

**NORTH CAROLINA REFUGEE SERVICE PROGRAMS  
CODES, SERVICES, DESCRIPTIONS and UNITS**

<b>Code</b>	<b>Title</b>	<b>Description of Service</b>	<b>Unit of Service</b>	<b>Definition of Unit of Service</b>
380	Case Management	The process of directing the overall care of a refugee household or individual in adjusting to a new environment and culture. May include coordinating services with other service providers, developing service plans, providing resources for strengthening and supporting the ability of a refugee individual or family to achieve and maintain economic self-sufficiency and family stability.	1 Hour	1 Hour = 1 Unit
381	Case Management- New Enrollee	Initial enrollment in RSP services via creation of Refugee Support Service Plan (DSS-6231) **For New Enrollees in Employability services refer to code 920.	1 Participant	1 Participant = 1 Unit
910	Outreach Services	Services and activities designed to familiarize refugees with refugee social services provided by your agency.  Activities designed to familiarize refugee children and parents of the School Impact program and activities provided.	1 Hour	1 Hour = 1 Unit
915	Employability Assessment Services	Assessment of refugee's aptitude and skills for employment, vocational skills training, skills recertification, or English Language Training.  For employment, it includes review and completion of the Employability Plan (DSS-6232), and Self-Sufficiency Plan (DSS-6230)	1 Hour	1 Hour = 1 Unit
920	Pre-Employment	Employment services provided to or with the client, including; orientation to the world of work including employment counseling, job fairs, job search, completing job application, practice with job interviewing; skills development and practice for work activities such as completing applications online; assistance with drug screening; referral to job opportunities and placement agencies, such as the Division of Employment Security for job search.  Includes staff assistance during job interviews and arranged work experiences.  Staff assistance related to TANF/WORKFIRST enrollment and recipient performance requirements.	1 Hour	1 Hour = 1 Unit

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921	Job Development	Employment activities with potential employers aimed at developing employer resources resulting in job opportunities for clients.	1 Hour	1 Hour = 1 Unit
922	Employment Follow up	Assisting with concerns on the job, explaining employee benefits, safety rules and procedures and other contacts with client and employer after job placement.	1 Hour	1 Hour = 1 Unit
923	Transportation for Employment, English Language Training, Vocational Skills Training or Vocational Education	Actual trips provided in conjunction with employment related services, English language instruction or Vocational Skills training or Vocational Education.  This includes all client transportation.	1 Trip	1 Unit = a One-Way Trip; Transportation to and from = two units.
924	Initial Employment	First job obtained by the refugee with the assistance of the RAP service provider.	1 Job	1 Job = 1 Unit
925	Current Job Placement	Each job after initial employment.	1 Job	1 Job = 1 Unit
927	English Language Training Advanced	Instruction designed for students interested in pursuing further job training and/or degrees. Advanced ELT offers English literacy instruction (reading, writing, listening, and speaking) and may be integrated with: <ul style="list-style-type: none"> <li>• GED instruction.</li> <li>• Dual enrollment in occupational training and English literacy</li> <li>• Academic vocabulary and grammar in preparation for college, vocational training.</li> </ul>	1 Placement	1 Placement = 1 Unit

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928	English Language Training Beginner	<p>Instruction for students who function in a very limited way in situations related to immediate needs. Student may or may not be able to recognize and write letters and numbers, their name or address.</p> <p>Student responds to basic learned phrases spoken slowly and repeated often and can ask questions. May be able to read and comprehend words. Also includes instruction for students not literate in any language.</p>	1 Placement	1 Placement = 1 Unit
929	English Language Training Intermediate	<p>Instruction for students who are able to read and write such as filling out basic job applications and medical forms but may need support on some documents.</p> <p>Student can interpret directions and schedules, signs, and maps. English sufficient to handle routine, entry-level jobs involving some written or oral English communication, although may need support through task demonstrations. Student can use some computer programs and perform a sequence of routine tasks given directions using technology (e.g., fax machine, computer).</p>	1 Placement	1 Placement = 1 Unit
930	English Language Training (ELT)  <b>Agencies providing English Language Training</b>	<p>English Language Training provided to or with the client, including: development of ELT Assessment DSS-6234 and ELT Plan DSS-6233.</p> <p>English language training is a course of instruction for non-native English speakers that includes: basic literacy, grammar, syntax, vocabulary, and oral English.</p> <p style="text-align: center;"><b>Instruction by tutors, volunteers and/or interns.</b></p>	1 Hour	1 Hour of Instruction = 1 Unit

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931	English Language Training (ELT)  <b>Agencies Not Providing English Language Training</b>	Development of an English Language Training Plan (DSS-6233) when English instruction is not provided directly by the agency and a referral is made.	1 Hour	1 Hour = 1 Unit
932	Vocational Skills Training (VST) and On-the-Job (OJT) Completion	Refers to the employable refugee who has completed a specific course of skills training or educational program that results in certification provided by a recognized training institution.	1 Completion	1 Completion = 1 Unit
935	Vocational Skills Training (VST) and Vocational Education	<p>Skills training is training for short-term duration (12 months or less) provided by a recognized training institution. Completion of the curriculum leads to certification. It is designed to teach refugees job-related skills that prepare them for a specific job or type of employment, such as nurse's aide, hair stylist, or commercial truck driving; OR educational programs, which are intended to lead to employment within a year.</p> <p>For Vocational Skills Training or Recertification, it includes completion of the NC Vocational Skills and Recertification Plan (DSS-6228) and Agreement (DSS-6229).</p> <p>Vocational educational instruction emphasizing work related skills so that the participant will be adequately prepared and trained for employment opportunities when provided as part of an individual Employability Plan (DSS-6232). Vocational Education also includes vocational reading, writing and speaking.</p>	1 Placement	1 Placement = 1 Unit
936	Automobile Drivers' Training	Includes driver's education when provided as part of an individual Employability Plan.	1 Participant	1 Participant = 1 Unit

