**APA Program FAQ**

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**General**

1. **How do I sign up for the APA Update?**
	1. Email DDSProgramAssociate@usccb.org
2. **Who is the best person to reach out with questions regarding specific APA cases that have arrived?**
	1. Your FSC is your best point of contact.
3. **Where should I share resources that might be useful to other APA partners?**
	1. Share them with Peyton Smith psmith@usccb.org
4. **Do we know if RP and APA will merge eventually?**
	1. They will stay as separate distinct programs. We continue to advocate for this as it offers more flexibility.
5. **How can we get access to Hummingbird?**
	1. Only affiliate headquarters have been granted access.
6. **How do we post our needs for goods/services and get matched with a business/company?**
	1. [Welcome.us](https://bit.ly/3Ey0Nkd) is open to any affiliate. Onboarding sessions are daily Mon-Fri at 1pm.
7. **We were given guidance that we can resettle APA families across stateliness if we are struggling to find housing. If they become ORR eligible how will this affect their services?** **Will they need to “transfer” services to the resettlement agency in that state?**
	1. You will be able to serve APA clients across state lines within 100 miles of your agency. You’ll want to follow local guidance on public benefits/accessing ORR services. For example, the local guidance might require clients to request benefits in the county/state they reside in.
8. **What date do we use as the start date for services? For the purposes of R&P and MG, is it the date they reach our agency?**
	1. For R&P it is the date of arrival to your city unless the client is a walk-in SIV (for which you would use the date of assurance timestamped on the assurance form in MRIS). For MG it depends on the client’s immigration type (refugee, asylee, Cuban/Haitian parolee, Afghan humanitarian parolee, etc.). You can reach out to your MG FSC to chat through this. For APA it depends on whether the clients arrived through an IOM-booked flight (meaning they completed their full processing at a Safe Haven) or whether they are walk-in APA clients. APA clients who arrive to your city of final destination via an IOM booked flight will start their service period on the date of arrival to your city. Please take a look at the walk-in APA client guidance to determine the service start date for walk-in SIVs based on the arrival scenario.
9. **Is there a way we can find out in advance if they have received the COVID vaccine? That way we will know whether they need to quarantine per CDC Travel guidelines.**
	1. All APA beneficiaries are being offered a vaccine. As a condition of parole, they need to accept. They should have the CDC vaccination record. You can ask to see this.
10. **For reporting that all vaccines have been given to Parolee’s on the USCIS website, is this supposed to be done for each individual or just the adults, 18 and over? Also, for those who had the COVID vaccine done in Kabul or somewhere overseas but they do not have proof, do they need to get the vaccine again?**
	1. The attestation only needs to be submitted for clients who did not go to/complete their processing at a Safe Haven. The below is what the clients are attesting to when they submit the form online: By clicking "submit" below, I hereby certify and attest that I have received at least one dose of the COVID-19 vaccine (or that I am under 12 years of age) and that I have been vaccinated for mumps, measles, rubella (MMR), and polio, and have undergone tuberculosis testing (and if positive, have taken appropriate isolation and treatment measures).
	2. For clients that do not have proof of vaccination they will need to get their vaccinations and attest to their compliance: Get vaccinated for measles, mumps, and rubella (MMR), polio, and one dose of the COVID vaccine, absent proof of prior vaccination.
11. **Can we enroll APA clients in MG and PC via MRIS?**
	1. You should be able to enroll clients into MG via MRIS now. If you have any issues, please reach out to your FSC or MRIS Helpdesk.
	2. We are still working on this function for PC.
12. **If we get an arrival notice for an SIV case through MRIS that includes parolees, should we just be handling the whole case through R&P?**
	1. R&P eligible clients would go into the R&P program and the humanitarian parolees would go into the APA program.
13. **In MRIS, besides an R&P, Match, VCS tab, will we see an APA tab as well?**
	1. Yes, if you cannot see this, reach out to Salma Howeedy (MRStemp\_showeedy@usccb.org) to check on your MRSConnect permissions.
14. **What is the difference between a Safe Haven arrival and a walkin? Are they both parolees?**
	1. Safe Haven is another term for the forts/bases where clients are being processed. If clients either bypass going to a fort/base or if they leave the fort/base before their processing is completed they can still approach a local resettlement agency and request APA services if they have the documentation showing they are a parolee.
15. **Who can we talk to about getting contact info updated so the laminated info cards people wear upon arrival are current?**
	1. Please reach out to your site’s USCCB pre-arrival case manager (PACM).
16. **What type of services FEMA can assist with?**
	1. DHS will be helping to coordinate any needs you have. Email USCCB’s FEMA/DHS Resettlement Liaison, Anita Wamble (Anita.Wamble@fema.dhs.gov), and let her know what you need, e.g. clothing, more information regarding something, etc.
17. **What is the process for those arriving from military bases as a US citizen and they were referred through our agency. for example, a family of 3, (husband is a US citizen but wife and son aren't) in regards to benefits, resettlement money, 90 program status, etc.?**
	1. There will be mixed status families travelling together to keep the family unit intact, but this means there are some case members who are not eligible for the same federal programs/local benefits as APA clients. U.S. citizens and LPR clients are not eligible for APA, and if they’ve already used up their allotted months of public benefits in the U.S. they would not be eligible for public benefits now. From a case management and documentation perspective, only the APA clients should be included in the case file, direct assistance amounts/disbursements, and services from the APA program. For example, if APA funds are used to cover housing it can only be used to cover the APA clients’ portion of the rent (e.g. two-thirds of the rent if 2 of the 3 clients are APA-eligible). Cases may also be eligible for LDS emergency housing and medical assistance funding so if your site wants to apply for that to cover the remaining portion of rent/medical assistance you can do that too.
18. **Will each RA receive an APA desk review once per quarter?**
	1. Each site that is projected to receive more than 50 APA clients will receive an APA desk review each quarter. The exception is the two largest sites based on projections, which will receive a full monitoring.

