



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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July 13, 2023

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: DIRECTORS, MANAGERS, SUPERVISORS, AND SOCIAL WORKERS

SUBJECT: UPDATED INFORMATION ON INDIVIDUAL REPATRIATION

This notice is to provide updated procedural information on **Individual Repatriation**. Within this notice, NC DSS has also updated the federal authorities that provide oversight of the Repatriation Program. The U.S. Department of Health and Human Services (US HHS) has added the Office of Human Services Emergency Preparedness and Response to support the Office of Refugee Resettlement with the Repatriation Program. This updated procedure replaces any prior publications.

Background

Individual Repatriation is the return of a U.S. Citizen from a foreign country. The **U.S. Repatriation Program** exists to provide temporary assistance to citizens and their dependents who become destitute or ill in a foreign country and require assistance to return to, and resettle in, the U.S. The Program is administered by the **Office of Human Services Emergency Preparedness and Response (OHSEPR) and the Office of Refugee Resettlement (ORR) within the Administration for Children and Families at the U.S. Department of Health and Human Services**. Individual repatriation can occur with more than one repatriate and/or family members being Repatriated, up to 500 individuals.

The Program was established in 1935 by Title XI, Section 1113 of the Social Security Act. OHSEPR and ORR partners with the **U.S. Department of State (DOS)**, state governments, and non-governmental organizations to assist with the reception, onward movement, and provision of temporary assistance to Repatriates during the Program's routine activities. Temporary assistance is initially available for up to 90 days from a Repatriate's date of arrival to the United States.

Program Eligibility

When the Repatriates are outside the U.S., the DOS Office of American Citizens Services and Crisis Management determines eligibility for the Program and arranges travel to the U.S. for eligible citizens. Applicants to the Program must prove to DOS that they are U.S. Citizens, destitute, and in need of assistance to return to the U.S.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

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Service Requirements for U.S. Citizens to meet are in accordance with 45 CFR Parts 211 and 212:

- A. Are U.S. citizens or dependents of U.S. Citizens. Dependents include spouse; parents; spouse's parents; grandparents; unmarried minor children including adopted children and stepchildren; unmarried adult children, adopted children or stepchildren who are dependent because of disabilities; and minor siblings of the U.S. Citizen or his/her spouse;
- B. Are brought by DOS from a foreign country to the U.S. because of destitution, illness (including mental illness), war, threat of war, invasion, or a similar crisis; and
- C. Are without available resources immediately accessible to meet their needs.

Once Repatriates are approved to return to the U.S through the Repatriation Program, DOS provides written notification to OHSEPR and ORR regarding a U.S. Citizen(s) in a foreign country who needs to return to the United States and obtain assistance from the Program. OHSEPR and ORR determine eligibility for Repatriation Social Services and Benefits through the **Federal Contracting Agency, International Social Services** before referring Repatriation Cases to the State.

The final destinations of Repatriates are determined by the DOS based on the expressed wishes of the Repatriates, if possible, and available facts such as the proximity of relatives and/or friends.

Repatriation Program Services

Initially, DOS assesses the citizen's situation and, if possible, contacts the citizen's family in the U.S. to see if they can assist. As stated, DOS then coordinates travel arrangements. DOS also arranges any pre-planning such as providing medical clearances (medical doctor's statement regarding mental incompetence or medical needs if applicable) for travel with or without DOS Escorts and returning back into the U.S.

After receiving written notification from DOS about the Repatriation Case, OHSPER and ORR, through **ISS notify Receiving States by email. The Receiving State notifies the Receiving County.**

ISS coordinates with Receiving States to receive Repatriates and the Receiving State notifies the Receiving County through the Receiving State Repatriation Administrator. In North Carolina, the North Carolina Department of Health & Human Services (NCDHHS), Division of Social Services (NC DSS), Office of Repatriation, notifies the County DSS Agencies' Director, Disaster/Emergency Coordinator, Repatriation Lead, and/or Designee. DOS and ISS propose dates of travel arrangements. Upon agreement of finalized travel arrangements between DOS, ISS, and State and/or County, coordination of the arrival of Repatriate and meeting Repatriates at Point of Entry (POE) by State and /or County is discussed.

The Receiving State Repatriation Administrator then works with the Receiving County on details of the POE (airport) and service provisions. The Receiving State Repatriation Administrator provides guidance to the Receiving County on the following:

- Airport Coordination with the Airport Authority and Department of Homeland Security-Customs and Border Protection and Transportation Security Administration.
- Medical Services such as Emergency Services, Ambulatory Transportation Services, Hospitals, Public Health, and Mental Health.
- Transportation Services with Buses, Taxis, Share Rides, and Rail Services.

