

**Department of Children & Families**

# **Glossary**

**By Service**

**Refugee Services Program**  
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## ADULT EDUCATION:

**Adult General Education (AGE).** A comprehensive program of adult instructional courses, designed to improve the employability of clients, specifically:

- Adult Basic Education (ABE) courses, defined by the Florida Department of Education (DOE) as courses designed to improve the employability of an individual through instruction in reading, mathematics, language, and workplace readiness skills;
- Adult ESOL Academic Skills (ESOLAS) courses, defined by DOE as a course (one level) with an emphasis on academic proficiency in listening and speaking, with added emphasis on reading and writing;
- Citizenship Preparation course, defined as a non-academic course offered to eligible refugees/entrants in preparation for the naturalization test required for U.S. Citizenship, including, but not limited to, U.S. civics, history, government, citizens' rights and responsibilities, the Declaration of Independence, and the U.S. Constitution;
- English Language Instruction, defined as instruction in the English language to limited English proficient students. Such instruction shall be designed to develop the student's mastery of the four language skills, including listening, speaking, reading, and writing, as rapidly as possible.
- English Literacy for Career and Technical Education (ELCATE) courses, defined by DOE as courses designed to prepare individuals for success in career/technical programs and, ultimately, in the workforce;
- English for Speakers of Other Languages (ESOL) courses, defined by DOE as courses designed to help individuals of limited English proficiency achieve competence in the English language;
- General Education Development (GED) Preparation courses, defined by DOE as courses designed to help individuals attain American or high school level academic skills;
- Workplace Readiness Skills (WRS) courses, defined by DOE as courses to improve English language skills to maintain employment and/or enhance career opportunities within the company and are held at the worksite in a location provided by the employer.

**Attendance Hour.** A unit of measure that represents an hour of actual scheduled instruction received by an eligible client as verified through student attendance records in any of the Florida DOE defined AGE or vocational training courses.

**Attendance Unit.** A client that attends one or more classroom sessions for any course in a billing cycle. Clients who attend more than one course will be counted for each course in a billing cycle.

**Client Education and Training (CET) Services.** CET Services includes skills re-certification, re-credentialing, Short Term Training (STT), On-the-Job Training (OJT), vocational training, and English Language Instruction (ELI) designed to lead to a job placement in accordance with the client's CL plan.

**Clients Enrolled.** The unduplicated number of eligible clients enrolled in any course/program at any time during a reporting period.

**Completion.** Clients are able, according to DOE standards, to take the related standardized test (such as the CASAS test) and the results (including course end date and reason) have been entered in the RSDS.

**Completion Point(s).** Point(s) attained representing Occupational Completion Points (OCP) or Literacy Completion Points (LCP) or competencies, as defined by the Florida DOE guidelines, representing successful completion of program standards, benchmarks and frameworks.

**Documented Progress.** Successful completion of program standards, benchmarks and frameworks, using standardized assessment instruments, sufficient to obtain successful completion of an LCP signifying progression to the next level of instruction for AE courses.

- An LCP signifying progression to the next level of instruction for AGE courses;
- Vocational courses taken to obtain the required OCP(s) or certification in a vocational program; or
- Program standards, benchmarks and frameworks for Continuing Workforce Education courses.

**Educational and Training Standardized Assessment Instrument.** A valid and reliable testing instrument that is administered, scored, and interpreted in a standard manner to determine initial placement and subsequent educational gains of clients.

- For English language courses, the standardized assessment instruments to document progress, representing the attainment of Literacy Completion Points, shall be in accordance with Rules 6A-6.014(4) and 6A-10.040, F.A.C., and other assessment memoranda, Assessment Technical Assistance Papers, and FAQs distributed by the DOE and any subsequent revisions thereto. In the event that a DOE issued document supersedes F.A.C., providers shall comply with the superseding DOE issued document.
- For vocational training, the assessment instruments must reflect achievement of the required competencies of the curriculum frameworks in the areas in which the instruction is focused.

**ELI Tuition Voucher.** A certificate of funding by the Provider to a client to be used to fund a client's enrollment costs in an appropriate ELI course provided by an accredited public school.

**Enrollment Hour.** A unit of measure that represents the total number of hours of actual scheduled instruction available from the course start date to the course end date for any of the defined AGE courses or the total number of hours of instruction required for the successful completion of a vocational training program.

**Instructional Hour.** The hours that teachers or instructors actually spend in the classroom teaching clients course material.

**Intake.** The process in which the provider completes the eligibility determination, initial data collection and Client Release of Information Form for new clients or returning clients who have not participated in services provided under this contract for 12 consecutive months who intend to enroll in courses provided under this contract.

**Term.** A period of time as determined by the Provider that sets the beginning and end date for each session of the school year.

**Tuition.** A Florida Department of Education (FDOE) determined fee for a program or course of study that is offered by an accredited vocational center located within the local service area or a Refugee Services (RS) pre-approved fee for a RS pre-approved program or course of study which does not fall under the DOE fee schedule or framework, that is offered by an accredited vocational center located within the local service area.

**Vocational Training.** Programs or courses through which a client may receive vocational training specifically designed to meet the demands for trained workers in marketable occupations that require more than a high school diploma but less than an academic degree, providing a combination of educational and technical skills training through which clients may obtain the required competencies necessary for vocational certification upon completion of a program.

**Withdrawn.** Includes death of the client, the client has withdrawn from the course within one month of course start date, relocated, or obtained employment and is no longer able to attend the course.

## **CHILD CARE:**

**Accepted for Child Care Service.** A client, who received a referral, was determined to be eligible for services, and the provider allocated an available slot for that eligible client's child in need of care. A client's child that is placed on a wait list is not "accepted for child care service."