**Funding**

1. **Is funding for the APA already considered (i.e. $1225/capita $1050/Admin) funded or reliant on this CR going forward? Should we anticipate delays in funding for this effort?**
	1. APA funding is not contingent on the CR. More info coming soon.
2. **On the $1,225 direct assistance--- should this include $200 of a "flex fund" like R&P funding?**
	1. Yes
	2. There are no flex funds under RPP.
3. **If we have a family assured, can we start spending funds to put deposits on a house or are we required to wait until the arrival notice?**
	1. Just as with R&P cases you can begin making housing arrangements ahead of time but do so at the risk of not being reimbursed for those costs if the case doesn’t arrive as planned.
4. **One of our volunteers who is currently deployed at a base, has asked if she can “sponsor” two women who are currently at the base. Is this possible?**
	1. To meet the community sponsorship definition, it would need to be a group of volunteers (i.e. two or more) that are organized to sponsor the client(s) with predetermined cash/in-kind donations and volunteer hours. Otherwise, the volunteer can provide cash, in-kind, and volunteer support as a volunteer rather than a sponsor.
	2. visit MRSConnect for guidance on community sponsorship. Resources can be found under APA > Program Administration > Resources > Community Sponsorship.
5. **Can we use direct assistance to help fund asylum applications?**
	1. Funding legal services is prohibited but you can use funds for staff time to connect to legal services.
6. **Are capacity building funds available to RPP sites?**
	1. Yes.
	2. With a strong rationale, these funds can be used to meet increased capacity as well as current capacity.
7. **What is the procedure for billing APA vouchers?**
	1. USCCB’s database developers are currently working on adding billing and reimbursement functionality to MRIS. Because the build is still in progress there currently is not a way to process reimbursements within our database. Our developers should hopefully be done mid-November. At that time, instructions on how and where to submit reimbursements for both administrative and direct assistance will be provided to the APA network. Those communications will be sent to each affiliate’s Executive and Resettlement Directors so please make sure you’re in contact to receive the information. Agencies should continue to keep documentation to eventually submit reimbursement when the build is complete.
8. **Do we need to expend all APA direct assistance funds before we access the APA Additional direct assistance?**
	1. You don't necessarily have to expend the APA DA before applying for additional DA. If it's helpful you can obligate the client's APA funds for other necessities (e.g. you might plan to use their APA DA for other required needs) and apply for additional DA. Hope that makes sense! Let me know if it'd be helpful for me to elaborate on this.

