U.S. REPATRIATION PROGRAM TRAINING
Unaccompanied Minors

Bringing U.S. Citizen’s Back Home.
The U.S. Repatriation Program Overview, Legal authorities and Goals
Webinar agenda:

- Welcome Remarks (Housekeeping)
- Legal authorities & Regulations
- Temporary assistance
- The state’s responsibility
- Core services
- Q & A Session
- Closing Remarks
TODAY YOU WILL:

1. Learn about legal authorities and regulations
2. Learn how to implement services for unaccompanied minor cases
THE ISS-USA REPATRIATION TEAM

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The program is a repayable loan to the U.S. Government, not an entitlement.

Temporary assistance provided for up to 90-days.

Repatriates can request extensions and waivers/deferrals.

Program budget is capped at $1M. annually

During emergencies Congress may increase the cap.

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

SUCCESSFUL PARTNERSHIP
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 website
THE REPATRIATION PROGRAM ACTIVITIES ARE BASED ON THE FOLLOWING REGULATIONS:

**General:** 42 USC Sec.1313, Title 42, Chapter 7, Subchapter XI, Part A, Assistance for United States Citizens Returned From Foreign Countries

**Individual Activity,** 45 CFR 212, Assistance for United States Citizens Returned from Foreign Countries

Public Law 86-571, 24 USC Sec 321-329, Title 24, Chapter 9 – Hospitalization of Mentally Ill Nationals Returned from Foreign Countries.
ROLE OF THE DEPARTMENT OF HEALTH AND HUMAN SERVICES:

- HHS is the lead Federal agency within the U.S. for all Repatriation Activities*.
- Management, coordination and execution of Program regulations, provision of temporary services to eligible repatriates upon their arrival to the Continental United States (CONUSA) from overseas during both emergencies and non-emergency evacuations*.
- This responsibility was delegated by the HHS Secretary to the Administration for Children and Families (ACF) and later re-delegated to U.S. Office of Refugee Resettlement (ORR) within ACF.*
U.S. CITIZENS HAVE THE CONSTITUTIONAL RIGHT TO RELOCATE TO ANY DESTINATION OF THEIR CHOICE

50 states and US territories
WHAT IS TEMPORARY ASSISTANCE?
“Temporary Assistance is defined as cash payment, medical care (including guidance, counseling, and other welfare services), furnished to them within the U.S. upon their arrival to the U.S. and for such period after their arrival, not exceeding 90 days as may be provided in Program regulations.*

* 42 USC Sec.1313, Title 42, Chapter 7, Subchapter XI, Part A, (C)
AN UNACCOMPANIED MINOR IS DEFINED AS:

- All children under the age of 18, not in the care of their parent or another adult legally designated to care for them
- A child abandoned when his/her parent dies while traveling aboard
- A child whose parent is arrested, incapacitated, or otherwise unable or unwilling to provide care for a child

*42 USC Sec. 1313, Title 42, Chapter 7, Subchapter XI, Part A, 1
HOW IS ELIGIBILITY DETERMINED?

- Overseas by DOS
- Within the CONUSA by HHS
  - ISS-USA
  - States
TODAY’S PROFILE OF REPATRIATES:

- Financial issues (destitution)
- Medical issues (Medical tourism, chronically ill)
- Psychiatric issues (Schizophrenia, bipolar)
- Family Crisis (Internet dating, divorce, break-up)
- Victim of crime (Domestic violence, assault)
- Arrest (criminals serving sentence overseas)
- War, civil unrest, natural disaster
- Unaccompanied minors
- Other (Deportation)
The Repatriation program helps the most vulnerable American Citizens who have no where else to turn... A large percentage of returning Americans in this program are children!!!
WHY THIS REPATRIATE WAS REFERRED TO OUR STATE?

- Minor was born in the state
- Minor has relatives in the state
- Parent’s of the minor are resident’s of that state
- Repatriate used to live in your state (last residency)
- No logical reason at all
NON-EMERGENCY REFERRALS:

- **ISS-USA**: Assess the case and sends to ORR.
- **ORR**: Approves or denies the case.
- **DOS**: Receive the referral and provide direct services.

