

.02 RCA Agency Contact

REVISION 45
(01/01/17 – 12/31/17)

Refugees entering Arizona, as a rule, first contact a Voluntary Agency (VOLAG). The VOLAG is responsible for both of the following:

- Ensuring that the refugee is aware of all available support services.
- Assisting the refugee to become self-sufficient through employment readiness and placement. Work program registration and participation is emphasized.

Most refugees are registered and participating with a work program provider prior to their initial Refugee Cash Assistance (RCA) application.

(For a listing of VOLAGs in Arizona, See [VOLAG](#))

Newly arrived refugees are provided reception and placement assistance by the VOLAG. VOLAG Reception and Placement payments are not countable as income or resources.

When the VOLAG determines that a refugee may be eligible for financial assistance, VOLAG staff assist the refugee in completing the [official application](#). All refugee related applications for FAA assistance during the refugee's first eight months in the U.S. are processed at designated [Refugee Offices](#).

Designated FAA staff determine the refugee applicant's CA or RCA eligibility. Refugee applications are completed as follows:

- A copy of the application is faxed by the VOLAG to the designated FAA staff to register the application and to request an interview date.
- Initial interviews are completed on a daily basis at the VOLAG or at the designated FAA office. This depends on the number of refugee arrivals requesting financial assistance.
- RCA eligibility determinations must not be completed until the budgetary unit has been screened for and determined CA ineligible.

A refugee related application may be turned in at an FAA office other than a specified FAA Refugee office. When this occurs, transfer the application to the appropriate FAA Refugee office within one [workday\(g\)](#) as follows:

- Route RCA applications received in Pima County to site 285C (mail drop 3348)
- Route RCA applications received in all other counties to site 169C (mail drop 3346).

NOTE When an RCA application is received without a referral from a VOLAG, notify the appropriate VOLAG during the application process.

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