Each local resettlement office has a specific way of delegating tasks to co-sponsors. For example, one location might have a policy stating that only staff members are to assist with Social Security appointments, while another location might rely on co-sponsor support to complete this task. The core service task guides below will be a starting point for you to understand how you might navigate the different core service tasks assigned to your co-sponsorship group by the local office.
Core Service Task Guides

Arrange Safe and Sanitary Housing
Safe, secure, and affordable housing plays a critical role in determining the overall health and well-being for newcomers, as well as being a fundamental human right. Appropriate housing provides a base from which newly arrived newcomers can seek employment, education opportunities, and make connections with the wider community. Many resettled newcomers will have spent a prolonged period in a country of asylum where housing may have been substandard. In securing safe, secure, and affordable housing, we establish a “sense of place” in a new society, a critical part of the integration process.

Instructions/Considerations:

- Consider developing partnerships with housing providers, associations, charitable organizations, etc. to identify available housing. Members of your group may be (or know) landlords who can assist.

- Be mindful of moving dates to ensure the home is secure and furnished prior to arrival.

- Use the CWS Home Evaluation and Safety Checklist to ensure housing meets all federal standards in being “safe, secure, and affordable”

- All areas and components of the housing (interior and exterior) should be free of visible health and safety hazards and in good repair, including no visible bare wiring, no peeling or flaking interior paint for dwellings built before 1978, no visible mold, and no detectable dangerous or unsanitary odors.

- Housing should include identified and accessible emergency escape route(s); fire extinguishers in accessible locations where required; working locks on all windows and outside doors; appropriate number of working smoke detectors; windows in working order; adequate heat, ventilation, lighting, and hot and cold running water in working order; and electrical fixtures in good repair.

- Housing should provide a minimum habitable area for each occupant, including a number of bedrooms or sleeping areas.

- Each residence shall be equipped with stove, oven, refrigerator, sink, flush toilet, and shower or bath in good repair.

- Each residence shall have easily accessible storage or disposal facility for garbage.

- Each residence shall be free of rodent and insect infestation.

- In cases of newcomers with disabilities, housing should be free of, or permit the removal of, architectural barriers and otherwise accommodate known disabilities, to the extent required by law.

- To the extent possible, the family should be able to assume payment of rent at the end of the R&P period, based upon projected family income from all sources. The family should be left with sufficient resources for other essential expenses (food, transportation, utilities, etc.) after rent payments are made.

Additional Considerations:
In cases where permanent housing may not be available prior to the family’s arrival. Options of temporary housing may include a local community member who can provide a room in their home, an available Airbnb, or a hotel room. A Home Evaluation and Safety Checklist, plus Home Supply list, are recommended for temporary housing.
Set Up Housing
The care and attention that you take through your service of participating in a home setup is the first step towards making the apartment/house into a comfortable and safe landing place for the newly arrived individual or family. Please consider these points of guidance as you prepare for and take part in a home setup.

Instructions/Considerations:

- Furniture and household items do not need to be new, but must be clean, in good condition, and functional.
- Please refer to the Home Supply List for an inventory of items to be placed into the family’s home.
- **Furniture:**
  - Beds (including frame, mattress, and box spring as needed) appropriate for age and gender composition of family; one set of sheets for each bed; blanket or blankets for each bed as seasonally appropriate; and one pillow and pillowcase for each person. Only married couples or young children of the same gender may be expected to share beds.
  - A set of drawers, shelves, or other unit appropriate for storage of clothing in addition to a closet in each bedroom, unless each bedroom closet has adequate shelving to accommodate clothing.
  - One kitchen table per family and one kitchen chair per person.
  - One couch, or equivalent seating, per family, in addition to kitchen chairs.
  - One lamp per room, unless installed lighting is present and adequate, and light bulbs.
  - One place setting of tableware (fork, knife, and spoon) and one place setting of dishes (plate, bowl, and cup or glass) per person.
  - One place setting of tableware (fork, knife, and spoon) and one place setting of dishes (plate, bowl, and cup or glass) per person.
- **Toiletries:** Toilet paper, shampoo, soap, one toothbrush per person, toothpaste, and other personal hygiene items as appropriate. These items should be new.
- **Cleaning:** Dish soap, bathroom/kitchen cleanser, sponges, or cleaning rags and/or paper towels, laundry detergent, two waste baskets, mop or broom, and trash bags.
- **Food Preparation:** At least one saucepan; one frying pan; one baking dish; mixing/serving bowls; one set of kitchen utensils (such as spatula, wooden spoon, knife, serving utensils, etc.); one can opener per family; and additional items appropriate to family size and composition.
Culturally Appropriate Ready-To-Eat Meal
When a newcomer individual or family arrives to their new home, it is often after many hours of traveling. Having a hot meal ready for them to eat makes it easier to settle in on their first day/night. Additionally, providing a meal that is from (or close to) a newcomer’s homeland is both comforting for the newcomer and a show of respect for their culture and heritage.