**Child Care.** Licensed comprehensive care, supervision and protection of infants, preschool-age children and school-age children for a portion of a 24-hour day to permit the parents or caretakers to seek and maintain employment or training in order to become self-supporting.

**Child Care Facility.** Any child care center or child care arrangement which provides child care for more than five (5) children unrelated to the operator and which receives a payment, fee, or grant for any of the children receiving care in wherever operated, and whether or not operated for profit. The following are not included:

- Public schools and nonpublic schools and their integral programs, except as provided in s. 402.3025, F.S.;
- Summer camps having children in full-time residence;
- Summer day camps;
- Bible schools normally conducted during vacation periods; and
- Transient establishments, as defined in chapter 509, F.S., which provide child care services solely for the guests of their establishment or resort provided that all child care personnel of the establishment are screened according to the level 2 screening requirements of chapter 435, F.S.

**Child Care Services.** The provision of RS child care services is to promote economic self-sufficiency by allowing parents of young children access to quality and affordable child care while participating in RS-funded employment services, RS-funded AE services, or ORR Matching Grant Programs as soon upon their arrival to the U.S. as possible

**Client.** An eligible individual for whom services are provided by the contracted service provider.

**Days of Care.** Care provided to an eligible client and billed by the provider, including partial days of care.

- **Full-time.** At least six (6) hours and up to and including eleven (11) hours of care in a twenty-four (24) hour period.
- **Part-time.** Less than (6) hours of care in a twenty-four (24) hour period.

**Direct Services.** Those activities, other than child care, which are necessary to meet the service task requirements of the contract, including but not limited to, enrollments, client priority determination, client eligibility (re)determinations, client support tasks/referrals, wait list, gold seal requirements, childcare options, ancillary case management services, file documentation data collection and required program reporting activities. The costs for direct services are specified in the provider's budget/application.

**Employability Services.** Services designed to assist refugees/entrants in obtaining gainful employment. Acceptable services include:

- RS-funded employment services;

- RS-funded adult education services; or
- Office of Refugee Resettlement (ORR) Matching Grant Programs.

**Enrollment Date.** The first date the eligible client's child(ren) receive(s) RS subsidized child care services.

**Gold Seal Facilities.** Those facilities described in Section 402.281, F.S. that have received a separate "Gold Seal Quality Care" designation.

**Initial Determination.** The first actual activity by the provider in determining eligibility for enrollment into the RS subsidized child care services program by determining acceptance for service based on availability of slots or the need for beginning a wait list during the contract period.

**Intake Date.** The date the client is determined to be eligible for RS subsidized child care services.

**Licensed Child Care Facility.** Any child care center or home in the state, unless statutorily exempt, possessing an annually renewed child care license from the Department.

**Matching Grant Program.** The Matching Grant Program is an ORR-funded alternative program to public assistance. The program is designed to facilitate self-sufficiency within four months of date of eligibility by providing necessary services and support activities. Enrollment must be completed within 31 days of eligibility for the program.

**Parent.** For the purpose of RS subsidized child care services, is defined as the mother, father, and/or guardian of a child receiving care.

**Priority List.** A roster consisting of eligible children of clients either on the wait list (if there is one) and/or children of clients who are still within their eligibility period for childcare services (12 months) but are no longer receiving child care services due to prioritization.

**Priority List Determination.** A process to be completed during the intake and redetermination task for all eligible refugees/entrants. Based on the ranking of the client on the priority list, the client shall enroll or continue to receive child care services or be placed on the priority list until slots become available or their eligibility period ends.

**Refugees/Entrants.** People who are eligible for refugee services pursuant to state and federal regulations and who are in need of the services outlined in the contract. These clients may include:

- Refugees of all nationalities;
- Cuban/Haitian Entrants, including Parolees and Asylum Applicants;
- Asylees of all nationalities;
- Amerasians;

- Certified Victims of a Severe Form of Human Trafficking; (also referred to as victims of trafficking (VOT));
- Lawful permanent residents who adjusted from prior refugee, entrant, or asylee status; and
- Special immigrants of Iraqi or Afghan nationality.

**Subsidized Child Care.** Refugee Services funded child care services for eligible clients, in accordance with all other subsidized child care services, provided under agreement with the provider or other local governing entity identified in the contract.

**Successful Eligibility Redetermination.** The process by which the provider has documented the client's immigration status and date of entry; verified participation in an employability service and income verification; and placed the client under the appropriate funding source as specified in the contract. A redetermination of client eligibility for each child shall be conducted at the six (6) month interval (6th month) from the enrollment date.

**Wait List.** A roster of eligible children of clients who have completed an intake, but the children are not yet enrolled, due to funding limitations.

## **COMPREHENSIVE REFUGEE SERVICES (CRS):**

**Case Coordination.** Case Coordination is defined as an integrated and streamlined system that provides assessment, planning, and coordination of RS with the overall goal of economic self-sufficiency and social integration.

**Case Notes.** Electronic or hard-copy notes that present a case narrative, in chronological format, recording critical contact with the client.

**Comprehensive Refugee Services (CRS).** Sometimes referred to as Consolidated Refugee Services, CRS is an integrated service delivery system focused on promoting the long-term self-sufficiency and social integration of eligible clients. CRS programs provide (either directly or through subcontracts) a variety of services designed to assist clients in overcoming obstacles to resettlement. Services may include, but are not limited to, Employment, Adult Education and English Language Instruction, Legal, Youth, Child Care, Mentoring, and Tiered Case Management.

