U.S. REPATRIATION PROGRAM

NEW STATE COORDINATOR

Facilitated By:
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Who is ISS and What do We do?

- International Social Service (ISS) was established in 1924 in Geneva, Switzerland. Our ISS American Branch is based in Baltimore, Maryland*
- We are a Nonprofit, nongovernmental agency, part of an International Social Work Federation operating in 100 Countries around the world*
- We promote resolutions in the best interests of children, adults and families separated by international borders*
- We provide Intercountry social services, research, training, technical assistance and advocacy*

*From ISS-USA website
The Department of Health and Human Services Administration for Children and Families, Office of Refugee Resettlement and ISS-USA signed a cooperative agreement to provide repatriation services.

The new five-year agreement will extend ISS's 15-year working relationship with the U.S. Repatriation Program.

In the last fiscal year, the repatriation program assisted more than 600 repatriates from 80 different countries with travel and other services.
THE ISS-USA REPATRIATION STAFF

Julie Rosicky, Executive Director
Stephney Allen, Director of U.S. Repatriation Program & Internal Operations
Esther Keinkede, Finance Coordinator
Yalem Mulat, Repatriation Program Manager
Patricia Penn, Case Manager

Rachel Bruton, Case Manager
Selwyn Toa, Case Manager
Abigail Ayele, Operations Assistant
Amanda Reed, Repatriation Assistant
Nicole Johnson, Database Coordinator
THE U.S. REPATRIATION PROGRAM:

- The Program was established in 1935 under Section 1113 of the Social Security Act. (42 U.S.C. 1313)
- The program is a repayable loan to the U.S. Government, not an entitlement.
- Temporary assistance is provided for up to 90-days.
- Program budget is capped at $1M. annually.
- During emergencies Congress may increase the cap.
- Repatriates can request extensions and waivers/deferrals.

* From the HHS, ACF website
Agencies working in the Repatriation Program in

SUCCESSFUL PARTNERSHIP

DOS
ORR
ISS-USA
STATE & CBO's
LEGAL AUTHORITIES:

**Statute:** The Program is authorized under the Social Security Act, Section 1313 (42 U.S.C. 1313) Title 42, Chapter 7, Subchapter XI, Part A, Assistance for United States Citizens Returned From Foreign Countries*.  

**Regulation:** Title 45, Chapter II, Part 211 and 212 of the Code of Federal Regulations sets forth the rules which govern reception, provision of temporary services, temporary assistance and related services, and transportation to final destination for U.S. citizens and their dependents returned from foreign countries. It also contains the rules for repayment to the United States and other general rules such as confidentiality and nondiscrimination rights.*

* From the HHS, ACF, ORR website
THE PROGRAM MANAGES TWO MAJOR ACTIVITIES:

A. Emergencies Repatriations
   (Executive Order 12656 (E.O. 12656) as amended)
   A. Group Repatriations: evacuations of 50-500 individuals
   B. Emergency Repatriations: evacuations of 500 or more individuals

A. Non-emergency Repatriations
   A. Mentally ill repatriates (45 CFR 211), Care and treatment of Mentally Ill Nationals of the United States, Returned from Foreign Countries
   B. Others (45 CFR 212), Assistance for United States Citizens Returned From Foreign Countries
“Temporary Assistance means money payments, medical care, temporary billeting, transportation, and other goods and services necessary for the health or welfare of individuals (including guidance, counseling, and other welfare services) furnished to them within the United States upon their arrival in the United States and for such period after their arrival, not exceeding ninety (90) day period.*” As may be provided in Program regulations.

* 42 USC Sec.1313, Title 42, Chapter 7, Subchapter XI, Part A, (C)
WHO IS ELIGIBLE?

- Individuals identified by the Department of State as having returned, or been brought, from a foreign country to the United States because of the destitution of the citizen of the United States or the illness of such citizen or any of his dependents or because of war, threat of war, invasion, or similar crisis, and;
- Are without available resources.*

*42 USC Sec. 1313, Title 42, Chapter 7, Subchapter XI, Part A, B 1
HOW THE REPATRIATION PROGRAM WORKS

1. The US citizen or a dependent of US citizen contact the Embassy overseas.
2. DOS makes the initial determination regarding eligibility.
HOW IS ELIGIBILITY DETERMINED?

