



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

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Governor

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The Arizona Refugee Resettlement Program Reconciliation and Sanctioning Procedure Refugee Social Services

Each Arizona Refugee Resettlement Program (RRP) client has the responsibility participate in developing and complying with their Self-Sufficiency Plan (SSP) and Employment Plan (EP).

These plans were developed with your case manager/employment specialist as a tool to assist you with becoming employed and self-sufficient within the shortest period of time. The SSP and EP serve as the documents of mutual accountability between yourself and your agency. They outline the services that are to be provided and clearly delineate the responsibilities of both parties to ensure that you receive the services that you require to become self-sufficient.

Should you come out of compliance with your SSP or EP you will be provided with a verbal warning by your Resettlement Agency (RA) indicating that you must come back into compliance with your SSP or EP within ten business days. Failure to come back into compliance will result in your RA notifying you of your non-compliance and a request for you to attend a conciliation meeting. The conciliation meeting will be between yourself, a case manager, an employment specialist, and a supervisor or director to discuss the reasons, if any, for failure to comply with the plan/plans. It is important that you attend the conciliation meeting. At the conciliation meeting, you will have the opportunity to explain why you are not following your self-sufficiency plan (SSP) or employment plan (EP). Examples of failure to follow the plan/plans may include, but are not limited to:

- Failure to regularly attend English Language Training as required by the plan.
- Failure to attend activities listed on your Family SSP or failure to make, yourself available for job search or other employment-related activities.
- Refusal to complete employment applications and/or go to interviews for suitable jobs.
- Refusal to accept the first available, appropriate offer of employment.
- Failure to report to work after being hired, without good cause.
- Voluntarily exiting appropriate employment without good cause.

During the conciliation meeting your RA will provide language services if required. Your RA will decide within five business days following your conciliation meeting if you had good reason not to follow the plan/plans.

- If the agency finds that there is good reason for not following through on the initial plan, they will assist you in the development of a new SSP/EP designed to meet your needs.
- If the agency finds that you did not have a good reason, they will assist you in developing

an amended SSP/EP with definite action items that are to be completed within ten business days from the conciliation meeting. If you complete the action item and come back into compliance with your SSP/EP the sanctioning procedure will be ended.

- If you do not complete the action items within ten business days the RA will hand deliver a letter to you stating that sanctions are imposed. They will also ensure that you fully understand the contents of the letter. When sanctions are imposed, the RA will notify the Arizona Department of Economic Security, Family Assistance Administration of non-compliance.
- Services that are provided under RRP-funded programs (as enumerated in the Rights and Responsibilities documents) can also be sanctioned at the discretion of the RA.
- Case management for significant health and mental health services will continue.

If the sanctioned person does not feel that the sanction is appropriate, the sanction decision can be appealed to the State Refugee Coordinator's office.

- To do so you must be filing a written appeal with the State Refugee Coordinator's office. The written appeal may be written in your own language and shall be given to your RA within 15 calendar days of the date on the sanction letter. Your RA will elevate it to the State Refugee Coordinator's Office. The sanctioned person can also request the appeal by phone or through their RA within the 15 days if they are illiterate in their own language.
- If the request is not sent within that the 15-day time period from the original conciliation meeting, no appeal hearing will take place.

The appeal board will consist of an RRP staff member and a representative from at least two of the RAs not involved in the sanctioning. The board will review all relevant documentation for the case with all personally identifiable information on the documents removed.

- The appeal board will notify the individual of their decision in writing within ten business days of the hearing by certified mail. That letter will be translated into the individual's language if needed.
- The decision of the hearing board is final.

A representative from my RA (insert agency name) _____ has explained the Conciliation/Sanction Procedure to me. I certify that I understand the Conciliation/Sanction procedure.

Signature: _____

Date: _____

I have explained and discussed the Conciliation/Sanction Procedure with the participant. If I am not fluent in that language, an interpreter has been used. I have also provided this form to the client in their native language if a translated version exists.

Refugee Resettlement Agency _ Staff Member Signature:

Date: _____

Interpreter Signature: _____

Date: _____
