# CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

## REFUGEE PROGRAMS

# COUNTY REFUGEE PROGRAM GUIDELINES

## FOR
## REFUGEE SOCIAL SERVICES
## (Formerly Refugee Employment Social Services)

## TARGETED ASSISTANCE
## AND DISCRETIONARY FUNDS

REVISED NOVEMBER 2006

# TABLE OF CONTENTS

**I. INTRODUCTION ..... 1**
A. Authority and Purpose for the Guidelines ..... 1
B. Refugee Employment Services ..... 2
C. Who Can Be Served ..... 2
D. Documentation Requirements ..... 5

**II. FUNDING ..... 5**
A. RSS (Formerly RESS) ..... 5
B. TA ..... 6
C. Discretionary ..... 6
D. Criteria For Employability Services and Employment ..... 7
E. Eligible Employability Services ..... 8
F. Other Eligible Services ..... 9

**III. SERVICE REQUIREMENTS ..... 11**
A. Criteria for Services ..... 11
B. English Language Instruction ..... 12
C. Family Self-Sufficiency Plan ..... 12
D. Multiple Wage Earner Strategy ..... 12
E. Child Care Services ..... 12

**IV. COUNTY PLAN REQUIREMENTS ..... 13**
A. County Plan and County Plan Updates ..... 13
B. County Plan and Plan Update Format and Contents ..... 14
C. Submission of Plan ..... 14

**V. PROGRAM MANAGEMENT ..... 15**
A. Purchase of Service ..... 15
B. RSS and TA Formula Allocations ..... 15
C. Advances ..... 17
D. Invoicing ..... 17

**VI. REPORTING REQUIREMENTS ..... 18**
A. The Quarterly Performance Report (QPR) ..... 18
B. Quarterly Progress Reports ..... 18
C. Semi-annual Progress Reports ..... 18

**VII. PROGRAM MONITORING ..... 19**
A. Monitoring Responsibility ..... 19
B. Monitoring Frequency ..... 19
C. Monitoring Activities ..... 19

**VIII. FEDERAL/STATE REGULATIONS, STATUTES AND FUNDING NOTICES ... 20**

# EXHIBITS

| Exhibits | Page |
|---|---|


**A.** County Refugee Services Plan Format and Instructions.....22

**A-1** Budget Format for Carryover Funds (Example 1).....28
**A-2** Budget Format (Example 2).....29
**A-3** Annual Service Plan.....30
**A-4** Annual Outcome Goal Plan.....31

**B.** RS 52 Form - Claim for Reimbursement .....33

**C.** RS 50 Form, Refugee Services Program (Schedule C)
– Services Participation and Outcomes Report .....34

**C-1.** RS 50 Instructions .....36
**C-2.** RS 51 Form, Refugee Resettlement Program
– Caseload Movement Report .....48

**D.** Semi-Annual Progress Report Format (Example) .....49

# COUNTY REFUGEE PROGRAM GUIDELINES
# FOR
# REFUGEE SOCIAL SERVICES
# (Formerly Refugee Employment Social Services
# TARGETED ASSISTANCE
# AND DISCRETIONARY FUNDS

## I. INTRODUCTION

The Refugee Act of 1980 created the Refugee Resettlement Program (RRP) to provide for the effective resettlement of refugees in the United States (U.S.) and to assist them in achieving economic self-sufficiency as quickly as possible. Since 1980, the resettlement program has been administered by the Office of Refugee Resettlement (ORR), which is part of the Administration for Children and Families within the U.S. Department of Health and Human Services (DHHS). Services for refugees through California's RRP are 100 percent federally-funded through grants from ORR. Funding includes Formula Refugee Social Services (RSS), Formula Targeted Assistance (TA), and Discretionary funding.

The California Department of Social Services (CDSS) has been designated by the Governor of the State of California to be the state agency responsible for the RRP. The Director of the CDSS has been designated as the State Refugee Coordinator and has the authority to ensure coordination of public and private resources for refugee resettlement in California.

The CDSS' Refugee Programs Bureau (RPB) has responsibility for managing and coordinating the delivery of benefits and services to the refugee and entrant populations. The RPB's mission is to provide state-level leadership and coordination of refugee programs and services to achieve successful refugee resettlement and self-sufficiency. The RPB administers the RRP and the Cuban/Haitian Entrant Program within the pertinent federal guidelines and funding constraints and the California State Plan for Refugee/Entrant Assistance and Services. The State Plan is a written description of the State's RRP and is submitted to and approved by ORR.

### A. Authority and Purpose for the Guidelines

State Law [Welfare and Institutions (W&I) Code Section 13277] requires counties that administer RSS and/or TA funds to designate an agency which will be responsible for operating an employment services program for refugees. The county will administer the refugee employment services program according to a County Refugee Services Plan developed by the county and certified by the CDSS.