**CRS Orientation.** A client orientation designed to inform refugees on expectations regarding employment and services provided by the employment program, including job development and job referrals; information on additional services available through the CRS program, including child care, English language training, vocational training, youth services, and legal services; information on the importance of health care, health insurance requirements per the Affordable Care Act, availability of health insurance through the health insurance marketplace, and how to access healthcare through the marketplace; and information on other services that may be available in the community.



**CRS Plan.** A plan developed by the local CRS provider that outlines an integrated service delivery system for clients and promotes refugee engagement in the community. The plan demonstrates how the provider intends to promote long-term self-sufficiency and social integration of all refugees served under the CRS program and how the provider will serve eligible clients over a large geographical area.

**CRS Transition Plan.** A plan developed by the local CRS provider that outlines the steps the provider will take when transitioning from the existing service delivery model to the CRS model. The plan will ensure the continuity of services provided to refugees and entrants in the service area.

**Emergency Housing Assistance.** Financial assistance to clients who meet the criteria of the approved Emergency Housing Assistance screening tool. This is a funding of last resort and may only be used after case managers have determined that voluntary agencies, family members, and/or community funds cannot be used.

**Outreach Services.** Activities designed to familiarize potentially eligible individuals with available contract services, to explain the purpose of those services, and to facilitate access to services, as well as familiarize clients with available community resources.

**Quality Management Plan.** A plan developed by the local CRS provider designed to include quality assurance and improvement activities to be conducted by the provider and any subcontracted organizations. The plan includes intervals at which these activities will be conducted and the types of data that will be collected, analyzed, and reported.

**Referrals.** The Provider shall be familiar with community resources and, in particular, services provided to refugees/entrants and shall have established links with other local service providers to ensure that the supportive service needs of refugees/entrants can be met. The Provider shall refer refugees/entrants to these services as needs are identified.

**Refugee Integration and Self Sufficiency Annual Survey.** An annual survey conducted by the contracted provider that looks at clients who have been in the U.S. for at least a year. The goal of the survey is to assist the RS Program in assessing the degree to which refugee clients have integrated and/or achieved self-sufficiency since arriving in the U.S.

**Refugee Services (RS) Assessment.** A tool used to determine a client's service needs at various points in their resettlement process that will also provide a score for determining the level of case management needs.

**Tiered Case Management.** A case management model that prioritizes clients based on individual and family need. Clients may be assigned a tier (tier 1, 2, or 3) only after

completing the RS Assessment. More information on Tier Case Management and the RS Assessment can be found in the Tiered Case Management section of the Glossary.

**Uptake Analysis.** An analysis of prior year arrivals that identifies the number of eligible clients in the county and the number of clients, demographics of unserved employment and adult education clients, and percentage of unserved employment and adult education clients.

## **EMPLOYMENT SERVICES:**

**Career Laddering (CL) Assessment.** The determination of a client's literacy levels, educational attainment, work history and vocational skills including obtainment of supporting documentation and testing to verify skills for which a client may lack proof. An orientation explaining the program procedures and expectations is also included.

**Career Laddering (CL) Client.** A client possessing one or more of the following: provable professional credentials or experience who is eligible for re-credentialing or skills re-certification; advanced education, such as one or more university degrees or certificates, work experience or trade skills, such as plumbing, carpentry, tool-making, mechanical skills, skilled factory work and related occupations, or health-care experience, such as nursing or other related medical-support occupations; or individuals with low/minimal experience and/or skills but who need support for employment advancement and whose CL assessment/plan indicates they will benefit from an appropriate training, including but not limited to, OJT, vocational training, and ELI designed to lead to a job placement in accordance with clients' CL plans.

**Career Laddering (CL) Placement.** The acceptance of unsubsidized full-time (25 hours or more per week) employment as a result of a referral from the employment service provider, that is related to the client's CL Assessment and CL plan and as a result of career laddering services provided, including but not limited to vocational training, skills-recertification, re-credentialing, short-term training (STT), or on-the-job training (OJT). Employment must be consistent with the provisions of 45 CFR 400.81 and clients' employability and career laddering plans.

**Career Laddering (CL) Plan.** The strategic development of a career track with specific steps toward an agreed upon career goal. Each step includes job targets and professional growth objectives detailing planned education, training and credentialing necessary for the move to the next step on the client's career ladder.

**Career Laddering (CL) Services.** CL services include but are not limited to skills re-certification, re-credentialing, STT, OJT, vocational training, and ELI designed to lead to a job placement in accordance with clients' CL Plan.

**Client Education & Training (CET) Services.** CET services include skills re-certification, re-credentialing, STT, OJT, vocational training, and ELI designed to lead to a job placement in accordance with clients' CL plans.

**Economic Self-Sufficiency.** Achieved when at least one client in the family unit is employed, and the total household income meets or exceeds 133% of the Federal Poverty Level income standards for the family size.

**Employment Authorized Client.** A client who is eligible for employment in the United States (U.S).

**Employment Client.** A client seeking employment services to obtain gainful employment in any marketable occupation not requiring previous work experience, skills, or education.

**Employment Follow-Up.** The activity of contacting the clients or their employer(s) to determine whether clients are employed at any unsubsidized job on the 90th day after entering employment.

