newcomers. RRP can assist with locating resources, providers, and employment and case management services for PSGs and refugee newcomers.

Upon application to become a PSG, each sponsor in the group commits to providing necessities for refugee newcomers, including financial support. All adult refugee newcomers have work authorization. Refugee newcomers should assume their own expenses as soon as possible. All expenses beyond necessities should be discussed and agreed upon.

PSGs should be aware of the emotional stages that refugee newcomers will experience. They have been through traumatic situations and are typically experiencing great loss, fear, and uncertainty for families remaining in their country of origin. They also may be experiencing anxiety regarding living in the U.S.

5.2 Day of Arrival

The following outline is recommended by PRM. The RRP has provided further detail and context to the appropriate services and resources available in Arizona. Members of the PSG must plan the following activities on the day the refugee newcomer arrives in Arizona:

1. Meet and welcome refugee newcomers at the airport or bus/train station.
2. Transport them to their new housing.
3. Provide a brief orientation to their new housing, including guidance on locks, smoke detector, fire extinguisher, 9-1-1, and neighbors who may help in an urgent situation.

4. Provide necessary clothing, such as warm coats, rain gear, etc. depending on the local weather.
5. Provide a ready-to-eat, culturally appropriate meal, preferably at their new home. Remember that they will be tired and stressed from traveling.
6. Discuss any health concerns and medication needs with refugee newcomers to ensure that plans are established to acquire needed resources and services in a timely manner.
7. Provide initial emergency contact information and ensure they have the ability to make contact (e.g., working phone and/or introductions to neighbors).
8. Notify the RRP about the refugee newcomer arrival.
9. Set a time for the next couple days when the PSGs will visit next and start working through the benefit enrollment process.
10. Identify any additional necessary resources and services.
11. Provide refugee newcomers with pocket money to support their independence. PSGs can talk with the refugee newcomers about the appropriate amount. Per the Community Sponsorship Hub, \$50 weekly per refugee newcomer is standard practice.

5.3 First Month of Arrival

The first month of arrival is the most important stage of the resettlement journey for refugee newcomers. The first-month action items are foundational in ensuring that refugee newcomers receive the needed services and resources, such as medical screening, public benefits, and refugee-related services. It is important that the following steps are completed in the order shown. Failure to do so can cause significant delays in critical benefits and services.

1. In collaboration with the PSG's PSO, contact the Arizona Refugee Resettlement Program (RRP) to discuss the refugee newcomers' enrollment into the Arizona Refugee Resettlement Program Online Database System (ARRPODS). Through ARRPODS, refugee newcomers will be enrolled and marked eligible for Refugee Support Services. Once registered, refugee newcomers will receive referrals to medical screening services, refugee cash assistance, English language support, and additional support services.

Arizona Refugee Resettlement Program

1789 W. Jefferson St. MD 6287

Phoenix, AZ 85007

(602) 542-6644

RRP@azdes.gov

<https://des.az.gov/services/basic-needs/refugee-resettlement>

2. *Support refugee newcomers with applying for the PPP Refugee Cash Assistance (RCA) or PPP TANF Differential program.* This process will be done during the initial ARRPODS enrollment through RRP. For information on the PPP RCA cash assistance program, please review the section [RRP Benefits and Services](#).

Important: For refugee newcomers enrolled into TANF, in order to receive supplemental PPP TANF Differential Payments through the PPP program that provides refugee beneficiaries with the federal limit of TANF benefits, they will need to have been enrolled DBME's TANF benefits prior to enrolling into the PPP program.

3. *Schedule Refugee Medical Screenings* for refugee newcomers after they have been enrolled in ARRPODS. For information on the Domestic Medical Screening, please review the [Completing the Refugee Domestic Medical Screening](#) section.
4. *Support the refugee newcomers with printing necessary form(s)*, such as an I-94, via the U.S. Citizenship and Border Protection website: <https://i94.cbp.dhs.gov/I94/#/home>. The I-94 is a key document that must be provided for many services and applications.
5. *Support the refugee newcomers with submitting changes of address* (Form AR-11) with the U.S. Citizenship and Immigration Services: <https://www.uscis.gov/ar-11>, and the U.S. Postal Service: <https://moversguide.usps.com/mgo/disclaimer>. Advise refugee newcomers that this is mandatory and will need to be done each time they move, or their immigration status can be compromised, and critical papers, such as Social Security cards and bills, might not be delivered to the refugee newcomer's current address.
6. *Connect parents of school-aged children with school and district staff* and support the families' understanding of the U.S. educational system. For more support on how to prepare refugee newcomers for success in formal schooling, promote access to child care, strengthen academic performance, support the families' understanding of the U.S. educational system, and aid the social adjustment of newly arriving refugee youth and their families, please contact [Refugee School Impact](#).

Please note: Enrolling school-aged refugee children in school and providing proof of school registration is a requirement for enrollment into SNAP, AHCCCS, and TANF. It is recommended to start the school enrollment process as soon as possible. If there is a delay in registering children in schools, such as arriving when schools are closed for summer or other breaks, then the refugee newcomers will need to provide a signed statement to DBME that they will enroll their school-aged children either after the break, or, if they arrive during the summer break, at the start of the next school year, which is typically August for most Arizona schools.

7. *Connect parents of minor children to local child care resources, if applicable.* In Arizona, visit the Arizona Department of Economic Security (DES) Child Care webpage: <https://des.az.gov/services/child-and-family/child-care>.
8. *Support refugee newcomers with accessing their physical and electronic mailboxes.* As necessary, support them with identifying bills, junk mail, and establishing secure means for bill paying.
9. *Support refugee newcomers with applying for Social Security Numbers (SSN).* Refugee newcomers will arrive in the U.S. fully authorized to work, but will need to apply for Employment Authorization Documents (EAD) and an SSN to fulfill I-9 requirements. It may take a couple of weeks to get their SSN. SSNs can be applied for at any Social Security Administration (SSA) office or through an EAD I-765 form.

Important: In order to apply for and be enrolled into FAA Refugee Unit public benefits (TANF, SNAP, and AHCCCS), the PSG will need to show proof of an SSN application. For refugee newcomers through Welcome Corps, they will be able to show proof through their travel document letter they bring with them.

For non-Welcome Corps refugee newcomers that arrive in Arizona through another non-LRA service, mainly Cuban and Haitian Entrants, it is imperative that they assist refugee newcomers with applying for a social security number (SSN).

Please refer to the [Applying for Social Security Card Only \(For Welcome Corps Refugees\)](#) for more information. ***If applying in person, please make sure to bring all documents to apply.***

10. *Apply for public benefits and health insurance through the DBME FAA Unit.* The FAA Refugee Unit is the primary that processes refugee public benefits in the state. Please review the section [Mainstream Public Benefits Enrollment Process](#). Please review the FAA's [Connect with Us](#) (FAA-1814A) document to learn more.
11. *Ensure TANF beneficiaries are enrolled into the Wilson-Fish TANF Coordination (WFTC) program.* For information on WFTC, please review the section [RRP Benefits and Services](#) to learn more.

Important information: If refugee newcomers and PSGs are interested in receiving a referral to the WFTC team, please notify RRP. They can provide a referral through ARRPODS.

12. *Support refugee newcomers shopping for needed items, i.e., grocery shopping and shopping for clothing, footwear, and other necessities.* Ideally, this should include a store with affordable staples, as well as ones that offer culturally specific foods.
13. *Take refugee newcomers out for a sightseeing tour of their new hometown.* Orient them to public transit in their area and how to use it, local parks and recreational

areas, places of worship as appropriate, etc. Take a day to relax and see the local sights. Do something fun, such as preparing a picnic lunch to have at a local park. Think of things that the refugee newcomers can do on their limited budget.