The County Refugee Services Plan is to be developed in accordance with guidelines which are issued by the CDSS and reflect the full intent of the

Legislature that the funding for, and provision of, services shall lead to the earliest possible self-sufficiency for all refugee recipients of aid.

To develop the plan, each county board of supervisors must ensure that the county planning process is conducted in a way that facilitates the ability for the public, including refugees, to participate. The plan is to be completed with significant participation by, and input from, refugee community organizations, voluntary resettlement agencies (VOLAGs), and other local public and private entities that are involved in the refugee resettlement process.

B. Refugee Employment Services

Refugee employment services are comprised of two formula funded programs: RSS and TA. Counties must provide any individual wishing to do so an opportunity to apply for services and must determine the eligibility of each applicant. Counties must also ensure that women have the same opportunities as men to participate in all refugee employment services, including job placement services. For both programs, counties may provide services to eligible participants who are 16 years of age or older and who are not full-time students in elementary or secondary school. However, a student may be provided with employment services and employability assessment services in order to obtain part-time or temporary employment, such as a summer job while a student, or full-time permanent employment upon completion of schooling.

C. Who Can Be Served

In order to qualify for RSS or TA services, an applicant for assistance must provide proof, in the form of documentation issued by the U.S. Department of Homeland Security, that he or she falls into one of the designated immigration statuses described below. Only the immigration documentation identified and described in Office of Refugee Resettlement,
State Letter # 00-17 dated September 14, 2000 and in 45 CFR 400.43 and 45 CFR Part 401, if presented by the applicant, are acceptable proof that the applicant is in a status that qualifies him or her for receipt of benefits described in these Guidelines.

When the term “refugee” is used in this document, it is intended to include all eligible populations as described below.

The following groups are eligible for refugee employment services:

***Refugees*** - Individuals who are unable to return to their countries because of persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion.
In addition, individuals who have been forced to terminate a pregnancy or to

undergo involuntary sterilization, or who have been persecuted for failure or refusal to undergo such a procedure, or for other resistance to a coercive population control program may be refugees.

Refugees are eligible for employment services for 60 months from the date upon entering the country.

***Asylees***[1] - Individuals, who, on their own, travel to the U.S., apply for, and receive a grant of asylum. These individuals do not enter the U.S. as refugees. They may enter as students, tourists, for business or without papers. Once they are in the U.S., or at a land border or port of entry, they apply to the U.S. Citizenship and Immigration Services (USCIS) Bureau for asylum, a status that will acknowledge that they are victims of persecution and that will allow them to remain in the U.S. Individuals who are granted asylum are eligible for ORR assistance and services beginning with the date that they are granted asylum. (Note that asylum applicants are not eligible for ORR assistance and services. The only exception is for certain Cuban and Haitian entrants. If a national of Cuba or Haiti has applied for asylum, he or she may be eligible to receive ORR assistance and services as a Cuban/Haitian Entrant).

***Cuban and Haitian Entrants***[2] -

1. Individuals granted parole status as a Cuban/Haitian Entrant (including status pending) or granted any other special status subsequently established under the immigration laws for nationals of Cuba or Haiti;

   or

2. Any other national of Cuba or Haiti who has not entered into a final, nonappealable, and legally enforceable order of deportation or exclusion and who:

   a. was paroled into the U.S. and has not acquired any other status under the Immigration and Nationality Act (INA);

   b. is the subject of exclusion or deportation proceedings under the INA; or

   c. has an application for asylum pending.

1 Refer to All County Letter (ACL) 00-46 (July 12, 2000) for more asylee information.

2 Refer to All County Information Notice (ACIN) I-36-04 (June 4, 2004) for more information on Cuban and Haitian entrants.

***Certain Amerasians***[3] – Certain Amerasians from Vietnam who are admitted to the U.S. as immigrants pursuant to section 584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act, 1988. Amerasians and eligible family members admitted to the U.S. as refugees may receive RRP services beginning on the date of entry stamped on their passport, the I-94 Arrival Record, or on Form I-551 Permanent Resident Card.

***Human Trafficking Victims*** - Human trafficking is a form of modern-day slavery. Victims of severe forms of human trafficking include young children, teenagers, men, and women who are subjected to force, fraud, or coercion, for the purpose of sexual exploitation or forced labor.

The Trafficking Victims Protection Act of 2000 (TVPA) makes adult victims of severe forms of trafficking, who have been certified by ORR, eligible for benefits and services to the same extent as refugees[4]. Certified victims of human trafficking can apply for immigration status to legally remain in the U.S. by a T-Visa. Certified victims of human trafficking may be eligible for 60 months of refugee program services beginning with the date the individual is certified by ORR.

