

09 **Refugee Resettlement Program (RRP)**

REVISION 50
(01/01/22 – 12/31/22)

The Refugee Resettlement Program (RRP) is administered by the Division of Aging and Adult Services (DAAS). This program provides temporary cash and medical assistance to newly arrived refugees. The goals of the RRP are as follows:

- The effective resettlement of refugees
- Assist refugees to achieve economic self-sufficiency utilizing the following:
 - Supportive Services
 - [Refugee Cash Assistance \(RCA\)](#)
 - [TANF Differential Payments](#)
 - Refugee Medical Assistance Program (RMAP)

Participants Qualified for RRP Assistance

The program is available to refugees of all national origins. For the purpose of this program, applicants with the following status are all referred to as refugees:

- [Refugees](#)
- [Asylees](#)
- [Amerasians](#)
- [Cubans or Haitian Entrants](#)
- [Special Immigrant Visa \(SIV\) Holders](#)
- [Trafficking Victims](#)
- [Ukrainian Refugees](#)

(See [Arizona Government Sites](#) for the web address for the Refugee Resettlement Program)

Voluntary Agency (VOLAG) Responsibility

Refugees entering Arizona, as a rule, first contact a [Voluntary Agency \(VOLAG\)](#). Refugees are not required to first contact a VOLAG to submit applications for FAA benefits. They can directly apply in person, by mail or fax, through HEAplus, over the phone, or through My Family Benefits (MFB). The VOLAG is responsible for all of the following:

- Determining [Refugee Cash Assistance \(RCA\)](#) eligibility for adult only refugee households and issuing RCA Payments.
- Issuing [TANF Differential Payments](#) when a refugee household receives Cash Assistance (CA) from the Family Assistance Administration (FAA).
- Referring refugees to FAA for the following assistance when needed:
Nutrition Assistance (NA)
Cash Assistance (CA)
- Sending a copy of the application via fax or email to an FAA Refugee Office to register the application and to request an interview date.
Initial interviews are completed on a daily basis at the VOLAG or at the FAA Refugee office. This depends on the number of refugee arrivals requesting FAA assistance.
- 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.

Newly arrived refugees are provided [VOLAG Reception and Placement assistance](#) by the VOLAG. The payments are not countable as income or resources for NA and CA.

When the VOLAG determines that a refugee may be eligible for FAA assistance, VOLAG staff assist the refugee in completing the [official FAA application](#). All FAA applications for refugees during the refugee's first 12 months in the U.S. are processed at designated FAA [Refugee Offices](#).

FAA Responsibility

Designated FAA staff determine the refugee applicant's NA and CA program eligibility during their first 12 months in the U.S. Refugees with an arrival date into the U.S. on or after 10/01/2021 are eligible for the new 12-month time frame. Refugees who arrived before 10/01/2021 are not eligible for the 12-month time frame. They are eligible for the previous eight-month time frame.

The 12 months start from the date of the refugee's entry into the U.S. and end on the first day of the 13th month after entry. The arrival month is included in the 12-month count.

NOTE The VOLAG Verification Form (VVF), which is completed by the VOLAG or sponsor assisting the refugee, must be placed in the case file.

When it is discovered that an application of a refugee, including Ukrainian refugees, is submitted through HEAplus or to an FAA office other than a Refugee office, transfer the application to the appropriate FAA Refugee office within one [workday\(g\)](#) by completing one of the following:

- Notify the FAA Refugee office via an email at FAARefugeUnit@azdes.gov
- Upload the paper application to OnBase
- Fax the paper application to (623) 931-5676

NOTE When faxing documents containing confidential information use the Fax Cover Sheet (DES-1078A) form.

- Change the site code on the CARC screen in AZTECS to one of the following when the case is already registered:
 - 285 - Applications received in Pima County
 - 169 - Applications received in all other counties

After the first 12 months are completed, refugee cases must be processed at any FAA office.

NOTE The refugee office staff are the only staff that key the RE Citizenship code on IDCI. To keep track of these cases, refugee office staff set a free form ACTS Alert for the month after the end of the 12th month. After 12 months, the refugee office staff change the citizenship code for refugees to EA and move the case out of their caseload.

