

09 Refugee Resettlement Program (RRP)

The Refugee Resettlement Program (RRP) provides temporary cash and medical assistance to newly arrived refugees. The goals of the RRP are as follows:

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

The program is available to refugees, asylees, and parolees of all national origins. For the purpose of this program, the following refugee applicants are all referred to as refugees:

- Refugees
- Asylees
- Parolees
- Amerasians
- Cubans
- Haitians
- Trafficking Victims

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

Refugees entering Arizona, as a rule, first contact a [Voluntary Agency \(VOLAG\)](#). The VOLAG is responsible for all of the following:

- Determining [Refugee Cash Assistance \(RCA\)](#) eligibility and issuing RCA Payments.
- Issuing [TANF Differential Payments](#) when a refugee household receives CA from FAA.
- Referring refugees to FAA for additional assistance when needed.
- 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 [VOLAG](#))

Newly arrived refugees are provided [VOLAG Reception and Placement assistance](#) by the VOLAG. The 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 FAA 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 FAA program eligibility. Refugee applications are completed as follows:

- A copy of the application is faxed or emailed by the VOLAG to the Refugee Offices to register the application and to request an interview date.
- Initial interviews are completed on a daily basis at the VOLAG or at the Refugee Office. This depends on the number of refugee arrivals requesting financial assistance.

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

A refugee related application may be turned in at an FAA office other than a specified FAA Refugee office. When this occurs, during the refugee's first

eight months in the U.S, transfer the application to the appropriate FAA Refugee office within one [workday\(g\)](#) and complete one of the following:

- Notify the FAA Refugee Unit 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 keyed:
285 - Applications received in Pima County
169 - Applications received in all other counties