**Processing/Placement**

1. **Should we be checking our OneDrive folder daily, i.e. weekends as well?**
	1. We are currently not placing cases on weekends. We’d advise you to check the folder on Friday afternoon and again Monday morning. Please do check your email on the weekends for any urgent issues.
2. **Are the people in lily pads undergoing 21 day hold there?**
	1. Yes, they will travel after this.
3. **Can case names or PA name also be included in the domestic travel booking emails?**
	1. Usually include the case #, flight #, serial #, not including pa name because we are trying to limit amt of PII in email.
4. **Who receives travel notices? Are these the same people that have access to one drive?**
	1. No, they are not the same people that have access to one drive folders. If you want any of your staff to receive travel notifications, please send his/her email address to refproc@usccb.org
5. **What should we tell USTs who are already in our state regarding how their family members on base can be assured to our site?**
	1. It depends. We don’t know where cases are in terms of processing on the bases. By the time they are processed you may have already met your capacity. We can look into increasing your capacity if you’re still interested in resettling them but we can’t hold off placing with you, or set aside slots for particular individuals. We are in hummingbird every day and anytime we see UST free cases or locations outside restricted areas, we are try to pick those up first. RCUSA has also recommended that a search function to locate cross references is implemented to help this effort.
6. **Can we request cases that are on bases on behalf of the Afghan parolees and some UST (particularly SIVs)?**
	1. Please contact your USCCB pre-arrival case manager (PACM) with the HB# to see if this is possible.
7. **We noticed several individuals have email addresses. Can we email individuals for more information, get better acquainted, and help ease the transition prior to their arrival at our Diocese?**
	1. Some sites have had direct contact with Afghans that are currently at Safe Havens, while others have not. It’s a fluid situation so things are happening on a case-by-case basis. Email APA\_Processing@usccb.org for more info.
8. **How can we clarify what our maximum capacity number is for Afghan refugees and who would we talk to about increasing that?**
	1. Email APA\_Processing@usccb.org for more info.
9. **Can clients with pending SIV status be verified/assured and entered in MRIS, like walk-in SIVs?**
	1. NO, if SIV it’s automatically being transferred from Hummingbird to MRIS.
10. **If our assurances have preferences for other states, is it acceptable to deny the assurance so they can be connected to a location of preference?**
	1. Please do not deny. If cases have distant relatives or friends as USTs, we are considering them NUST. We understand this may prompt outmigration, but we are trying to deter from areas with placement restrictions and capacity issues. Counseling around the cost of living, cost of housing, and employment opportunities is a priority and taking place at all the bases to avoid certain areas regardless of USTs
11. **Will we continue to receive groups of individuals to assure prior to any arrivals?**
	1. Yes
12. **Is there a way to transfer a case to another affiliate if they have not yet had their IOM meeting?**
	1. Contact your PACM for case specific questions.
13. **Do you know how the families of those people who are already here will be processed? What is the timeline for their arrival?**
	1. Unfortunately, parolees would not be able to petition for immediate family members until after the parolees themselves acquired a permanent status (e.g., they were granted asylum or became lawful permanent residents). Alternatively, an application would need to be submitted for the immediate family members themselves to receive humanitarian parole to enter the country. More information on that process is available [here](https://www.uscis.gov/humanitarian/humanitarian-parole/information-for-afghan-nationals-on-requests-to-uscis-for-humanitarian-parole).
	2. Humanitarian parole has traditionally been an extraordinary remedy in immigration law and is not meant to substitute for other pathways in immigration law that might be available. So far there have been a very high volume of applications filed by Afghan citizens but very few approvals issued. At this point we just aren’t sure how generous the administration is inclined to be with these applications.
	3. See CLINIC’s toolkit: <https://cliniclegal.org/toolkits/assistance-afghans> and <https://cliniclegal.org/resources/asylum-and-refugee-law/frequently-asked-questions-form-i-134>
	4. See Project ANAR (recommended by CLINIC): [https://www.pangealegal.org/afghanresources](https://protect-us.mimecast.com/s/F1LZCQWXJPs6rG67iM7uXd?domain=pangealegal.org)
14. **Can we confirm this statistic: 85% of current Afghan arrivals have an existing family connection in the US? Or perhaps at least a U.S. Point of Contact?**
	1. Yes, not family but someone identified as a UST.
15. **How should we handle individuals from bases and USTs who call us asking for help to speed up the process or implying that RAs are not doing their job and stopping families from departing bases?**
	1. Advise them to be patience and trust to process. If you’ve assured their case already, you can tell them that you’ve already submitted their assurances to IRC and unfortunately cannot tell IOM when to book them for travel. That IOM books cases for travel in coordination with PRM and USCIS on Forts.
16. **Last night we had a single client come to join a UST and upon arrival, the client explained that they didn't feel safe living with the UST, which was the housing plan for the case. We put the client in a hotel. The client explained that this was communicated when they were on the base, but this information didn't get to us. How can we report anomalous issues such as these?**
	1. Please inform your USCCB pre-arrival case manager (PACM).

**Travel**

1. **Are USTs allowed to pick up clients from base? If so, is this being communicated to RAs?  Would this impact their EAD or resettlement benefits?**
	1. There is nothing currently to prevent this, but it is highly encouraged that parolees remain on base until processing is completed. It could potentially impact EAD if not yet completed.
	2. If the case has completed their processing, there are no major consequences.  They should inform someone at the military base that the plan to depart independently and they will be provided with pre-departure counselling (and informed of any further processing steps they would be responsible for completing, if any).  One small “consequence” is that flights are currently free of charge since an organization called Miles4Migrants is covering the cost through donated miles.  The applicant and/or UST will have to pay for the flight if they book it themselves.
	3. If the clients leave the base on their own and are not flown out by IOM we don’t have a way to know when the family is arriving to your city. We recommend staying in contact with the family and/or U.S. tie to receive updates. They likely will need to be processed as walk-ins (guidance for this can be found on MRSConnect).
	4. The UST would need to keep the program in the loop and then the client would seek walk-in benefits. You should share the client-facing fact sheet with the UST to share with the client and encourage the UST to tell the client to stay on base and finish processing - they will be responsible for completing (and paying for) any services they don’t get because they left the base.
	5. See the parolee facing flyer from DHS about what to do and who to contact if you leave the bases early.
2. **We need to see more time between flights being booked and arriving to final destination. Our understanding is that we would have at least 3 days - and that it would be more than that until later this month. 36 hours notice is not sustainable for our operations and partners. Can we as a network ask and insist on a more sustainable flow of travel for cases?**
	1. We share your concern and will continue to advocate for more time between booking and arrival. Everyone is under a lot of pressure to move people quickly with winter coming and base conditions. PRM has also been emphasizing to move the assurance aspect to be as early as possible, so you have more time from when you assure the case.
	2. If housing is a concern, please consider the Airbnb option which has been quite successful finding spots for clients within 24 hours.
	3. Beginning the week of October 18, 2021, we will not have departures from bases/arrivals to affiliates on Sundays. October 24 will be the first Sunday where there will be no arrivals to affiliates.
3. **Can we get some clarification on arrival date to destination? Is there a way to get concrete dates of arrivals so we can be better prepared but also work with our housing partners?**
	1. Currently, we aren’t able to have a concrete arrival date much sooner due to the limitations of the Hummingbird database. In recent weeks if you’re asked to assure a case they will be traveling very soon after assurance. Some sites are seeing 24-48 hour turnarounds between assurance and arrival.
4. **What do we do if our case did not show up at the airport?**
	1. Contact IOM after hours, 917-645-2313, and have the case #, preflight #, serial #, and arrival time to the final destination airport.
5. **Can we meet APA requirements by sending USTs to airport?**
	1. Yes, just make sure that you case note this.
6. **Clients have baggage claims but no one at military base tried to locate luggage. Is there anything we can do?**
	1. Please use claims@emergencymanagementsolutions.com for any general inquiries about luggage. The email is monitored daily so expect responses within a 24 hour time period.