**Employment Services.** Services available to employment and CL clients that may be required to obtain gainful employment, including:

- Screening of clients' employment authorization, educational background, work history in the U.S. and prioritization of clients for services;
- Family self-sufficiency plan development to ascertain the employment-related needs of each employable family member in order for clients to achieve economic self-sufficiency;
- Employability plan development to identify the barriers and services necessary for job placement;
- Referrals to community services as needs are identified (e.g. child care, adult education);
- Orientation services to familiarize clients with work practices such as payroll deductions and retirement benefits; work-related skills such as money management and travel; vocational English; interpersonal and communication skills; information and referral services;
- Pre-employment work adjustment counseling services to develop and maintain individual skills necessary to enter employment, including OJT, which is subsidized training at an employment site that is expected to result in full-time, permanent, and unsubsidized employment with the employer who is providing the training;

- Transportation assistance (when deemed necessary);
- Client Education & Training Program (for eligible CET clients);
- Job placement services including the identification and recruitment of job opportunities and the maintenance of an organized system for recording job openings, employers, and referrals;
- Follow-up services to provide necessary support to the employers and clients for the continuation of employment;
- Case Management services including employment counseling, information and referral services before and after job placement to assist individual clients to become more aware of his/her service needs and to explore alternatives for meeting those needs and focusing on suitable employment.

**Family Self-Sufficiency Plan.** A plan that addresses the employment-related service needs of each employable member in a family unit for the purpose of enabling the family to achieve economic self-sufficiency through the employment of one or more family members.

**Full-Time Employment.** Employment of 35 hours or more per week.

**Health Insurance Access.** The determination of whether clients are placed in a full-time job with access to employer-sponsored health insurance within six (6) months of the job placement date.

**Intake/Screening.** The determination of clients' eligibility, economic status, initial data collection, preparation of a family self-sufficiency plan, preparation of an individual employability plan and pre-employment placement services, including orientation, work activities and employment preparation for TANF clients, as needed.

**Job Placement.** The acceptance of unsubsidized full-time or part-time employment as a result of a referral from the employment service provider. The job placement which occurs after the intake, is the first placement. Employment must be consistent with the provisions of 45 CFR 400.81 and clients' employability plans.

- Career Laddering placement is the acceptance of unsubsidized employment that is related to clients' CL plan and a result of CL services.
- Self-placement is the acceptance of unsubsidized employment that is not the result of a referral from an employment service provider.

**Matching Grant Program.** An ORR-funded alternative program to public assistance wherein local voluntary agencies agree to match ORR's grant with cash and in-kind contributions of goods and services from the community. The program's goal is to facilitate self-sufficiency within four months of the date of eligibility by providing services

such as case management, employment, provision of food or food subsidies, suitable housing, and transportation assistance for the first 120 days. Enrollment must be completed within 31 days of eligibility for the program.

**Non-Employable Entrants.** Cuban/Haitian Entrants who have been issued the (DHS) form I-862 (Notice to Appear, or NTA) or the DHS Form I-220a (Release on Own Recognizance) only, or any other documentation placing them into removal proceedings only and who have not been granted parole.

**On-the-Job Training (OJT).** The term “on the job training” refers to training by an employer that is provided to a paid participant while engaged in productive work in a job designed to assist the participant in gaining the skills needed to be effective and productive in the assigned position and that meets the following criteria:

- Provides reimbursement to the employer no greater than 50% of the wage rate of the participant, for the costs of providing the training and additional supervision related to the training;
- Is limited to a maximum of six months in duration;
- Is expected to lead to full-time employment for the participant with the participating employer at the end of the training period.

**Refugee Cash Assistance (RCA).** Cash assistance provided under Section 412(e) of the Immigration and Nationality Act (INA) to refugees who are ineligible for Temporary Assistance to Needy Families (TANF), Old Age Assistance (OAA), Aid to the Blind (AB), Aid to the Permanently and Totally Disabled (APTD), Aid to the Aged, Blind and Disabled (AABD), or Supplemental Security Income (SSI).

**Short-Term Training (STT).** Vocational training for a period of less than 8 consecutive weeks, offering active participation focused on a specific job skill which leads to immediate employment in a particular field.

**Skills Re-Certification.** Full-time attendance in a college or professional training program, provided that such training: is approved as part of the individual’s employability or CL plan; does not exceed one year’s duration (including any time enrolled in such program in the United States prior to the refugee’s application for assistance); is specifically intended to assist the professional in becoming re-licensed in his or her profession; and, if completed, can realistically be expected to result in such re-licensing.

**Verified Job Placement.** The activity of verifying a job placement with the employer or client as outlined in the provider’s contract for the purposes of reimbursement.

**Vocational Training.** Programs or courses through which a client may receive vocational training specifically designed to meet the demands for trained workers in marketable occupations that require more than a high school diploma but less than an academic degree, providing a combination of educational and technical skills training

through which clients may obtain the required competencies necessary for vocational certification upon completion of a program.

**Welfare Transition (WT) Program.** Services provided to current and former recipients of temporary cash assistance (TCA). The goal of the program is to emphasize work, self-sufficiency, and personal responsibility following program requirements and services as described in Chapters 414 and 445, F. S.

## **LEGAL SERVICES (EMPLOYMENT STATUS ASSISTANCE - ESA):**

**Accredited Representative.** An individual accredited by the Department of Justice (DOJ), Office of Legal Access Programs (OLAP) following successful completion of an application process. Only licensed attorneys and accredited representatives in good standing are able to “represent” clients in immigration matters and to practice immigration law.

**Active Client.** A client who is receiving legal services (ESA) and for whom not more than two years have passed since the case was filed with the Department of Homeland Security (DHS).

**Attorney Representation.** This service involves filing Form G-28, EOIR-28, or EOIR-27 with the applicable federal entity indicating such representation. Thereafter, the attorney or Department of Justice, OLAP accredited representative is responsible to the client for filing required applications and performing other tasks as needed to accomplish the objective. This service may entail client interviews, legal research, preparing exhibits, and preparing clients for their interviews, among other things. Representation must remain within the contractual boundaries for the purpose of invoicing. For example, RS does not fund travel outside the State of Florida.