The TVPA was reauthorized and amended by the Trafficking Victims Protection Reauthorization Act of 2003. As a result, effective December 19, 2003, certain family members of victims of a severe form of trafficking are also eligible for federally funded or administered benefits and services to the same extent as refugees. Eligible family members obtain legal immigration status in the U.S. through the Derivative T-Visa[5].

Certain family members of trafficking victims who are already in the U.S. may be eligible for RRP services beginning on the Notice Date on the I-797, Notice of Action approving their Derivative T-Visa. Certain family members who enter the U.S. on the basis of a Derivative T-Visa may be eligible for RRP services beginning on the date stamped on their passport or the I-94 Arrival Record.

Victims of severe forms of trafficking who are under 18 years of age are eligible for benefits to the same extent as refugees, but do not need to be certified. They receive a letter of eligibility from ORR. Family members of a trafficking victim that is a minor are also eligible for services.

---

3 Refer to ACL 88-79 (July 14, 1988) for more information on Amerasians.

4 Refer to ACL 01-58 (August 30, 2001), ACIN I-24-02 (March 21, 2002) and ACL 02-28 (March 18, 2002) for more information on human trafficking victims.

5 Refer to ACL 04-38 (September 23, 2004) and ACL 05-08 (April 1, 2005) for more information on relatives of human trafficking victims.

D. Documentation Requirements

An applicant for assistance under the RRP must provide proof of eligible status. Documentation of immigration status, e.g., refugee or asylee status, issued by the USCIS is required as a condition of eligibility except for victims of human trafficking. Adult victims of human trafficking are required to have a certification letter from ORR. Victims of human trafficking who are under 18 years of age must have an eligibility letter issued by ORR.

## II. FUNDING

A. RSS

RSS must be used primarily for employability services designed to enable refugees to obtain jobs within one year of becoming enrolled in services in order to achieve economic self-sufficiency as soon as possible. RSS may continue to be provided after a refugee has entered a job to help the refugee retain employment or move to a better job.

RSS may not be used for long-term training programs such as vocational training that lasts for more than a year or educational programs that are not intended to lead to employment within a year.

***Priority in Provision of Services*** - Counties must plan their social services program and allocate their RSS funds in such a manner that services are provided to refugees in the following order of priority:

1. All newly arriving refugees during their first year in the U.S. who apply for services.
2. Refugees who are receiving cash assistance.
3. Unemployed refugees who are not receiving cash assistance.
4. Employed refugees in need of services to retain employment or to attain economic independence.

When available, RSS allocations may contain set-aside funds designated by the ORR for a specific purpose or caseload, (i.e. elderly services, outreach, training, etc.).

Counties may not provide RSS services except for citizenship and naturalization preparation services and referral and interpreter services to otherwise eligible individuals who have been in the U.S. for more than 60 months. Counties are to calculate the time-eligibility of a refugee on the basis of calendar months. For example, in the case of refugees, the month of arrival in the U.S. counts as the first month of eligibility.

B. TA

TA provides assistance to counties which, because of factors such as an unusually large refugee population, including secondary migration, high refugee concentrations, and high use of public assistance by refugees, are qualified by ORR for supplementation of available resources for services to refugees. Qualified counties must provide any individual wishing to do so an opportunity to apply for TA services and determine the eligibility of each applicant.

TA funds are primarily to be used for employability services designed to enable refugees to obtain jobs with less than one year's participation in the TA program in order to achieve economic self-sufficiency as soon as possible. TA services may continue to be provided after a refugee has entered a job to help the refugee retain employment or move to a better job.

TA funds may not be used for long-term training programs such as vocational training that lasts for more than a year or educational programs that are not intended to lead to employment within a year.

***Priority in Provision of Services*** – Counties must plan their TA program and allocate their TA funds in such a manner that services are provided to refugees in the following order of priority:

1. Refugees who are cash assistance recipients, particularly long-term recipients.
2. Unemployed refugees who are not receiving cash assistance.
3. Employed refugees in need of services to retain employment or to attain economic independence.

For TA funds, counties may not provide services except for referral and interpreter services to otherwise eligible individuals who have been in the U.S. for more than 60 months. Counties are to calculate the time-eligibility of a refugee on the basis of calendar months. For example, in the case of refugees, the month of arrival in the U.S. counts as the first month of eligibility.