03 Referred Applications - Overview

Applications are referred to **FAA** by authorized public and private agencies. The correct Referral Source Code indicating the referring agency must be keyed on RESE in order to track staffing and workload issues, time frames, and to meet state and federal reporting requirements.

See the specific program for policy, procedures, and time frames as follows:

- [CA Referred Applications](#)
- [NA Referred Applications](#)
- [Referral for Other Benefits and DCSS Requirements](#)
- [Referring Agencies](#)

A CA Referred Applications

REVISION 04
(04/01/08 – 06/30/08)

Applications are referred to FAA by authorized public or licensed private agencies.

The referring agency specialist assists the applicant in completing the FAA application.

The Department of Child Safety (DCS) or DCS licensed agency, a Tribal Court or a Tribal Child Welfare Agency in Arizona may refer the following NA and CA applications to the FAA office:

- [Kinship Foster Care \(KF\)](#)
- [Legal Permanent Guardian \(LPG\)](#)

Applications for CA may be referred to FAA using the [Health-e-Arizona Plus](#) online application.

NOTE The application may include participants who are required to [cooperate with DCSS](#). When this occurs, complete the DCSS requirements. Key the [AP screens](#) using the key-as-you-go method.

(See [Processing Time Frames](#) - RESE)

B NA Referred Applications

Applications are referred to **FAA** by authorized public or private agencies for participants who may be potentially eligible for NA.

Policy and procedures regarding applications referred to FAA for NA are outlined as follows:

- [Disaster Relief Referred Applications](#)
- [Nutrition Assistance Outreach Program Referred Applications](#)

Applications for NA may be referred to FAA using the [Health-e-Arizona Plus](#) online application.

(See [Processing Time Frames](#) - RESE)

.01 NA Disaster Relief Referred Applications

[REVISION 48](#)

(12/01/20 - 01/31/20)

For tracking purposes, a unique Referral Source Code is used for each federally declared disaster. The Referral Source Code is sent to staff with [notification](#) that the [Disaster Nutrition Assistance Program](#) has been approved by the Food and Nutrition Service (FNS).

When an NA application is received during a federally declared disaster, key in the REFERRAL SRC field the Referral Source Code instructed in the notification.

NOTE This Referral Source Code is only activated during a federally declared disaster.

.02 Arizona Nutrition Assistance Outreach Program NA Referrals

NA applications may be referred from agencies, organizations, and other partners in the Arizona Nutrition Assistance Outreach Program. These applications are marked with the Referral Source Code in the upper right corner, above the DATE STAMP box, indicating the Nutrition Assistance Outreach Program source.

When registering the application, key the Referral Source Code on REAP. When the Referral Source Code is not keyed at the time of registration, key the code on [APMA](#) or RESE.

(See [Arizona Nutrition Assistance Outreach Referral Source Code](#))

C Referral for Other Benefits and DCSS Requirements

[REVISION 27](#)

(12/01/13 - 01/31/14)

Applications may be received from any of the following:

- [Behavioral Health Services](#)
- [KidsCare](#)
- [Health-e-Arizona Plus](#)

These applications may include applicants who are required to [cooperate with DCSS](#) or who are potentially eligible for other benefits (see [Requirements-Benefits](#)).

When screening indicates certain applicants must comply with DCSS requirements, complete the following:

- Approve NA benefits for all eligible applicants when applicable.

CA EXCEPTION

When a Health-e-Arizona Plus online application is used to apply for CA benefits, the participant must cooperate with DCSS before CA approval unless one of the following apply:

- [Exempt from DCSS cooperation](#)
- Claiming [good cause for not cooperating with DCSS](#)
- The date displayed in the DATE OF AF COOPERATION field on the APPD screen is less than 30 days prior to the date of interview and there have been no budgetary unit participant changes

- Attempt to contact the participant by phone to advise them of the requirement to cooperate with DCSS. Complete the [AP screens](#) using the key-as-you-go method.
- When the participant cannot be reached by phone, send the [A011 notice](#) to the PI. The A011 must inform them to complete either of the following:
 - Contact the local office by telephone within ten days
 - Come to the local office within ten days

- When the participant contacts the local office by phone, complete the AP screens using the key-as-you-go method.
- When the participant contacts the local office by coming in, complete the AP screens at the face-to-face interview.