**Business Day** - Weekdays from 8:00 a.m. to 5:00 p.m. Eastern Time other than Saturday, Sunday, or a holiday recognized by the State of Florida (including holidays hereinafter recognized).

**Citizenship Application Granted.** Occurs when an eligible client, having filed a Form N-400 (Application for Naturalization) with the assistance of the service provider, has subsequently passed the English and Civics examinations or has had Form N-648 approved and the language/testing requirements waived, has passed the USCIS Interview, and has received the notice for the Oath of Allegiance to the U.S.

**Client.** An eligible individual for whom services are provided by the contracted service provider.

**Core Service.** A core service is a service unit that is considered fundamental to the legal services (ESA) objectives. Core services are identified in the provider's contract.

**Filing Date.** This is the date the provider submits the service unit (e.g. application) to the appropriate federal entity. In the case of mailing, the filing date is the date the provider mails the material to the appropriate federal entity. In the case of electronic filing, the filing date is the day the material is electronically delivered to the appropriate federal entity.

**Filing Unit.** This is achieved when the provider has completed service preparation, collected the service application fee, filed with the appropriate agency, and entered the date of the filing in the Refugee Services Data System (RSDS).

**Inactive Client.** A client who has not been terminated and who does not meet the definition of active client (see definition for active client above).

**Legal Services.** The provision of immigration-related employability services designed to remove barriers to lawful residency and employment, to promote economic self-sufficiency, to prepare refugees/entrants for citizenship, and to motivate the refugees/entrants to resettle in as short a time period as possible.

**Legal Service Unit.** Legal Service units are filings for the immigration related services allowed under this contract and outlined in the provider's contract; this excludes enrollments. While payment under this contract is associated with enrolling clients into the service component and filing the allowable services units (i.e. core or non-core filing unit), only filing units count towards satisfying the deliverables.

**Non-Core Service.** A Non-Core Service is a service unit that is not frequently used but is important to the legal services contract objectives.

**Other Cases/Filings as approved by RS.** A service unit approved via a written blanket approval by RS that would otherwise require redundant requests for the same service or purpose. Such blanket approvals are considered when unique circumstances arise in the geographic service area or statewide that elicit a RS Program response for services that, although falling under the program, are not detailed in the provider's contract. Such blanket approvals will be treated as "Other case/filings as approved by RS."

**Refugees/Entrants.** People who are eligible for refugee services pursuant to state and federal regulations and who are in need of the services outlined in this contract. Refugees/Entrants, as used in this contract include:

- a. Refugees of all nationalities;
- b. Cuban/Haitian Entrants, including Parolees and Asylum Applicants;
- c. Asylees of all nationalities;
- d. Amerasians;
- e. Certified Victims of a Severe Form of Human Trafficking (also referred to as victims of trafficking (VOT));

- f. Lawful permanent residents who adjusted from prior refugee, entrant, or asylee status; and
- g. Special immigrants of Iraqi or Afghan nationality.

**Requests for Evidence (RFE).** A written document USCIS forwards to a client and/or to his/her representative requesting additional evidence on a pending application. RFE should identify the supporting documents or information that the client has failed to provide or needs to provide to complete the pending application and provide a deadline by which the client or his/her representative must respond. Failure to respond by the deadline and/or an incomplete response will result in dismissal of the application.

**Resolution.** Resolution refers to a positive or negative outcome of an ongoing case. It can also refer to other outcomes to the sequential phase of the case at the time of reporting. A client can have different resolutions for different services, but a case can have only one resolution at any point in time. The five categories of resolution are:

- a. **Ongoing.** The case has been accepted, but there is no final resolution by the agency to which the application was made. Neither the client nor the attorney has withdrawn from the case.
- b. **Positive.** Relief has been granted, in whole or in part, by the agency to which the application was made.
- c. **Negative.** The application was denied, in its entirety, by the agency to which the application was made.
- d. **Client Withdrawal.** The client has withdrawn from services by notifying the provider or the provider has attempted to contact the client, but the client has been unresponsive for ninety (90) consecutive days.
- e. **Application Withdrawal.** The provider has withdrawn the application for reasons other than those for client withdrawal, such as: Death of a client for whom a service application was filed; Client relocation out of service area; or Client, after acceptance of the case by the provider but before service resolution is reached, no longer meets eligibility criteria for the program.

**Resolution Date.** The resolution date is the date relief was granted, or denied, in whole or in part, by the federal entity to which the application was made.

**Resolution Notification Date.** The resolution notification date is the date the provider was notified or determined and verified that a Resolution, as defined above, occurred and recorded the date into RSDS. A written note from the attorney or certified Board of Immigration Appeals (BIA) representative indicating how the resolution notification date was “determined and verified” will be accepted.

**Resolution Notification Unit.** This unit is achieved when the provider records the resolution date and resolution notification date in the client’s file and the provider has documented these dates and the type of resolution in the RSDS.



**SAVE/VIS Program.** The U.S. Department of Homeland Security (DHS) administers the Systematic Alien Verification for Entitlements (SAVE) program. This program verifies immigration status and eligibility of alien applicants for federal benefits. The alien status verification system under SAVE is entitled the Alien Status Verification Index (ASVI), as described at 60 Federal Register 52694, 52697 (1995) administered by the Computer Sciences Corporation (CSC) as the Verification Information System (VIS). The SAVE/VIS Program can and may provide assistance in verifying eligibility in cases where a client does not possess sufficient documentation.