Instructions/Considerations:
- Aim to supply at least 1 week’s worth of food to the family including dairy, meats (halal if applicable), fruits, vegetables, beans, breads, snacks or crackers, core spices, teas and coffee.
- Reference CWS Grocery List resource to gain understanding of core cultural items listed by nationality group.
- Partner with your local resettlement office to either drop off food supplies to a staff member OR to setup the kitchen and fridge with the items.

Additional Considerations:
Consider cultural differences that might impact a preference in food type. For example, if loose leaf tea is the preference, ensure that there is a tea strainer in the kitchen. If halal food is the cultural preference, make sure to identify stores that stock halal meat. Consider the ages and number of people you are shopping for. Consider placing a welcome card in the family’s kitchen/dining area.

Sufficient Food Supplies
Before refugees arrive to their new community, it is important to stock their homes with food and food supplies. Groups may assist with the culturally appropriate ready-to-eat meal in addition to stocking the fridge and cupboard with food necessities for the family beyond the day of their arrival. These food supplies should be provided for the family before they make their first grocery trip. (Additional food may need to be supplied on an ongoing basis until a newcomer’s SNAP benefits are active).

Instructions/Considerations:
- Aim to supply at least 1 week’s worth of food to the family including dairy, meats (halal if applicable), fruits, vegetables, beans, breads, snacks or crackers, core spices, teas and coffee.
- Reference CWS Grocery List resource to gain understanding of core cultural items listed by nationality group.
- Partner with your local resettlement office to either drop off food supplies to a staff member OR to setup the kitchen and fridge with the items.

Additional Considerations:
Consider cultural differences that might impact a preference in food type. For example, if loose leaf tea is the preference, ensure that there is a tea strainer in the kitchen. If halal food is the cultural preference, make sure to identify stores that stock halal meat. Consider the ages and number of people you are shopping for. Consider placing a welcome card in the family’s kitchen/dining area.
Seasonally Appropriate Clothing

Seasonally appropriate clothing (including footwear) for work, school, and everyday use must be provided for all members of a newcomer family, particularly if they are coming from a climate different from that of their new home. Groups should anticipate clothing needs as best they can before arrival to ensure key items (like winter coats, hats, etc.) can be provided right away. The bulk of the clothing can be provided after arrival when better sizing information is available, but all clothes should be provided within the first 30 days. Clothing does not need to be new, but must be clean, in good condition, and functional.

Instructions/Considerations:

- Prior to arrival, try to get as much information about the family/individual as you can in order to start getting seasonally appropriate clothing. For example, will you need to bring winter coats for airport pickup?
- After arrival, discuss with the family what items they need. Some families may have brought clothing items, while others will have brought nothing but the clothes on their back. Consider taking them to a clothing store with several options so that they can choose what they are interested in. Newcomers may need help narrowing down choices if they are not used to having so many options at once.
- Children may need specific clothing for school. Make sure to check with their school to confirm school dress code and if a uniform is necessary. If applicable, ask the school about assistance programs for purchasing a uniform.
- As the adults begin working, it is important to make sure they have the necessary clothing for work. Groups can assist newcomers to find out the climate of the workplace and if any safety items are needed (e.g. steel-toed boots).

Additional Considerations:

Make sure to consider cultural/religious differences that might impact clothing choices. For example, will the women be comfortable wearing short sleeves and pants? Local thrift stores are an asset in finding clean, gently used clothing. Build a relationship with these stores and ask if they will issue vouchers for families to use to purchase their own items. If there are no local places to buy culturally appropriate clothing, ask members of the community for ideas of where to purchase. When fundraising for the family, ask for gift cards for clothing stores. Providing autonomy to the families to make their own choices is important. You can use shopping as a time to begin conversations around appropriate clothing, such as different seasonal clothing and clothing for work and school.