**Documentation** (\* If the answer to your question isn’t below, email APA\_Documentation@usccb.org for more information

1. **How soon will the client receive their EAD?**
	1. As of 12/3, USCCB learned of a shift in procedure for the distribution of EADs for Afghan parolees. Previously, EADs were mailed to the International Organization of Migration and then sent on to the appropriate Resettlement Agency. Moving forward, EADs will be distributed at Safe Havens and will be with Afghans as they arrive at your agencies. There will still be some EADs arriving by mail as each Safe Haven makes this transition over the next few weeks.
	2. If your office is providing services to an APA client who has not received their EAD, please contact afgovdocs@iom.int (and CC APA\_Documentation@usccb.org on the email). This is an IOM inbox that has been set up to respond to documentation inquiries. Each Afghan guest's departure bag should now include a reference to this email address.
2. **How do we know if a case has applied for the SSN card?**
	1. We’ve been told that all cases that applied for EAD were referred for SSN but sites are seeing arrivals that have no application.
	2. Mailing of social security cards started the last week of November/first week of December so if clients are able to wait a couple more weeks that is the recommendation. For urgent situations affiliates can take their clients to the local SSA office to request a reprint or receipt.
3. **I-94 Issues**
	1. For Form I-94s, the code of admission for Afghans receiving humanitarian parole is OAR or OAW and parole is valid for two years.  CBP has transitioned to electronic/ digital processing rather than providing physical “stamps” in passports or I-94 forms.
	2. First check CBP’s website: <https://i94.cbp.dhs.gov/I94/#/recent-search> If the Afghan national has a passport, the I-94 record should be retrievable on CBP’s public facing website by entering the person’s complete name and passport number.
	3. If the Afghan national does not have a passport, the I-94 may be obtained by entering the person’s complete name and using the person’s A# or wristband number in the passport number field. For A#s this sometimes requires adding the letter ‘A’ at the beginning of the line of numbers. Under normal circumstances, the I-94 record should be available immediately after the traveler is processed by CBP at the POE. Instructions on accessing and printing I-94s can be found here: [https://i94.cbp.dhs.gov/I94](https://protect-us.mimecast.com/s/-OxUC313RZfmBpQqfqz-8T?domain=gcc02.safelinks.protection.outlook.com).
		1. Some affiliates have found that the Tazkera number or # on the back of an Afghan identity card sometimes works in place of A# or passport #
	4. Alternatively, the Afghan national may elect to retrieve a copy of their I-94 through the CBP One Mobile App. See Step-by-step instructions on MRSConnect.
	5. Resettlement agencies may reach out to CBP when having difficulty finding refugee/Afghan parolee I-94s online at TCC@cbp.dhs.gov  The information on the spreadsheet screenshot below is the minimum needed for CBP to conduct checks and find the correct information on the subject.  Additional information such as passport numbers or wristband numbers may also be helpful in certain circumstances.  In the event CBP is unable to find any I-94 information on the subject, they will inform you and recommend that the subject reach out to USCIS or a local CBP Deferred Inspection site.