**Terminated Client.** A client whose case file has been closed and all applications for services have been withdrawn because:

- a. Client completed all the objectives and is no longer in need of services;
- b. Client no longer met program's eligibility;
- c. Client provided written or verbal notification of withdrawal from the program;
- d. Client relocated out of the service area;
- e. Client is not participating or client has not participated for the past two years;
- f. Death of the client

## **Mentoring Services:**

**Mentoring Services.** Services available to eligible clients ages 15-24 to promote positive civic and social engagement and support individual educational and vocational advancement.

**Mentoring Services Administration.** A month of mentoring services administration as outlined in the provider's contract, with supporting documentation and a narrative submitted with each invoice describing the start-up activities conducted during the month and appropriate data reported in RSDS.

**Mentoring Services Unit.** A unit of mentoring service may include any of the activities outlined in the provider's contract and is delivered in hourly increments. Delivery of service shall be verified with a narrative submitted with each invoice outlining the mentoring activities conducted for each client during the month and appropriate data reported in RSDS.

## **Tiered Case Management Services:**

**Case Management for Returning Clients.** Case Management services provided to returning clients as defined in the contract, based on the outcome of the RS Assessment tool, in response to a returning client's qualifying event requiring immediate case management to avoid disruption in the resettlement process.

**Qualifying Event.** A pre-defined specific event that occurs to an eligible refugee that had previously been assessed and/or served under an RS-funded contract. This event has the potential to significantly disrupt that individual's resettlement process. A refugee who has experience a qualifying event may be re-assessed by the provider using the RS Assessment tool. Depending on the outcome of the assessment, the refugee may qualify for Tiered Case Management.

**Referrals.** The act of linking clients with appropriate supportive services available in the community based on client needs uncovered through the RS Assessment.

**Returning Client.** A former client who received services through a current or expired RS-funded contract in the service area of this contract and is returning for additional services through the CRS program.

**RS Assessment.** An approved in-depth assessment to determine the needs of all eligible refugees/entrants resettling in an area.

1. **Entry Assessment.** A face-to-face assessment given to new clients entering Reception and Placement (R&P) services or enrolled in match Grant service.
2. **Walk-In Assessment.** A face-to-face assessment given to new clients who have relocated or migrated to the service area and have not received an assessment through the R&P, Matching Grant, or Cuban Haitian Entrant (CHEP) programs in the service area.
3. **Exit Assessment.** A face-to-face assessment given to clients that are leaving R&P or Match Grant and entering the CRS Program (or another DCF-funded refugee program).
4. **Returning Client Assessment.** A face-to-face assessment given to client who have previously received services through a current or expired RS-funded contract in the service area and are returning for additional services through the CRS contract. To retake the assessment, the returning client must have experienced a qualifying event.
5. **RS Follow-Up Assessment.** An assessment given to all clients who received an RS Assessment. The follow-up is completed at a time identified by the Department based on federal reporting requirements.

**Tiered Case Management.** A tiered provision of services that assesses, plans, evaluates, and facilitates services at progressively increasing intensities in response to a vulnerable refugees/entrant client's complex needs requiring a greater level of service coordination and intervention to effectively resettle. Clients may be assigned a tier (tier 1, 2, or 3) only after completing the RS Assessment. The provider may deliver case management under one of three tiers based on the outcome of the RS Assessment and in response to the client's needs.

**Tier 1 Case Management.** A level of case management intended for clients who understand their need for services, how to access services available to meet those needs, and have no significant barriers to accessing services without assistance. Case management under Tier I is limited to three (3) case management hours.

**Tier 2 Case Management.** A level of case management intended for clients who understand some of their need for services, how to access services available to meet those needs, but have some barriers that inhibit them from accessing services without assistance. Tier II is limited to 10 case management hours.

**Tier 3 Case Management.** A level of case management intended for clients who have a limited understanding of their need for services, are unaware of available resources to meet those needs, and present multiple and complex barriers that prevent them from accessing services without assistance. Tier III is limited to 50 case management hours.

## **UNACCOMPANIED REFUGEE MINOR (URM):**

**Active Client.** An individual who a) meets the definition of a client, is working towards his/her case plan goals established by the Unaccompanied Refugee Minors Program (URMP), and who does not meet the termination criteria outlined in in the URMP contract.

**Bed Day.** One twenty-four-hour day (from midnight to midnight) of room, board, care, supervision, and child related services in a licensed residential group care facility.

**Case Plan.** A document prepared by the Unaccompanied Refugee Minor (URM) Provider that specifies the process to ensure the URM client's safety and well-being and which follows the URM client through any process until services are terminated. It shall include specific outcomes and the necessary set of activities, tasks, persons responsible, and timeframes to achieve the outcomes. For young adults it is developed with the young adult and case manager, with input from other persons as requested by the young adult. It should describe the young adult's immediate and longer-term goals that will prepare the young adult to meet the ultimate statutory goal of transitioning from licensed care to independent living (including but not limited to medical needs, mental health needs, language needs, vocational and occupational training needs, and cultural/ethnic needs); Case plans must be continuously monitored and modified to ensure success in achieving the URM client's goal.

**Children's Multidisciplinary Assessment Team (CMAT) Staffing.** A meeting of a designated group of medical, mental health and/or administrative professionals, including a URM Provider representative, Refugee Services Department representative, responsible for reviewing the URM's medical and psychosocial assessment and

determining the URM's medical eligibility (approving or disapproving) for placement in a medical foster home.

**Client.** A URM eligible individual for whom services are provided by the contracted service provider.

**Continuing Care (Extended Foster Care Program).** As used in this contract means a program available pursuant to relevant sections of Section. 39.6251, F.S. and as outlined in Chapter 65C-41 (F.A.C.).