Airport Pickup

All newcomers are required to be met at the airport of their final destination when they arrive. After meeting newcomers, groups will transport them to their living quarters.

Instructions/Considerations:

- All individuals transporting newcomers in their vehicles must have a valid driver’s license, vehicle insurance, and MVR background check.
• Car seats appropriate for the ages of all children are to be provided and correctly installed in the vehicle. Please review your state’s car seat laws and regulations.

• There should be enough seats for each newcomer to have their seatbelt on when driving back to their home from the airport.

• Arrive at least 15 – 20 minutes prior to newcomer’s arrival at the airport and park your vehicle. Do not wait for the newcomers in the passenger pick-up location of the airport as the family will need guidance on where to go and how to exit the airport.

• Always have an interpreter available for the airport pick up if it is indicated that the family does not speak English on the bio data. Your local resettlement office will let you know if an interpreter will be needed and assist with providing access to one.

• Once you arrive at the airport, wait at the gate assigned for the newcomer’s arrival. Keep a look out for individuals arriving who will be carrying large white plastic bags with blue print on them. The newcomers will likely also be wearing a lanyard with the same white and blue logo around their necks.

• Always approach individuals who you believe to be a part of the case with an interpreter and confirm that they are who you believe them to be. Please note that more than one family may arrive at the same airport on the same flight.

• Explain with the assistance of the interpreter that you are a co-sponsor with the local resettlement office and that you are there to take them to their new home, or hotel.

• Ask the adults in the family how many checked bags they brought with them and wait with the family to collect all their bags. For larger families, you may want to use a luggage cart to transport all the newcomers’ luggage.

• Be sure to inform the newcomers of the length of time it will take to drive to their next destination and offer them the opportunity to use restrooms before travel.

• When transporting large families, make sure you always place young children in the same vehicle as a parent. Ideally no child should be separated from a parent during their travel to their final destination, but we understand some large families may need to be divided between multiple cars.

• When boarding the vehicle, always ensure that all children are seated in car seats and correctly buckled in. Newcomers may ask if they can hold their children instead of being placed in a car seat. You must always insist that the children ride in the correct car seat.

• Before you travel, make sure all newcomers have their seatbelts buckled and all doors are locked. Use child locks if small children are sitting next to car doors.
Social Security Card Application
Within 30 days of arrival, every member of the family must have a social security card application submitted.

Instructions/Considerations:

• Some cases may have had their Social Security cards applied for overseas. It is important to follow up with the local refugee resettlement office prior contacting the local Social Security Office to see if the local resettlement office has already initiated a new application or followed up on the status of the family’s Social Security number(s).

• If the application still needs to be completed, call and make an appointment with your local Social Security Office (1-800-772-1213). The application can be found online (Application for Social Security Card (ssa.gov)). Groups can help newcomers complete the application and bring it to their appointment.

• If applying for a new card, refugee newcomers only need to submit one document to prove age, identity, and immigration status for an SS card (e.g. I-94 website printout with Department of State Transportation Boarding Letter with Refugee Admission Stamp).

• For more information, consult EN-05-10096 - Social Security Numbers for Noncitizens (ssa.gov).

Additional Considerations:
Filling out government forms can be difficult even for English speakers born and raised in the US. They are particularly complicated for newcomers. However, even if it would be easier and quicker for you to complete the form on your own, remember to do the form with newcomer adults, not for newcomer adults. This may require interpreter assistance to explain the purpose of the form and translate relevant information. Use this application as a chance to have a discussion about protecting personal information. Explain the importance of not sharing their Social Security number and not carrying the card with them. Discuss having a safe place at home to keep important documents.

Public Benefits Application
Public benefits should be applied for as needed within 30 days of arrival. Benefits eligibility will be unique to each case depending on income, assets, and other factors, but all individuals with refugee status are eligible to apply the same as US citizens.

Instructions/Considerations:

• Some commonly applied for benefits are Temporary Assistance for Needy Families (TANF; must have children under 18 in home to be eligible), Medicaid, Supplemental Nutrition Assistance Program (SNAP; formerly food stamps), Refugee Cash Assistance (RCA; for those ineligible for TANF), Refugee Medical Assistance (RMA; for those ineligible for Medicaid).