1. **What does the code of admission “OAR” or “DT” on an I-94 mean?**
	1. Both DT and OAR signifies that the individual has been paroled into the United States pursuant to section 212(d)(5) of the Immigration and Nationality Act. According to the CBP codes, “DT” stands for parole granted at a port of entry or District Office. The parolee class of admission may also be listed as "OAR," which stands for Operation Allies Refuge. Please note, Operation Allies Refuge refers to the Operation Allies Welcome program and does not proffer refugee status. For more examples / guidance on Afghan arrival documentation, please see [CLINIC's guidance.](https://cliniclegal.org/resources/asylum-and-refugee-law/guide-client-documentation-and-benefits-afghan-parolees)
	2. Likewise, documentation showing DT / OAR qualifies the humanitarian parolee for the same benefits. The one difference you may want to look out for is the term of parole. Afghans paroled into the US prior to August 25, 2021 received 1 year of parole, whereas those paroled in after August 25, 2021 received 2 years of parole. Humanitarian parole is not a permanent immigration status; therefore, these parolees should be connected with legal services so that they can pursue routes to an extended stay and/or more permanent form of immigration status. Please see our [legal affiliates](%3A%20https%3A/cliniclegal.org/find-legal-help/affiliates/directory%20OAR%3DOperation%20Allies%20Refuge.) list.
2. **Are there any updates on photo IDs? Specifically for bank accounts or issuing the client direct assistance, we are looking to have a transportation letter. So far, no arrival has had a valid ID.**
	1. USCIS had no updates on transportation letters being issued
	2. Some i94s have pictures
	3. Doing biometric appts for EAD’s based on wristbands / passports
		1. Can get photo ID at Secretary of State / SSA once get EAD
3. **In the notes on the One Drive spreadsheet, I see "visa holder, no MMR req." in notes. what sort of visa is that? does that designate an SIV?**
	1. No MMR = no measles, mumps, or rubella vaccination required
4. **We have noticed some cases have an I-693s medical examination, while others have both an I-693 and receipt of an EAD card. How we will track the EAD and SSN for the clients who don’t have the EAD receipt?**
	1. Unfortunately, we do not have a formal tracking system for this issue yet. It is my understanding that i94s and EAD's are being sent to IOM (typically IOM HQ in DC or NY) and then the EAD's are being sent to the parolee / SIV at their final destination. For this reason, it is very important that clients update their address with USCIS no later than 10 days after moving to their final destination. It is possible to check in with CBP and/or USCIS regarding missing i94s and EAD's; however, this process can take some time given that the agencies are so busy. The SSN can be tracked via SSA. Typically, once an EAD is approved, a SSN is created; thereafter it can take some time to mail the EAD and the SS card and the two cards will likely not be mailed together (though they could be).
5. **Are some clients coming with no eligibility documents? One of our APAs had the "Paroled" stamp on his passport, but the other two had nothing else.**
	1. It appears there are many issues involving missing documentation. If any of the clients have a wristband, the number on the wristband may be used to access their I94 on the CBP site: <https://i94.cbp.dhs.gov/I94/#/home> If the client has an A# appearing on medical / other documentation, this can also be used to access the I94 on the CBP site. We can check with CBP and potentially other agencies to ask about the status of the clients I94 / EAD. Likely, the paperwork was sent to IOM and is being held until there is an address to send the documentation. Please be sure to update clients address information with USCIS and make sure they have been fully processed (received all necessary vaccinations) at a Safe Haven base.
6. **Who do we contact if an APA’s I-94’s is not in the system?**
	1. You can contact APA\_documentation@usccb.org and we will get in touch with the CBP contact. You can also email CBP at OperationAlliesRefuge@cbp.dhs.gov
7. **What happens if the children on a case have no documentation at all?**
	1. Children (unmarried minors) are typically considered derivative of their parents' immigration status. Though parents parole status can satisfy for the parents and their children, their children will of course need to get documentation as soon as they can too.
8. **I’m trying to complete a bunch of USCIS change of address forms for APA arrivals. What address do we use for their ‘previous’ address?**
	1. APA clients that have not gone to forts should use the affiliate address as their previous address, however APA clients that have gone to the forts (even if they left the fort early) will likely have completed their EAD/SSN applications therefore they should use IOM HQ as their previous address: 1625 Massachusetts Avenue NW, Washington, DC 20036. It shouldn't cause a problem if you've already submitted AR-11s listing the previous address as your office instead of IOM's (or vice versa) since it's the current/new address that matters most. If clients are staying in the hotel/temporary housing for 10 days or more: use the hotel address as the physical address, IOM address as the previous address (or the affiliate address if the client did not go to a Safe Haven), and affiliate address as mailing address. If clients are staying in the hotel/temporary housing for 1-9 days: wait for the clients to move to permanent housing and submit the AR-11 within 10 days of the move – use the permanent housing as the physical address and the IOM address as the previous address (or the affiliate address if the client did not go to a Safe Haven).
9. **Can you clarify documentation and employment?**
	1. Afghan individuals who receive Special Immigrant (SI) Conditional Permanent Residence –The I-551 stamp they receive at arrival is valid for employment. Their SS Cards will be unrestricted.
	2. Afghan individuals who receive SI/SQ Parole – their Form I-94’s will not be valid for employment, and their SS Cards will be restricted, so they will likely need to wait until they get an EAD to get a job.
	3. Afghan humanitarian parolees who are admitted to the United States due to urgent humanitarian reasons or significant public benefit-- their Form I-94’s will not be valid for employment, and their SS Cards will be restricted, so they will likely need to wait until they get an EAD in order to get a job.
10. **SF-600/I-693 Medical Documents**
	1. The vast majority of Afghans who are assured to a resettlement affiliate and arrive via IOM-booked travel will have their SF-600/I-693 medical documents included in their IOM travel bag.  However, when Afghans independently depart from the bases, they often leave without the paperwork.  In addition, there are many partners involved with the medical processing at the bases and the DOD contractors differ from base to base.  CDC is working hard to fill in the gaps when they are identified. CDC is also implementing a process whereby data entry of medical forms will be completed at the bases into a CDC portal which will then transmit medical information to the SRHCs.
11. **Our Department of Health is having a hard time accessing the medical records of our clients.**
	1. Please review/share with your state refugee health coordinator the resource “CDC Update\_Medical Records and Notifications for Afghans\_10.29.2021” which can be found on MRSConnect under APA > Program Administration > Resources > Health.
12. **We received an EAD/SSN for a client that is not ours. He does have the same name as one of our clients. Should we just return it to IOM?**
	1. If your office receives an EAD or SSN card that doesn’t belong to any of your arrivals (completely wrong card), please email IOM at afgovdocsRA@iom.int to report it and please return the cards (via priority mail) to IOM at the following address: International Organization for Migration 1625 Massachusetts Ave. NW Washington, DC 20036
13. **How should we handle EADs with incorrect information?**
	1. PRM has provided instructions for requesting a correction to an EAD for Afghans, which includes a special USCIS mailbox set up to receive and expedite these requests. Please see [these instructions](https://protect-us.mimecast.com/s/Z9c9CW61OYCjVZlEh6S6t2?domain=r20.rs6.net) available in English, Dari and Pashto.
	2. You can receive assistance with typographic errors here: <https://egov.uscis.gov/e-request/displayTypoForm.do;jsessionid=D6121E3E06FAC2C8166A609C6868E999?sroPageType=typoError&entryPoint=init>
	3. For more information, see [APA Documentation Issues and Next Steps](https://mrsconnect.org/wp-content/uploads/2021/12/Documentation-Issues-and-Next-Steps-12.20.xlsx) resource on MRSConnect (must be logged into MRSConnect to see) – it includes steps for fixing issues on I-94s, EADs, and SS cards.