**Flowchart**:

1. **DOS**
   - Embassy → Washington DC

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

3. **ORR**
   - Approves or denies the case

4. **State or CBO**
   - Receive the referral → Provide direct services
UNCLASSIFIED

MRN:

Jerusalem

Date/Time:

Jan, 2012

From:

AMOS/OSI/JERUSALEM

Assay:

CERTIFICATE OF MENTAL INCAPACITY

TAGS:

CFI, AFPS, CPAS

Caption:

SENSITIVE

Pan Line:

CA/OSI/OSI/AESA

ACMP, Tel/201111112640310, ACMP

Subject:

FILMED: REPATRIATION OF Jane Smith

1. Name/POB: Jane Smith, 1 March 1980, Texas
2. PFS: NO. 757366500
3. Source of Funds: Contacted
4. Prior Post Actions: N/A
5. Privacy Act Waiver: Subject was unable to sign a PAW due mental incompetence. See Certificate of Mental Incapacity.
6. Total Arrears Required:
7. Desire to Return to USA: Yes
8. EHS Assistance DR/ORR assistance is requested in meeting Mr. Smith at JFK Airport in New York. The psychiatric hospital that is currently treating her is willing to send a psychiatric escort to the POE in New York. She will need an escort from New York to final destination. She will not be hospitalized upon arrival in Miami and has no health insurance
9. Date Last Departed USA: December 2011
10. Last Residence in USA: Unknown
11. Final Destination: Austin, Texas
12. Federal Benifits/SNS: 600-26-0000
13. Reason for Detention: Subject had a psychotic episode and was involuntarily committed to a psychiatric hospital by Israeli authorities. The order is good until July 2012.
15. Present Location: Hospital, Jerusalem
16. Attending Physician: Dr. Halla
17. Date Able to Travel: January 6, 2012
18. Hospitalization Required: Possibly, will need diagnosed in Texas.
19. Medical Records: Medical records will be provided.
20. Medical Escort: Subject will be accompanied by a medical escort.
21. Escort to Final Destination: No, only to New York. Will need escort to Texas.
22. Special Requirements: Not yet known.
23. Remarks: According to Dr. Halla at the hospital, Ms. Amor arrived in Texas on 1 December 2011. She was admitted to the Psychiatric Women Ward on 3 December 2011. She is in an acute psychic state, violent and suicidal. This is most probably because she was on drugs and alcohol. Jane suffers from depression and agitation. She can have memory attack on a plane. Jane refused to take her medicine in the past.
24. Halla and that Jane can only travel to the U.S. with a medical escort.

Privacy/PII
This email is UNCLASSIFIED
SCOPE OF SERVICES (CONSULATE-DOS):

- Collect information on the minor (age, circumstances for repatriation, current housing situation, custodial rights of parents, identify relatives)
- Act as legal authority authorized to act on behalf of US Citizen Minors
- Find out if there is any documentation indicating any special needs (medical, educational, psychological, behavioral) and provide applicable doctor or school reports
- Assess and recommend on need for psychological evaluation or counseling
- Provide legal documentation and list of contacts for future depositions if required by CPS in state of repatriation
- Attempt to find parent or legal guardian
- Determine most appropriate city for child’s repatriation
- Secure escort, including person to help with any transfer at POE and assist with on-going flights, etc.
- If needed for coordination, utilize conference call with ISS, child, social service provider and legal representative from CPS in state of repatriation, and ISS case manager
- Maintain name, organization, contact information, for any host country social or civic service providers who have dealt with child.
- If the Freedom of Information Act (FOIA) permits share with parents of other relevant adults’ documentation of all contacts
SCOPE OF SERVICES (ISS-USA):

- Consult with DOS to help determine appropriate management of case and appropriate destination for the child
- Make referral to state repatriation coordinator or to CPS
- Procure copies of all documentation needed for child and service agencies and deliver to state repatriate coordinator agency representative
- Procure copies of travel itinerary and flight changes, and insure that DOS has escort or personal to assist at each point of transit and at arrival and processing by Customs
- Maintain contact information from Post, and Social Service providers and share among the groups to monitor child’s travel and arrival
- Work with the Repatriation Coordinator or CPS to arrange for child protection and foster care

ESCORT

- Insure that records requested are hand delivered
- Be English-speaking
- Be prepared to talk with social service providers
LOCAL PROVIDERS/ REPATRIATION COORDINATOR/ SOCIAL SERVICE PROVIDERS:

