

03 Refugee Resettlement Program (RRP) Referrals



The Refugee Resettlement Program (RRP), administered by the Division of Aging and Adult Services (DAAS), provides temporary cash and medical assistance to newly arrived refugees.

Policy

Generally, refugees entering Arizona first contact a Refugee Resettlement Program (RRP) voluntary agency (VOLAG). Voluntary agencies are also known as resettlement agency (RA). Refugees are not required to first contact a VOLAG or a RA 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). When needed, an RRP VOLAG or RA sends a refugee's application for NA and CA to an FAA Refugee Office. (See [FAA Refugee Offices](#) for contact information.)

The goals of the RRP include **all** of the following:

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

The RRP program is available to refugees of all national origins. For the purpose of the RRP program, participants with **any** of the following statuses are referred to as refugees:

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

RRP Voluntary Agency (VOLAG) or Resettlement Agency (RA) Responsibility

The RRP VOLAG or RA 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 **any** of the following 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.

NOTE Initial interviews are completed on a daily basis at the VOLAG, RA, 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 or RA. These payments are not countable as income or resources for NA and CA.

When the VOLAG or RA determines that a refugee may be eligible for FAA assistance, VOLAG or RA staff assist the refugee in completing the official FAA application. All FAA applications for refugees during the refugee's first 12 months in the United States are processed at designated FAA Refugee Offices. After the first 12 months are completed, refugee application processing is not restricted to the FAA Refugee Office.

FAA Refugee Offices

The two refugee offices are found at the following locations:

- In Phoenix
4324 W Olive Ave
Glendale, AZ 85302
- In Tucson
1455 S Alvernon Way
Tucson, AZ 85711

Procedures

Designated staff in the FAA Refugee Offices determine the refugee's NA and CA program eligibility during their first 12 months in the United States. 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 ends on the first day of the 13th month after entry. The arrival month is included in the 12-month count.

NOTE Do not transfer refugee cases to the refugee offices when the household is in the U.S. for over 12 months. Confirm that the household meets refugee criteria before referring them to the FAA Refugee Offices.

After the first 12 months are completed, refugee application processing is not restricted to the FAA Refugee Office.

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

- Upload the paper application and any supporting documents to OnBase and notify the FAA Refugee Office via an email at faarefugeeunit@azdes.gov

In the email, include the participant's first and last name, HEAplus Application ID, or AZTECS case number when the application is in OnBase.

When not already uploaded to HEA or OnBase, attach supporting documentation the participant provided with the application to the email.

- Fax the paper application to (623) 931-5676

NOTE When faxing the application there is no need to send an email. When faxing documents containing confidential information, use the Fax Cover Sheet (DES-1078A) form.

- When assisting the refugee by phone, data enter the application in HEAplus to preserve the application date. Transfer the application to the appropriate FAA Refugee Office via email.

When the case is already registered, ensure the site code on CARC is **one** of the following:

- 285 – Applications received in Pima County
- 169 – Applications received in all other counties

Verification

See [Qualified Noncitizen Documents](#) for refugee verification.

AZTECS Keying Procedures

One of the following Citizenship Codes is keyed on IDCI:

- Key EA when the refugee budgetary unit is applying for NA or CA.
- Complete what is needed on NOCS.

Legal Authorities

45 CFR 400

45 FR 59323

Section 412(a)(9) of the Immigration and Nationality Act (INA)

8 U.S.C. 1522(a)(9)

[Prior Policy](#)

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