• It is important for newcomers to understand that these benefits are not permanent and there are lifetime caps on benefits that vary by state (e.g., most states have a 5-year lifetime limit on receiving TANF). Discuss with families the importance of utilizing these benefits only when absolutely necessary, so that they can utilize them in the future if needed.

• In most states, you can apply for benefits through your local government agency or online. You can use benefits.org to learn more about different benefits and find out how to apply in your location.

• For those in Alabama, Alaska, Colorado, Idaho, Kentucky, Louisiana, Massachusetts, Nevada, North Dakota, South Dakota, Tennessee, Vermont, and California, you must work with your local resettlement office to apply for benefits.
• Be sure to apply for other benefits such as SSDI, SSI, and WIC as applicable. Local caseworkers can help determine eligibility for these benefits.

• Note the family’s language preference on their benefits application so that they will receive their mail in that language going forward.

• Please make sure to explain the importance of reading letters that they may receive in the mail from the benefits office. Often times there will need to be an interview conducted after the application and we want to make sure that this appointment isn’t missed. Make sure to bring all the appropriate documentation that is requested in the letter.

• If an eligibility interview is scheduled, be sure to request an interpreter ahead of time.

Additional Considerations:
If approval for cash assistance is received, use this to start a discussion on budgeting. If medical assistance is approved, use that to start a discussion on health care in the US. You can assist them with finding doctors that they need to see and assist with setting up appointments.

**English Language Training Enrollment**

Enrollment in an English Language Training (ELT) program is a key core service that must be provided to all adults within the first 30 days of arrival. This is a crucial step for many refugees on their page to long-term success in the US.

**Instructions/Considerations:**

• Identify an ELT program with the help of your local resettlement office. These may also be referred to as ESL or English literacy programs. Many resettlement offices offer in-house ELT programs.

• Call the ELT program’s office to find out what is required to make an appointment to enroll in their services.

• Schedule an enrollment appointment for the newcomer and request interpretation if needed.

• Gather the required documentation for the intake/enrollment appointment.

• Provide transportation to the appointment if the newcomer has not yet had public transportation orientation.

• Assist the newcomer with getting signed into the ELT services office if necessary.

• Wait for the newcomer while they attend their appointment.

• Ensure that the newcomer understands any follow-up instructions and has had all their questions answered.

• Transport the newcomer back to their home after the appointment has concluded.

• Always ensure that all co-sponsor team members transporting newcomer have a valid driver’s license, vehicle insurance, and an MVR background check.

**Additional Considerations:**
For long-term sustainability, make sure that the ELT program is within a reasonable distance from the newcomer’s home and that they can access public transportation to attend classes. Ensure that interpretation is provided by the program if necessary. Consider providing bus orientation to help the newcomer get to and from the ELT classes on their own.
Enrollment in Employment Services

Enrollment in employment services is a key core service that must be provided to all adults of working age and ability within the first 30 days of arrival.

Instructions/Considerations:

• Identify employment services with the help of your local resettlement office.
• Call the employment services office to find out what is required to make an appointment to enroll in the services.
• Schedule an enrollment appointment for the newcomer and request interpretation if needed.
• Gather the required documentation for the intake/enrollment appointment.
• Provide transportation to the appointment if the newcomer has not yet had public transportation orientation.
• Assist the newcomer with getting signed into the employment services office if necessary.
• Wait for the newcomer while they attend their appointment.
• Ensure that the newcomer understands any follow-up instructions and has had all their questions answered.
• Transport the newcomer back to their home after the appointment has concluded.
• Ensure the employment services office provides interpretation or work with your local resettlement office to find appropriate interpretation for the newcomer.
• Always ensure that all co-sponsor team members transporting newcomer have a valid driver’s license, vehicle insurance, and an MVR background check.