14. *Support refugee newcomers with navigating public transit* to points of interest (e.g., shopping, post office, library, grocery store, park, children's school, doctor's office, place of worship) and consider purchasing bus passes.
15. [Establish Proof of Residency](#): Proof of residency in Arizona is a requirement for schooling, Arizona ID cards, opening bank accounts, and many other necessary services. Please refer to the [Getting an Arizona State ID or Driver's License](#) section for more information.
 - Refugee newcomers can receive non-travel Arizona IDs at any Arizona Motor Vehicle Division (MVD) office by showing their I-94, passport, and local address. This is not a driver's license, which requires more documentation, and is highly recommended as an early official state ID card.
16. *Support refugee newcomers with enrolling in ELT and digital literacy classes*. The referral can either come through RRP or the PSG, and refugee newcomers can make other ESL arrangements. Please refer to the [English Language Training](#) section for more information.
17. *Support refugee newcomer males ages 18-25 in completing selective service registration*. Advise them of the necessity to submit a change of address form with the Selective Service after any move.
18. *Provide cultural orientation* to assist refugee newcomers with cultural adjustment into their new community. This includes providing intercultural insight into American norms and customs, such as education, employment, financial literacy, health, housing, laws, transportation, etc. If needed, RRP can provide a cultural orientation to refugee newcomers. Please contact RRP if you are interested in this service.
19. *Create a three-month plan with refugee newcomers*. The plan should address the following items at a minimum:
 - Set goals for the next few months, including housing, employment, education, and major expenses, such as buying an automobile.
 - Create a household budget to accomplish these goals and objectives.
 - Discuss short- and long-term employment and educational goals with refugee newcomers. For more information on workforce opportunities, please refer to the [Workforce Development Opportunities](#) section.
20. *Complete unfinished month one activities and plan activities for months two, three, and beyond*.

5.4 Second and Third Month of Arrival

The goal is for the refugee newcomers to be as independent as possible by the end of these three months. PSGs should be shifting their role as a supporter and letting refugee newcomers take the lead in implementing their plan. Check regularly on how they are doing on their plan in case they get stuck or are falling behind on too many actions. These actions are listed in approximate priority order, but that order may change depending on the refugee newcomer's situation.

Assisting Refugee Newcomers with Second and Third Month Services and Benefits

1. *Support older youth's continued education* by connecting them with local community colleges or higher education institutions to understand options and opportunities. If needed, please refer to RRP's [Youth Mentorship](#) providers for additional support.
2. *Support applying for an Arizona Driver's License*. If a refugee newcomer has not received their SSN, they can still apply for a non-travel driver's license at an Arizona Motor Vehicle Department (MVD) office. Once a refugee newcomer has received their SSN, they can apply for an Arizona REAL ID driver's license online, which allows individuals access to airports and certain federal buildings. For more information about how to acquire an Arizona driver's license, please review the [Getting and Arizona State ID or Driver's License](#) section.
 - If they plan to get a vehicle, make sure they comprehend the costs of acquiring, insuring, and operating a car and have sufficient funds to support this. Expectations for PSGs are to primarily provide support for refugee newcomer's "**needs**" as opposed to "**wants**." In many cases, using community transit, while not ideal, can be sufficient and much less expensive than purchasing vehicles, paying for insurance, and/or driver's training. Expenses beyond the "**needs**" should be discussed between the sponsor and the refugee newcomers.
3. *Finding Jobs*. Upon U.S. entry, refugee newcomers are immediately eligible for employment solely based on their I-94 and passport while they wait for their unrestricted SSC. They will need to apply for an EAD in order to fulfill employer I-9 requirements. PSGs should assist the refugee newcomers in applying to job and job training opportunities. For more information on other workforce development providers in Arizona, please refer to the [Workforce Development Opportunities](#) section.
4. *As appropriate, support refugee newcomers with paying their bills*, managing their finances, and locating financial education resources.
5. *Continue to support refugee newcomers with language practice* either through ELT assigned by RRP or through the PSG's own resources.

6. *Continue to support refugee newcomers with connecting to available community benefits, services, and other activities.*
7. *Support refugee newcomers in developing their ongoing plan and getting the information and resources they will need. PSGs should be in a review and guidance role. The refugee newcomers need to learn how to be able to research support groups and plan their goals and actions themselves.*

5.5 Beyond Three Months After Arrival

As refugee newcomers approach the end of their first three months in the U.S., PSGs should work together on a transition plan defining when and how the PSG will transition from direct support for the refugee newcomers to a longer-term oversight and guidance role. Depending on the refugee newcomers' situation, ongoing guidance, feedback and occasional assistance should be planned from the PSG for the entire first year after arrival.

1. Members of the PSG should regularly check in with the refugee newcomers to assess progress and help solve problems that the refugee newcomers encounter.
2. The refugee newcomers should be encouraged to contact the PSG at any time that they reach an impasse or are confused about things they need to do or obtain.
3. Should a refugee newcomer obtain employment during their first three months in the U.S., they may lose their Medicaid/AHCCCS benefits due to employment earnings. They are, however, eligible for medical coverage under the RMA Program up to the first year after their arrival in the U.S. Please reach out to RRP via rrp@azdes.gov for assistance with applying for and enrolling refugee newcomers in RMA.
4. At a minimum, the PSG is responsible for ensuring that reports are generated and posted throughout the entire first 12 months after a refugee newcomer's arrival. Please see the [Private Sponsor Group Reporting Procedure](#) section for these requirements.

APPENDIX

6. DETAILED PROCESSES AND PROCEDURES

Below are the detailed services, resources, and procedures that PSGs will need to assist their refugee newcomers navigate during their initial 90-day resettlement phase and beyond. It is imperative that you read through these sections carefully.

6.1 Enroll in the Arizona Refugee Resettlement Program's Database

In order for refugee newcomers to receive services, they need to be entered into the Arizona Refugee Resettlement Program Online Database System (ARRPODS) and marked eligible for services. Once this is complete, they will be referred to service providers for assistance.

The following is a list of information that PSGs need to share with RRP staff.

- *Sponsored Individual/Family's Information and Data:* Provide RRP with the information requested for each refugee newcomer sponsored in the ARRPODS Enrollment Form. Each individual will require a separate form. PSGs can access this form by reaching out to rrp@azdes.gov. The following documents must be correctly completed or provided in the enrollment process.
 - *Statement of Understanding (SOU):* PSGs will need to read this document with refugee newcomers and make sure they understand and sign it. The SOU supports refugee newcomers' understanding of the services, benefits, and information that will be shared with service providers and other agencies, and allow for referrals to other services. This will occur once they are enrolled in ARRPODS. Accepting or denying services is completely voluntary. PSGs can access an English and other language-translated version of the SOU by reaching out to rrp@azdes.gov.
Please note: The SOU is for refugee newcomers over 18 years of age or older. Please include all refugee newcomers under the age of 18 under one of their parents. If their parents are not with them in the U.S., this would be under the sponsor or other legal guardian.
 - *I-94 Immigration Documents:* RRP staff will also need a copy of the refugee newcomer's immigration documentation pursuant to Office of Refugee Resettlement's [Policy Letter 16-01](#). For more information on how to find the refugee newcomer's I-94, [click here](#).
 - *Picture of Passport:* Please provide a picture of both the face page with biographical information and the entry/visa stamp page with the refugee newcomer's immigration status.

- *Picture of each refugee newcomer:* Each individual will need to have a separate passport-style photo. This can be sent via a cell phone.

Once documents are submitted, a provider will enroll the refugee newcomer(s) into the RRP database and issue referrals to applicable providers.