C. Discretionary

Discretionary funding (including TA Discretionary funds) is periodically made available by ORR through a competitive award process for states and private agencies to implement special services or projects in communities with large concentrations of refugees. As funding opportunities become available, the

CDSS will post details on the CDSS website:

www.cdss.ca.gov/refugeeprogram

Discretionary funds are often targeted for special populations who have been in the U.S. over 60 months (as opposed to Formula TA and RSS funding which can only be used to serve refugees who have been in the U.S. 60 months or less, unless California receives a waiver from ORR for this

requirement). Projects may be focused on certain hard-to-serve refugee populations, such as refugee women and refugee youth.

The ORR awards discretionary grants on a competitive basis. Applications for continuation grants are often reviewed on a non-competitive basis and subsequent years of funding are awarded if the project has been successful and federal funds have been appropriated.

D. Criteria For Employability Services and Employment

The county must determine if employability services and employment are appropriate in accordance with the following criteria:

1. All assignments must be within the scope of the individual's employability plan. The plan may be modified to reflect changed services or employment conditions.

2. The services or employment must be related to the capability of the individual to perform the task on a regular basis. Any claim of adverse effect on physical or mental health must be based on adequate medical testimony from a physician or licensed or certified psychologist indicating that participation would impair the individual's physical or mental health.

3. The total daily commuting time to and from home to the service or employment site must not normally exceed two (2) hours, not including the transporting of a child to and from a child care facility, unless a longer commuting distance or time is generally accepted in the community, in which case the round trip commuting time must not exceed the generally accepted community standards.

4. When child care is required, the care must meet the standards normally required by CDSS in its work and training programs for California Work Opportunity and Responsibility to Kids (CalWORKs) recipients.

5. The service or work site to which the individual is assigned must not be in violation of applicable Federal, State, or local health and safety standards.

6. Assignments must not be made which are discriminatory in terms of age, sex, race, creed, color, or national origin.

7. Appropriate work may be temporary, permanent, full-time, part-time, or seasonal work if such work meets the other standards of this section.

8. The wage shall meet or exceed the Federal or State minimum wage law, whichever is applicable, or if such laws are not applicable, the wage shall not be substantially less favorable than the wage normally paid for similar work in that labor market.

9. The daily hours of work and the weekly hours of work shall not exceed those customary to the occupation.

10. No individual may be required to accept employment if:

    a. The position offered is vacant due to a strike, lockout, or other bona fide labor dispute; or

    b. The individual would be required to work for an employer contrary to the conditions of his or her existing membership in the union governing that occupation. However, employment not governed by the rules of a union in which he or she has membership may be deemed appropriate.

11. In addition to meeting above criteria, the quality of training must meet local employers' requirements so that the individual will be in a competitive position within the local labor market. The training must also be likely to lead to employment which will meet the appropriate work criteria.

E. <u>Eligible Employability Services</u>

Counties may provide the following employability services under both the RSS and the TA programs:

1. Employment services, including development of a family self-sufficiency plan and an individual employability plan, job orientation, clubs, workshops, development, search, placement and follow-up, and referral to job opportunities.

2. Employability assessment services, including aptitude and skills testing.

3. On-the job training, when such training is provided at the employment site and is expected to result in full-time, permanent, unsubsidized employment with the employer who is providing the training.

4. English language instruction, with an emphasis on English as it relates to obtaining and retaining a job.

5. Vocational training, including driver education and training when provided as part of an individual employability plan.

6. Skills recertification, when training meets the criteria that, if an individual is a professional in need of professional refresher training and other recertification services in order to qualify to practice his or her profession in the U.S., the training may consist of full-time attendance in a college or professional training program. This training may only be made available to individuals who are employed, and such training:

   a. Is approved as part of the individual's employability plan.

   b. Does not exceed one year's duration (including any time enrolled in such program in the U.S. prior to the refugee's application for assistance).

   c. Is specifically intended to assist the individual in becoming relicensed in his or her profession, and if completed, can realistically be expected to result in such relicensing.

7. Child care services for children, when necessary for participation in an employability service or for the acceptance or retention of employment.

8. Transportation, when necessary for participation in an employability service or for the acceptance or retention of employment.

9. Translation and interpreter services, when necessary in connection with employment or participation in an employability service.

10. Case management services, provided that such services are directed toward a refugee's attainment of employment as soon as possible.

11. Assistance in obtaining Employment Authorization Documents.

F. <u>Other Eligible Services</u>

Other eligible services include:

1. Information and referral services.

2. Outreach services, including activities designed to familiarize refugees with available services, to explain the purpose of these services, and to facilitate access to these services.

