

I. Refugee Support Services

- a. Refugee Support Services (RSS) (formerly known as Refugee Assistance Program-Social Services (RAP-SS)) – RSS supports refugees and other ORR populations to gain economic independence by helping them find and maintain employment, preferably within a year of being enrolled in the program. Furthermore, this program provides services that address barriers to employment, such as social adjustment, English language acquisition, interpretation and translation, day care for children, and citizenship and naturalization. Lastly, these core services also build community partnerships with organizations and businesses, helping refugees successfully integrate into local communities. The RSS program focuses on holistic service delivery for refugees and their family members enrolled in RSS to achieve economic self-sufficiency and longer-term integration.
- i. Employability Services
 1. DSS-6232 North Carolina State Refugee Office Employability Plan
 2. DSS-6230 North Carolina State Refugee Office Family Self-Sufficiency Plan
 3. DSS-6234 North Carolina State Refugee Office ELT Learner Initial Assessment Form**
 4. DSS-6235 North Carolina State Refugee Office Case Review Form
 5. DSS-6236 North Carolina State Refugee Office Informed Consent for Release of Information Form
 6. DSS-6237 North Carolina State Refugee Office Client Rights Form
 7. DSS-6239A North Carolina State Refugee Office Mutual Responsibility Agreement
 8. DSS-6239B Plan of Action Requirements
 9. Eligibility Documentation
 10. Case Notes
 - ii. Vocational Services Only
 1. DSS-6228: NC Vocational Skills Training and Skills Recertification Plan
 2. DSS-6229: NC Vocational Skills Training And Skills Recertification Agreement Plan of Action Requirements
 3. DSS-6230 North Carolina State Refugee Office Family Self-Sufficiency Plan
 4. DSS-6235 North Carolina State Refugee Office Case Review Form
 5. DSS-6236 North Carolina State Refugee Office Informed Consent for Release of Information Form
 6. DSS-6237 North Carolina State Refugee Office Client Rights Form
 7. Eligibility Documentation
 8. Case Notes
 - iii. ELT Only
 1. DSS-6233 North Carolina State Refugee Office Client (ELT) Service Plan
 2. DSS-6234 North Carolina State Refugee Office ELT Learner Initial Assessment Form**
 3. DSS-6235 North Carolina State Refugee Office Case Review Form
 4. DSS-6236 North Carolina State Refugee Office Informed Consent for Release of Information Form
 5. DSS-6237 North Carolina State Refugee Office Client Rights Form
 6. Eligibility Documentation
 7. Case Notes/ Attendance Records
 - iv. Legal Only
 1. DSS-6250 North Carolina State Refugee Office Legal Service Plan
 2. DSS-6235 North Carolina State Refugee Office Case Review Form
 3. DSS-6236 North Carolina State Refugee Office Informed Consent for Release of Information Form
 4. DSS-6237 North Carolina State Refugee Office Client Rights Form
 5. Eligibility Documentation
 6. Case Notes
 - v. Other RSS Services (excluding Employability or Vocational Services)
 1. DSS-6231 North Carolina State Refugee Office Service Plan

2. DSS-6234 North Carolina State Refugee Office ELT Learner Initial Assessment Form**
3. DSS-6235 North Carolina State Refugee Office Case Review Form
4. DSS-6236 North Carolina State Refugee Office Informed Consent for Release of Information Form
5. DSS-6237 North Carolina State Refugee Office Client Rights Form
6. Eligibility Documentation
7. Case Notes

