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,

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))*	☐ Compliant	☐ Non-Compliant	Comments
Are employability services consistent with ORR criteria? *(45 CFR 400.81)*	☐ Compliant	☐ 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)*	☐ **Termination of Assistance** ***(a)*** ☐ **Notice of Action** ***(b)*** ☐ **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)*	☐ Compliant	☐ 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*)	☐ Compliant	☐ Non-Compliant	Comments

Employability Services

What employability services does the State provide? *(45 CFR 400.154 & 400.316)*	☐ **Employment Services *(a)*:** family self-sufficiency plan, individual employability plan. ☐ **Employability assessment *(b)*:** includes aptitude and skills testing. ☐ **On-the job training *(c)*:** at employment site, training provided by employer with expectation of FT, permanent, unsubsidized employment. ☐ **English Language Training *(d)*:** emphasis on English as it relates to obtaining a job. ☐ **Vocational training *(e)*,** e.g., driver education/training per individual employability plan. ☐ **Skills recertification *(f)*:** must meet criteria established as appropriate in *CFR 400.81(b)*. ☐ **Day care for children *(g)*** for employability service, acceptance or retention of employment. ☐ **Transportation *(h)*** for employability service, acceptance or retention of employment. ☐ **Translation/interpreter services *(i)*** for employability, employment acceptance or retention. ☐ **Case management services *(j)*** ☐ **Assistance in obtaining EAD *(k)***

What *other* services are provided by the State? *(45 CFR 400.155)*	☐ **Information and referral services *(a)***
	☐ **Outreach services *(b)*** designed to facilitate access to services.
	☐ **Social adjustment services *(c)*** including:
	  ☐ **Emergency Services:** assessment/short-term counseling; referral/access to resources
	  ☐ **Health-related services**
	  ☐ **Home management services**
	☐ **Day care for children *(d)*:** other than employability service.
	☐ **Transportation *(e)*:** other than employability service.
	☐ **Translation and interpreter services *(f)*:** other than employment or employability service.
	☐ **Case management services *(j)*:** other than employment or employability service.
	☐ **Any additional service, *(h)*:** with ORR Director's approval. See CFR.
	☐ **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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Which of the above services does the contractor being monitored provide? Distinguish between RSS & TAG services, as appropriate.	**RSS**	**TAG**

Service Requirements

Describe process for State's ensuring compliance with RSS & TAG service requirements. *(45 CFR 400.156 & 400.317)*	☐ English language instruction /vocational trainings provided outside normal working hours *(a)* ☐ Seamless, unduplicated service delivery from resettlement and RSS/TAG providers *(b)* ☐ English language instruction concurrent with employment/employment-related services *(c)* ☐ Designed specifically for refugees <u>except</u> vocational /job skills training, OJT, ELT *(d)* ☐ Culturally and linguistically compatible *(e)* ☐ Employ linguistically/culturally competent women to improve women's access to services *(f)* ☐ Process for public child care program application prior to offering ORR funded services *(g)*
Comments	
How are refugees assigned to case managers? How frequently and by what means do case managers contact clients?	Comments

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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

This section may be used to document any additional information.