When screening indicates a participant is potentially eligible for other benefits, complete the following:

- Approve NA benefits for all eligible applicants when applicable.

CA EXCEPTION

When Health-e-Arizona Plus online application is used to apply for CA benefits, the participant must cooperate with [Referral for other benefits requirements](#) before CA approval

- Ensure the benefits for which the participant may be eligible are not based on financial eligibility criteria. (See [Types of Other Benefits](#))
- Attempt to contact the participant by telephone to advise them that they must complete the following:
 - Apply for other benefits
 - Verify they are cooperating within 45 days
- Send the [C040 notice](#) to the PI.

When verification is not provided, complete the following:

- Send NOAA
- Stop benefits for the PI and any participant who is potentially eligible for other benefits.

D Referred Applications Processing Time Frames

Processing time frames for referred applications are the same as applications accepted at the local office. (See [Time Frames for Determining Eligibility](#))

NA Disaster Relief referrals also have special time frames. (See [DNAP Application Time Limits](#))

04 Referring Agencies Overview

As a result of legislation or an inter-agency agreement, potentially eligible

participants may be referred to **FAA** by any of the following referring agencies:

- [Department of Child Safety \(DCS\)](#)
- [FAA Authorized Pilot Programs](#)
- [Nutrition Assistance Outreach Program](#) (NA Only)

When an application is received from a referring agency to determine eligibility, see policy and procedures for the specific referring agency.

A DCS Fast Pass Application Process

[REVISION 49](#)

(01/01/21 - 12/31/21)

The DCS Fast Pass Application process was implemented to provide a streamlined application process for families receiving help from the Department of Child Safety (DCS).

A DCS specialist starts the DCS Fast Pass Application Process when it is determined the family they are assisting may need Nutrition, Cash, or Medical Assistance benefits.

The following agencies are licensed to assist DCS with the application process:

- Jewish Family & Child Services
- Southwest Human Development
- Human Resource Training (HRT)

The DCS Fast Pass Application Process includes the following timeframes:

- Interviews are conducted within one [workday\(g\)](#) of the date of application, when possible.
- Eligibility determinations are completed no later than twenty calendar days from the date of application when verification has been provided.

NOTE All eligibility factors and verification requirements must be met before approval. Denial processing timeframes remain the same.

Policy and procedures regarding the responsibilities of each group are as follows:

- [DCS Specialist Fast Pass Responsibilities](#)
- [FAA Fast Pass Responsibilities](#)

.01 DCS Fast Pass – DCS Specialist Responsibilities

REVISION 49

(01/01/21 - 12/31/21)

The DCS or licensed agency specialist assists the participant with the following items in the application process:

- Completion and submittal of the application.
- Completion of an interview for Nutrition Assistance (NA) or Cash Assistance (CA) applications during Fast Pass hours by calling the DCS Fast Pass Line. (The DCS Fast Pass Line is a telephone number to be used by DCS or licensed agency specialists only.)

NOTE Fast Pass hours are 7:30 a.m. to 4:30 p.m. Monday through Friday (excluding state holidays)

- Submittal of verification documents, when needed.

During Fast Pass hours, the DCS or licensed agency specialist completes the following when the participant is not receiving CA, NA, or Medical Assistance (MA) benefits:

- Contacts the DCS Fast Pass Line with the participant present. The DCS or licensed agency specialist remains with the participant to assist them until the application is submitted and the interview, when needed, is conducted.

NOTE DCS or licensed agency specialists must identify themselves to the FAA worker. (For example, the DCS or licensed agency specialist may state, "My name is (insert Name) with DCS or licensed agency (insert agency name) calling to initiate a Fast Pass application for services".)

- Attaches any available verification for a benefit determination to a [secure] email addressed to DCSFastPass@azdes.gov.

Outside Fast Pass hours, the DCS or licensed agency specialist completes the following when the participant is not receiving CA, NA, or MA benefits:

- Assists the budgetary unit in completing a paper application for benefits.
- When applying for CA or NA, informs the participant that they need to be available by telephone for an interview on the next workday.
- Sends a [secure] email to DCSFastPass@azdes.gov containing all of the following:
 - The best contact number for the participant in the body of the email.
 - A scanned copy of the completed paper application as an attachment to the email.
 - Available verification as an attachment to the email, when available.