**Benefits**

1. **Are APAs also eligible for Refugee School Impact?**
	1. Yes, as well as all other ORR funded programs that refugees are eligible for (ie TANF, RCA, etc.)
2. **Is there any advocacy for a "Dear Colleague" letter to inform the local DFCS offices that Afghan Parolees are qualified for refugee benefits.?**
	1. ORR is trying to figure out what documents they want to use and will be creating a letter.
	2. You do not need to wait to apply for benefits. Eligibility started Oct 1.
	3. Memos for [TANF](https://protect-us.mimecast.com/s/qOhSCW61OYCj9EWGsKbnTf?domain=r20.rs6.net) and [SNAP](https://protect-us.mimecast.com/s/Q4xRCXDPxZin5Qz0TkRWi0?domain=r20.rs6.net) can be shared with State Refugee Coordinators and can be used for local advocacy.
3. **We are expecting a parolee who has a US citizen spouse. Can you provide any guidance on how that may impact benefits eligibility or eligibility for APA services?**
	1. The parolee should still be able to receive the same benefits as cases that do not have a US citizen in the household. However, if the US citizen has been living here for a long time and has a well-paying job, this may affect income eligibility.
4. **Will APA clients be on the USCIS "SAVE"? Our local DHHS usually run SAVE verification of immigration status. Has USCIS reported on whether they will be adding Afghans granted Parole on SAVE system?**
	1. Yes, see <https://www.uscis.gov/save/whats-new/afghan-special-immigrant-conditional-permanent-resident-status-and-non-si-parolees>
5. **For babies born on bases, they are not eligible for the $1225, correct?**
	1. Correct, the babies are considered U.S. citizens. However, they might be eligible for public benefits.
6. **We are having trouble processing benefits applications without Social Security Cards or receipts of SSC applications. The RA affiliates said they have been scheduling appointments at our local SSA office. Is this something we should be doing as well or should we just keep waiting on the Social Security Cards?**
	1. Affiliates should not have to follow-up with local SSA offices since the application process was automatically tied to the EAD application, however if scheduling appointments with the local SSA office seems to be getting better results it could be a good strategy for your program. In addition, Issa Spatrisano from Catholic Social Services in Alaska shared memos for TANF and SNAP that had been shared with State Refugee Coordinators and can be used for local advocacy. These are now housed on MRSConnect for easy access.
7. **If a parolee case has completed their medical screening (I-693) on the base, do they need a refugee medical screening once they arrive to their final destination?**
	1. Yes – APA parolees are eligible for all benefits a refugee is eligible for, including a refuge health screening. Please work with your State Refugee Health Coordinator to ensure your local refugee clinics understand and have capacity to meet this requirement. Like any refugee case, you should also help clients access acute and ongoing healthcare services as needed throughout their service period.
8. Are Afghan Parolees eligible for FAFSA (student aid) or do they have to be approved for asylum?
	1. FAFSA: Non-US citizens with documented status may be eligible for federal aid, per the Federal Student Aid website ([Eligibility for Non-U.S. Citizens | Federal Student Aid](https://studentaid.gov/understand-aid/eligibility/requirements/non-us-citizens)). If Afghan clients want to know their individual eligibility, they must contact the school they wish to attend. For this, each school may be the best place to ask since they all may have various requirements.

**Legal**

1. **Is the recommendation to wait for final determination about adjustment of status or proceed with asylum applications?**
	1. This is dependent on each individual case. If you don’t have legal services or staff at your agency, we can connect you with a legal service provider that can advise.

1. **For people who did not go through the base, is there a way of applying for parole status outside the base or should we ask them to go to the base? What is the process of going back to the base?**
	1. If they are already in the US they have parolee status. We do not have clarification yet on going back to the base to finish processing, however, these individuals are subject to the same conditions of parole as those processed on base.
2. **Any training resources for our Legal Service Team as they start to prepare to take on asylum cases? And do you know if these applications take the same amount of time as a typical asylum case?**
	1. Stay tuned from more information from CLINIC.
	2. Please see this [Special Immigrant Screening Guide for Afghan Parolees.](https://protect-us.mimecast.com/s/oFaRCVOWpXclwJR9fzW24T?domain=r20.rs6.net) Note that Afghan nationals already present in the United States are not eligible for a visa, which allows someone to enter the country, but they may still be eligible for special immigrant status. With special immigrant status, an individual is able to apply for permanent residency (a “green card”) and would not apply for asylum. Ultimately, however, the decision to apply for special immigrant status, asylum, or any other status is subject to an individual’s discretion, and he or she should consult with an immigration attorney to determine the best way forward.
3. **Can we get guidance on how to apply for SIV for people who are eligible who have already arrived but didn’t start of complete process before arrival?**
	1. Please visit the USCIS website on this for details on the process (currently the last section on this webpage): <https://www.uscis.gov/humanitarian/humanitarian-parole/information-for-afghan-nationals-on-requests-to-uscis-for-humanitarian-parole>
4. **My recently-arrived client needs to apply for Legal Permanent Resident status. My question is, does he need to have a new physical? He recently had one done for his SIV case.**
	1. If the client is an SIV they should already have legal permanent resident status. SIVs are eligible for the R&P program depending on how recently they arrived to the U.S. We recommend reaching out to CLINIC or your agency’s legal/immigration department to verify that the client is an SIV and if not, whether an additional medical screening is needed to satisfy the conditions of the LPR application. From a service provision standpoint, APA clients are entitled to assistance obtaining a medical screening.
5. **Support for asylum appointments:**
	1. Right now, we would encourage resettlement affiliates to lean into US Ties and community support to help clients with these services for which there is inadequate infrastructure.

