

## **Arizona Refugee Resettlement Program Refugee Social Services Rights and Responsibilities**

The Arizona Refugee Resettlement Program (RRP) provides case management and employment services to refugees resettled in Arizona through the Refugee Social Services Program (RSSP). The goal of RSSP is to assist clients in becoming economically self-sufficient as quickly as is feasible. As a refugee or other eligible beneficiary resettled in Arizona, you have the right to receive services under RSSP. The following sections contain the rights and responsibilities of the program.

### ***Rights:***

1. By enrolling into RSSP, you are entitled to case management and employment services for up to five years from your date of arrival or grant of qualifying status. Case management and employment services will be provided by the Resettlement Agency (RA) that sponsored your arrival in the United States (U.S.).
2. Upon Enrollment into RSSP, every member of your family will receive a customized Self-sufficiency Plan (SSP). The SSP shall reflect your particular needs rather than a normalized service delivery procedure. The SSP shall be jointly developed between the RA and clients and shall serve as a mutual agreement that documents specific needs and definite goals, timeframes, actions required to meet those goals, and the clear responsibilities of the both parties.
3. Upon enrollment in RSSP, every employable member of your case will receive a customized Employability Plan (EP). The EP will be developed to assist you in gaining employment as quickly as possible. The Individual EP should include provisions for employment services that render an individual or household self-sufficient. It shall include extended employment services that provide opportunities for an individual or family to maintain or increase their standards of living through job upgrade programs as appropriate.
4. Your SSP and EP are guides for the implementation of services offered to you by your RA through RSSP. The following is a list of services that are offered to you throughout your first five years in the U.S., from your date of arrival or grant of qualifying status:
  - a. Employment
    - i. Receive assistance in developing a professional resume for job searches in the U.S.
    - ii. Receive assistance in searching for a culturally appropriate job.

- iii. Receive assistance through the new hire and onboarding processes upon securing employment.
  - iv. Receive assistance with retaining your employment.
  - v. Receive assistance with any of the aforementioned items in the employment section for a five year duration from your date of arrival or grant of qualifying status.
- b. Health
- i. Receive assistance with gaining access to treatment and care for latent physical and behavioral health concerns.
  - ii. Receive assistance in establishing and maintaining care with a primary care physician.
  - iii. Receive assistance in with obtaining specialist referrals from your primary care physician.
  - iv. Receive assistance with obtaining services from medical specialist as appropriate.
  - v. Receive assistance in obtaining access to the State Medicaid Program (AHCCCS) as appropriate.
- c. Public Benefits
- i. Receive assistance with maintaining your relationship with and completing the requirements for the Temporary Assistance for Needy Families (TANF) Jobs Program for the duration of your enrollment in TANF Jobs Programs.
  - ii. Receive assistance with staying in compliance with all Family Assistance Administration (FAA) (cash programs) regulations.
  - iii. Receive assistance with successfully applying for Supplemental Security Income.
  - iv. Receive assistance with applying for and successfully utilizing public housing on a limited basis.
  - v. Receive assistance with enrolling and successfully utilizing services from the Rehabilitation Services Administration at Department of Economic Security (DES) as necessary.
  - vi. Receive assistance with maintaining access to and successfully utilizing the Supplemental Nutrition Assistance (SNAP) and Women, Infants and Children (WIC) Programs, as necessary.
  - vii. Receive assistance with enrolling and successfully utilizing services from the Department of Development Disabilities at the Department of Economic Security (DES) as necessary.
  - viii. Receive assistance with enrolling and successfully utilizing child care services through the Child Care Administration at DES as necessary.
- d. Education
- i. Receive assistance with enrolling and successfully utilizing English Language Training (ELT) courses.
  - ii. Receive assistance with enrolling children into the public school system as required.
  - iii. Receive assistance with enabling children to maintain meaningful access to the public school system.
  - iv. Receive assistance with enrolling economically self-sufficient adults in continuing education courses that do not affect their ability to obtain or retain employment.

- e. General Integration Services
  - i. Receive assistance with resolving problems related to the following when necessary:
    - 1. U.S., State or local laws
    - 2. Housing issues (e.g. landlord tenant issues, maintenance issue, lease renewal)
    - 3. Other legal matters involving such issues as child abuse and neglect, Adult abuse and neglect, truancy, domestic violence and immigration.
- f. Long-term Integration Services
  - i. Referral to Immigration services for obtaining your Green Card or Citizenship at the appropriate time intervals.

***Responsibilities:***

In order to receive assistance with the aforementioned services you, as a client, must stay in compliance with the following conditions. Failure to stay in compliance with the following conditions may result in termination of Refugee Social Services offered to you.

1. Treat the staff at the RA providing services with dignity and respect at all times.
2. Comply with the responsibilities listed in your SSP.
3. Comply with your responsibilities as listed in your EP.
4. Inform your case manager or employment specialist of any barriers that develop which would prevent you from fulfilling your responsibilities as listed in your self-sufficiency plan or employment plan.
5. Keep all schedule appointments with your case manager or employment specialist. Should you be unable to keep an appointment you must inform your case worker prior to the scheduled appointment.
6. Notify your case manager or employment specialist if any of the following conditions apply to you:
  - a. You find a job by yourself
  - b. Your work hours are reduced
  - c. You lose your job
  - d. You have moved or plan on moving
  - e. Your phone number changes

I \_\_\_\_\_ confirm that I fully understand the contents of this document and agree to comply with all responsibilities as listed in the *Responsibilities* section to receive the services that are enumerated under the *Rights* section of this document. I understand that failure to comply with the responsibilities section of this document may result in termination of services rendered to me under RSSP, and I am fully aware of the services that are offered to me by my resettlement agency under RSSP.

Client Signature: \_\_\_\_\_

Staff Member Signature: \_\_\_\_\_

Interpreter Signature: \_\_\_\_\_

I \_\_\_\_\_ confirm that I fully understand the contents of this document. I am fully aware of the services that are offered to me by my RA under RSSP and decline the services that are offered to me under RSSP.

Client Signature: \_\_\_\_\_

Staff Member Signature: \_\_\_\_\_

Interpreter Signature: \_\_\_\_\_