

.02 RCA Agency Contact

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.

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

When 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.
- The initial interview is 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 in Maricopa or Pima County 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\(g\)](#).

When a refugee related application is received in any other Arizona county, contact the [Policy Support Team](#) (PST)

Newly arrived refugees are provided reception and placement assistance by the Volags. [Volag Reception and Placement](#) payments are NOT COUNTABLE.

At RCA approval, the first day of eligibility for the refugee is the date of application.

The Volag's service assistance includes immediate registration with a work program service provider.

Most refugees are registered and participating with a work program provider prior to their initial RCA application.

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