.02 DCS Fast Pass – FAA Responsibilities

REVISION 49
(01/01/21 - 12/31/21)

When a DCS or licensed agency specialist calls the DCS Fast Pass Line (a telephone number to be used by DCS or licensed agency specialists only), FAA worker completes the following:

- Assists the participant in completing the application in HEAplus.
 - Registers the case in AZTECS using site code 171C when CA or NA is requested.
 - When beginning the keying process in AZTECS, key the RESE screen with one of the following codes to indicate the case is a Preservation or Reunification case:
 - Code for Preservation Case: PV
 - Code for Reunification Case: RU
 - Code for Kinship Foster Care Case KF
- NOTE Continue the keying process as normal. Upload any documents provided to OnBase.
- Completes an eligibility interview.

- Determines eligibility when all required verification has been provided.
- Transfers the case (when not already transferred) on the CARC screen in AZTECS to site code 171C when CA or NA is requested, and keys the following in the UNIT and CASELOAD fields on CARC based on the status of the case:

Kinship Foster Care Case Pending/No Show: UNIT K
CASELOAD 01 (K-01)

Pending Interview: P-01

Pending Verification: V-01

Expedite: X-01

Authorized (Inform DCS or licensed agency specialist): 5-55

Denied/Closed: 7-77

NOTE Once the case is complete, CARC the case to the site code that serves the participant's residential zip Code. To ensure these cases are completed only by DCS Fast Pass workers and not pulled from the statewide queue, document the [case file\(q\)](#) with the following: DCS FP Unit Case.

- Informs the participant of all missing information needed and sends a Request for Information (RFI) letter upon completion of the CA or NA interview where verification is required.

NOTE For CA, suppress the RFI letter in HEAplus and send the Information Needed (C011) notice from AZTECS. (See [Suppressing the HEAplus RFI Desk Aid](#) in SharePoint (Internal Use Only))

The DCS Fast Pass specialized unit completes the following:

- Checks the DCSFastPass@azdes.gov (internal group DCSFastPass) email box twice a day.
- When a paper application is sent via email, data enters the application into HEAplus.

NOTE For CA, suppress the RFI letter in HEAplus and send the notice from AZTECS. (See [Suppressing the HEAplus RFI Desk Aid](#) in SharePoint (Internal Use Only))

- Makes outbound calls using the DCS Fast Pass Call Back process stated below to complete an interview, when needed. The interview must be completed within one workday of receiving an application notification email from the DCS or licensed agency specialist.
- For approvals, completes the eligibility determination within two workdays of receiving all required verification to complete the determination.
- For denials, normal processing timeframes apply.

NOTE The FAA worker must document the DCS case worker's contact information for all DCS applications in the [case file\(g\)](#). (See [DCS Kinship Foster Care Child Only case](#) and [Kinship Foster Care -FAA Responsibilities](#))

During the DCS Fast Pass Call Back Process, a member of the DCS Fast Pass specialized unit completes all of the following:

- When the participant is available, completes the interview. When verification is needed, provides a verbal list of the verification required to make a benefit determination and sends a Request for Information notice.
- When the participant is not available for the first call, leaves a message indicating they will receive another call in 2 to 3 minutes.
- When the participant does not answer the 2nd call, the FAA worker completes the following:

Leaves a message and request the participant contact the DCS Fast Pass specialized unit to complete their interview.

After leaving a message, sends a [secure] email to the DCS or licensed agency specialist stating the DCS Fast Pass specialized unit was unable to contact the budgetary unit for an interview.

Documents all phone interview attempts in HEAplus Case Notes.

NOTE When the case is registered in AZTECS by a worker, the Appt Notice (X902) goes out at the end of the day. The notice identifies the due date for the interview. Do not issue a second Appointment Notice in AZTECS for the same application.

- Ensures all information is keyed in HEAplus and AZTECS for the application.
- Ensures all documents have been uploaded into OnBase or HEAplus.
- When CA or NA is requested, transfers the case on the CARC screen in AZTECS to site code 171C and keys the following in the UNIT and CASELOAD fields on CARC based on the status of the case:

Kinship Foster Care Case Pending/No Show: UNIT K
CASELOAD 01 (K-01)

Pending Interview: P-01

Pending Verification: V-01

Expedite: X-01

Authorized (Inform DCS or licensed agency specialist): 5-55

Denied/Closed: 7-77

NOTE Once the case is complete, CARC the case to the site code that serves the participant's residential zip code. To ensure these cases are completed only by DCS Fast Pass workers and accidentally not pulled from the statewide queue, document the [case file\(q\)](#) with the following: DCS FP Unit Case.