- Lodging and Housing Services with Motels, Hotels, Rental Properties, Public Housing, and Shelters.
- Social Services, including but not limited to; Public Assistance Programs such as, Food and Nutrition Services (FNS), Work First (TANF), Medicaid, and Employment Training and Assistance Programs.
- Social Work and Case Management Services.
- Other Services and Benefits necessary for the health and well-being of the person; counseling, translation services, assistance with Unaccompanied Minors, Child Welfare, education, etc.

Repatriation Program Reimbursements

The Program reimburses allowable costs related to the provision of Repatriation Services (i.e., staff time, administration, lodging, food, and medical assistance, etc.) that are incurred during the first 90 days after a Repatriate arrives. Services and cash assistance are 100 percent federally funded.

However, assistance provided under this Program is in the form of a loan to the Repatriate, who is required to sign a repayment agreement with the U.S. government and additional documents within the Repatriation Welcome Packet. DOS and ISS initially inform the Repatriate prior to departure of the foreign country of the Repatriation Program obligation. Upon the Repatriate arriving at the POE, the Receiving State and/or County are to inform the Repatriate of the Repatriation Program obligation and to have the Repatriate sign immediately the Repatriation Loan Agreement and additional documents within the Repatriation Welcome Packet. The Receiving State and/or County is to make two copies of the Repatriation Welcome Packet, one to be provided to the Repatriate, and one to be retained for Agency Files. In North Carolina, the Receiving County is to forward the signed copy of the Repatriation Welcome Packet by email to the Receiving State Repatriation Administrator.

The documents that are a part of the Welcome Packet are the following and attached:

- Welcome Letter
- U. S. Repatriation Program Repatriation Repayment and Privacy Agreement- RR-05
- International Social Service Repatriate’s Rights and Obligations
- U.S. Repatriation Program Loan Waiver and Deferral Application- RR03

Receiving County Reporting of Documentation of the Provision of Services, Reimbursement Cost, and Expenditures

The Receiving County is to report documentation of the Provision of Services through the Day Sheet Reporting using the Services Information System (SIS) User’s Manual Codes at the end of the 90 days from a Repatriate’s date of arrival as follows:

SIS500 REPATRIATION SERVICES APPENDIX D

SERVICE	DSS 5027	DSS 4263		DSS-1571		PROGRAM CODE
		SIS CODE	CLIENT ID# REQ'D	PART II	PART IV	
Repatriation Services	389	389	No	Yes	No	50

Service Code Definition

389 - Repatriation Services are those activities, benefits and services provided to American Citizens returning to the United States from foreign nations because of destitution, mental illness, physical illness, or international crisis. Allowable activities include, but are not limited to intake, case management, needs assessment and referral to private and public service providers, counseling, health care, transportation, temporary shelter, and the provision of emergency cash assistance and loans. Funds expended for these services are considered loans to the individual, who will be responsible for reimbursement to the Federal government. Services may be provided for up to 90 days from the date an individual arrives in the United States.

Special Instructions: If the only service provided to a repatriated individual is **389-Repatriation Services**, it is not necessary (but allowable) to complete a SIS Client Entry Form (DSS-5027) to open a service client information record in the Services Information System. If the individual receives additional services, a DSS-5027 must be completed, as appropriate for the specific services provided, and the request for **389-Repatriation Services** should be documented along with the other services requested.

Program Code Description

50 - Repatriation Funds

Federal Repatriation Funds (U.S. HHS ACF OHSEPR and ORR) passed through International Social Services to NC-DHHS DSS for the purpose of providing case management, counseling, health care, transportation, emergency cash assistance/loans, and other needed services to American citizens returning to the United States because of destitution, mental illness, physical illness, or international crisis.

Narrative documentation must be included about Repatriation Services provided to correspond with each Repatriation Day Sheet entry for hours worked on repatriate's case.

The Receiving County is to report Reimbursement Cost and Expenditures on the DSS-1571.

Once the Receiving County Reporting of Documentation of the Provision of Services, Reimbursement Cost, and Expenditures has been received by the Receiving State Repatriation Administrator through email, the information will be compiled into the Receiving State Federal Reporting Form and submitted to U.S. HHS ACF OHSEPR/ORR and ISS for processing and reimbursement. Processing and disbursement of reimbursement funds may take up to 6 to 8 weeks from the date received.

Should a Receiving County have any questions, please contact Carlotta Dixon, NC State Repatriation Administrator at 919-527-6421 or Carlotta.Dixon@dhhs.nc.gov.

In Partnership,  DocuSigned by:
Susan Osborne
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Susan G. Osborne
Deputy Secretary for Opportunity and Well-Being