- Overseas by DOS
- Within the CONUSA by HHS
  - ISS-USA
  - States
FROM THE ELITE TO THE DESTITUTE; TODAY’S PROFILE OF REPATRIATES

- Financial issues (destitution)
- Medical issues (medical tourism, chronically ill)
- Psychiatric issues (Schizophrenia, bipolar)
- Family Crisis (Internet dating, divorce, breakup)
- Victim of crime (Domestic violence, assault)
- Unaccompanied minors (abuse, neglect, failed adoptions)
- Arrest (criminals serving sentence overseas)
- War, civil unrest, natural disaster
- Other (Deportation)
NON-EMERGENCY REFERRALS

**DOS**
Embassy | Washington DC

**ISS-USA**
Assess the case and sends to ORR

**ORR**
Approves or denies the case

**State or CBO**
Receive the referral | Provide direct services
Prior to arrival

- Conduct an ongoing search for resources available.
- Find a contact in the airport protocol office to expedite access to the gate or tarmac.
- Find a contact in CPS, for cases involving minors
- Find a contact person in APS to assist elderly or disable adults.
- Develop a working relationship with a shelter for placement of single people and families or search for an inexpensive hotel if after hours.
- Find a contact person in the public assistance office to expedite benefits.
- Locate the nearest state hospital and VA hospital to the airport in case of urgent medical need.
- Search for a mental health team to conduct an on-site evaluation in the airport (for a case involving a mentally incompetent repatriates).
Information to give to ISS

- Tentative plans for case
- The name of the case manager for case (and contact phone number for emergencies)
- The name of the person who will meet the repatriate at the airport

Documentation (birth certificate, passport, social security card, picture ID)

- Some documents are requested from the Department of State (DOS), ISS will provide before arrival if possible or the repatriate, (parent or relative) or escort may bring and hand deliver upon return to the USA.
Don’t forget:

- Airline information – ISS will provide airline name and travel itinerary if available.
- Confirm arrival date and time (corroborate the airline information).
- Interpreter – In some cases you need to plan for an interpreter if needed;
REQUIRED CORE SERVICES:

1. Meet and greet at the Airport
   a) Inform the repatriate about the program, especially that it is a loan.
   b) Provide a copy of the welcome package for the repatriate.
U.S. REPATRIATION PROCESS (ARRIVAL)

Meet and greet at POE or Final destination

CM submits arrival plan & emergency contact info to ISS

CM sends arrival update to ISS

Assigned local Case Manager (CM) provides information & referrals

CM obtains signature in required documents & sends signed forms to ISS by email or fax

CM conducts Needs assessment

Loan cash assistance: Equivalent of the TANF rate

CM provides Transportation to Final destination

Housing (Shelter)

Hospital (CM ensures third party billing)

Assisted living Facility

CM Expedites Access to Social and Health services

Vital records, DMV (ID, Birth certificate, license)

Public Assistance Office: entitlement program

Social Security Administration

Medical and Mental Health services

Employment Center: Job Training/placement

CM management follow-up for up to 90 days

Submit timely updates on the applied benefits and placement

Extensions and waivers requests

Submit complete reimbursement request for services rendered
CORE SERVICES  MEET AND GREET:

2. Obtain signature on appropriate documents (e.g. Privacy and Repayment agreement form/ Refusal of Temporary Assistance Form).
PRIVACY AND REPAYMENT AGREEMENT FORM

U.S. REPATRIATION PROGRAM
PRIVACY AND REPAYMENT AGREEMENT FORM

[Formal text and check boxes for completion]

Note: Furnishing the information on this form, including but not limited to the social security number, is voluntary. However, if you fail to provide the requested information, you may be found ineligible for repayment assistance.

PRIVACY ACT STATEMENT

I, [print repatriate's name], hereby authorize the Department of Health and Human Services (HHS), U.S. Repatriation Program (Program), to collect and have access to my protected health information (PHI) and to disclose my PHI to other Federal, State or private organizations, if necessary to enable the HHS to carry out its responsibilities under 42 U.S.C. 1313 and 24 U.S.C. Sections 321 through 329, or to enable another Federal agency to carry out any functions related to my return from a foreign country and entry into the United States, or as otherwise expressly authorized by appropriate HHS start.