II. Youth Mentoring

- a. Refugee Youth Mentoring (YM) – The YM Program funds grantees to match eligible youth (aged 15-24) with mentors who will support their successful integration and help them thrive. The YM program addresses the needs of refugee youth and young adults and promote their positive civic and social engagement. The YM program aims to provide the social, educational, and vocational supports needed to ensure all refugee youth and young adults are well-positioned on a path towards self-sufficiency and integration.
 - i. 18+ (without employability or vocational services)
 1. DSS-6231 North Carolina State Refugee Office Service Plan
 2. DSS-6235 North Carolina State Refugee Office Case Review Form
 3. DSS-6236 North Carolina State Refugee Office Informed Consent for Release of Information Form
 4. DSS-6237 North Carolina State Refugee Office Client Rights Form
 5. Eligibility Documentation
 6. Case Notes
 - ii. Under 18 (without employability or vocational services)
 1. DSS-6231 North Carolina State Refugee Office Service Plan
 2. DSS-6235 North Carolina State Refugee Office Case Review Form
 3. DSS-6236 North Carolina State Refugee Office Informed Consent for Release of Information Form
 4. DSS-6237 North Carolina State Refugee Office Client Rights Form
 5. Parental Consent
 6. Eligibility Documentation
 7. Case Notes

III. School Impact

- a. Refugee School Impact (RSI) – The Refugee School Impact (RSI) program may provide services to all ORR-eligible individuals, from birth until the age of 18, focusing on new arrivals and those who have been in the U.S. five years or less. One main goal of Early RSI is to promote access to childcare, to ensure that ORR-eligible children are prepared to succeed in formal schooling, and to holistically serve families of eligible children. In other words, Early RSI is designed to raise the quality of services to children and families across the birth-to-kindergarten continuum. Additionally, the RSI program promotes academic performance and successful integration of ORR-eligible children and youth ages 5 (or the age at which they enter school) until the age of 18 through facilitating education access, and increasing school districts’ capacity to support children, youth, and families.
 - i. Without employability or vocational services
 1. DSS-6231 North Carolina State Refugee Office Service Plan
 2. DSS-6235 North Carolina State Refugee Office Case Review Form
 3. DSS-6236 North Carolina State Refugee Office Informed Consent for Release of Information Form
 4. DSS-6237 North Carolina State Refugee Office Client Rights Form
 5. Parental Consent
 6. Eligibility Documentation
 7. Case Notes

IV. Health Promotion

- a. Refugee Health Promotion (RHP) – The RHP grant program promotes the health and well-being of refugees and other ORR-eligible populations. RHP supports refugee health literacy and access to health and emotional wellness

services. The RHP program addresses low health literacy by educating newcomers on health issues via small groups, individual counseling, and classroom instruction. Specialized case management and emotional wellness services will address overcoming newcomer’s struggles with health barriers and mental health issues. Lastly, the program build capacity within communities to address the mental health needs of refugee populations, including help overcoming stigmas associated with mental health care and creating opportunities for social engagement to reduce isolation.

i. Without employability or vocational services

1. DSS-6231 North Carolina State Refugee Office Service Plan
2. DSS-6235 North Carolina State Refugee Office Case Review Form
3. DSS-6236 North Carolina State Refugee Office Informed Consent for Release of Information Form
4. DSS-6237 North Carolina State Refugee Office Client Rights Form
5. Eligibility Documentation
6. Case Notes

V. Services to Older Refugees

- a. Services to Older Refugees (SOR) – SOR provides services to all ORR-eligible individuals aged 60 or above. States may provide services to eligible individuals within the first 5 years of their arrival or date of eligibility but should prioritize services for those who have been in the United States for 1 year or less. The SOR program’s goals are to increase integration and independent healthy living for older ORR eligible populations. To achieve these goals SOR program helps improve access to mainstream aging services in their community by expanding the capacity and current working relationships with the local agencies on aging. Furthermore, to combat isolations and encourage integration the program focuses in on opportunities for eligible populations to live independently and connect to their communities. Lastly, SOR includes services to support older ORR-eligible populations on the path to citizenship to naturalize.

i. Without employability or vocational services

1. DSS-6231 North Carolina State Refugee Office Service Plan
2. DSS-6235 North Carolina State Refugee Office Case Review Form
3. DSS-6236 North Carolina State Refugee Office Informed Consent for Release of Information Form
4. DSS-6237 North Carolina State Refugee Office Client Rights Form
5. Eligibility Documentation
6. Case Notes

** Only if providing ELT services directly; can be substituted with CASAS or BEST