**Housing**

1. **Will arrivals need to be quarantined once here?**
	1. We recommend following the CDC’s guidance on international and domestic travel. It will depend on their arrival date and their vaccination status.
2. **How do I speed up the housing process with Airbnb**?
	1. Sign and submit the pre-emptive sub agreement with RCUSA, your agency, and Airbnb.
3. **Can Community Partners apply for Airbnb funding?**
	1. No, the grant is only available for CCUSA network members.
4. **Is it acceptable to have some of the single males housed together upon arrival due to housing challenges?**
	1. Yes
5. **Are parolees eligible for public housing?**
	1. Yes, they are eligible for any benefit a refugee may be eligible for.
6. **Do we have to go through background check for a family or individuals that would like to host APA family at their house?**
	1. If a UST, no. If a community member or family that the client does not know, yes.
7. **Would background checks be required if a person with an additional rental house offers the entire house for an Afghan family?**
	1. No.
8. **If housing isn’t obtained within 90 days, is there a waiver to extend past 90 days?**
	1. Unfortunately, there is no current way to extend the APA program beyond 90 days. However, there might be ORR services, private resources, or volunteers/hosts that may be able to meet the temporary housing need until permanent housing is secured.
9. **Will there be more funds available for the housing? We are close to reaching the maximum amount for this grant and may end up spending the $1,225/individual APA funds on hotels/extended hotels instead of spending on their rent and utilities for the permanent housing.**
	1. We are working on an APA supplemental direct assistance fund and we also have the LDS emergency housing fund available for affiliates to tap into. Also check out the [Welcome.US](https://welcome.us/) website to see if there are low cost/free housing solutions in your area. If you want assistance with navigating this, you can reach out to Peyton Smith (psmith@usccb.org)
10. **Most public housing has long waiting lists for units or vouchers. Is there any way for parolees to get preferential treatment?**
	1. According to HUD, no, the parolees will not get preferential treatment. We are still working with them to find out if there are other things they can do to help.
11. **Is DHS providing 1 year of housing for Afghan parolees?**
	1. Various agencies and departments within the federal government are working to pull together resources, including medium-term and long-term temporary housing, for APA clients. This is still in development but once we hear more from PRM we will pass along the information ASAP.
12. **If our clients are in temporary housing, can we wait until they move to permanent housing before filing the AR-11 Change of Address?**
	1. Since filing the AR-11 is an immigration-related requirement there unfortunately is no flexibility. AR-11s should be completed even if the client is staying in temporary housing for 10+ days. For APA clients, their EADs and SS cards should be mailed to the affiliate address directly from IOM in DC regardless of where the client is living. However, it may be helpful to list your affiliate address as the mailing address when completing the AR-11 for the client’s temporary housing to ensure documentation is not lost in the mail.
	* clients should not be concerned that their filing an AR-11 will delay those cards.
13. Can we use Covid grants for paying for housing?
	1. APA Additional Direct Assistance – housing and technology assistance for clients who are facing challenges (does not need to be related to COVID-19)
	2. [Location](https://qualtrics.ca1.qualtrics.com/jfe/form/SV_72nAt5DxCUoC5rE): APA > Program Administration > Operational Guidance > Finance and Additional Direct Assistance

**Cultural Orientation/Interpretation**

1. **If one of the individuals in a family group speaks English, can he assist with translating for the others in group meetings if needed?**
	1. The CA requires “appropriate language interpretation to the extent possible”. It is preferable and best practice to have an independent interpreter, but exceptions may need to be made. The client could however assist with future arrivals as any volunteer or contracted interpreter would.
2. **If an APA client is fluent in English as well as Dari and Pashto, and interested in acting as a translator for future arrivals, can they do so?**
	1. There is nothing in the APA Cooperative Agreement that negates contracting a client as an interpreter for your agency. Please make sure they have their Social Security card and Employment Authorization Documents. As part of their cultural orientation, you should let this client know that he is required to pay taxes on any earned income in the U.S. and that he has to declare any earnings from the interpretation services to the IRS when he files his taxes next year. Please also note that as much as this client might be providing paid interpretation services for your agency, they are entitled to all the services they are eligible for, including their per capita funding as well as accurate documentation of all those services in the case file. The client should not translate for any members that may be on their case.
	2. DHS is fronting a hiring project on the bases, so many clients may be arriving with US work experience already.
3. **Will cultural orientation need to be completed during the 30 day period?**
	1. Similar to RP, the period of services is technically 30 days, but you'll have the ability to extend to 90 as needed. If you provide CO past the 30 day mark when you submit reports, this will not count against your program.
4. **Where can we learn more about dietary restrictions, clothing needs, religious practices of these clients?**
	1. CORE is currently developing a backgrounder. There is an [older guide](http://www.culturalorientation.net/content/download/2137/12309/version/1/file/The%2BAfghans%2BCulture%2BProfile.pdf) you could take a look at in the meantime. Learn about [working with muslim refugees in the u.s.](https://coresourceexchange.org/wp-content/uploads/2019/09/Muslim-Refugees.pdf) and listen to [siv holders discuss their u.s. resettlement experience.](https://coresourceexchange.org/refugee-stories/)
5. **Is it okay to just include the PA in orientation so that one parent can watch children?**
	1. Per the Cooperative Agreement, all adults 18 years of age and older must receive CO. Consider alternative mechanisms to reach these clients such as virtual learning. The model assessment is not required for APA cases.