ACCEPTANCE OF REPATRIATION SERVICES AND REPAYMENT AGREEMENT

I understand that all financial, medical, transportation and other temporary assistance provided to me through the Program must be repaid, unless a waiver is granted by an authorized HHS officer. I understand that I will be billed by the HHS directly or through its designee for the cost of the aid, and I agree to repay any amount in full. Repayment in full or first installment payment is due 30 days after billing. If I pay by installment, or am delinquent in repayment, interest at the current rate fixed by the U.S. Secretary of Treasury for private consumer loans will accrue on the unpaid portion. Until I repay in full the aid received, I agree to report all changes in my address to HHS at 330 C Street S.W., Washington D.C. 20201, or 202-401-9246. Attention: US. Repatriation Program.

[Fields for personal information]

Repatriate's Name (print): [Last Name, First Name]

Address: [Street], [City], [State], [Zip Code]

Repatriate Social Security Number: [Printed Number]

Phone Number:

I understand and agree to all terms and conditions of the Privacy Act Statement and the Repayment Agreement, and certify that the information provided above is correct. All payments must be made to the HHS/PRC: U.S. Repatriation Program, Adoption Repatriation Collections Office, 12201 Arundel Avenue, Suite 100, Rockville, MD 20857. Tel. (301) 433-9250.

Signature: [Sign Here]

Date: [Print Date]

The Paperwork Reduction Act of 1995 Pub. L. No. 104-13 makes it clear that the information provided in this document is voluntary and that it will be used to meet the needs of the department that requires it. The information will be used to determine eligibility for benefits, and the collection of information is limited to a period of time specified by law. Such information will be kept confidential and will not be disclosed without your consent.

[Form ID: RR-05]
Who should sign the repayment form? (RR-05)

- Any repatriate who is capable of making decisions.
- Family member of unaccompanied minors.
- Guardian of minors or incompetent repatriates.
- Mentally ill repatriates that are cleared by mental health team or hospital for outpatient treatment.
Minors and mentally incompetent repatriates (evaluated by mental health provider upon arrival) are not required to sign the agreement.

Other considerations:

When the transfer of custody from the escort to the authorized parent or relative is achieved upon arrival and if the parent or relative is not requesting on going services (loan and case management for up to 90 days), International Social Service (ISS-USA) is required to close the case upon arrival or after placement confirmation.
Refusal of Temporary Assistance (Form RR-06)

- If the repatriate sign a refusal of temporary assistance form, upon arrival at POE or final destination, the assigned worker with the assistance of a qualified mental health provider (if applicable), should once again determine whether the repatriate is mentally competent to make decisions. A determination should be made by a qualified mental health provider following appropriate local procedures regarding the need for care.
- No services can be provided beyond this point. If services are provided they are not reimbursable.
- The Repatriate should be provided with the phone number of the local social service public assistance offices and or local emergency providers.
- If the repatriate change their mind and they need assistance, they can reapply to the program at any time during the eligibility period. In addition, if the repatriate reapply for services, a need assessment must be conducted by the local provider; that evaluation must be forwarded to ISS-USA for HHS/ORR final determination.
- If the repatriate refuse to sign any document, please note your attempt on the repayment agreement, writing “Client Refused To Sign”, the local case manger should sign and date the document.

The program is voluntary and they can refuse services**
3. Transportation from the airport to the final destination.

- Car seat – if a minor is involved please plan and provide car seat for the vehicle.
- Wheel chair may be necessary in some cases
- Ambulance if necessary (ISS can arrange for this if you provide the possible options, ambulance company name and price).
- Bus pass, taxi services
- Final destination of the repatriate, parent or relative’s address at Street name.
4. **Assistance finding a shelter or permanent housing**

- For unaccompanied minors, CPS will determine with a home study/safety check if the parent or relative’s home is safe for placement.
- If shelter is available is the first choice.
- If the client is arriving after hours, weekends or the shelters are full ISS can arrange for an inexpensive hotel. (Provided the possible options, hotel name and price)
- Assist the client in locating permanent housing.
5. Arrange for CPS referral to:
- Request a child abuse/background check
- Request a brief home study/safety check on the parent, relative
- Arrange for foster care for the unaccompanied minor or any temporary placement

6. Assistance for medical care/psychiatric care if needed.
- Arrange for a mental health team to conduct an evaluation if necessary at the airport or at the nearest state hospital.
- Locate and notify the nearest state hospital, facility about the case, and arrange for third party billing rate with hospital. ISS will provide a letter.
7. Assist in the application for public assistance, especially Medicaid and food stamps.