**Designee.** A person, contractual provider or other agency or entity named by the department.

**Discharge Summary.** A report that shall be completed when services within the program have ended (i.e. Extended Foster Care, Postsecondary Education Support and Services) and when an unaccompanied refugee minor (URM) terminates from the URM program. The report shall include the date and reason for termination of services. The original discharge summary is kept in the URM's case file and a copy is sent to the Contract Manager.

**English for Speakers of Other Languages (ESOL).** Generally, refers to courses teaching English to native speakers of other languages. Courses are offered through the public schools, adult education programs, community colleges, vocational technical institutions, private nonprofit organizations, community-based organizations and for-profit institutions.

**Exigent Circumstances.** Situations that require immediate actions, such as the child is; under the age of thirteen (13) and believed to be out of the zone of safety for their age and development; mentally incapacitated; in a life-threatening situation; in the company of others who could endanger their welfare; or is absent under circumstance inconsistent with established behaviors.

**Federal Poverty Level (FPL).** The level of gross income representing poverty, as most recently defined in the Federal Register.

**Form G-845, Verification Request (Non-SAVE Agencies).** This form is used to verify the status of an alien for official purposes of a government agency which does not participate in the SAVE program.

**Foster Care.** As used in this contract means URM care as distinct from that described in Chapter 39, F.S.

**Foster Care Recruitment Activities.** Targeted activities intended to recruit and license various placement types and foster parents that match the needs of the URM population.

**Interstate Compact for the Placement of Children (ICPC).** A cooperative agreement among member states (all 50 states, Washington D.C. and the Virgin Islands) that provides a process through which children are placed in safe and suitable homes in a timely manner; and facilitates supervision for the placement, provision of services, continuing legal jurisdiction for placement and care of the child until child is adopted, emancipated or discharged from out of home care with the concurrence of both the sending and receiving states.

**Licensed Residential Group Care (RGC).** A living environment with 24-hour-awake staff or live-in group home parents or staff. RGC is a type of placement for children who have been adjudicated dependent and placed in Florida's URMP. The RGC facility must be a staffed facility licensed by the department as a child-caring agency.

**Life Skills Services.** Include, but are not limited to, independent living skills training, including developing financial management and responsibility skills such as banking and budgeting, interviewing skills, parenting skills, educational support, employment training, counseling, information related to social security insurance benefits, and public assistance. The specific services to be provided to a child shall be determined using an independent life skills assessment. A child who has reached 13 years of age but is not yet 18 years of age who is in Florida's URMP is eligible for such services. All life skill services shall be comparable to services provided under Section 409.1451.F.S.

**Missing Child.** A person who is under the age of eighteen (18) years whose location has not been determined and who has been or will be reported as missing to a law enforcement agency.

**Monthly Medication Follow-up.** A regularly scheduled monthly visit conducted by a psychiatrist during the period that a child is taking psychotropic medication to monitor the child's progress on the medication, and to determine the continued use of the medication, the increase or decrease of the dosage of the medication, or whether to change the medication.

**Multidisciplinary Team (MDT) Staffing [URMP].** A meeting of a designated group of mental health/ health and administrative professionals, including a Refugee Services Department representative, responsible for determining the appropriateness (approving or disapproving) of the URMs Provider's request to escalate a child's placement.

**ORR-3 Refugee Unaccompanied Minor Placement Report.** A federal form that shall be completed online through a database system within fifteen (15) days of a URM's entry into the URMP and within thirty (30) days of any change in status of the URM. The ORR-3 form shall be completed for the following situations: initial entry and placement; change of status (e.g., change of placement, change of legal responsibility, reunification with adult relative, or reclassification); and termination from the program (e.g., emancipation or parental reunification), as stipulated in 45 CFR 400.120.

**ORR-4 Refugee and Entrant Unaccompanied Minor Progress Report.** A federal form that shall be completed online through a database system to provide information on the status and progress of the URM's, as stipulated in 45 CFR 400.120. The ORR-4 shall be completed a) annually, within 30 days of the anniversary of initial placement for youth, while the youth receives ORR-funded placement and/or services; b) within 15 days of placement, for youth entering the program at age 17 and above; or c) annually within 30 days of the anniversary of initial placement for youth age 17 to 21 years old who have terminated all ORR-funded services. This is considered the Follow-up Annual report.

**Permanency.** That condition under which a child can remain in a setting for the remaining years of the child's minority.

**Respite Care.** Services provided on an emergency or short-term planned basis, designed to be short-term relief to families caring for URM's by providing substitute care for the URM. This service is available to foster parents of URM's.

**Reunification.** The process of returning a child to the parent(s) or legal guardian.

**Reunification Services.** Social services and other supportive and rehabilitative services provided to the parent of the child, to the child, and where appropriate, to the relative placement, non-relative placement, or foster parents of the child, for the purpose of enabling a child to safely reunite with his/her parent at the earliest possible time.

**Road-to-Independence (RTI).** As used in this contract, RTI is a program that may be available to those eligible URM's between the ages of 18-23. RTI includes two programs: Postsecondary Education Services and Support and After Care Services pursuant to Section 409.1451, F.S.

**SAVE/VIS Program.** The U.S. Department of Homeland Security (DHS) administers the Systematic Alien Verification for Entitlements (SAVE) program. This program verifies immigration status and eligibility of alien applicants for federal benefits. The alien status verification system under SAVE is entitled the Alien Status Verification Index (ASVI), as described at 60 Federal Register 52694, 52697 (1995) administered by the Computer Sciences Corporation (CSC) as the Verification Information System (VIS). The SAVE/VIS Program can and may provide assistance in verifying eligibility in cases where a client does not possess sufficient documentation.

