

## **“Follow Up to the Changes to the FY21 R&P Cooperative Agreement” Webinar**

### **Q&A:**

#### **RF-4 Case Note Log:**

- 1. Is the RF-4 Case Note Log required in addition to the completed case notes in our client records database?***

Some sites do their case notes entirely digital or on a different form, this is a suggested use form and not mandatory.

#### **RF-7 Service Plan:**

- 1. What if the issue is resolved after the 90-day R&P service period? Do you continue to case note until the problem is resolved?***

If follow-up on a required R&P service occurs after the 90<sup>th</sup> day, it should be case noted. Thankfully, PRM is somewhat flexible with the administrative portion of the R&P funds so for services that are not provided until after the R&P period you can still charge staff time to the R&P grant. If you would like more details on this flexibility, please reach out to your FSC who can get more details from our GPA staff.

- 2. Should all notes and comments entered on the RF-7 be duplicated in the case note logs?***

Services, needs, barriers, goals, etc. Listed on the service plan should be referenced in the case notes to show that progress has been made and/or the action items have been completed.

#### **RF-19 Financial Record:**

- 1. For MG, is this required monthly while client is in MG, or can it be one summary for MG period?***

There is a space on the form for a month/year, but at this time, USCCB is not requiring a separate form for each month.

- 2. Are we required to record emergency PRM fund on Rf-19 and also report that on the period report?***

Yes, the COVID direct assistance funding should be recorded using the same documentation as regular direct assistance funds, but you would want to specify that it is COVID-19 direct assistance funding. This means you would list it on the RF-19, would have an adult client sign an RF-35 to acknowledge what the funds were spent on, and would need to have source documentation (e.g., receipts for purchased technology, copies of check/check stubs given to landlords, etc.) in the case file.

#### **RF-22 Housing Supply Checklist:**

- 1. Does it apply only to R&P clients?***

The checklist is based on the required supplies and furnishings listed in the R&P Cooperative Agreement, but for MG-only clients it could be used to ensure they have access to adequate supplies/furnishings.

**2. *Does this only apply for the first 30 days after arrival or for the entire R&P period?***

The supplies/furnishings should be available to the clients for the entire R&P period; however, the checklist must be completed before/upon arrival to ensure clients have access to the supplies/furnishings upon arrival (as required by the R&P Cooperative Agreement).

**3. *What if the client stayed with US tie and we provided the items in the checklist a week later when we found an apartment for them? Usually, we cannot move items to an apartment before the lease is signed.***

Program staff should fill out the checklist based on what supplies/furnishings are available to the clients in the US tie's household due to purchase for the case, donation to the case, or the US tie owns enough of the item for each case member and others living in the household. If anything is not readily available to the clients until they move into their own apartment a week later this should be noted in the case notes and on the supply checklist.

**4. *If we provide a crib for a very young child, but the family refuses to accept it, can we check that the client refused the item, or does it need to remain in the client's home?***

If the clients have another suitable sleeping arrangement for the young child, you could check the box "refused: already has item". However, if the clients do not have a suitable sleeping arrangement for the young child and they still refuse the crib you would check "refused: client doesn't want item"

**5. *Are all items listed in this form are mandatory to be provided?***

Yes, the list comes directly from the wording in the R&P Cooperative Agreement.

**6. *Is this form mandatory or we can use an agency form?***

Agencies are not required to use the USCCB version of the housing supply checklist. To meet the supply documentation requirements, the case file documentation must mention all required supplies, whether the clients refused any supplies (and why), and client acknowledgement of refusing supplies. In addition, to meet the in-kind donation documentation requirements, the case file documentation must show the value of each item and should include a signature and date from an adult client to acknowledge receipt of the donated items.

**7. *Just to confirm, we NO longer have 30 days to provide all items on this supply checklist?***

Correct, PRM and USCCB are looking for these items to be provided upon arrival and available to the clients throughout the entire R&P period

**8. *What if client refuse to have box spring for bed or dining table, as they use traditional seat? Can the client have a choice according to their culture to use what they are comfortable?***

Clients can decline the items. On the checklist program staff would check the box "refused: doesn't want item"

**RF-20A/B/C Summary of Cash & In-Kind and Volunteer Services:**

**1. Is the RF-20A Cash & In-Kind Contributions Record mandatory for R&P?**

No, an agency equivalent form can be used instead of the RF-20A.

**2. Do we need to be specific about which donation valuation guide we are using - like the Salvation Army vs Goodwill valuation guide for donated goods?**

Agencies don't need to specify which donation guide but should note it in their R&P and/or MG administrative policy folder.

**3. Does the client need to sign in each box on the RF-20A or is only one signature at the bottom of the form compliant?**

Clients need to sign and date each box.

**4. Are we documenting outcomes/next steps or is the volunteer recording this?**

The program staff are documenting outcomes/next steps. It's helpful if these relate to the self-sufficiency plan.

**5. What if the case did not receive any help from a volunteer?**

There would be no RF-20B required in the case file since the case did not receive any volunteer help.