- Must schedule a visit to the public assistance office (within a couple of days of repatriate’s arrival) for the repatriate to apply for all the benefits he/she/they may qualify for. Expedite benefits if possible.

8. Issue resettlement money at the rate allowed by the TANF rate (equivalent) for State (given to family size per household), if not eligible for or doesn’t qualify for other benefits.

- The repatriate, parent / relative or guardian must sign the Repatriate loan agreement to receive the loan money (equivalent of the TANF rate, same amount for up to 3 months).
- If other money (entitlements) are available and he/she qualifies for it, it is recommended that he/she gets that first because he/she will not need to repay it.
9. Monitor the case at different intervals to ensure eligibility.

- Timely notify ISS of any development on the case (change of address and benefits).
- Any assistance over $1,500 is a high cost case; ISS-USA needs ORR approval before proceeding with the plan.
10. Maintain repatriates’ file in order and secured location

- Please keep the records for three years from the date of submission of the final expenditure report... ask ISS for exceptions.
- Please send to ISS any paper files or electronic records kept (older than 3 years) on any repatriates that you served during the last years. ISS-USA will cover shipping costs for these case files to be submitted to:
  U.S. Repatriation Program
  22 Light Street, Suite 200
  Baltimore, MD 21202
11. Submit request for extension or waiver recommendation as soon as possible.

- If an extension is needed, send your request on behalf of the repatriate to ISS as soon as possible, please select the best reason why the repatriates’ age, lack of vocational preparation and/or existing mental health and/or medical problems are impeding his/her ability to attain self-care or self-support. Enclose all supporting documents to your claim. Complete the Temporary Assistance and Extension Request Form RR-07.
- If a waiver is needed, send a request in writing.
- ISS will seek ORR approval and will inform you about the final response.
WAIVERS AND DEFERRALS

- A formal request in writing must be submitted to ISS requesting a waiver. (Client or local case worker)
- Demographic and identifiable information must be provided along with completion of the Loan Waiver and Deferral Form (Form RR-03).
- The requests are evaluated based on financial need; Mandated by federal regulations
  - Public Law Title 45
  - Sec 211 and 212

Insufficient income available to repay debts.

HHS reviews, grants, defers, suggest payment plans, and denies all waiver requests.
12. Close the case on or before 90 days.

- Submit information to ISS with a closing summary of benefits and current address.
- Complete the survey monkey after case closing.

Cases will close before the 90 days when:

- The child enters foster care upon arrival to the U.S.
- The repatriate has resources immediately accessible to meet his or her ordinary needs. i.e. benefits, housing and appropriate care.
- HHS/ACF/ORR discovers that the repatriate has access to other sources of income.
- The Repatriate dies upon arrival to the U.S.
- The repatriate who was destitute or without available resources in the foreign country, upon arrival, is able to regain access to financial resources. (Example the Repatriate is receiving SSI and/ or staying in a VA Hospital)
13. Submit monthly financial requests to ISS-USA.

- Compile supportive documentations to submit to ISS-USA for reimbursement:
  - Original receipts, copies of checks, acknowledgement of support received cover letter
  - Case notes (if you are requesting administrative cost for your time spent in the coordination of services)
  - Privacy and Repayment Agreement Form (Form RR-05)
  - Non-Emergency Monthly Financial Statement Form (Form RR-04)
Resources Available

- ISS-USA’s List Serve, please add your name to our mailing list on the website if you haven’t already.
- ISS Website: www.iss-usa.org
- HHS ACF Website: http://www.acf.hhs.gov/programs/orr/programs/repatriation.htm
- ISS-USA Staff
- 24 Hour Emergency Repatriation assistance by cell phone: 410-591-4998
FOR MORE INFORMATION:

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“Bringing resolution across borders
Trayendo resoluciones entre fronteras”
Thank you!
Muchas Gracias!

With your help we are making a huge difference in the life of our repatriates.