6.2 Mainstream Public Benefit Enrollment Process (SNAP, TANF, Medical Assistance)

Once a refugee newcomer arrives in the U.S., it is imperative that PSGs assist individuals with accessing mainstream public benefits. In Arizona, there is a specific office that processes and determines eligibility for public benefits. The DBME FAA Refugee Unit is a specialized unit that determines public benefit eligibility for refugee budgetary units during their first 12 months from the date of ORR eligibility. *The arrival month is included in the 12-month count, even when the refugee arrives on the last day of the month.*

- [SNAP](#), also known as Nutrition Assistance (NA), provides eligible households monthly benefits they can use to purchase nutritious food. For other resources, such as Energy Assistance, Double Up Food Bucks, Women, Infants, and Children (WIC) and Senior Farmers Market Nutrition Program, etc. please contact the [Food Assistance Program](#).
- [TANF](#), also known as Cash Assistance (CA), provides temporary cash benefits and supportive services to the neediest of Arizona's children and their families.

Important: If the refugee family unit applying for benefits is a two-parent household, the family will be enrolled into the Two Parent Employment Program (TPEP). This program is overseen by Equus, the Arizona TANF Jobs program contractor. Once a TPEP household has been enrolled into benefits, the refugee household will receive a Notice of Benefits from DBME stating that the refugee household will need to comply with the TANF Jobs program by meeting with an Equus staff member and developing an employment plan. This meeting is a critical component to TPEP requirements. **If a family does not comply and meet with Equus, they will not receive their TANF benefits.**

Important Notification: Once TANF benefits are approved, an Illegal Drug Use Statement will be mailed out and must be completed and returned to the agency by the due date listed. If the notice is not returned, the client's benefits will be reduced until the notice is completed/returned to the agency. In order to find this document, please search 'Form 1415A: Illegal Drug Use Statement' on the DES Document Center portal.

Please note: If families or single parents are denied TANF through no fault of their own, they may be considered for RCA eligibility on a case-by-case basis, which is an ORR-funded temporary cash assistance program focused on employment

acquisition. Please bring the TANF denial letter to a [PPP Contracted Provider](#) for enrollment in RCA.

- **Medical Assistance** ([Medicaid/AHCCCS](#)) offers healthcare programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.

Please note: If refugee newcomers are denied Medicaid, please contact RRP. RRP can enroll them into RMA, which covers similar expenses to Medicaid for up to twelve months from date of ORR eligibility.

To properly apply for mainstream benefits and services and ensure that the FAA Refugee Unit is processing the applications, PSGs have the following options:

1. Assisting refugee newcomers to apply for these benefits online by helping them create an account and submitting the application at <https://www.HealthEArizonaplus.gov> or by calling (855) 432-7587. **Please note:** Currently, the following information is required to complete an account:
 - First Name
 - Last Name
 - Gender
 - Date of Birth
 - E-mail Address
 - Home Address
 - Customers can enter a residential address, or indicate they are living in a shelter, an institution, or are enrolled in the Address Confidentiality Program (ACP). Customers who consider themselves homeless must only enter a ZIP Code.
 - Mailing Address (customers can enter a mailing address or General Delivery)
 - A Social Security Number is asked for but NOT required to create an account.
2. Once the application has been submitted, PSGs can assist refugees with MyFamilyBenefits registration using their DES case number and email address to create an account. MyFamilyBenefits (myfamilybenefits.azdes.gov) is an online portal that offers refugees an easy and secure way to access their account information and is mobile-optimized, which allows access to the application and the ability to upload documents through the desktop application or from any mobile device. Once logged in, refugees have access to the following information about their case:
 - How to Apply
 - Upload Documents

- Interview Due Date
- Proof of eligibility
- Report a change
- Check EBT Account
- Resource Center
- Other Services
- Survey

3. Mail or Fax the completed Application For Benefits form FAA-0001:

By Mail: DES FAA P.O. Box 19009 Phoenix, AZ 85005-9009	By Fax: FAA Refugee Unit (602) 257-7031 for area codes 602, 480, and 623 For all other area codes, dial (844) 680-9840
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4. Accompanying refugees to any state DES office where application assistance services are available. Please note on the application and/or inform the DES staff that the case should be referred to the FAA Refugee Unit for processing.
5. FAA Refugee Units are located in both the Phoenix and Tucson metropolitan areas and are available to assist PSGs and refugees in person with questions pertaining to application processing and/or status. Below are the locations in Phoenix and Tucson:

Phoenix 4324 W. Olive Ave. Mail Drop 3346 Glendale, AZ 85302	Tucson 1455 S. Alvernon Way Mail Drop 3348 Tucson, AZ 85711
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Please review the FAA's [Connect with Us](#) (FAA-1814A) document to learn more.

For additional information pertaining to public benefits, such as participants' [Rights and Responsibilities](#) (FAA-1537A), [How to Use Your EBT Card](#) (FAA-1045A), and [EBT Card Safety and Fraud Prevention](#) (FAA-1819A), please access these documents.

What to Provide to Enroll in Benefits

The following is the information needed for getting the family/individuals enrolled through the DBME's FAA Refugee Unit:

PSGs will need to complete the [Application for Benefits](#) (FAA-0001A). AHCCCS, TANF, and SNAP require the application form and the following supporting documents when applying for benefits:

Important: When filling out the “Food Preparation” section of the “English Refugee Application”, it is important to fill this out as shown below in order to get the maximum benefits.

- Scenario one: refugee newcomers living with a Sponsor or any other individual who purchase food separately (e.g. a roommate).
 - Answer “YES” to the question “Does anyone at your address buy and prepare his/her food separately from others in the household?”
 - List the names of the PSGs or other individuals who are purchasing their own food and living in the same household in the table below that question.
- Scenario two: refugee newcomers living with just their family who came with them.
 - Answer “NO” to the question “Does anyone at your address buy and prepare his/her food separately from others in the household?”
 - Do not list any additional names.

See the Cash and Nutrition Assistance Policy (CNAP) Manual, referencing Determining Budgetary Units, for additional information about who must be included in the application. The CNAP Manual can be located at the following address:

<https://dbmefaapolicy.azdes.gov/>.

- *Provide I-94 Arrival/Departure Record/Immigration documents.*
- *Provide Passports (face page and visa/entry stamp page), or photo ID.*
- *Provide SSNs (For refugee newcomers, provide verification that each budgetary unit member has applied for their SSNs).*
- *Provide verification of any income received through sponsor.* If PSGs are supplying refugee newcomers with income, PSGs will need to notify DBME of how much income they are contributing to the family. This can be done through an informal document and must answer all of the following questions:
 - Is the income considered a gift or a loan to be repaid?
 - Will the income continue to be provided or was the income only provided one time?
 - When the income will continue, what is the frequency for the income to be received and when is the income anticipated to end?
- *Provide verification of rental obligation.* If PSGs are not the main leaseholder, please provide a written agreement between the main leaseholder and the monetary obligation that the refugee newcomer is committing to pay. This can be a simple signed document between sponsor and refugee(s). Any financial obligation the refugee can show will help with benefit allocation.

- *Provide verification of utility obligation.* If the PSGs are not the main utility holder, please provide a written agreement between the main utility holder and the monetary obligation that the refugee newcomer is committing to pay. This can be a simple signed document between sponsor and refugees. Any financial obligation the refugee can show will help with benefit allocation.
- *Provide name and last known location of absent parent (if applicable).* If the absent parent is deceased, mark deceased and last known location.
- *Provide verification of relationship to parent(s)* for all children under the age of 18. Below are the following ways to verify relationship to children:
 - Birth Certificate -or-
 - Letter from case manager -or-
 - International Office of Migration (IOM) travel document -or-
 - School Attendance Records.
- *Provide verification of school attendance/enrollment* for all children ages 6 to 19.