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940	Skills Recertification	Services that assist previously trained refugees to obtain skills and licenses necessary to resume practice/operation in the USA, such as for a medical nurse. Also includes preparation for the General Education Diploma (GED) when the diploma is required by an employer for employment or job advancement as well as preparation activities related to obtaining licensure by a state licensing board including a licensing examination.	1 Placement	1 Placement = 1 Unit
945	Day Care/ Child Care	When necessary for participation in an employability service or for the acceptance or retention of employment.	1 Placement	1 Placement = 1 Unit
955	*Information & Referral	Referral to appropriate resources and assisting with arrangements for necessary services.	1 Participant	1 Participant = 1 Unit
957	Social Adjustment <b>(Code Specific to Health Promotion)</b>	Services that provide information; referral to medical resources; assistance in scheduling appointments and obtaining services; counseling to help individuals identify and understand their physical and mental health needs in order to maintain or improve their health; assistance during required treatments and follow-up	1 Hour	1 Hour = 1 Unit
958	Civic and Social Engagement <b>(Code Specific to Youth Mentoring)</b>	Promote positive civic and social engagement to develop social and life skills.	1 Participant	1 Placement = 1 Unit
959	Educational and Vocational Advancement <b>(Code Specific to Youth Mentoring)</b>	Support individual educational and vocational skills development and activities to help youth with career development.	1 Participant	1 Placement = 1 Unit

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960	*Citizenship	<p>Citizenship and naturalization preparation services include preparation of N-400 application; practice to prepare refugees for citizenship interview; assistance to disabled refugees in obtaining disability waivers and/or accommodations; representation during CIS interview; and application assistance for adjustment to legal permanent resident status or other relevant immigration documents.</p> <p>Only providers who are BIA recognized may contract to provide this service by accredited representatives.</p>	1 Placement	1 Placement = 1 Unit
961	* US Civics Instruction (CI) and English Language Civics (ELC) Instruction	<p>Specific instruction to help citizenship applicants acquire sufficient knowledge of U.S. history and government in order to become naturalized.</p> <p>May also include English Language Civics focused on reading, writing and speaking skills necessary to pass the US CIS naturalization examination.</p>	1 Hour	1 Hour = 1 Unit
962	Employment Authorization Assistance	Application assistance for the Employment Authorization Document (EAD) when required as part of an individual Employability Plan.	1 Placement	1 Placement = 1 Unit
965	*Translation & Interpretation	<p>Oral interpretation in conjunction with the refugee's service plan when necessary for essential activities of life, such as medical appointments, mental health counseling, applying for and training associated with public benefits, employment services, child, or adult protective services, or anytime as needed in emergencies or crisis situations.</p> <p>School Impact oral interpretation in conjunction with the refugee child's school attendance or academic performance with child or parent or both when needed.</p>	1 Participant	1 Participant = 1 Unit

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970	On-the-Job Training	On-the-Job training is the placement of an employable adult refugee in subsidized employment for a period not to exceed 6 months, in which the employer has agreed to hire the OJT trainee in permanent unsubsidized employment after the expiration of the subsidized OJT training period.	1 Placement	1 Placement = 1 Unit
980	Parent Focused Assistance	Services designed to involve parents in their children's education and to engage them in school activities. These will include parent conferences/consultations; home/school visits; assistance with school requirements; ESL activities; parent workshops, etc. (Units coded to the adult, not student)	1 Participant	1 Activity = 1 Unit
981	After-School Activities	Activities to support academic performance such as tutoring and mentoring; educational, cultural, and recreational activities; field trips, etc. (Units coded to the student)	1 Hour	1 Hour = 1 Unit
982	In-School Services	Activities provided to bridge school and home; consultations with school personnel regarding student progress and adjustment; advocacy for student concerns; school retention and attendance, orientation to school community, etc. (Units coded to the student)	1 Hour	1 Hour = 1 Unit
983	ASA Immigration-Related Legal Assistance	Provide immigration-related legal assistance, drafting and filing of select immigration related forms, provision of transportation and/or lodging, in support of immigration-related legal assistance, when necessary, and processing and paying for an eligible client's fees for any or all forms. Review ORR PL 22-11 for details and guidance about specific services that may be provided. Eligible populations for ASA immigration-related legal assistance, and the timeframe for those populations' ASA eligibility can be found in in ORR PL 22-10.	1 Participant	1 Participant = 1 Unit

**Time Limits**

Services preceded by an asterisk (\*) may be provided to eligible refugees without time limitations. All other Services are subject to a five-year time limit based on the refugee's date of arrival.

**Contract Responsibilities**

Your agency's RSP contract with the NC DHHS/DSS will delineate the particular services your agency can provide among the possible support services noted in this document. Confirm which services your agency is under contract to provide before entering units of service in RIS.

When entering data into RIS, it is important to determine which funding source applies to the service provided. In addition to units of service, providers must indicate a funding source for each service. For example, when employment services are provided by a staff person who is paid by several funding sources, confirm which funding source is applicable.