

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



December 11, 2007

REFUGEE COORDINATOR LETTER NO. 07-17

TO: COUNTY REFUGEE COORDINATORS

SUBJECT: MONITORING TOOL FOR REFUGEE SOCIAL SERVICES (RSS) AND
TARGETED ASSISTANCE (TA) PROGRAMS

The purpose of this notice is to provide counties with a copy of the federal Office of Refugee Resettlement (ORR) monitoring tool for RSS and TA programs, which is utilized during their on-site program reviews. A copy is attached for your reference. The "state" is referenced in several of ORR's monitoring tool questions. In California, where refugee benefits and services are administered at the local rather than state level, the term "county" is more applicable and would apply where the state is referenced.

The Refugee Programs Bureau is developing a RSS and TA program on-site review process that will be implemented in Federal Fiscal Year 2007-08. The review process will include the development of a monitoring tool that will incorporate several of the review areas covered by ORR's monitoring tool. The counties will be given an opportunity to review and provide input on the RSS and TA monitoring tool that is developed before the reviews are conducted.

We hope the ORR document is helpful in preparing counties for RSS and TA reviews. If you have any questions, please contact your county analyst.

Sincerely,

A handwritten signature in black ink that reads "Thuan Nguyen".

THUAN NGUYEN, Chief
Refugee Programs Bureau

Enclosure

State/Site: _____

Reviewer: _____

Date: _____

**DIVISION OF REFUGEE ASSISTANCE
PROGRAM MONITORING TOOL
REFUGEE SOCIAL SERVICES (RSS) & TARGETED ASSISTANCE GRANT (TAG) SERVICES**

State & Provider Coordination

How does the State ensure that refugees, as a condition for receipt of RCA, are registered with an employment service within 30 days of receipt of aid? (45 CFR 400.75(a))	Comments		
Has the State established criteria for a refugee to be exempt from registration for employment services and participation in employability services (45 CFR 400.76)? Describe.	Comments		
How does the State ensure that a family self-sufficiency plan is established for anyone receiving employment-related services and an individual employability plan for each recipient of RCA? (45 CFR 400.79(a))	<input type="checkbox"/> Compliant	<input type="checkbox"/> Non-Compliant	Comments
Are employability services consistent with ORR criteria? (45 CFR 400.81)	<input type="checkbox"/> Compliant	<input type="checkbox"/> Non-Compliant	Comments
Describe process and responsibility (State or service contractor) for actions addressing a client's failure or refusal to accept employability or employment. (45 CFR 400.82)	<input type="checkbox"/> Termination of Assistance (a) <input type="checkbox"/> Notice of Action (b) <input type="checkbox"/> Sanctions applied (c)(1) with filing unit consideration; (2) 3 payment months for initial failure; 6 payment months for subsequent failures		
Does the State monitor duration of ORR-funded training/education programs? What is the average? (45 CFR 400.146)	<input type="checkbox"/> Compliant	<input type="checkbox"/> Non-Compliant	Comments

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Describe how the State ensures the 60-month time limit for RSS & TAG (except citizenship & naturalization preparation, referral & interpreter services)? (45 CFR 400.152 & 400.318)	<input type="checkbox"/> Compliant	<input type="checkbox"/> Non-Compliant	Comments
Employability Services			
What employability services does the State provide? (45 CFR 400.154 & 400.316)	<input type="checkbox"/> Employment Services (a): family self-sufficiency plan, individual employability plan. <input type="checkbox"/> Employability assessment (b): includes aptitude and skills testing. <input type="checkbox"/> On-the job training (c): at employment site, training provided by employer with expectation of FT, permanent, unsubsidized employment. <input type="checkbox"/> English Language Training (d): emphasis on English as it relates to obtaining a job. <input type="checkbox"/> Vocational training (e), e.g., driver education/training per individual employability plan. <input type="checkbox"/> Skills recertification (f): must meet criteria established as appropriate in CFR 400.81(b). <input type="checkbox"/> Day care for children (g) for employability service, acceptance or retention of employment. <input type="checkbox"/> Transportation (h) for employability service, acceptance or retention of employment. <input type="checkbox"/> Translation/interpreter services (i) for employability, employment acceptance or retention. <input type="checkbox"/> Case management services (j) <input type="checkbox"/> Assistance in obtaining EAD (k)		
What <i>other</i> services are provided by the State? (45 CFR 400.155)	<input type="checkbox"/> Information and referral services (a) <input type="checkbox"/> Outreach services (b) designed to facilitate access to services. <input type="checkbox"/> Social adjustment services (c) including: <input type="checkbox"/> Emergency Services: assessment/short-term counseling; referral/access to resources <input type="checkbox"/> Health-related services <input type="checkbox"/> Home management services <input type="checkbox"/> Day care for children (d): other than employability service. <input type="checkbox"/> Transportation (e): other than employability service. <input type="checkbox"/> Translation and interpreter services (f): other than employment or employability service. <input type="checkbox"/> Case management services (j): other than employment or employability service. <input type="checkbox"/> Any additional service, (h): with ORR Director's approval. See CFR. <input type="checkbox"/> Citizenship & naturalization, (i) preparation, e.g., English language & civics instruction, application assistance, exam waiver due to disability, interpreter services for interview.		

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REFUGEE SOCIAL SERVICES (RSS) & TARGETED ASSISTANCE GRANT (TAG) SERVICES

<p>Which of the above services does the contractor being monitored provide? Distinguish between RSS & TAG services, as appropriate.</p>	<p>RSS</p>	<p>TAG</p>
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Service Requirements

<p>Describe process for State's ensuring compliance with RSS & TAG service requirements. (45 CFR 400.156 & 400.317)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> English language instruction /vocational trainings provided outside normal working hours (a) <input type="checkbox"/> Seamless, unduplicated service delivery from resettlement and RSS/TAG providers (b) <input type="checkbox"/> English language instruction concurrent with employment/employment-related services (c) <input type="checkbox"/> Designed specifically for refugees <u>except</u> vocational /job skills training, OJT, ELT (d) <input type="checkbox"/> Culturally and linguistically compatible (e) <input type="checkbox"/> Employ linguistically/culturally competent women to improve women's access to services (f) <input type="checkbox"/> Process for public child care program application prior to offering ORR funded services (g)
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Comments

<p>How are refugees assigned to case managers? How frequently and by what means do case managers contact clients?</p>	<p>Comments</p>
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What is the current ratio of case managers to the number of refugees served? Job developers?	Comments
Are procedures in place to ensure consistency and equity of treatment of clients?	Comments
Are case managers called upon to interpret for their clients? What languages is your staff able to interpret/translate?	Comments
Does the case manager conduct follow-up activities after employment placement (i.e. job upgrades, additional training, etc.)?	Comments
How do you assess client satisfaction?	Comments
Do you notify other service providers accessed by your client when you close the case?	Comments

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This section may be used to document any additional information.