For additional information pertaining to public benefits, such as participants' [Rights and Responsibilities](#) (FAA-1537A), [How to Use Your EBT Card](#) (FAA-1045A), and [EBT Card Safety and Fraud Prevention](#) (FAA-1819A), please access these documents.

6.3 TANF Benefit Types, Timelines, and Hardship Extensions

There are several differences in the timeline for TANF benefits, depending on whether the family is a one- or two-parent family. TANF benefits are categorized into two types of programs; Regular TANF and TPEP.

Important: It is important to know the difference between TANF and TPEP and the requirements of each program. Not following through on the requirements can delay or end benefits. Below is a detailed outline of the two programs.

TANF Benefits

- TANF benefits are available to a single parent with dependent children, non-parent custodial relative with dependent children, foster care case, and/or child-only case. Beneficiaries are eligible for 12 months of TANF benefits. Beneficiaries must recertify for benefits every six months, except for programs that involve child-only cases, foster care cases, and non-parent custodial relative cases.
- When a refugee family completes their 12 months of benefits and are still in need of cash assistance, they can apply for a hardship extension. If approved, they can qualify for an additional 12 months of state TANF benefits. Below is the process for obtaining a hardship extension.

Please note: Benefits for the PPP TANF Differential program are limited to 12 months from the date of U.S. entry or grant of qualified ORR status. TANF cases that are granted hardship extensions will only be eligible to receive the state-administered TANF amount.

- The family will need to fill out the FAA-1440A Cash Assistance Benefit Limit Extension Request form and file it with DBME. The form can be accessed at: <https://des.az.gov/sites/default/files/dl/FAA-1440A.pdf>.
- Below are general TANF hardship extension conditions. A beneficiary may be eligible if any one of the following conditions apply:
 - Hardship prevents the family from supporting the dependent children in the family without cash assistance;
 - The parent is temporarily or permanently disabled;
 - The parent is a caregiver for a child, parent, spouse, or domestic partner with a disability;
 - The parent is a victim of domestic violence, a crime, or any other violence;
 - The parent is homeless;
 - The parent is unable to finish the current education or training program without cash assistance;
 - The parent is unable to find available or affordable transportation to work in their area;
 - The parent is unable to find or afford childcare to accept or maintain employment;
 - The parent has any other hardship reason that keeps them from becoming self-sufficient.

Two-Parent Employment Program (TPEP)

- Two-Parent Employment Program (TPEP) beneficiaries are defined as a two-parent household with dependent children. This is a special case under the TANF program.
- TPEP cases are only eligible for a maximum of 12 months of total benefits. These benefits will be received for six consecutive months out of any 12-month period. If a family continues to qualify, they can receive benefits for a second six-consecutive month period within the next 12-month period.
- A family can be determined eligible for a one-time, three-month hardship extension after their six-month normal TPEP period is completed. The TANF Jobs Contractor reviews the open TPEP case during the fifth month to determine whether the case meets the extension condition, and notifies FAA when an extension is approved. This extension can only be granted when all of the following apply:

- The Jobs Program notifies the FAA that the household meets the conditions for the extension.
- The family meets all other TPEP eligibility requirements.
- The three-month period immediately follows the end of the six-month TPEP period.

Please note: When a TPEP case has reached the end of their hardship extension within the first 12 months, families will be notified of their case closure. At that time, a PPP case worker will be able to enroll the family into RCA for the remainder of their PPP program eligibility.

- Following are TPEP extension conditions:
 - A parent is enrolled in a vocational education training program that can be completed within the three-month extension period.
 - A parent has a bona fide offer of employment that will begin within the three-month extension period.
 - A parent has a work experience activity and the Jobs Program expects the parent to be hired within the three-month extension period.
 - The two-parent work requirement was not met during the six-month period, and good cause was established, as determined by the Jobs Program, for one or more months.

6.4 Public Private Partnership's (PPP) Refugee Cash Assistance (RCA) Program

Below is a list of the financial benefits specifically offered to refugees and other ORR eligible beneficiaries. The PPP RCA Program, which encompasses RCA and the TANF Differential, are exclusively offered through RRP contracted providers.

RCA

- Provides cash assistance payments to refugee and eligible beneficiaries when they are not eligible for any other cash assistance program.
- Generally typically for childless couples and single individuals.
- RCA payments are available up to 12 months from the date of U.S. entry or grant of qualifying status to help meet their most basic needs, such as food, shelter, and transportation.
- Payments will be issued on a prepaid debit card. A bank account is not needed.

PPP TANF Differential

- Provides supplemental payments to refugees and eligible beneficiaries who receive TANF Cash Assistance and receive less than the federal maximum TANF benefit payment rate.
- Payments are available up to 12 months from the date of U.S. entry or grant of qualifying status to help meet their most basic needs, such as food, shelter, and transportation.
- Payments will be issued on a prepaid debit card. A bank account is not needed.
 - **Important:** If a family is denied TANF cash assistance through no fault of their own, please inform the PPP Contractor staff so the family can be assessed for RCA eligibility.

Payment Levels

- PPP TANF Differential Payment amounts are calculated by subtracting the difference between the beneficiary's regular Arizona TANF payments and the ORR PPP RCA maximum payment amount.
 - Monthly TANF amounts are subject to change and may receive a smaller amount than listed in the Cash and Nutrition Assistance Policy (CNAP) Manual. For additional information about the current TANF payment amounts, please see CNAP Manual references FAA.J02A.01 for [TANF Amount with Shelter Obligation](#) or [TANF Amount Without a Shelter Obligation](#).
 - The monthly maximum for RCA payments are as follows:

Household Unit Size	Monthly Maximum
1	\$537
2	\$726
3	\$915
4	\$1,104
Add \$113 per family member after four	

Application Submission for RCA or PPP TANF Differential Payments

An Applicant may apply for RCA or PPP TANF Differential Payments by visiting one of the local PPP Contracted Provider offices listed below.

PPP Contracted Providers
<u>Arizona Immigrant and Refugee Services (AIRS)</u> 1240 N. 31 st Ave. #112, Phoenix, Arizona 85051 (602) 944-1821 No walk-in hours. Please call ahead for appointments.
<u>Lutheran Social Services of the Southwest</u> 3364 E. Grant Rd., Tucson, Arizona 85716 (520) 721-4444 Walk-in hours: Weekdays 9:00 a.m. - 3:00 p.m.
<u>Jewish Families and Children Services of Southern Arizona</u> 4301 E. 5 th St., Tucson, Arizona 85711 (520) 795-0300 Walk-in hours: Weekdays 9:00 a.m. - 5:00 p.m.
<u>International Rescue Committee</u> 4425 W. Olive Ave. #400, Glendale, Arizona 85302 (602) 433-2440 Walk-in hours: Mondays 10:00 a.m. - 1:00 p.m. and Wednesdays: 1:00 p.m. - 4:00 p.m.
<u>International Rescue Committee</u> 1011 N. Craycroft Rd., Tucson, Arizona 85711 (520) 319-2128 No walk-in hours. Please call ahead for appointments.
<u>Lutheran Social Services of the Southwest</u> 2502 E. University Dr. #12, Phoenix, Arizona 85304 (480) 396-3795 Walk-in hours: Thursdays 9:30 a.m. - 2:00 p.m.
<u>Catholic Charities Community Services</u> 5151 N. 19 th Ave., Phoenix, Arizona 85015 (602) 977-6105 Walk-in hours: Wednesdays 1:00 p.m. - 4:00 p.m.