**6. If no volunteers used at all, are we still required to provide the case with a blank form? because of COVID-19-situation, our volunteers haven't been authorized to come back for month now.**

There would be no RF-20B, not required form since not all cases receive volunteer help.

**7. For MG, is this required monthly while client is in MG, or can it be one summary for MG period?**

There should be only one RF-19 summarizing the MG federal funds given to/spent on behalf of the case.

**RF-32 Next Calendar Day Home Visit:**

**1. What if the client is in quarantine?**

Follow agency/program protocols in place due to COVID-19, however PRM and USCCB would still expect to see a next calendar day home visit completed in a socially distanced manner.

**2. For secondary migrants, does the next calendar day refer to the day after the case has been transferred to the new resettlement agency or the next calendar day after they arrive in the state?**

The calendar day after the assurance date recognized by RPC (check the assurance form in MRIS for this date as it might be different than the date your agency submitted the verification in MRIS).

**3. Does USCCB/PRM want to see details in the comment section on each topic for the Next Day Home Visit or does checking the yes/no box suffice?**

USCCB/PRM would want to see comments and documentation of follow-up on this form if the service did not occur (e.g. the client was not given a written copy of their address and phone number in English, the case does need additional core furnishings or supplies).

**4. Is this for hotel stay as well?**

Yes, and again once the client moves out of the hotel, and again each time the client moves to a new dwelling.

**5. Do we do next calendar day visit for SIV walk-ins? When?**

Yes, on the next calendar day after the assurance date recognized by RPC (check the assurance form in MRIS for this date as it might be different than the date your agency submitted the verification in MRIS).

**6. Which day we complete the 24 hr. HV when client/case have stay overnight and arrive the next day?**

Complete the form the next calendar day after the client arrives to your city.

**7. If a case arrives closer to 12:00 am and by the time picked up from airport and dropped home, it is already past 12:00 am. Can morning of that same day be counted as Next Calendar Home Visit?**

PRM would count the actual flight arrival date/time as the domestic date of arrival, so if it was 11:58 that the plane landed, it would not matter that the client did not arrive at housing until 1AM, it would still be considered "Next Day." Keep in mind that this is the actual arrival time, not the scheduled date/time of the flights or the time the staff greet the case. Therefore, the Next Calendar Day Home Visit is due the day after the plane lands at the domestic arrival airport.

**R&P Period Report:**

**1. If the R&P Period Report is submitted on the 90th day but sent back for revision and the revision is done past 7days after the 90th. Is this report considered to be late? How is this affecting our compliance?**

The report would not be considered late because the original submission occurred on-time. We do still ask that the final version of the R&P period report is what you place in the case file.

**2. What if providing services continues to be delayed or agencies are not able to provide because of external agency closures/delays in accessing services due to COVID-19 - are agencies penalized for this? How is the data in the 90-day report going to account for this?**

Please refer to the USCCB guidelines on period reporting per PRM, released in mid-2020. Services that are not able to be provided due to COVID-19 should be denoted as described in the document at no penalty to the agency. This does NOT apply to home visits, which are still required to be in-person.

**3. *Clothing/shoes are hard to provide prior to arrival if you do not know the sizes of family members until they arrive. What should we do?***

Do your best to guess based on the ages of the case members. For example, if it is winter and snowy/rainy you might want to bring coats and boots to the airport pickup just in case any case member needs them. If they do not fit, you can help them get coats/boots that do fit later in the service period.

**4. *What should be the reasonable period the R &P Period Report should be submitted at USSCB?***

7 days after the case closure.

**5. *Due to quarantine, we cannot transport clients until we are done with their self-quarantine period. In terms of clothing, we take our clients and let the clients get the clothes they like. Now we are giving the options to our clients to tell us their sizes and we can get it for them. They always opt out and would like to pick for themselves. Is that services considered to be provided?***

PRM and USCCB are looking for clothing needs to be assessed upon arrival and met ASAP. If this is delayed due to COVID-19 protocols be sure to document COVID as the reason for the delay in the case notes.

**6. *This is just follow-up on the Clothing question. Are we reporting on the period report as provided or delayed?***

If clients have their clothing needs met upon arrival (including if they arrive with appropriate clothing, diapers, etc.) you can report this as provided. Otherwise, it would be considered delayed provision.

**General:**

**1. *Can you please send the new forms on email as they changed?***

All forms are available on MRSConnect.

**2. *Any changes in 30-Day HV form?***

None right now.

**3. *Could you display again the form RF-22 which is Non-Mandatory? Do we have to have a substitute in the file?***

To meet the supply documentation requirements, the case file documentation must mention all required supplies, whether the clients refused any supplies (and why), and client acknowledgement of refusing supplies. In addition, to meet the in-kind donation documentation requirements, the case file documentation must show the value of each item and should include a signature and date from an adult client to acknowledge receipt of the donated items. USCCB's template captures all of this information in one document, however agencies can use a combination of various case file documents as listed above to meet the requirements.

