# I. REFUGEE CASH ASSISTANCE ADMINISTRATION

| A. WF-REFUGEE CASH ASSISTANCE |
|---|
| **1. How many new clients does your agency project to enroll in RCA in FY2016?** |
| We project that we shall enroll 100 new arrivals and 60 secondaries making a total of 160 |
| **2. Describe the initial eligibility determination process for both new arrivals and secondary migrants. Who completes this? How do you ensure that a secondary migrant is no longer receiving RCA benefits from another state?** |
| Examination of cases are done by the various program managers and the other staff who are assigned clients. This group are the ones who analyze the cases and make program recommendations depending on their eligibility. Eligibility determination process for primary cases includes reviewing clients' immigration status, family composition (single, couple or KTAP denials), and clients' age, income and time eligibility. Initial determination process for secondary cases are the same as primary cases; for example, RCA termination date and reason for termination and clients' compliance is necessary in making RCA determine if client is eligible in receiving RCA benefits. However, further information from State agency verifying RCA enrolment and status is sought from client's and initial resettlement agency. If previous resettlement agency was under KOR then the information is sought using the State Coordinator. After all, needed information is obtained then the Senior WF Case Manager completes enrollment with client and submit required documentation to KOR for final determination and approval. Interpreters are offered as needed. |
| **3. Describe the RCA orientation and enrollment process.** |
| R&P Program Manager post the list of weekly and monthly arrival on both the "*arrival board*" and on a "*shared database spreadsheet*". After having determined eligibility on which clients qualify for the RCA program, communications regarding RCA orientation and enrolments of identified clients are then done on the Monday's weekly meetings. Senior WF Case Manager notifies the assigned CM of the scheduled orientation and enrolment for new arrival and secondaries, whose eligibility was determined during the eligibility determination process. The clients are also notified by the Case Manager on when to come to the office for orientation and enrollment. On the orientation day proper, the Sr.WF Case Manager conducts a detailed orientation about services provided under the RCA program. Client's responsibilities and expectations are thoroughly explained. After orientation KYWF-2 is fully complete and client is provided with a copy of the orientation in his/her native language. Thereafter, program enrollment process is conducted by the Sr. WF Case Manager. Lastly, KYWF-10 is fully completed and signed by Sr.WF Case Manager and client and the form and other necessary documentations are submitted to KOR. RCA orientation is done within 7 days of arrival and program enrollment is done within 10 working. Interpreters are always available during the process. Files are created for all of these clients, and notes concerning services provided or other issues are documented printed and put in the clients file. It should be noted that depending on the how big or small the number is, and what languages they speak, orientation and enrollment is done individually, or in a group setting |

| |
|---|
| 4. **Describe the monthly eligibility determination process after clients receive their first check. How do you determine income eligibility once a refugee goes to work? How do you re-determine a refugee's eligibility for RCA if they lose their job?** |
| WF RCA checks eligibility is done by Sr.WF CM. In order to determine benefit eligibility, Sr.WF CM communicates with ESL coordinators both at SKYCTC and IC. In addition, Empl. Program Manager, the assigned CMs and clients are involved in collecting necessary information such as ESL attendance, client participation in job trainings and other FSSP conditions. For instance, willingness to accept legal available employment as long as the employment position doesn't interfere with ones' religious beliefs and values and etc.<br><br>Clients with medical conditions and with physician documentation stating that they are unemployable till further notice are exempted from employment. On the other hand, new arrivals who qualifies for SSI and SSID continue to receive RCA checks until SSI/SSID cases are approved.<br><br>On the other hand, RCA clients who are employed are required to submit their paystubs to verify their employment and income. In order to determine if client qualify for reduced benefit or termination; Sr.WF CM conducts proper calculations based on 150% Federal Poverty Level. If monthly income is less than 150% Federal Poverty Level (FPL) client receive partial benefits and if income is above FPL client is informed of the intent to terminate benefit and benefits are terminated.<br><br>Re-determination for RCA eligibility is done for clients who lose their jobs in Good Cause with necessary verification from employer and continue to be in compliance with FSS and are time eligible. Sr.WF CM is responsible to collect need verification and re-enroll clients who qualify. |
| 5. **How are RCA checks distributed? What controls are in place to ensure that checks are distributed to the proper refugee or the spouse?** |
| Sr.WF CM or assigned WF staff is responsible to ensure clients' checks are properly handled and distributed. When clients' checks are received, the WF staff notifies clients directly or information is sent through their assigned case manager. Clients are supposed to pick-up their personal checks but in case of emergency, immediate family member is allowed to pick-up client's check. However, clients are to send a chosen family member with an official ID and a written note stating that he/she is allowed by the family member to pick up the check. The family member signs the check and make copies of the check receipts and the copy is handed-over to the family member. WF staff makes copy of the offered identification and attach with check receipts and place them in client's file; original is mailed to KOR |
| 6. **What controls are in place to ensure that refugees who are ineligible due to earned income or time ineligibility do not continue receiving cash assistance?** |
| RCA clients are responsible to bring their pay-stubs to Sr.WF CM for their RCA benefits to be evaluated and processed accordingly. In addition, Employment Coordinator conducts job follow-up with client and employer at least twice within 90 days. Employment Program Manager communicates with Sr.WF Case Manager on clients' job status. Also, Sr.WF CM keeps a record of job follow-ups and retention and regular follow-ups with the assigned CM and clients are made. |

There are very rarely cases when effort to communicate with both employer and clients fails and in those cases, client's check is not released until necessary verifications are received. The process is helpful in making sure that clients who are working are in touch with Sr.WF CM and their benefits if any are requested and if client's income is above FPL they are notified. KYWF-13 is use in notifying client of Intent to terminate or reduce benefits and termination. The letter of "Case Closure" is issued to notify the client the reason for benefit discontinuance and Fair Hearing Procedure is implemented as needed. In addition, incentives and bonuses if any will be offered. Client is informed of available mainstream resources and is advised to see the assigned WF staff for further assistance as needed.