- Will be in a state where there is a responsible relative to take care of child; or will be the state of last residence.
- Obtain all travel information and contact numbers and arrange to meet child at POE and provide clothing or immediate supplies.
- Plan for child’s temporary placement in foster home or shelter prior to arrival.
- Work through ISS to insure all needed documentation, depositions, medical or school records, etc. are procured from Post prior to child’s repatriation.
- Keep all information concerning placement of child confidential and if siblings are involved, will attempt to keep children together in placement.
- Alert local child protective services that child is coming and inform them of any needs child may have.
- Procure translation services if child does not speak English,
- Assess situation and then alert Child Protection Services and have plan in place for hearing to grant custody over the child, and establish foster placement, if the parent was previously abusive/neglectful or if parents are responsible for child’s current unaccompanied minor status.
- Arrange for and accompany child to magistrate hearing, as set up and executed within three days (state-specific); and monitor follow-up arrangements for jurisdiction hearing at 30 days.
- Continue to seek appropriate placement for child with relative, but maintain assessment for any such placement from local child protection services.
- Be advocates for child to explain child’s right to be resettled in their state of last residence or in a state where they have family or other ties.
- Follow-up and report to ISS of placement and situation with child and contact ISS-USA for any clarification.
RECEPTION AT PORT OF ENTRY:

- The service providers can gain access to the security area at the airport in order to meet an unaccompanied minor, when provided with a letter from the DOS or their own state agency indicating their purpose and the need to proceed in that manner.

- When arranging travel itineraries for any case involving an unaccompanied minor, ESPECIALLY IN THOSE CASES WHERE A PARENT WHO HAS ABANDONED THE CHILD MAY COME FORWARD AND OPPOSE THE REPATRIATION, please make sure that DOS/OCS includes with the information sent to you a letter as follows:
  
  - The letter should include this information:
    1. It should be on official State Department stationary and signed by the OCS /DOS or consular officer.
    2. It should be addressed to HOMELAND SECURITY at the airport which is the POE.
    3. It should explain that said minor (NAME AND PASSPORT NUMBER) is being repatriated.
    4. It should authorize the Repatriation Coordinator or social service provider to meet the unaccompanied minor at the gate and assist him/her through customs; and/or request the services of an authorized airport Homeland Security to assist the child and/or the social service provider in meeting the child, and accompanying the child through customs, until the child is in the custody of Child Protective Services.

- Remember to request this letter from DOS. The letter should be sent to the STATE REPATRIATION COORDINATOR along with the itinerary for the unaccompanied minor.
Case management hours

Administration and case management costs are reimbursable to the local provider by HHS/ORR.

1. Local provider personnel costs claimed to the Repatriation Program must be directly attributable to a specific repatriation case.
2. Keep honest track of your time during case planning, follow up, and closing. Notes are carefully reviewed to ensure that claimed time is reasonable.
3. Time spent on the program must be properly recorded, along with a detailed description of the activities performed.
<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Time From to</th>
<th>Total /Minutes</th>
<th>Mileage</th>
<th>$0.55/mile</th>
<th>Total $</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/10/2018</td>
<td>Phone and email communication with ISS, processed referral received.</td>
<td>10:30 to 10:45am</td>
<td>15 min</td>
<td>N/A</td>
<td>$0.55/mile</td>
<td>$ 8.5</td>
</tr>
<tr>
<td>3/10/2018</td>
<td>Phone call to hospital to arrange services for Repat, SW set up admission at the emergency dept.</td>
<td>11:20 to 11:35 am</td>
<td>15 min</td>
<td>N/A</td>
<td>$0.55/mile</td>
<td>$ 8.5</td>
</tr>
<tr>
<td>3/10/2018</td>
<td>Discussed plan for pick up at airport with ISS case manager</td>
<td>10:15 to 10:30 am</td>
<td>15 min</td>
<td>N/A</td>
<td>$0.55/mile</td>
<td>$ 8.5</td>
</tr>
<tr>
<td>3/10/2018</td>
<td>Phone call to ambulance to arrange for transport to airport to hospital</td>
<td>2:40 to 2:55 pm</td>
<td>15 min</td>
<td>N/A</td>
<td>$0.55/mile</td>
<td>$ 8.5</td>
</tr>
<tr>
<td>3/10/2018</td>
<td>Transportation to the airport to meet and greet</td>
<td>N/A</td>
<td>46 miles</td>
<td>$0.55/mile</td>
<td>$ 25.3</td>
<td></td>
</tr>
<tr>
<td>3/10/2018</td>
<td>Meet and greet at the airport</td>
<td>1:15 to 2:45 pm</td>
<td>1 Hour &amp; 30 min</td>
<td>N/A</td>
<td>$0.55/mile</td>
<td>$ 51</td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td></td>
<td>2hrs 30 min</td>
<td></td>
<td></td>
<td>$ 110.3</td>
</tr>
</tbody>
</table>