3. Social adjustment services, including:

   a. Emergency services:

      - Assessments and short-term counseling to persons or families in a perceived crisis.
      - Referrals to appropriate resources.
      - Arrangements for necessary services.

   b. Health-related services:

      - Information.
      - Referral to appropriate resources.
      - Assistance in scheduling appointments and obtaining services.
      - Counseling to individuals or families to help them understand and identify their physical and mental health needs and maintain or improve their physical and mental health.

   c. Home management services:

      - Formal or informal instruction to individuals or families in management of household budgets.
      - Home maintenance, nutrition, housing standards, tenants' rights, and other consumer education services.

   d. Child care services for children, when necessary for participation in a service other than an employability service.

   e. Transportation, when necessary for participation in a service other than an employability service.

4. Translation and interpreter services, when necessary for a purpose other than in connection with employment or participation in an employability service.

5. Case management services, when necessary for a purpose other than in connection with employment or participation in employability services.

6. Citizenship and naturalization preparation services including:

    - English language training and civics instruction to prepare refugees for citizenship.
    - Application assistance for legal permanent resident and citizenship status.
    - Assistance to disabled refugees in obtaining disability waivers from English and civics requirements for naturalization; and,
    - The provision of interpreter services for the citizenship interview.

7. For RSS funding only, any additional service aimed at strengthening and supporting the ability of a refugee individual, family or refugee community to achieve and maintain economic self-sufficiency, family stability, or community integration which has been demonstrated as effective and is not available from any other funding source, may be provided upon submission to and approval by the Director of ORR. If counties wish to provide these additional services, a written request must be submitted to CDSS via a letter 60 days before the service begins. CDSS will review and forward the letter to ORR. Once ORR approves the request, the county must amend the County Refugee Services Plan.

## III. SERVICE REQUIREMENTS

A. Criteria for Services

The following guidelines shall be used in developing services provided under both the RSS and TA Programs:

1. English language instruction and vocational training must be provided to the fullest extent feasible outside normal working hours in order to avoid interference with employment.

2. In planning and coordinating employability and other services, a county must avoid duplication of services by taking into account those required services which a resettlement agency provides for refugees who it sponsors.

3. Services must be refugee-specific and designed especially to meet refugee needs, except for vocational or job skills training, on the job training, or English language training.

4. Services must be provided to the maximum extent feasible in a manner that includes the use of bilingual and bicultural women on service agency staffs to ensure service access by refugee women.

B. English Language Instruction

English language instruction must be provided in a concurrent, rather than sequential, time period with employment or other employment-related services.

C. Family Self-Sufficiency Plan

A family self-sufficiency plan must be developed for anyone who receives employment-related services. A plan is developed to address the family's needs from time of arrival until attainment of economic independence. Each family self-sufficiency plan should address a family's needs for both employment-related services and other needed social services. The plan must include:

1. A determination of the income level a family would have to earn to exceed its cash grant and move into self- support without suffering a monetary penalty;

2. A strategy and timetable for obtaining that level of family income through the placement in employment of sufficient numbers of employable family members at sufficient wage levels;

3. Employability plans for every employable member of the family; and

4. A plan to address the family's social services needs that may be barriers to self-sufficiency. In counties that have RESS and TA programs, one family self-sufficiency plan may be developed for a family that incorporates both programs.

D. Multiple Wage Earner Strategy

In order to facilitate refugee self-support, counties are to implement strategies which address simultaneously the employment potential of all adult wage earners in a family unit.

E. Child Care Services

Counties are expected to make every effort to obtain subsidized child care services to allow women with children the opportunity to participate in employment services or to accept or retain employment. Counties are expected to use child care funding from other publicly-administered programs such as CalWORKs and are encouraged to work with service providers to

ensure mainstream access for refugees to other publicly funded resources for child care. Child care services funded by RSS and TA funds are limited to ne year after the refugee becomes employed per ORR State Letter 05-15.

## IV. COUNTY PLAN REQUIREMENTS

The County Refugee Services Plan describes how ORR funding that is allocated by CDSS will be used to provide services to assist refugees to become self-sufficient as quickly as possible. Specifically, the plan identifies the services and activities to be provided and describes how the services will be delivered to refugees, both those receiving and not receiving aid in the county.

Employment-related and English language training shall be available to recipients of Refugee Cash Assistance (RCA) and refugees receiving county General Assistance/ General Relief (GA/GR) in those counties which are designated as impacted. The County Refugee Services Plan shall address this requirement.
County Refugee Services Plans must contain an assurance that they were developed in accordance with these County Guidelines.

A. <u>County Plan and County Plan Updates</u>

The county must submit a County Refugee Services Plan that, at county option, covers one to three Federal Fiscal Years (FFYs):

1. A one-year plan, or the first year of a multi-year plan, requires the county to obtain community input and board of supervisor approval before CDSS will certify the plan.