6.5 ORR Matching Grant Program

MGP is an LRA-specific cash assistance benefit program that is directly funded through ORR. This program is available to all refugees and other ORR-eligible beneficiaries.

MGP is an early employment self-sufficiency initiative funded through ORR in which resettlement agencies are allotted limited numbers of cases based on capacity and location. The goal of the program is to assist refugee newcomers to become economically self-sufficient within 240 days. Enrollment slots in the MGP are limited in number and by location. Refugee newcomers can only receive one cash assistance program at a time. If a refugee newcomer is on TANF or RCA, they will not be eligible for the MPG.

Please note: Participant slots for this program are calculated by the number of refugee newcomers being resettled through LRAs. Though there is an opportunity for refugee newcomers through Welcome Corps to receive MGP, it is unlikely that this program will be available to Welcome Corps refugee newcomers.

6.6 Completing the Refugee Domestic Medical Screening

After enrollment into RRP's database, RRP will issue a Medical Screening referral to the Maricopa County Department of Public Health or Revive Community Health (Phoenix or Tucson). Referrals depend on which provider the sponsor and refugee select. Once a provider is selected, RRP will send an introduction between the PSG point of contact and the main contact for scheduling Domestic Medical Examinations. The below information is important to know about the medical screening process:

- Refugees should receive this comprehensive medical examination that screens for a wide range of infectious diseases and non-communicable conditions. The Domestic Medical Screening provides clinicians an opportunity to follow up on or identify new health concerns that may hinder successful resettlement and self-sufficiency, to promote well-being, and to connect refugees with routine and specialty care. Please expect these visits to last 60 to 90 minutes.
- [The Centers for Disease Control and Prevention \(CDC\)](#) created the guidance for what is performed during this Medical Screening and is available online.
- The RMS providers mentioned above provide the initial RMS and will not be the refugees' permanent healthcare provider. PSGs are responsible for assisting refugees with establishing a Primary Care Provider (PCP) for ongoing care. If a PCP has been identified, please let the Medical Screening provider know, so they may share medical records from the Medical Screening exam with the PCP. If this is not done, the Medical Screening provider will make a referral to a PCP for the refugee.
- Medical specialist referrals may be made as part of the Medical Screening appointment. The sponsor is expected to assist refugee newcomers with making appointments and attending follow-up appointments, including assisting with transportation.
- Ensure that refugee newcomers with acute health care needs receive appropriate

and timely medical attention, including prescription refills. Make sure to enroll refugees in public benefits through the FAA Refugee Unit.

Below is a list of Medical Screening Providers in Phoenix and Tucson:

Phoenix: Maricopa County Department of Public Health 1645 E. Roosevelt St., Phoenix, AZ 85006	Tempe: Revive Community Health 4700 S. McClintock Dr. Suite 140 Tempe, AZ 85282
Tucson: Revive Community Health 2502 N. Dodge Blvd., Tucson AZ 85716	

Please note: Do not reach out to medical screening providers prior to enrolling refugee newcomers into RRP's database. Currently, these medical screening providers do not have the ability to enroll refugee newcomers into RRP's database and determine eligibility.

For questions about Refugee Medical Screenings, please contact RRP's Medical Screening Specialist, Paul Bowls pbowls@azdes.gov.

Greater Phoenix RMA and Other Health Providers

Following is a list of refugee-friendly healthcare providers in the Greater Phoenix Area.

- Hospitals/FQHC/UC:
 - [Phoenix Children's Hospital](#)
 - [Adelante Healthcare](#)
 - [Accu Care Urgent Care](#)
 - [Dr. Homan Hajbandeh](#)
 - [Wesley Clinic](#)
 - [Mountain Park Health](#)
 - [St. Joseph's Dignity Health](#)
 - [Valleywise Health](#)
- Dental:
 - [Dr. Ivette Jorge Dental Care](#)
 - [Henry Yu DMD, Glendale Aesthetic Dentistry](#)
 - [Marija Mitic DMD, Healing Dentistry](#)
 - [Western Dental of Arizona](#)
 - [Dr. Marco Cervantes, DDS, Adelante Healthcare](#)

- [Dr. Ali R. Hariri, DDS, Metro Dental Center](#)
- [Ace Dental Care](#)
- Mental Health:
 - [Tailored 2 U Psychology](#)
 - [Jewish Family and Child Services](#)

6.7 Applying for Employment Authorization Documents (EAD) and Social Security Numbers (Non-Welcome Corps Refugees)

Welcome Corps refugee newcomers are automatically processed for EADs upon arrival in the U.S. For other beneficiaries, however, there are immigration statuses that do not have automatic employment authorization. These individuals will need to apply for an EAD to become work authorized. These beneficiaries, i.e. Cuban Haitian Entrants, Ukrainian Humanitarian Parolees, etc. must apply for an EAD.

Some individuals are not automatically processed for EADs and must apply. Below is the process for applying:

- *File a Form I-765 (Application for Employment Authorization):*
<https://www.uscis.gov/i-765>. This process may take six to nine weeks to complete. Filing an I-765 is something that should be done in the first week after arrival, since it takes time to receive. The EAD Card looks like this:



To work in the U.S., [all employers must complete and submit an I-9 form](#). The EAD card is a “List A” document that serves as acceptable proof of BOTH identity and employment authorization. There is a temporary path to getting employment while waiting for the EAD.

- Employers can use an employee’s I-94 document as proof of employment authorization for the first 90 days after the start of employment. However, after 90 days, the employee must present an official EAD to the employer for continued employment.
- Some employers may not be aware of this policy and ask for an SSN for someone to start working. This is not required. There is a Department of Justice website (<https://www.justice.gov/crt/immigrant-and-employee-rights-section>) that lists Worker and Employer hotlines for further verification.
 - Worker Hotline: (800) 255-7688
 - Employer Hotline: (800) 255-8155
- Another good reference to show employers is this guide to providing proof of employment located at: <https://www.uscis.gov/sites/default/files/document/guides/D2en.pdf>

Please note: Refugee newcomers are strongly recommended to acquire an Arizona photo ID (it does not need to be a driver’s license) to use as identification.

In general, the EAD process follows the steps listed below:

1. Go to the [online portal](#) to fill out and submit an I-765 form, including part 2 to get an SSN and card.
 - a. Fee Waiver: The I-765 form submittal fee is \$410.00. However, if an applicant is receiving public benefits (TANF, SNAP, or AHCCCS), proof of these benefits can be used to waive the cost of the application.
2. Once USCIS has successfully completed their review, they will send the submitter an email authorizing biometrics data collection and provide instructions on where and how to get that completed.
3. Refugee newcomers must schedule their biometrics collection appointment. Please refer to [USCIS’s Biometrics Collection](#) website for updated information.
4. If the I-765 processing does not identify any issues and the part 2 request for an SSN is filled out, USCIS will forward the package to the SSA to process a new SSN and card.
5. Once the SSA completes the processing to issue a social security card marked with a “VALID FOR WORK ONLY WITH DHS AUTHORIZATION” statement, they will send a letter to the refugee newcomer’s address on record that their

application has been approved and a Social Security card will be mailed to them.

6. If the newcomer has previously gotten an SSN and card, it is most likely marked “NOT VALID FOR EMPLOYMENT.” The SSA will usually issue a new SSC with the old card’s number stating “VALID FOR WORK ONLY WITH DHS AUTHORIZATION.” If that is not received, the newcomer should take their old SSC and the EAD to any Social Security office to get the card updated with the “VALID FOR WORK ONLY WITH DHS AUTHORIZATION” legend.
7. Once a refugee has been granted permanent status, they will be eligible for a new social security card with no employment restrictions marked on it.
8. The SSA will then send the package back to USCIS, who will then inform the refugee newcomer via email that their I-765 is approved and that an EAD Card has been ordered.