Sample time log

Repatriate name: John Doe
Case worker: Janet Miller
Case number: 56079
Hourly rate: $34
How to document case management hours and rates:

- Find out the hourly rate for your state/county
- Keep track of your time in a database or a time log
- Print your agency case notes (if allowed)
- Take good notes of your interactions with the repatriate. For example: summarize phone conversations, visits etc.
  - Print emails sent and received
  - Keep record in proper locations

Note: If insufficient information is received, HHS/ORR may request additional documents to support your request.
## Administrative cost: Case Management

<table>
<thead>
<tr>
<th>Position</th>
<th>Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor</td>
<td>$34.00</td>
</tr>
<tr>
<td>Case Manager</td>
<td>$20.00</td>
</tr>
</tbody>
</table>
Brief but detailed case summary:

ISS Case # 2000  Date: 2/12/18
From: 7:05 am to 9:20am  Total: 2 hours and 15 minutes

On the event date CW (name) picked up Repat at JFK airport. Repat arrived at 7:45am from X country. Upon arrival Repat right hand was wrapped in a bandage and it was black & blue. Mrs. S stated that she injured her hand on the conveyer belt in customs. She signed the repayment agreement.

CW escorted Repat to (Name) Hospital at address and phone: (718) 600-3000.

While at hospital the hospital social worker contacted the daughter, to get information regarding the Repat mental and physical health. The daughter stated that the Repat has been admitted in the past to a mental hospital, and she provided the doctor’s name and phone #. The Repat was given an x-ray and a psychological evaluation and was admitted into the hospital, where she currently remains. The social worker will send her entitlement applications by next week.
Repatriation Program Assistance Provided

- Administrative Costs: 66.0%
- Temporary Billeting Shelter: 17.0%
- Cash Assistance: 14.0%
- Transportation: 0.5%
- Other (Maintenance Other): 0.5%
- Medical Costs (Ambulance): 0.1%
- Food: 1.9%
PLEASE REMEMBER

- Any assistance over $1500 is a high cost case
- ORR must approve the request prior to proceeding with the plan.
- Submit request for extension or waiver recommendation as soon as possible.
CASES ARE CLOSED BEFORE 90 DAYS TYPICALLY WHEN:

- The repatriate immediate needs are met, they have access to benefits, housing and appropriate care.
- HHS/ACF/ORR discovers that the repatriate has access to other sources of income.
- The repatriate who was destitute or without available resources overseas and upon arrival, is able to regain access to financial resources. (Example the Repatriate is receiving SSI, lost bank card and/ or is a Veteran with benefits)
- The Repatriate dies upon arrival to the U.S.
EXTENSIONS

- Certain temporary assistance may be furnished beyond the 90 day eligibility period if prior authorization is approved by ORR.
- Temporary assistance may be extended if the eligible repatriate is handicapped in attaining self-support or self-care for reasons such as age, disability, or lack of vocational preparation;
- Extension requests for temporary assistance must be submitted to ORR or its grantee before the 90-eligibility day expires. (Form RR-07)
- Services can be extended for up to 9 months.
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.
REIMBURSEMENT PROCESS:

1. Requests from States and CBO’s arrives at ISS
2. ISS reviews, compiles & request supporting and or missing documentation
3. HHS reviews, approves, denies, or holds request
4. With ORR Approval = ISS cuts the check

3. ISS submits to HHS For review and determination
REIMBURSEMENT

- Reimbursement Payment Requests
- Documents required Monthly
- Cover letter
- Signed Privacy and Repayment Agreement Form
- Form RR-04
- Support documentation
- Original receipts, copies of checks, acknowledgement of support received etc.
- Detailed case notes
RESOURCES AVAILABLE:

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

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www.iss-usa.org

“Bringing resolution across borders
Trayendo resoluciones entre fronteras”
Thank you!
With your help we are making a huge difference in the life of our repatriates.