2. A multi-year plan requires the county to submit a plan update for each of the remaining years of the plan.

    a. If the plan update amends the existing budget and goals for the plan year (due to the availability of carryover funds, receipt of a funding augmentation or new allocation), it may be certified by CDSS without the county obtaining community input and board of supervisor approval.

    b. If the plan update amends other provisions (i.e., the scope or objective of a program; types of refugee categories eligible for services; service components, including activities and services; etc.), it will not be certified by CDSS without the county obtaining community input and board of supervisor approval.

When submitting a plan update, counties must incorporate the new information into the existing plan and submit a complete plan to CDSS.

Counties must also amend narrative sections of the plan to reflect new budget and goal amounts.

B. County Plan and Plan Update Format and Contents

The County Refugee Services Plan and Plan Update must be in the prescribed CDSS format and contain the information that is required, in the order that it is requested.[6]

C. Submission of Plan

1. The county board of supervisors or the designated planning agency (if authorized by the board) shall submit the County Refugee Services plan or plan update in accordance with the requirements specified in these County Guidelines.

2. The plan shall be accompanied by a resolution approving the plan, signed by the county board of supervisors, and certifying that the plan meets all the requirements specified in these County Guidelines.

3. A plan or plan update shall be submitted annually.

4. An original and two copies of the plan must be submitted to:

Refugee Programs Bureau
California Department of Social Services
744 "P" Street, M.S. 6-646
Sacramento, California 95814

Before seeking board of supervisor approval, the county may submit its plan to the Department for review. The CDSS has 21 business days to respond to the county. This step provides the county with the opportunity to discuss the plan with CDSS and to amend it, as needed, without need for a second board approval, if CDSS' review results in required changes.

Some counties may choose to obtain board of supervisors' approval before submitting the County Refugee Services Plan to CDSS for certification. The CDSS' review of the plan may result in the county revising its plan and submitting an amended plan. The county must make the determination whether or not a second board approval is needed for the amended plan. If the county determines that a second board approval is not needed, the county must attach a letter to the amended plan explaining why the second board approval was not needed.

[6] See Exhibit A, County Refugee Services Plan, Format and Instructions.

## V. PROGRAM MANAGEMENT

### A. Purchase of Service

Counties may provide services directly or they may purchase services from public or private service providers. If counties purchase services, they must comply with the CDSS Manual of Policies and Procedures (MPP) Division 23, Chapter 23-600, Purchase of Service.

In order to provide culturally and linguistically compatible services in a cost-efficient manner and as soon as possible, counties are encouraged to promote and give special consideration to the provision of services through refugee service organizations, such as Mutual Assistance Associations (MAAs) and VOLAGs. Counties are also encouraged to consider public or private non-profit, faith-based, refugee, or community-based organizations (CBOs) as service providers.

Counties' plans are to give priority consideration to refugee CBOs for funding if they demonstrate the capacity to implement the programs proposed by the counties' refugee plans. To receive funds, their capacity must be comparable to that of other competitors who may apply and qualify for funding. The continued or increased use of qualified refugee CBOs in the delivery of services helps to ensure the provision of culturally and linguistically appropriate services.

In accordance with MPP Division 23, Section 23-621 Contract Periods, the county may enter into multi-year contracts with non-bid extensions, only if the county's request for proposal contains specific language allowing such extensions with service providers. However, in no instance, shall the county provide for more than two extensions to the original contract without both requesting and receiving authorization from CDSS, prior to approving another extension.

### B. RSS and TA Formula Allocations

RSS and TA Formula funding is allocated annually by CDSS on a FFY basis (October 1 through September 30). Each eligible refugee-impacted county is allowed a 24-month project period, plus a 45-day close-out period, in which to expend the monies. For example, if County X is allocated $100,000 to provide refugee specific training and employment services, County X will have 24 months beginning with October to provide services and claim reimbursement for the $100,000. After the 24 months, the following 45 days may be used by the county as a close-out period for activities such as audits, preparation and submission of statistical reports, and fiscal claims/reports. The final claim for reimbursement must be submitted no later than November 15$^{th}$ of the year the grant closes.

The following describes the specific funding methodology for each program:

- ***RSS Allocations*** – W&I Code Section 13276(a) requires CDSS to determine which counties are eligible to receive RSS funds and to establish annual RSS allocations for those eligible counties. CDSS currently determines eligible counties using a minimum threshold of 500 refugee arrivals over the most recent five-year period.

  The RSS allocations are based on numbers obtained from the Medi-Cal Eligibility Data System (MEDS) of refugee adults on aid who have been in the U.S. 60 months or less in the refugee-impacted counties. Funding is allocated to these counties based on the current number of refugees receiving RCA and CalWORKs in each county while assigning specific weights relative to each refugee's time in the U.S. For example, when calculating each county's allocation, a weight of 1.50 is given to the number of refugees who have been in the U.S. one year or less; a weight of 1.25 is given to the number of refugees who have been in the U.S. two years or less, but more than one year; and a weight of 1.00 is given to the number of refugees who have been in the U.S. five years or less, but more than two years.