Please note: This email can also be used for job interviews as proof of employment eligibility, or shown to an existing employer if the refugee newcomer is getting close to the 90-day window to provide an EAD after getting a job with their I-94 form.

9. Once the EAD card is made, it will be mailed to the refugee newcomer’s address of record, usually within 1 week of getting the authorization email.
10. If the refugee newcomer already has a valid SSN, with a “VALID FOR WORK ONLY WITH DHS AUTHORIZATION” statement on the card, and there are no issues on processing their I-765, USCIS will inform the refugee newcomer via email that their I-765 is approved and that an EAD Card has been ordered without forwarding the package to the SSA.

How to Track the Status of Your Case

Refugee newcomers can check their [case status](#) online with their receipt number. They can also sign up to receive automatic case status updates by email.

- If you do not receive a decision on your case within the [published processing time](#) for the service center, you may [submit an inquiry online](#) or call the USCIS Contact Center at (800) 375-5283. For people who are deaf, hard of hearing, or have a speech disability: TTY (800) 767-1833. When asking about your case status, please provide them with your receipt number.
- If USCIS sends you any notice (such as a Request for Evidence), please read the notice carefully and follow the instructions provided.
- If you move while your case is pending, you must inform USCIS of your address change. You may [file a change of address](#) on the USCIS website or by calling the USCIS Contact Center.

- It is important that you notify the USCIS and Social Security Agency of any address change as soon as possible so that you continue to receive notifications from both agencies.

6.8 Applying for a Social Security Card Only (For Welcome Corps Refugees)

Once a refugee newcomer arrives, the PSGs will need to help them with acquiring an SSN. Following is a list of SSA offices throughout the state of Arizona. Please make sure that the refugee newcomers bring all of their immigration documents to apply.

Refugee newcomers can also apply for an SSN through the I-765 EAD Application, per Part II of the application. **Please note:** Refugee newcomers will have to be receiving public benefits, at least SNAP, in order to receive a waived fee for the EAD application.

Please note: Below is a list of SSA offices throughout Arizona that have previously worked with refugees.

Major Cities	SSA Offices
Tucson	Call to schedule an appointment at (866) 331-7693. Walk-in (no appointment is needed). 88 W. 38 th St. #100, Tucson, AZ 85713
Phoenix	Schedule appointments via phone or mail at the SSA office at: 16241 N. Tatum Blvd., Phoenix, AZ 85032 (800) 772-1213
Flagstaff	Schedule appointments via phone or mail at the SSA office at: 2715 S. Woodlands Village Blvd., Flagstaff, AZ 86001 (800) 772-1213
Yuma	Schedule appointments via phone or mail at the SSA office at: 325 W. 19 th St. Suite 1, Yuma, AZ 85364 (800) 772-1213
Nogales	Schedule appointments via phone or mail at the SSA office at: 1760 N. Mastick Way, Nogales, AZ 85621 (800) 772-1213
Globe	Schedule appointments via phone or mail at the SSA office at: 1405 E. Ash St., Globe, AZ 85501 (800) 772-1213
Show Low	Schedule appointments via phone or mail at the SSA office at: 2500 E. Cooley St. Suite 407, Show Low, AZ 85901 (800) 772-1213
Prescott	Schedule appointments via phone or mail at the SSA office at: 205 N. Marina St., Prescott, AZ 86301 (800) 772-1213

6.9 Establishing Proof of Residency

The refugee newcomers will need to show proof of official residency. Proof of residency in Arizona is a requirement for obtaining an Arizona driver's license, schooling, and many

other services. PSGs should assist in gathering the following documents:

- Proof of residency is any document provided by a government agency or a commercial business that includes the resident's name and their Arizona address. Examples include a valid residential lease or rental agreement, bank or credit card statement, documentation from state or federal agencies, utility bills, etc. Most applications require at least two different proofs of residency.
 - Start collecting documents that can be used as proof(s) of residency right away. Keep anything that has addresses and names on it; even a letter of welcome can be sent to a refugee newcomer's address.
- Refugee newcomers can receive a **non-travel Arizona ID Card** (non-driver's license) at any MVD office with proper documentation (I-94, passport, and address). This card cannot be used to drive in Arizona but can usually be acquired faster than a driver's license.

6.10 Getting an Arizona State ID or Driver's License

In Arizona, there are two types of identification cards, either a REAL ID card -OR- a non-travel ID card. Below is the main difference between these two cards:

- **The travel (Real) ID** (requires SSN on application) is a federally standardized identification card. These cards are offered both as a driver's license or a state identification-only card. These cards allow individuals to access certain federal facilities and board federally regulated commercial aircraft. **Please note**, these cards are not yet mandatory. They will be mandatory starting May 2025.
- **The non-travel ID** (does not require an SSN) is a non-federally standardized identification card. These cards are offered both as a driver's license or a state identification-only card. These cards cannot be used to access certain federal facilities. While boarding federally regulated commercial aircraft is still allowed, the REAL ID requirement will take effect in May 2025.

For the two forms of identification cards:

- A driver's license is available to people 16 years old and older and requires a valid SSN.
- The identification-only card is available to any person, regardless of age, including infants, and is available to temporary foreigners in the U.S., including refugees.

The following sections discuss the process for acquiring both an identification card and driver's license, either through a REAL ID or non-travel ID card.

Arizona Identification Card:

- Procedure for getting either a REAL ID -OR- non-travel ID card:

- **Arizona REAL ID Identification card:** To save time before going to the office, PSGs and refugee newcomers can fill out the application online using the [MVD link](#). Alternatively, they can fill out the application at the MVD office with assistance.

The online application will require an SSN and other documentation:

https://www.nnaa.nndcd.org/wp-content/uploads/sites/2/2020/09/azdot_id_requirements.pdf.

Please note, if the refugee newcomer does not have an SSN, then follow the below steps for getting a non-travel ID Identification card.

- **Arizona non-travel ID card:** if the refugee newcomer does not have an SSN, go to an MVD Office and apply for the non-travel ID in person. The online application is a general application that includes travel and non-travel IDs, and will require an SSN to complete. Going in person will allow refugee newcomers to apply without an SSN using the following documents:
 - Travel documents
 - Their I-94 visa document from USCIS OR their Employment Approval Documents
 - Proof of residency documents.

MVD will check the application and documents and issue a temporary paper ID, and the cards will be mailed to the mailing address in about three weeks.

Arizona Driver's License:

- Procedure for getting either a REAL ID -OR- non-travel ID card:
 - **Arizona REAL ID Driver's License:** Create an online account at the Arizona MVD at: <https://azmvdnow.gov/home>. This allows the refugee newcomer to complete their driver's license application, schedule appointments at MVD offices, and other services. The online application will require an SSN and other documentation.

Please note, if the refugee newcomer does not have an SSN, then follow the below steps for getting a non-travel ID driver's license.

- **Non-Travel Driver's License:** Fill out an application at a MVD office. They will be able to assist refugee newcomers without an SSN using the following documents:
 - Travel documents
 - Their I-94 visa document from USCIS OR their Employment Approval Documents
 - Proof of residency documents

- ***There are two types of Driver's License offices:***
 - Official MVD offices: The applicant must have an appointment. Sometimes there are long lines, but there are no fees to go there and use their services.
 - Third-party company offices: These companies are licensed to perform the same functions as the MVD offices, but do charge fees for their service. The offices offer less waiting, are often more willing to work around problems with the applicant, and are usually open on weekends.
- **Studying for the Written Driver's License Examination:** Study the [Arizona Driver License Manual](#) (in English or Spanish only on the official Arizona MVD website). Refugee newcomers can also take practice tests online at: <https://azdot.gov/mvd/services/driver-services/tests-manuals-and-driving-schools/practice-tests>. These are only available in English.
 - Open the web page in the Google Chrome browser.
 - On the right of the address bar, click "Translate" (This shows up if they have set the Chrome default language to "Ukrainian," for example).
- **Taking the Written Exam:** Schedule an appointment at an MVD office to review documents and take the written test.
 - Applicants may have to take a vision test.
 - The person they see will examine their identification documents and proof of residency documents.
 - The refugee newcomer must provide proof of their legal identity and proof of residency in Arizona.
 - The test is available in English, Russian, German, Spanish, Italian, French and some other languages.

