

.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](#)

(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 \(VOLAG\)](#). 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 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. 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.

An FAA application of a refugee must be submitted only to the FAA Refugee Office. When it is discovered that an application of a refugee is submitted in error through HEAplus or to an FAA office other than a Refugee office, transfer the application to the appropriate FAA Refugee office within one [workday\(g\)](#) 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

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. In order to keep track of these cases, they also 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.