Additional Considerations:
Members of your group may already be in contact with employers who want to hire refugee newcomers. Enrollment services can help newcomers pursue more options; however, if newcomers want to begin work at a particular location right away, they do not need to enroll in employment services. Refer to the “Seasonally Appropriate Clothing” page for guidance on providing work clothes for newcomers.
Instructions/Considerations:

- Before arrival, reach out to the local school district to let them know the ages of the children that your community will be welcoming. Because the newcomers have not signed an information waiver yet, do not share the children’s names until after you receive permission from their parents.
- Work closely with the school district to gather what the family needs for school enrollment. This may include proof of parental guardianship, IDs, proof of residency, and other documents. Reach out to your CWS point of contact if you are missing necessary information.
- Help the family schedule a visit to meet the child’s teacher.
- Request that the school communicates directly with the children’s parents, not co-sponsors, after enrollment. Schools have access to interpretation services to use for this purpose. This will ensure that parents are involved and are the ones making decisions about their children’s education.

Additional Considerations:

- What if children have birthdays on their documentation that seem incorrect? It is important not to speculate about the guardianship and/or parentage of newcomer children. This can cause serious delays in enrollment. For example, if two of the family’s children have birthdays listed too close together to be biologically accurate, do not suggest that one of the children may actually be a niece or nephew. There are often errors in processing, combined with regional calendar discrepancies, that can cause these irregular birthdates.
- What if the newcomer family is in temporary housing? Most children in temporary housing (like an extended stay hotel) are able to enroll in school under the McKinney-Vento Act. For purposes of school enrollment, these children are considered unhoused/homeless due to a lack of a permanent address.
• What if the school district refuses to enroll newcomer children? If issues arise with school enrollment, reach out to your CWS point of contact for assistance.

• What if the parents do not check homework folders/pick up from the bus stop/notify the school of an absence? Talk to the family about their educational priorities for their kids. The school structure and expectations in the US may be very different than what they’re used to. If the family prefers, you can work together to create a self-sufficiency plan for school. This may involve a co-sponsor showing the parents how to check the homework folder, and helping read the assignment sheets until the children can read it themselves. It also may include co-sponsor walking children to the bus stop for the first week or two until they are comfortable going themselves, or working with the school to come up with a system where the parents can more easily notify them of an absence.

• What if the parents ask me to make a decision, or oversee a child’s homework? It can be tempting to step into this role, especially when you know parents are overwhelmed with adjusting to a new educational system. However, this will quickly burn out co-sponsors and also removes the family’s own agency. Gently remind the family that you can advise them about decisions as a friend but that they are responsible for their children’s education.

• Working on educational self-sufficiency is one of the hardest tasks for co-sponsors because it involves children. Remember that the parents’ expectations about homework, after-school activities, and communicating with the teacher may be different from yours. Be sure to align your work with their goals, not yours.

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**Selective Service Registration**

The Selective Service System is an independent agency within the Executive Branch of the U.S. Federal Government. According to law, a man must register with Selective Service within 30 days of his 18th birthday. Selective Service accepts late registrations up until a man reaches his 26th birthday. Failure to register is a felony and non-registrants may be denied the following benefits for life: State-based student loans and grant programs in 31 states Federal job training under the Workforce Innovation and Opportunity Act (formerly Workforce Investment Act) Federal (and many state and local) jobs Up to a 5-year delay of U.S. citizenship proceedings for immigrants.

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**Instructions/Considerations:**

- Assist the newcomer(s) with completing their Selective Service Registration, as applicable, within 30 days of arrival. This can be done online at www.sss.gov/register.

- If the newcomer is in temporary housing, it is okay to use the temporary address. This address will be used to send the Registration Acknowledgement Letter and Selective Service number. (See the “AR-11” page for instructions on what to do when a newcomer leaves temporary housing.)

- Newcomers will need their Social Security Number in order to register online. If they do not have a SSN within 30 days of arrival, you can visit your local post office to pick up a form or download it from the link above. Paper forms should be mailed to:

  Selective Service System  
  P.O. Box 94739  
  Palatine, IL 60094-4739
Transportation to Job Interviews/Training

Providing transportation to job interviews/training must be provided by a co-sponsor in collaboration with an affiliate office. The newcomer will be enrolled in the training or placed in the job by employment services (see the “Enrollment in Employment Services” page for more information).

Instructions/Considerations:

- Work with your local resettlement office/affiliate office to gain the needed information to transport the newcomer to their job interview/training.
- Arrive early to the newcomer’s home to pick them up and transport them to their interview/training.
- Return the newcomer home after their interview/training has concluded.
- Always ensure that all co-sponsor team members transporting newcomers have a valid driver’s license, vehicle insurance, and an MVR background check.