Please note, a valid foreign driver's license can be used to drive in Arizona for up to seven months, but there are many reasons a refugee newcomer will need an Arizona driver's license. They must obtain an Arizona driver's license to:

- work in Arizona,
- register a car,
- put their children in Arizona public schools,
- get any form of state license (e.g. as a doctor),
- pay tuition at AZ schools at the same rate as an Arizona resident, or
- remain in Arizona for seven months or more during any calendar year.

Reference: [What International visitors need to know before driving in Arizona.](#)

- **Driving Test Practice:** If the refugee newcomer will not immediately take the driving test, then they must ask to be issued a non-travel learner's permit. They may not drive a car with a trainer or instructor in Arizona without either a learner's permit or a valid foreign driver's license.

If the refugee newcomer has NEVER held a driver's license anywhere, in any country, then it is highly recommended that they take a certified driver training class that includes behind-the-wheel instruction.

A driver training program typically includes ten hours of behind-the-wheel training, done in two-hour classes, usually one class per week, with practice outside of the school in between training sessions. The final class is a driver's test. These schools are licensed to conduct the test and issue a waiver (called the Training Completion Certificate or TCC) so that they do not have to take the test at the MVD. These classes run around \$750 for the entire program. They also offer, for about \$40, to train them on the Arizona driver's license manual, and they can take the written test there. They promise that they will pass and will help them as needed to get through it.

Some driving schools are familiar with people who have language difficulties and will make special arrangements, such as letting them have an interpreter riding in the car during the driving training, although it is highly recommended that the refugee newcomer not start this until they have some basic English language skills.

Below are a few places that provide a car and licensed driver for refugee newcomers who need to practice driving on their learner's permit before taking the behind-the-wheel driving test.

<p>Phoenix Chicanos Por La Causa https://cplc.org/</p>	<p>Tucson Tucson Refugee Ministry Arrive & Thrive program: https://www.tucsonrefugeeministry.com/</p>
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6.11 English Language Training

Once refugee newcomers are enrolled in ARRPODS, they can receive a referral from RRP for free ELT with providers in both Phoenix and Tucson.

PHOENIX	
<p>Friendly House 113 W. Sherman St. Phoenix, AZ, 85003 enroll@friendlyhouse.org (602) 416-7241</p>	<p>Unlimited Potential 3146 E. Wier Ave. Phoenix, AZ 85040 https://www.unlimitedpotentialaz.org (602) 305-4742</p>

TUCSON

Pima Community College

Sara Haghighi Advanced Program Coordinator

Pima Community College Adult Basic Education for College and Career

shaghighi@pima.edu

(520) 206-3554

Supplemental ELT Courses Online:

- Englishspeak.com: Everyday dialogues and vocabulary recorded in normal and slow speed and broken down by sentence.
- www.learningchocolate.com: Aims to help students and children to memorize English vocabulary in an easy and efficient way by using pronunciation and games.
- www.gamestolearnenglish.com: Online English games.
- <http://learningenglish.voanews.com>: English language lessons from Voice of America with vocab, listening, and writing lessons.
- www.manythings.org/listen: Interesting articles and videos for ESOL learners.
- <http://www.newsinlevels.com>: Civics and News articles written for ESOL learners.
- Apps for English Learning: Duolingo, Memrise, Busuu, LearnEnglish Grammar, Babbel.
- YouTube channels for English Learning: [Speak English with Mister Duncan](#), [VOA Learn English](#), [Slow Easy English](#), [BBC Learning English](#).

6.12 Finding Interpretation and Translation Services

PSGs will need to ensure that refugee newcomers receive meaningful access through appropriate interpretation/translation when communicating with refugee newcomers about critical issues, such as those for health and core private sponsorship services, as well as daily interactions. PSGs will need to ensure that refugee minors are not relied upon for interpretation/translation in these situations.

Please note: Potential sources of low-cost or free interpreters are colleges/universities, faith organizations, and cultural groups. A best practice is to ensure that professional and/or qualified trained individuals are used for health and core services, whether in person, virtual, or telephonic. Organizations that receive federal funds, such as hospitals or health departments, are responsible for ensuring language access. If professional interpretation comes at a cost, PSGs will need to budget for this in advance.

For more informal, day-to-day interpretation and translation needs, there are several translation apps available for both Android and iOS devices. Below are some of the

better apps to consider:

- **Google Translate:** Google Translate is a popular translation app that supports over 100 languages. It offers text, voice, and image translation, as well as the ability to translate conversations in real-time.
- **Microsoft Translator:** Microsoft Translator supports over 60 languages and offers text, voice, and image translation. It also includes a feature that allows users to download languages for offline use.
- **iTranslate:** iTranslate offers translation in over 100 languages, with support for text, voice, and website translation. It also includes a feature that allows users to save and organize their translations.
- **Translate Now:** Translate Now supports over 100 languages and offers text, voice, and image translation. It also includes a dictionary feature that provides additional context for translated words.
- **SayHi Translate:** SayHi Translate offers text and voice translation in over 90 languages. It also includes a feature that allows users to save frequently used phrases for easy access.
- **Papago:** Papago supports over 14 languages and offers text, voice, and image translation. It also includes a feature that allows users to translate conversations in real time.

It is important to note that while translation apps can be helpful, they may not always provide accurate translations, particularly for complex or nuanced language, as meaning can be “lost in translation” since the app is unable to incorporate context. It is always best to consult with a professional translator or interpreter for important or sensitive documents or conversations. The complexity of the text, as well as any context that cannot be interpreted without a true knowledge of the language, increases the likelihood of errors. The quality of translation is dependent on the language pair; i.e., which source and target languages are involved.

Many PSGs also contact local colleges and universities for volunteer translation assistance from someone who can speak the refugees’ native tongue.

Additionally, the diaspora of refugees and their countrymen in the Greater Phoenix and Tucson areas might also be drawn upon for support and help with interpretation. Identifying such community organizations is another strategy for navigating language barriers. Below are some other links that might be helpful:

- [Introduction to Working with Interpreters - Switchboard \(switchboardta.org\)](https://switchboardta.org/)
- [USA Hello](#) - Free interpretation resources
- [Tarjimly](#) - Free interpretation,

- [Talking Points](#) - Free texting translation,
- [LanguageLine](#) - Language Line provides services but assesses a per-minute fee for telephonic interpretation. This might be costly.
- [Language Services of America](#) - Language Services of America provides services but assesses a per-minute fee for telephonic interpretation. This might be costly.

6.13 Workforce Development Opportunities

The following employment services are supplemental to the LRAs. It is advised that PSGs contact these agencies to verify whether they have capacity to serve refugee newcomers.

