

**California Department of Social Services
Refugee Programs Bureau (RPB)
Unaccompanied Refugee Minors (URM) Program
Pre-Monitoring Questionnaire**

Instructions to URM Provider Agency: Complete the questionnaire and return to your URM analyst.

Name of URM Provider:

Program Coordination, Administration, and Oversight	Responses
Please provide a copy of the most recent policy manual for the URM program (either via email or hardcopy).	
Does the URM provider meet with staff to discuss program needs and problems, and to establish arrangements to serve the number of anticipated minors in the coming year? How is this coordinated?	
How often does the URM provider communicate with the following parties, and what type of contact occurs (i.e., face to face, phone, etc.)?	<ul style="list-style-type: none"> ● National resettlement agency – ● State child welfare licensing body – ● Other refugee service providers – ● Other URM providers – ● Community partners –
What system is used to ensure the certification for each foster family is kept current?	
Are separate files maintained for each foster family?	
Are separate files maintained for each URM youth?	
Are there any challenges in petitioning for legal responsibility of a minor within 30 days of the minor's arrival in the program?	

<p>What is the average length of time for legal responsibility of a minor to be established? What is the range of time required for this process?</p>	
<p>Are there procedural safeguards to ensure that the rights of the minor's unavailable parent(s) are protected, and are not terminated as long as reunification with the parents remains reasonably possible, as determined by an appropriate State court?</p>	
<p>How often is the program monitored by the CDSS Community Care Licensing Division? When was it last monitored?</p> <p>Please provide a copy of the latest report.</p>	
<p>Is the URM provider's agency accredited? By which organization?</p>	
<p>Are written individual service plans developed and reviewed for each URM semi-annually?</p> <p>How are individual service plans developed? Do URMs participate in the development of their plans?</p> <p>How are permanency plans developed?</p> <p>How are individual service plans and permanency plans reviewed within the agency?</p>	
<p>What procedures does the provider have for reporting ORR-3s and ORR-4s on a timely basis to the State with complete information?</p> <p>Have there been challenges in submitting reports to State in a timely fashion?</p>	

<p>Has the URM provider recruited or recertified at least 50 potential foster families for screening and certification?</p> <p>If the answer is no, what is the URM provider's plan to reach this number by the end of the contract period?</p> <p>If yes, please provide documentation.</p> <p>Have there been any challenges to foster family recruitment?</p>	
<p>The current URM contract (#__ - ____) requires that at least __ minors will be served between _____ and _____. According to the case logs, RPB has noted that the URM provider has served __ minors as of _____ under the current contract. Please confirm. (This will include clients in the current case load and clients that have exited during this contract period.)</p>	
<p>Per Exhibit E, Section C of the URM contract, how does the provider ensure that they receive prior, written authorization from the State for reimbursement of any purchase order or subcontract exceeding \$2,500 for any articles, supplies, equipment or services?</p>	

Composition of URM Provider Staff

Staff's Name	Title	Gender	Languages	Number of Cases Assigned	% URM Time	Degree(s)/ qualifications

URM Provider Staffing	Responses
What are the URM provider standards regarding supervisors and staff ratio?	
Please provide the URM provider staff job descriptions.	
What are the URM providers' standards regarding direct-services staff ratio to clients?	
Which URM provider staff has other responsibilities outside the URM program and how is the cost of their salaries allocated across programs (cost allocation formula & time tracking methodology)?	

Please review Exhibit E – Attachment 1 of the URM contract (# __-____) for a full list of data security and confidentiality requirements.

Data Security Assessment	Responses
How is data on URMs maintained in URM provider offices?	
Are clients' case plans and case files entered in an electronic database, or are they in hard copy only?	

How are your files stored? Are they locked? What is your retention policy?	
Are your electronic files encrypted or password protected?	
Do you have secure electronic files that only certain personnel have access to? How do you control who has access?	
Do you have a security network for your computer system? If so, how is it secured? How does someone get access to the network?	
How do your contractors keep the confidential client records secure? What agreement do you have with your contractors?	
Do you have a notification at the initial logon that unauthorized access is prohibited by law?	
Do you have a method for verifying the identity of an individual accessing your computer system? Please explain.	
If after three unsuccessful logons, does your computer system lock out?	
How do you destroy confidential information?	

How do you prevent former employees from accessing confidential information?	
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Placement Options, Emancipation and Independent Living	Responses
Does the program have linguistically and culturally diverse placement options in foster homes, group homes, and supervised independent living programs? (Include therapeutic foster homes, intensive treatments foster homes, etc.)	
How many minors in the current caseload have had more than two placements (i.e., three or more placements)? Exclude temporary placements not exceeding 45 days or planned independent living situations. Has 10% or less of the total active caseload had more than three placements (i.e., four or more)?	
What percentage of newly emancipated minors receive CalWORKs or other cash assistance (i.e., are not economically self-sufficient at emancipation)?	
Describe how the URM provider collaborates with other agencies to obtain group home or other placements (i.e., how are slots allocated?).	

The Office of Refugee Resettlement and State regulations and guidelines provide that a written case plan for the care and supervision of each minor, including a service plan, leading to a non-dependent emancipation or family reunification, is developed, and reviewed for each minor semi-annually (Title 45 Code of Federal Regulations Parts 400.118(b) and 400.118(c) care and service plan). The case plan must include the following core areas of service at a minimum. How does the program meet these requirements?

Core Services	Responses	Who Provides This Service
<p><u>Appropriate and Least Restrictive Placement:</u> How are minors assessed for appropriate placement?</p>		
<p><u>Family Tracing & Reunification:</u> What assistance is provided to minors to locate/reunite with family?</p> <p>Does a local refugee resettlement program assist URM's to apply for their parents' admission to the US?</p>		
<p><u>Health Care:</u> What is the average length of time for Medi-Cal eligibility determination?</p> <p>Are interpreters used? Who provides and pays for them?</p> <p>If URM's are not receiving Medi-Cal, are they still receiving the medical care they need?</p> <p>How many URM's have received medical care outside of Medi-Cal?</p> <p>Describe access to medical coverage for</p>		

URMs age 21 and older.		
<u>Mental Health Care:</u> Are in-house therapists, community-based services, or both used? Are interpreters used? Who provides and pays for them?		
<u>Social Adjustment:</u> Provide examples of services.		
<u>English Language Training:</u> What is the average length of time URMs remain in English language training?		
<u>Education & Vocational Training:</u> Comment on the program's coordination with schools. Is there post-secondary education or training not covered by the Chaffee-equivalent grant?		
<u>Career Planning and Employment:</u> Who helps URMs with career planning and obtaining employment?		

<u>Preservation of Heritage - Ethnic, Religious, Cultural, and Linguistic:</u> Are these activities in case plans? Does the program maintain a periodic schedule for cultural events? Provide examples of activities.		

For Trafficking Victims:	Response
Describe how safety assessments and planning are conducted.	
Describe the availability of and referral to pro bono immigration attorneys in cases where the youth has an eligibility letter, but the youth is undocumented.	
Describe the coordination with attorneys and law enforcement.	
Describe specialized medical or mental health services for trafficking victims.	

What other services and resources are available beyond URM provider core services that URM are utilizing or could utilize (i.e., Job Corps, etc.)?

Service	Goal of Service	Who is the Service Provider?