- ***TA Allocations*** – The TA funding is allocated by CDSS to specific counties based on the amounts which are identified for each county in the ORR Final Notice of Targeted Assistance Formula Allocations each year. Counties are qualified by ORR once every three years, using a formula that considers both the number of refugee arrivals during the most recent five-year period and the percentage that refugee arrivals represent to the overall county population. TA funding goes to counties with large refugee populations, high refugee concentrations, high use of public assistance, and counties in which specific needs exist for supplementation of currently available resources.

- ***RSS/TA Administrative Cost Limits*** – County administrative budgets for TA programs (excluding discretionary projects) shall not exceed the percentage for county administrative costs permitted by the Federal Notice in administering the Refugee TA program. The Federal TA notice directs a cap for administrative cost limits, currently the cap limit is at 15 percent. State Law (W&I Code Section 13275) requires that RESS administrative costs shall not exceed the percentage for county administrative costs permitted by the CDSS in administering the Refugee TA program. Administrative costs should be based on projections of actual needs and should be limited to the extent possible to maximize available funding for services to clients.

Discretionary projects funded by the TA program are generally limited to 15 percent of the allocation for county administrative costs, unless otherwise specified in the funding announcement.

For purposes of the refugee program funded by RSS and TA funds, allowable administrative costs include contracting, monitoring, invoicing, and performance and progress statistical reporting.

C. Advances

Counties may request one RSS formula and one TA formula advance per fiscal year. An advance cannot equal more than one-fourth of the county's total allocation (which does not include the amount for State Administration). Requests for advances must be submitted in writing to:

Refugee Programs Bureau
California Department of Social Services
744 "P" Street, M.S. 6-646
Sacramento, CA 95814

CDSS will recoup fractions of the advances on a monthly or quarterly basis beginning with the first invoice that is submitted for reimbursement by counties. If the invoices are submitted on a quarterly basis, the advance will be recouped during the first three quarters of the grant period. If the invoices are submitted on a monthly basis, the advance will be recouped over the first nine months of the grant period. The recoupment process will be completed prior to the end of the allocation period.

D. Invoicing

Invoices for reimbursement for refugee services must be submitted to CDSS on a monthly or quarterly basis, consistent with the billing cycle chosen by the county. The Claim for Reimbursement Form (RS 52) (See Exhibit B) should be used to claim expenditures, with back-up documentation attached. Costs are to be reported using only these component categories listed in the Classification of Expenditures column on the RS 52. It is preferable that the original invoice be signed in an ink color other than black. An original invoice and three copies are to be submitted on a timely basis to:

Refugee Programs Bureau
California Department of Social Services
744 "P" Street, M.S. 6-646
Sacramento, CA 95814

## VI. REPORTING REQUIREMENTS

A. The Quarterly Performance Report (QPR)

The QPR is a statistical report required by ORR, comprised of information gathered on RSS and TA Formula and TA Discretionary programs that CDSS compiles from the following reports that counties submit to the State:

- RS-50, Refugee Services Program - Services Participation and Outcomes Report[7]; performance data for RSS Formula, TA Formula, and TA Discretionary programs; and
- RS-51, Refugee Resettlement Program Caseload Movement Report[8]; RCA, UMR, and GA/GR caseload data.

The RS 50 is to be completed by the counties that receive CDSS-allocated ORR funding. All 58 counties are required to complete the RS 51. These reports are due to CDSS by no later than the close of business, 20 calendar days after the end of each quarter of the FFY.

| | |
|---|---|
| First Quarter (October - December) | January 20 |
| Second Quarter (January - March) | April 20 |
| Third Quarter (April - June) | July 20 |
| Fourth Quarter (July - September) | October 20 |

Counties may use county-generated forms to collect the required data from service providers. However, the county data must be submitted to CDSS on the RS 50 and RS 51.

B. Quarterly Progress Reports

Counties that receive RSS, RSS Set-aside, TA, and TA Discretionary funding are required to submit Quarterly Progress Reports on those programs at the same time they submit their RS 50s and RS 51s. These reports should include narrative accounts of the major activities, accomplishments, and problems of ongoing RSS Set-aside and TA Discretionary projects.

C. Semi-annual Progress Reports

Counties that receive an Older Refugees Discretionary Grant are required to submit Semi-annual Progress Reports. These reports contain the same

[7] See Exhibit C, RS 50 Form, Services Participation and Outcomes Report.