**Out-migration (See document \*Effects of Out-migration)**

1. **How do we handle out-migrations?**
	1. Please reach out to your site’s pre-arrival case manager (PACM) to see if transfer is possible on a case-by-case basis. We can help to make sure all parties are aware of expectations.
	2. On the service plan you’ll want to indicate that you’re using the cash model to provide the remaining per capita to the case since their services/needs will be met with their uncle’s assistance. In the case notes you’ll want to summarize and refer to the service plan for more details. You can provide the check directly to the client and ensure a copy of the check, client acknowledgement/signature, and the financial summary sheet are included in the case file.
2. **Anything different if all per capita has been used?**
	1. It’s the same as if an R&P client out-migrated after all R&P per capita was used.
3. **Regardless of the restrictions, what is to keep clients from out-migrating to the very same areas from which placement restrictions are in place?**
	1. Impacted sites will not be able to accept these cases back.
	2. Counseling around the cost of living, cost of housing, and employment opportunities is a priority and taking place at all the bases to avoid certain areas regardless of USTs. But this is to be expected. Walk-ins will still be eligible for services and thus we may see additional restrictions.
	3. Counsel clients to set their expectations accordingly. They will not get the same level of services if any at these impacted sites. Have a discussion around
	4. We will continue to advocate for additional support and guidance.
4. **We understand that some arrivals may not decide to remain at our location. If they decide to move prior to completing medical screenings and/or cultural orientation what will happen?**
	1. Please see the one pager on conditions of parole.
	2. In terms of CO, you can counsel the client before they leave your care, provide translated resources, connect them with core, particularly the SettleIn app. There's currently not a system in place yet for post arrival transfers.
5. **I'm in communication with a US tie who is saying that IOM is telling people if they try to out-migrate, they will lose their benefits.**
	1. IOM is trying to deter outmigration to lessen the stress on those resettlement restricted areas. As i understand it, they will not lose their benefits so long as they follow the conditions of parole outlined in this [factsheet.](https://mrsconnect.org/wp-content/uploads/2021/08/afghan-parole-information-sheet-final.pdf) If they do not follow these conditions, then yes, they put themselves at risk. That said, there's currently not a system in place for post arrival transfers, so if they out-migrate from HBG to Sacramento, for example, getting the same level of care will be challenging simply due to capacity.

**Walk-in SIVs (\*See Walk-in procedure documents on MRSConnect)**

1. **If we have APA walk-ins who were never on the base, will we need to request a Hummingbird case number for them, particularly when it comes time to enroll them in MG through MRIS?**
	1. As a first step, submit approval to serve the case (including the case’s eligibility docs) to APA\_walkins@usccb.org. Please see the APA walk-in procedures on MRSConnect for more details.
2. **Is there a specific form for the walk-in APs, or we are still using the DS-234?**
	1. There is no specific form. DS-234 was used for walk-in SIVs but we are not using that form for this group.
3. **If a case is booked for travel and the UST is insisting on driving the client and working with an agency in a different city, what agency is ultimately responsible? Will the new RA consider the case a walkin or post arrival transfer?**
	1. Since the client didn’t arrive to your city to begin services they would be considered a walk-in case at whichever affiliate they approach for services. As of 10/15/2021 there is no official post-arrival transfer system in place.
4. **Are there estimates for the total potential # of Afghans who could be walk-ins? We are finding people every day who were never on bases.**
	1. At this time we do not have an estimate since any of the Afghan parolees/SIVs could elect to travel on their own and walk-in to your agency.
5. **Can we start providing basic services to walk ins before approval from USCCB? We're thinking specific urgent services like providing seasonally appropriate clothing and referrals for urgent medical needs.**
	1. There is a risk that your agency will not be reimbursed for services to walk-ins if PRM rejects the client’s request for APA services. However, if PRM approves the request for APA services you can charge the services that occurred in advance of the approval to the APA grant and seek reimbursement from USCCB.
6. **If we continue to locate walkins we can continue to serve them, correct?**
	1. Most definitely, but you will need to contact USCCB who will submit the request to our Hummingbird colleagues for walk-in approval. Once approved, the case will be allocated and assured to your agency.
	2. Email APA\_Walkins@usccb.org to request approval to serve walk-in clients!

**Minors**

1. **How do we handle unaccompanied Afghan minor parolees?**
	1. Generally speaking, minors with afghan parolee status can receive/be referred by orr for uc services (eg, to a shelter or foster care program, or for home study or post-release services).
2. **What services/benefits are unaccompanied Afghan youth eligible for if they have a PRM/ORR caregiver (i.e. sponsor) to which they have been released?**
	1. We are seeing many scenarios where clarity is needed on what benefits an Afghan youth is eligible for when they have a sponsor (i.e., a caregiver whom PRM/ORR have released the child to). These children are eligible for both APA benefits as well as, in many cases, Post-Release Services (PRS).