Additional Considerations:

- Newcomers from certain countries may not be used to the expectation of getting places by a certain time or may be unfamiliar with reading clocks. In these instances, consider reminding the newcomer the day before the training/interview that you will be picking them up the following day. You might also consider setting an alarm on their phone for the time you will be arriving.
- Be sure to keep good boundaries with newcomers and respect their agency. If you arrive to transport a newcomer and they do not answer the door, do not enter uninvited. Calling a couple times (like you would with a friend you were picking up) or waiting a short period of time are more appropriate actions.
Cultural Orientation Delivery

All newly resettled adult refugees are required to undergo cultural orientation in the appropriate language within the first 90 days of arrival. We highly recommend that this cultural orientation take place within the first 30 days to promote integration and understanding of systems and procedures. This cultural orientation must be in alignment with pre-determined domestic objectives and indicators. While cultural orientation is an ongoing journey, this orientation is a one-time service provided to the newcomer followed by a mandatory assessment. Remember that this service should be provided in collaboration with the local resettlement office.

Instructions/Considerations:

- Delivering cultural orientation requires trainers to become comfortable with the content of this training. The Cultural Orientation Resource Exchange (CORE) has many resources for effective cultural orientation delivery, including the Cultural Orientation Toolkit for Community Partners and Sponsors.
- Register to gain access to CORE’s Online Courses & Webinars.
- Once you have created a login and have access to CORE’s online courses and webinars, please complete the following trainings: Sponsorship Orientation, The Refugee Resettlement Journey, Cultural Orientation Defined, Working Effectively with Interpreters, Cognitive Load and How to Manage It, Adult Learning Principles in CO, Student-Centered Learning vs. Teacher-Centered Learning, and Taking a Strengths-Based Approach.
- If possible, have newcomers download the CORE Settle In app in their preferred language on their phones.

Additional Considerations:

- What if the newcomer does not understand how to use the Settle In app recommended in the toolkit? Remember that individual newcomers will have varying levels of comfort with technology. The app may not always be the best option for all newcomers, especially if they are not familiar with how to use smartphones. Do not force this app on the newcomer in question if they are not comfortable utilizing their smartphone.
- If one family member speaks English, can they interpret for the other family members during cultural orientation? Family members should never be responsible for providing interpretation during cultural orientation. Please use a certified interpreter and be sure to follow the recommendations provided in this resource: Scripts for Working with Interpreters.
- Which members of the family should receive cultural orientation? All adult members of the family should receive cultural orientation. Childcare should be provided so that adults are not responsible for children during cultural orientation delivery so that they may fully engage with the training.
- Always include both males and females in cultural orientation activities. Be sure to call on all participants during the orientation. You may also choose to provide gender-segregated cultural orientation to increase opportunities of active involvement. You can learn more by reading Delivering Gender-Segregated Cultural Orientation.
Cultural Orientation Assessment

All newly resettled adult refugees are required to undergo cultural orientation and complete an assessment following delivery of the orientation. This assessment can be delivered orally or in writing. There is no universal “passing score” for this assessment. Speak with your local resettlement office to learn more about their policy on cultural orientation assessment outcomes and next steps for scores that may be deemed as “low scoring.” Remember that this activity should be done in collaboration with the local resettlement office.

Instructions/Considerations:

• You should always communicate with your local resettlement office about the type of cultural orientation assessment they utilize and use the same assessment.
• Please read through the Cultural Orientation Assessment Handbook to prepare for this assessment.
• Always use an interpreter during the cultural orientation assessment if the newcomer has requested interpretation and received the cultural orientation with interpretation.
• Always conduct the cultural orientation one individual at a time and never in a group.

Additional Considerations:

• You should not share the assessment results with the newcomers. You should also emphasize that the results of the assessment will not impact the resettlement services provided to the newcomer by the local resettlement office or you as the co-sponsor.
• All adults should be able to answer the questions independently of one another. As a best practice, always conduct assessments in a separate room from the other adult family members.
• Take into consideration cultural norms when conducting the assessment. If giving the assessment one on one, remember that some people will not be comfortable in a mixed gender setting. Some newcomers that have not had traditional education may also be uncertain about testing and what that entails, so make sure to explain the process and to answer any questions they may have.
• Review CORE’s Reception and Placement (Domestic) Assessments for additional resources on the cultural orientation assessment.