**Post-Arrival/Pre-Arrival Transfers:**

1. ***We had a last-minute pre-arrival transfer whereby the transfer was finalized by PRM when the client was already at port of entry. The assurance was completed after couple days after the client's domestic arrival. Are we going by the client's local arrival date or assurance date?***

Best practice would be to check on the client once they arrive to your city if you're able to (though this would be at the risk of not being reimbursed if the client ends up not being officially transferred to your agency), but you would only be required to start services after the case is assured to your agency. You would still use the RPC assurance date to calculate service due dates.

2. ***Moving on to the top for post arrival transferred cases, does 90 day apply from their original date of entry or date on assurance report?***

90<sup>th</sup> day is still calculated based on their international arrival date.

3. ***For Post-Arrival transfers: What if the previous agency used all of their RO&P money on housing and furniture and come to us with no money whatsoever. How are we going to help for securing a housing and other expenses?***

LDS emergency housing and medical assistance fund is a great option for clients who don't qualify for the COVID-19 direct assistance fund. Even if the clients received COVID-10 direct assistance through their original agency, they are still eligible to apply for the COVID-19 direct assistance fund again through USCCB (based on our policy).

**Interpretation:**

1. ***Are we allowed to use a friend to interpret for client during or after R&P period?***

No one associated with the case (friend, family, etc.) can be used for compliant interpretation during the R&P period, what the agency decides to do after the R&P period is up to the agency.

2. ***If the interpreter is one of the staff, should we write his/her name as an interpreter?***

Yes, or somehow indicate on the form and in the case notes that the staff member is interpreting/speaks the same language as the clients.

**COVID-19 Direct Assistance:**

1. ***The COVID-19 extra funding is very likely to have been already provided by the primary agency. Is the family eligible to receive a second one?***

Yes, the clients can apply again through USCCB if they meet the eligibility criteria.

2. ***Is COVID-19 direct assistance going to extend for 2021 R&P arrival cases?***

PRM has issued guidance on FY21 COVID-19 Direct Assistance, please check the Resettlement Connection newsletter for these updates.

3. ***For FY21 COVID Direct Assistance applications - is it typical to apply before a case arrives or after arrival?***

You should wait until after the clients arrive (to ensure they do in fact arrive) before applying for COVID direct assistance. Regardless of when you apply your agency would still need to expend its own funds first and request reimbursement via the COVID direct assistance fund.

Other:

- 1. Sometimes the family prefers getting the money and choose themselves the item or pay themselves for it. In that case, what applies?***

Source documentation (e.g., receipts) would need to be placed in the case file to document the federal funds were spent in support of what is allowable under the R&P Cooperative Agreement.

- 2. Does this (spending on behalf of client) also apply to Match Grant cases?***

If referring to the financial/source documentation question above, then yes.

- 3. How does the teach the client self-sufficiency when we are buying groceries for them?***

Program staff can meet the clients at the store and allow the clients to take the lead in grocery shopping, only offering assistance if the clients ask for it/need it.

- 4. Would you give us guidance regarding documenting the issuance of checks to clients from the R&P fund?***

The documentation requirements depend on what the check is for.

If the check is documented as a pocket money disbursement (in accordance with your agency's pocket money policy) you would not need to have receipts/proof of what the money was spent on because the Cooperative Agreement allows the client to spend pocket money on anything. You would still need the RF-35 to be signed by each adult acknowledging they each received more pocket money.

On the other hand, if you are issuing a check that has a purpose documented (e.g., groceries, clothing, technology, etc.) on the check, the RF-35, and/or the financial summary record you would then need to have a receipt showing that the entire amount was spent for that purpose. The reasoning behind it is for financial auditing requirements and to ensure the federal funds are spent to further the purpose of the R&P grant (initial reception, basic needs, core services, self-sufficiency through employment, etc.).

- 5. What is the best practice when it comes to left over R&P funds? Should we treat it the same way as above or is it OK to give check for it? Do we still need reason for issuance other than stating that it is final resettlement check?***

The guidance would be the same as above. I recommend not issuing a check that would be larger than a pocket money disbursement just as a rule and to keep things consistent. The items/furnishings listed in the Cooperative Agreement are the minimum of what you need to provide so if you could purchase additional items for clients. Computers are often helpful for English language practice, employment, and for kids to complete homework. During the warmer months, clients might want to use bicycles for transportation. You can also use R&P funds to buy

nonperishable groceries in bulk or to pre-pay rent, utilities, and other bills so clients can use their other funds (e.g., cash assistance or MG cash allowance) for other purchases or for saving up money.

6. *Should resettlement agencies need to send staff member or volunteer to pick up arriving clients or making sure that there is someone, list US Tie or relative, to pick up clients from the airport and take them home suffice?*

You are not required to have a staff member or volunteer present at airport pickup, but it is strongly recommended. The key thing is if the UST, relative, or friend is going to pick up the clients on their own they need to use a phone interpreter, or an in-person interpreter must be present in order for the airport pickup to be considered compliant. The only exception is if all adult case members are fluent in English. One way you might be able to figure that out pre-arrival is if each adult client's biodata rates them as "Good" when speaking English.