05 Kinship Foster Care CA Referrals - Overview

REVISION 45

(01/01/17 - 12/31/17)

Kinship Foster Care is the legal name of the foster care specified relative placement program administered by the Department of Child Safety (DCS). The Kinship Foster Care program continues to encourage the placement of children with specified relatives who meet all state child protection standards. (See [Types of Specified Relatives](#))

NOTE When a child under the jurisdiction of one of the following is placed with an unrelated adult, the unrelated adult becomes the child's specified relative:

- DCS
- Tribal Court in Arizona
- Tribal Welfare agency in Arizona

DCS or DCS licensed agency staff are required to inform Kinship Foster Care families of the other services for which they may be potentially eligible. CA child only benefits are one of these services.

NOTE A Kinship Foster Care - DCS child only CA case is exempt from the State Benefit Limit (STBL) and the [Needy Family](#) criteria.

When the Kinship Foster Care family wants to apply for CA child only benefits, DCS or DCS licensed agency staff assist the Kinship Foster Care family with the [FAA application](#) process.

The Kinship Foster Care program is outlined as follows:

- [Kinship Foster Care - Child Only Case](#)
- [DCS Kinship Foster Care Responsibilities](#)
- [FAA Local Office Kinship Foster Care Responsibilities](#)

A Kinship Foster Care - Child Only Case

[REVISION 47](#)
(12/01/18 - 01/31/18)

A Child Only case is a CA case in which the eligible dependent child is in the legal custody of the [Department of Child Safety \(DCS\)](#), a Tribal Court or a [Tribal Child Welfare Agency](#) in Arizona. The child is placed in foster care with an unrelated adult or a nonparent relative, who is not requesting CA for themselves.

When the child is in the custody of DCS, a Tribal Court or a Tribal Child Welfare Agency in Arizona and placed in the home of a related or unrelated adult, the specified relative requirement is met. (See [DCS or Tribal Placement Provider](#))

A DCS or Tribal child only case does not have a State Benefit Limit (STBL) and is exempt from the [Needy Family](#) criteria. The CA case must consist of only the child who is in the legal custody of DCS, a Tribal Court or a Tribal Child Welfare Agency in Arizona.

A DCS or Tribal child only case is prospectively eligible when it meets the [CA Payment Standard Income test](#).

NOTE When the specified relative has a current CA case or applies for their own children, the Kinship Foster Care child only case must remain separate from the specified relative's current CA case.

Not all children placed by DCS are in the legal custody of the State of Arizona. In emergencies, DCS may step in and find placement with a

relative or non-related adult. This is done to keep the child from becoming a ward of the state. When this occurs [STBL](#) and Needy Family criteria apply. (See [Kinship Care \(KS\)](#))

B Kinship Foster Care-DCS Responsibilities

[REVISION 39](#)
(12/01/15 - 01/31/16)

The Department of Child Safety (DCS) or licensed agency specialist is responsible for the following:

- Informing Kinship Foster Care families that they may be potentially eligible for CA for their related or unrelated child being placed with them when the child is in the [legal custody of DCS](#).
- Providing the Kinship Foster Care family an [FAA application](#).
- Assisting the applicant in completing the [FAA](#) application.
- Copying the application single sided and annotating in the upper right corner “KFC/DCS/P” indicating the application is a child only Kinship Foster Care, Department of Child Safety Placement.
- Emailing the application to FAA DCS Fast Pass Unit at dcsfastpass@azdes.gov.

C Kinship Foster Care - FAA Responsibilities

[REVISION 49](#)
(01/01/21 - 12/31/21)

When the [Department of Child Safety \(DCS\)](#), a Tribal Court or a [Tribal Child Welfare Agency](#) in Arizona has placed a child that is in their custody with a specified relative or an unrelated adult, the child is potentially eligible for CA. A CA Kinship Foster Care (KFC) application may be emailed from DCS or DCS licensed agency, a Tribal Court or a Tribal Child Welfare Agency in Arizona or turned in to FAA by the specified relative. These KFC [child only cases](#) are given special considerations in the application process, verification process, and CA and NA eligibility requirements.