Phoenix:

- *Wilson Fish TANF Coordination (WFTC)*: WFTC provides TANF beneficiaries and non-TANF beneficiaries with dependent children with meaningful and culturally competent access to TANF Jobs Program resources that refugees and the refugee-serving network have struggled to access. As project managers, Cultural Navigators will be responsible for developing relevant Self-sufficiency and Employability Plans for each assigned refugee newcomer managed in the DERS Refugee Unit. They will oversee case coordination, case management, and the identification of appropriate resources within the TANF Jobs Program to meet refugee newcomer needs and to support meaningful access to provisions. Please contact WFTC by emailing: DERStanfrefugeeprogram@azdes.gov.
- *Arizona Refugee Career Pathways Program (AZRCP)*: The Arizona Refugee Career Pathways Program, a partnership between Arizona State University and Goodwill Industries, offers resettled refugees an opportunity for personalized employment support with job skills training, career navigation guidance, and ELT.
- *Arizona Career Pathways Program*: Arizona Career Pathways, a partnership between Arizona Career Pathways and Maricopa Community Colleges, defines the needs, identifies resources, and brokers relationships that impact the education and training of a quality workforce, regional economic sustainability, and business growth. It offers the following services and resources:
 - Peer support groups
 - Help with resumes
 - Licensing fees
 - Financial coaching
 - Career counseling
 - Gas cards
- *Somali American United Council (SAUC)*: SAUC provides support with job search

assistance, writing resumes, filling out job applications, and job interview practice.

- [*Arizona@Work*](#): ARIZONA@WORK brings together the state's leading sources to help individuals find the employment and labor market information they need. Arizona@Work provides no-cost employment readiness services, resume development, and job search assistance.

Tucson:

- *Wilson Fish TANF Coordination (WFTC)*: WFTC provides TANF beneficiaries and Non-TANF beneficiaries with dependent children with meaningful and culturally competent access to TANF Jobs Program resources that, to date, refugees and the refugee-serving network have struggled to access. As project managers, Cultural Navigators are responsible for developing relevant Self-sufficiency and Employability Plans for each assigned refugee newcomer managed in the WFTC team. They oversee case coordination, case management, and the identification of appropriate resources within the TANF Jobs Program to meet refugee newcomer needs and to support meaningful access to provisions. Please contact WFTC by emailing: DERStanfrefugeeprogram@azdes.gov.
- *Tucson Refugee Ministry, Arrive and Thrive Program*: Arrive and Thrive's goal is to assist refugees as they ARRIVE in Tucson and enter employment, advance in their jobs, develop long-term careers, improve their economic self-sufficiency, socially integrate, work to their best potential, succeed on their terms, and ultimately THRIVE in their community.
- *Job Path*: JobPath partners with colleges and job-training centers to provide wraparound case management and financial support for qualifying students in southern Arizona. They also connect students to mentors, coaches, and communities to help them succeed. Programs of study include industrial trades, health care, and information technology.
- [*Arizona@Work*](#): ARIZONA@WORK brings together the state's leading sources to help individuals find the employment and labor market information you need. Arizona@Work provides no-cost employment readiness services, resume development, and job search assistance.

6.14 Setting Up Bank Accounts

Most Banks and Credit unions require an SSN or an Individual Taxpayer Identification Number (ITIN) to open an account as they have federal reporting requirements on certain financial transactions. The ITIN may be used as a substitute for an SSN in cases where a person is delayed in getting their SSN. If the refugee newcomer already has an SSN, they do not require and cannot receive an ITIN.

- To apply for an ITIN, the refugee newcomer will need to file IRS Form W-7 and

the IRS Application for Individual Taxpayer Identification Number. [Instructions and forms are here](#). The W-7 requires documentation substantiating their status and proof of identity (the refugee's passport and I-94 immigration status form). The following banks are known to allow people to open accounts without an SSN.

- [Alliant Credit Union](#): This credit union may ask for extra documentation such as a passport.
- [Bank of America](#): The refugee newcomer may be able to open an account without an ITIN.
- [BMO Harris](#): This bank typically does not require an SSN or ITIN. They will need to show proof of residency.
- [Charles Schwab](#): This bank typically does not require an SSN or ITIN. They will need to show proof of residency.
- [JPMorgan Chase](#): This bank may require an ITIN and a photo ID (passport or Arizona ID card).
- [Citibank](#): This bank typically does not require an SSN or ITIN. They will need to show proof of residency.
- [HSBC](#): This bank typically requires ITIN or SSN to open a new bank account.
- [PNC](#): This bank typically requires ITIN or SSN to open a new bank account.
- [TD Bank](#): This bank typically does not require an SSN or ITIN. They will need to show proof of residency.
- [U.S. Bank](#): This bank typically does not require an SSN or ITIN. They will need to show proof of residency.
- [Wells Fargo](#): This bank typically requires ITIN or SSN to open a new bank account.

7. ACRONYMS

AHCCCS	Arizona Health Care Cost Containment System
AIRS	Arizona Immigrant and Refugee Services
ARHC	Association of Refugee Health Coordinators - national association
ARRPODS	Arizona Refugee Resettlement Program Online Database System
AZ	Arizona
CCS	Catholic Community Services
CDC	United States Centers for Disease Control and Prevention
CORE	Cultural Orientation Resource Exchange
CWS	Church World Service
DBME	Division of Benefits and Medical Eligibility
DED	Deferred Enforced Departure (<i>a U.S. visa status</i>)
DERS	Division of Employment and Rehabilitation Services
DES	Arizona Department of Economic Security
DHS	U.S. Department of Homeland Security
DMS	Domestic Medical Screening (<i>aka Refugee Medical Screening</i>)
EAD	Employment Authorization Document
ELT	English Language Training
EMM	Episcopal Migration Ministries
ECDC	Ethiopian Community Development Council
ESL	English as a Second Language
ESOL	English to Speakers of Other Languages
FAA	Family Assistance Administration
HIAS	Hebrew Immigrant Aid Society (<i>formerly known as</i>)
ID	Identification
IOM	International Organization for Migration
IRC	International Rescue Committee
IRS	Internal Revenue Service
ITIN	Individual Taxpayer Identification Number
LIRS	Lutheran Immigration and Refugee Service
MGP	The Matching Grant Program
MVD	Arizona Motor Vehicle Division

MyUSCIS	Online USCIS account for submitting and receiving information
NGO	Non-Governmental Organization
ORR	Office of Refugee Resettlement
PPP	Public-Private Partnership
PSG	Private Sponsorship Group
PSO	Private Sponsorship Organization
PRM	Bureau of Population, Refugees and Migration
RA	Resettlement Agency (<i>aka Local Resettlement Agency or LRA</i>)
RSC	Resettlement Support Centers - PRM refugee processing partners
RCA	Refugee Cash Assistance
RCUSA	Refugee Council USA
RISP-Net	Refugee and Immigrant Service Provider Network
RMA	Refugee Medical Assistance
RPC	Refugee Processing Center
RRP	Arizona Refugee Resettlement Program
RSI	Refugee School Impact Program
RSS	Refugee Support Services
SCORR	State Coordinators Of Refugee Resettlement - national association
SNAP	Supplemental Nutrition Assistance Program
SOU	Statement of Understanding - for ARRPODS information submittal
SRC	State Refugee Coordinator
SRHC	State Refugee Health Coordinator
SSA	Social Security Administration
SSN	Social Security Number
TANF	Temporary Assistance for Needy Families
TB	Tuberculosis
TCC	Training Completion Certificate (<i>for driver's licenses</i>)
TPEP	Two Parent Employment Program
U4U	Uniting for Ukraine
UHP	Ukrainian Humanitarian Parolees
UNHCR	United Nations High Commissioner for Refugees
USCCB	United States Conference of Catholic Bishops

USCIS	United States Citizenship and Immigration Services
USCRI	U.S. Committee for Refugees and Immigrants
USRAP	U.S. Refugee Admissions Program
USPS	United States Postal Service
WFTC	Wilson-Fish TANF Coordination Program
WIC	Women, Infants and Children - special nutrition program



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