Arizona Refugee Resettlement Program
TAG F Rights and Responsibilities

The Arizona Refugee Resettlement Program (RRP) provides case management and employment services to clients facing protracted barriers to self-sufficiency through the Targeted Assistance Formula (TAG F) Program. The goal of the TAG F Program is to assist clients with protracted barriers in becoming economically self-sufficient. As a refugee or other eligible beneficiary resettled in Arizona, you have the right to receive services under the TAG F Program. The following sections contain the rights and responsibilities of the Program.

Rights

1. By enrolling in the TAG F Program you are entitled to case management and employment services for up to five years from your date of arrival or grant of qualifying status. Based on the protracted nature of your barriers to employment and self-sufficiency you are eligible to be served by the TAG F funding on a priority basis. The case management and employment services rendered under this Program will be provided by the Resettlement Agency (RA) that sponsored your arrival in the United States (U.S.).

2. Upon Enrollment into the TAG F Program, every member of your family will receive an updated customized Self-Sufficiency Plan (SSP). The updated SSP shall be developed to overcome any protracted barriers that prevent you from obtaining a state of self-sufficiency. 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 into the TAG F Program, every employable member of your case will receive an updated 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.

4. Your updated SSP and EP are a guide for the implementation of services offered to you by your RA though the TAG F Program. 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 though 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. 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 the Department of Economic Security (DES) as necessary.
vi. Receive assistance with enrolling and successfully utilizing services from the Department of Development Disabilities at DES as necessary.
vii. Assistance with enrolling and successfully utilizing child care services though the Child Care Administration at DES as necessary.
viii. Receive assistance with maintaining access to and successfully utilizing the Supplemental Nutrition Assistance (SNAP) and Women, Infants and Children (WIC) Programs 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.
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, 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 TAG F 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 SSP or EP.
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 TAG F Program, and I am fully aware of the services that are
offered to me by my RA under the TAG F Program.

Client Signature: ______________________________________________________________

Staff Member 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 the TAG F Program and decline the services that are offered to me under the TAG F Program.

Client Signature: __________________________________________________________

Staff Member Signature: __________________________________________________

Interpreter Signature: ____________________________________________________