NOTE The eligibility decision for the CA KFC application must be completed as soon as possible, but no later than 20 calendar days from the date the application is received in the FAA office.

When the CA KFC child only application is emailed from DCS or DCS licensed agency, a Tribal Court or a Tribal Child Welfare Agency in Arizona to the DCS Fast Pass Unit, the application is annotated in the

upper right corner with “KFC/DCS/P”. This indicates the application is child only Kinship Foster Care.

The specified relative requirement is met when both of the following are met:

- The child is in the custody of DCS, a Tribal Court or a Tribal Child Welfare Agency located in Arizona
- The child is placed in the home of an unrelated adult

The DCS Fast Pass Unit registers the application in AZTECS, then uploads the application to OnBase.

FAA staff must ensure the applicant is contacted within the required five-day time frame.

When the CA Kinship Foster Care application is received at the local office, designated FAA staff must ensure that all of the following apply to the Kinship Foster Care application:

- The [dependent child](#) is under the care and control of DCS, a Tribal Court or Tribal Child Welfare Agency in Arizona.
- The application is filed by the nonparent [specified relative](#). (Use the court order or minute entry as verification of relationship)
- The application is for CA benefits for the child only.
- The FC code displays next to TYPE on the CLPR screen. (See [Client Maintenance \(CLMA\) – Overview](#))

NOTE When the dependent child's parent or siblings are also living in the home, they are not considered part of the budgetary unit.

When the nonparent specified relative does not have eligible minor children and chooses to be included in the child only CA case, the case is no longer a child only case and must be processed in accordance with time frames as outlined in [CA Application Time Frames](#).

Not all children placed by DCS are in the legal custody of the State of Arizona. In emergencies, DCS may step in and find placement with a relative or non-related adult. This is done to keep the child from becoming a ward of the state. When this occurs [STBL](#) and [Needy Family](#) criteria apply. (See [Kinship Care \(KS\)](#))

When the nonparent specified relative does not want to be included, process the CA Kinship Foster Care child only application.

NOTE When the nonparent specified relative has a current CA case or applies for their own children, the Kinship Foster Care child only case must remain separate from the specified relative's current CA case.

Process the CA Kinship Foster Care child only application as follows:

- Stamp the first page of the [official FAA application](#) with the KF/KS/LP stamp. Circle KF. When the KF/KS/LP stamp is not available, write KF on the application.
- Register the application for the programs requested by the applicant.

The date of application is the date the application is received by FAA.

On **REAP**, key KF in the REFERRAL SOURCE field.

WARNING

The KF Referral Source Code must display next to the PI keyed OU in the PT field on **SEPA**, and next to the child for whom benefits are being requested.

When the REFERRAL SOURCE field is keyed on REAP, the Referral Source Code displays on **RESE** next to all participants. Remove the KF Referral Source Code on RESE that displays next to all participants NOT included in the Kinship Foster Care benefit, other than the PI.

When the Referral Source Code does not display on RESE, key the KF Referral Source Code on RESE next to the PI coded OU, and the child coded IN or BC in the PT field on **SEPA**.

- Contact the Kinship Foster Care applicant within five calendar days of the application date. A face-to-face interview with the Kinship Foster Care applicant is not required at new application or at renewal. Offer the applicant the choice of a phone interview, home-based interview, or office interview. (See [Interview Requirements](#) for interview waiver information.)
- Use the court order or minute entry as [verification of relationship](#).

NOTE When the application is received from DCS, a Tribal Court or a Tribal Child Welfare Agency in Arizona and annotated with “KFC/DCS/P” indicating the application is a child only Kinship Foster Care DCS placement, relationship is considered verified. See [DCS or Tribal Placement Provider](#).

- Use the [A1 Need Standard](#) in the eligibility determination. Verification is not required.
- Complete the eligibility determination as soon as possible, but no later than 20 calendar days from the date the application is received by FAA. (See [Determining Eligibility](#))
- Advise the Kinship Foster Care applicant to contact [Community Information and Referral](#) for other potential supportive services.