7. **Describe how your agency assists RCA type refugees who are eligible for SSI (age or disabled)? How do you follow up, once a client is approved for SSI, to ensure timely transfer of benefits?**

RCA type clients who are eligible for SSI/SSID go through the same process as regular RCA client. Sr.WF CM conducts a detailed orientation about services provided under the RCA program and form KYWF-2 is fully completed and signed. The assigned case manager takes client to the social security administration to apply SSI or SSID benefits. As soon as the benefits are approved and client receives the benefit Award Notice, the assigned case manager notifies the Sr.WF CM or staff and KOR is informed that client is now receiving SSI or SSID benefits. Prior to exiting client from the RCA program Sr.WF CM or staff notifies client of the intent to terminate the service by issuing form KYWF-13 which includes Letter of Case Closure in client's native language. Client is informed of available mainstream resources and reminded that the assigned case manager will continue to offer necessary support as needed.

8. **How do you determine if an RCA recipient is eligible for an employment exemption? Who is involved in this process?**

Sr.WF CM, Program Managers and CMs work together in conducting an initial program enrolment determination with all refugee clients. Overseas medical records and clients' personal verification of health condition and employability status are used to determine initial employability status. Thereafter, CM make arrangement for medical follow-ups and if the attending physician verifies that clients is unemployable then client is exempted from employment until further medical report. In most cases unemployable clients are either medical, first pregnancy, or elderly; however, in rare occasion clients receive employment exemption due to the need to take care of a disabled person in the household or a pressing need for caring for child under the age of three.

Sr.WF CM or WF staff complete KYWF4 indicating that client meets the qualifications for exemption from employment services and documentations to verify the exemption are attached. KYWF3 RCA Enrollment and Eligibility form is completed and all documents and forms are sent to KOR for final determination and approval. Clients exempted from employment are motivated to attend ESL classes located at our premises and transportation is provided. Follow-ups on clients' status are in place and as soon as client's status changes then client's FSSP plan is to be amended and client is enrolled in employment services.

| | |
|---|---|
| **9. Describe the process for administering the RCA Incentives. Who determines eligibility? Who requests the checks?** | |
| RCA incentives are available to RCA recipients who comply with the program requirements and are time eligible. Client must be currently enrolled in RCA program; and was not previously enrolled in the MG program. RCA incentives are determined by Sr.WF CM or WF staff and determinations is made for clients who are employed full-time; and are in compliance with the employability plan; submitted required documentations within 45 days from the date incentive eligibility was determined and most importantly clients are time-eligible at the time they achieve their stated goal. Sr.WF CM in collaboration with Employment Program Manager verify clients' employment record and documentations; and finally, Sr.WF CM completes required forms based on the nature of the bonus requested. For instance, Sr.WF CM completes forms KYWF15 for Job Acceptance; KYWF16 for Job Retention and new form for Job Verification and lastly, the respective bonus checks are requested. Clients are involved in the entire process and interpreters are provided as needed. | |
| **10. How do you ensure RCA clients are in compliance with their FSSP each month?** | |
| Sr.WF CM and WF staff work closely with ELT coordinator, Empl Program Manager, assigned case manager and clients and make necessary follow-ups on ELT attendance and job follow-ups with employer and clients. The close collaboration is helpful in knowing if clients are in compliance with the program and if needed support is being offered. Clients are motivated to see Sr.WF CM and follow-up with Empl. Program Manager for feedback on employment as well as reporting any concerns they may have. | |
| **11. Describe the process the agency uses to manage a client who is out of compliance. Who makes the final decision to sanction a client? When are the benefits terminated? How is the client notified of the sanction and appeal process?** | |
| We rarely face such concerns. However, in case such concerns arise sr.WF CM follows RCA warning steps and warnings are given using clients' native language. The initial warning is given face to face or by phone. If verbal warning fails, then the written warning is made and if the situation is still the same a meeting with client and Supplemental Service Program Manager made to try and educate clients of the consequences of their acts and if the attempt fails the agency director is notified and last attempt is conducted with an intention to assist client to achieve a resolution and comply with the program requirements. If the dispute is resolved the written mediation is provided to client in clients' language and copy is placed in clients' file. However, if the resolution fails, and client continues to be out of compliance with the FSSP then the agency Director will approve reduction or termination of benefits and the Supplemental Services Program Manager will need to send form KYWF13: a Notice of Intent to Reduce/Terminate Benefits indicating that client's cash assistance will either be reduced or terminated and employment services may be terminated. Client is given 10 days to contest the decision and do so in writing directing the correspondence to the agency Director. If the dispute is successful clients will receive a written notification and all services will continue to be offered but if the dispute fails then the agency through the instructions of the Director, will terminate the service on the 11th day from the date of the written notification. | |