[8] See Exhibit C-2, RS 51 Form, Caseload Movement Report.

information as the Quarterly Progress Reports, but they are only submitted twice a year (due April 20 and October 20).[9]

Note: CDSS receives progress reporting requirements in the Financial Assistance Award letter sent by ORR.

Counties are informed about the reporting requirements when they receive notice from RPB about their allocation amounts for each type of funding. The reports that counties must submit are to be mailed to:

Refugee Programs Bureau
California Department of Social Services
744 "P" Street, M.S. 6-646
Sacramento, CA 95814

The CDSS will provide specific guidance on reporting requirements via Refugee Coordinator Letters and on the RPB website at www.cdss.ca.gov/refugeeprogram.

## VII. PROGRAM MONITORING

A. Monitoring Responsibility

Counties are required to conduct fiscal and program monitoring of their RSS, TA Formula, TA Discretionary, and/or other CDSS-allocated ORR Discretionary programs, including any county in-house program providing direct services, funded through allocations from CDSS.

B. Monitoring Frequency

For each program year, the county must conduct at least one comprehensive monitoring review of its refugee services providers. The review must be conducted onsite and must be completed no later than six months from the beginning of the program year.

C. Monitoring Activities

As part of the monitoring process, the county is responsible for verifying:

- 90-day follow-up on job placements, including that complete records concerning the participant job placements (i.e., employer's name; address; telephone number; date of placement, follow-up, and termination dates; starting salary or wage; and job title) are maintained;

[9] See Exhibit D, Semi-Annual Progress Report Format.

- That the data reported are accurate;
- That program deficiencies have been corrected in accordance with a provider-specific corrective action plan; and,
- That a description of its monitoring activities is in the County Refugee Services Plan.[10]

The county must submit a written report on the monitoring review to CDSS, no later than 45 days from the completion date of the review to:

Refugee Programs Bureau
California Department of Social Services
744 "P" Street, M.S. 6-646
Sacramento, CA 95814

The monitoring requirements identified in these guidelines and the county plan do not apply to refugee programs that counties operate with funding received directly from ORR.

## VIII. FEDERAL/STATE REGULATIONS, STATUTES AND FUNDING NOTICES

Listed below are relevant web links that may assist in operating the Refugee Program, including federal and state regulations and samples of federal funding notices.

- Code of Federal Regulations, Title 45, Public Welfare, Chapter IV, Part 400 **Refugee Resettlement Program.**

  http://www.access.gpo.gov/nara/cfr/waisidx_05/45cfr400_05.html

- Code of Federal Regulations, Title 45, Public Welfare, Chapter IV, Part 401 **Cuban/Haitian Entrant Program.**

  http://www.access.gpo.gov/nara/cfr/waisidx_05/45cfr401_05.html

- Code of Federal Regulations, Title 45, Public Welfare, Subtitle A, Part 74, **Uniform Administrative Requirements for Awards and Subawards.**

  http://www.access.gpo.gov/nara/cfr/waisidx_05/45cfr74_05.html

[10] See Exhibit A, County Refugee Services Plan Format and Instructions, Section VII., Appendices, Subpart B., County Monitoring Process, for specific monitoring requirements.

- Code of Federal Regulations, Title 45, Public Welfare, Subtitle A, Part 92, **Federal Procurement Standards.**

  http://www.access.gpo.gov/nara/cfr/waisidx_05/45cfr92_05.html

- Code of Federal Regulations, Title 45, Public Welfare, Subtitle A, Part 95, Sections 507 - 515, **Cost Allocation Plans.**

  http://a257.g.akamaitech.net/7/257/2422/09nov20051500/edocket.access.gpo.gov/cfr_2005/octqtr/45cfr95.507.htm

- CDSS Manual of Policies and Procedures, **Purchase of Service**, Division 23, Chapter 23-600.

  http://www.dss.cahwnet.gov/getinfo/pdf/opsman4.pdf

- CDSS Manual of Policies and Procedures, Specialized Programs, **Refugee Resettlement Program**, Division 69, Chapter 69-200.

  http://www.dss.cahwnet.gov/getinfo/pdf/SPMAN.pdf

  Office of Refugee Resettlement State Letter Number 00-17

  www.acf.dhhs.gov/programs/orr/policy/stltrs00.htm

- Welfare and Institutions Code, Sections 13275-13282, **English Language Program Guidelines.**

  http://www.leginfo.ca.gov/cgi-bin/displaycode?section=wic&group=13001-14000&file=13275-13282

- **Sample of Federal Funding Notices**

  http://www.cdss.ca.gov/refugeeprogram/FundingOpp_10.htm

**Note: The Guidelines are posted on the CDSS, Refugee Programs Bureau's website: www.cdss.ca.gov/refugeeprogram .**