AR-11

The AR-11 form is a change of address form that is specifically for noncitizens in the United States. It provides USCIS with an updated address for important notices and documents regarding immigration status. An AR-11 must be filed within 10 days of arriving in the US, and then again within 10 days of additional moves.

Instructions/Considerations:

• The AR-11 can be filed online at www.uscis.gov/ar-11. There is no cost to file.
• Each newcomer, including children, must have an AR-11 submitted.
• When assisting newcomers with completing the form, you will be prompted for their previous US address. If they have newly arrived, the local resettlement office address will be considered the previous address. If they are moving into another home after living somewhere else temporarily, use the temporary residence as their last address.
• AR-11s must be filed for both temporary and permanent residences.

Additional Considerations:

Be sure to complete the AR-11 form alongside newcomers, and not complete it on your own. It is important for newcomers to learn how to complete this form because they may need to file it again at some point before they have US citizenship. Use an interpreter as needed.
Service Plan Including Family Budget
The Development and Implementation of a Resettlement Service Plan is one of the core services that the cooperative agreement clearly states cannot be fully delegated to a Community Sponsor. However, this service can be done in “active collaboration,” so the CS group can be encouraged to participate and understand the newcomer’s goals as outlined in the Resettlement Service Plan. They can help the family and support them by doing things like studying for a driver’s test or applying for FAFSA.

Instructions/Considerations:

- Service Plans consist of four sections (A-D) with emphasis on Case Information, Employable Assessment, Non-Employable Adults, and Minors.
- Local resettlement agencies may enlist the support of community members to complete a service plan and family budget and work in collaboration with the community group to implement processes and activities in support of the service plan and budget.
- Processes of implementation may vary between resettlement agencies, especially in regards to highly sensitive financial information. Please follow all local processes.

Assisting with Family Reunification
The United States has several different ways in which refugees and asylees can be reunited with their family members. Each of these programs have different eligibility requirements. However, in general, refugees are only eligible to petition for immediate family members. Under U.S. law, an “immediate family member” is the child, spouse or parent of the person requesting reunification. To be considered a “child,” the person must be unmarried and under 21 years of age. All other family members such as siblings, cousins and adult children are not eligible for family reunion. Local offices may assist in the process of family reunification and may enlist the assistance of community members in doing so.

Instructions/Considerations:

- Completing and Filing Affidavits of Relationship
  - Some local offices may require staff to be involved in this core service, however, Community Sponsor groups can be encouraged to participate. CS groups can help newcomers complete filings or provide transportation to an appointment.
- Once newcomers receive refugee or complementary protection status in the arrival country, they can then apply for eligible family members to join them. Newcomers will then have the status of a “sponsor” or “petitioner” of their family members.
- The family members eligible for family reunification depend on the country where the newcomers live. In the United States, newcomers may petition for their spouse or unmarried children under 21 for family reunification.
- Forms may include the I-730 and the Refugee/Asylee Relative Petition.
Health Screening and Immunizations
The Health Screening is one of the core services that the cooperative agreement clearly states cannot be fully delegated to a Community Sponsor. However, this service can be done in “active collaboration,” so the CS group can be encouraged to provide transportation or accompany newcomers to the health clinic.

Instructions/Considerations:

• The local resettlement office will schedule appointments with the Refugee Health Screening Clinic. Ask your staff point of contact for the dates, time and location of the appointment/s.
• There may be a follow up appointment which the local resettlement office may ask you to assist with.
• Work with your agency to provide transportation to and from the health clinic.
• Make sure that you have a valid driver’s license and vehicle insurance.
• Please make sure that the family has all the car seats needed for children and infants.
• When you arrive at the health clinic, be sure to park and walk the newcomers into the health clinic and help them check in.
• Ask the Health clinic if they are able to give you a call when the family/newcomer is done with their appointment. If not, make sure that the newcomer has your number to call you after the appointment.
• Identify where you will meet the newcomer after the appointment is over so that there is no confusion as to where to meet.

Additional Considerations
Be sure to arrive at the newcomer’s home 10 - 15 minutes early for all appointments and factor in the amount of time it will take you to sign the family into the clinic.