**Specialized Placement and Services.** Intensive treatment services provided to children or youth in Florida's URMP with emotional disturbances or special medical needs. Services may be appropriate for long-term treatment and/or short-term crisis intervention and may be geared toward dual diagnosis/ co-occurring disorders, developmental delays, and other special needs. Level of service would vary and is contingent on the clients presenting problems at any given time. Services include but are not limited to:

- **Specialized Therapeutic Foster Care.** Intensive treatment services provided to children with emotional disturbances that reside in a state licensed foster home. Specialized Therapeutic care services are appropriate for long-term treatment and short-term crisis intervention. Therapeutic Foster Care incorporates clinical treatment services, which are behavioral, psychological, and psychosocial in orientation. Services must include clinical intervention by the specialized therapeutic foster parent(s), a clinical staff person, and a psychiatrist.
- **Medical Foster Homes.** Treatment services provided to children with specialized medical needs that reside in a state licensed foster home.
- **Residential Treatment Center(s).** “Residential treatment center” means a 24-hour residential program, including a therapeutic group home, which provides mental health treatment and services to children and adolescents as defined in Section 394.492(5) or (6), F.S.
- **Specialized Therapeutic Group Homes or Enhanced Residential Group Care.** “Therapeutic group home” means a 24-hour residential program providing community-based mental health treatment and mental health support services in a home-like setting to no more than 12 children who meet the criteria in Section 394.492(5) or (6), F.S.

**Target Populations.** People who are eligible for refugee services pursuant to state and federal regulations and who are in need of the services which the contract entered into seeks to provide. Children eligible to enter the URMP are under age 18, without a parent or guardian, and from the following populations:

- Refugees of all nationalities;
- Cuban/Haitian Entrants, including Parolees and Asylum Applicants;
- Asylees of all nationalities;
- Amerasians;
- Certified Victims of Trafficking;
- Lawful permanent residents who adjusted from prior refugee, entrant, or asylees status; and
- Special immigrants of Iraqi or Afghan nationality.

**Transition Plan.** As used in the URMP contract means the plan pursuant to Section 39.6035, F.S

**URMs in Care Report.** A report that details all placements, immigration information, EAD, children in each foster home and Social Security Number information for each URM. As described in Section C-3.8.2.

## YOUTH SERVICES:

**Academic Service Pathway.** A service pathway for youth clients ages 16-18 (youth older than 18 are eligible if the person is enrolled in high school or a high school equivalent (GED) program) with the desired outcome of graduating high school, or completion of an educational program for obtaining a GED.

**At Risk Youth.** Youth who are less likely to graduate from high school with a diploma, dropping out of high school, not meeting high school graduation requirements, or are in need of alternatives to a traditional high school education.

**Career Service Pathway.** A service pathway for youth clients age 16-19 with the desired outcome of employment in an unsubsidized job and/or vocational training leading to employment.

**Vocational Training.** Programs or courses through which a client may receive vocational training, specifically designed to meet the demands for trained workers in marketable occupations that require more than a high school diploma but less than an academic degree, providing a combination of educational and technical skills training through which clients may obtain the required competencies necessary for vocational certification upon completion of a program.

**Voucher (Youth).** A certificate of funding issued by the Provider to an eligible client or community partner to fund a client's education costs in the appropriate program.

**Youth Client.** A refugee/entrant between the ages of 16 and 19, who has a demonstrated educational or employment need, and who is at risk of dropping out of high school, not meeting high school requirements, or needs alternatives to traditional high school education.

## REFUGEE SERVICES (PROGRAM-WIDE TERMS):

**Additional Tasks.** Additional services allowed under state and federal laws and regulations, particularly those outlined in 45 C.F.R. ss. 400.154 and 400.155, and state grant awards. These services must contribute to the integration and self-sufficiency outcomes of refugees, and may include translation services, interpreter services, transportation assistance, and emergency client assistance. Emergency client assistance may include housing and utility assistance (excluding phone and cable), or other types of approved assistance.



**Administrative Services.** Services necessary to administer the contract. Administrative services include, but are not limited to, contract management, invoicing, budget-related activities, personnel related activities, internal monitoring, quality assurance and meeting attendance. The allowable costs for administrative services are specified in the provider's contract.

**Adult Victim of Trafficking.** An individual 18 and over who has been subjected to a severe form of trafficking and has been certified by the HHS as eligible for benefits and services to the same extent as refugees.

**Alien.** A person who is not a citizen or national of the United States.

**Amerasians (Vietnam).** Children born in Vietnam to Vietnamese mothers and American fathers and who are admitted to the United States under PL 100-202 as immigrants, but are entitled to the same social services and assistance benefits as refugees. Spouses, children, and parents or guardians may accompany the alien to the United States.

**Amnesty.** A term used in tandem with “legalization” as authorized by the Immigration Reform Control Act of 1986. Aliens granted amnesty were those who showed continuous residence in the United States prior to January 1, 1982, even though they were illegally residing in the United States.

**Asylee.** A person granted asylum in the United States and, if applicable, his/her derivative family member(s) that accompanied or followed-to-join. Asylees are eligible to adjust to lawful permanent resident status after one year of continuous presence in the United States.

**Asylum.** See Refugee definition below. With rare exceptions, the application for asylum, Form I-589, must be submitted within a year of entry into the U.S.

**Asylum Applicant.** An alien and, if applicable, his/her derivative family members included in the application, who is/are physically present in the United States, who filed an Asylum application (Form I-589) that remains pending before the applicable federal authority.

**Business Day.** Any day from 8:00 a.m. to 5:00 p.m. Eastern Time other than Saturday, Sunday, or a holiday recognized by the State of Florida (including holidays hereafter recognized).

**Citizenship.** A status conveying the full rights and protection of the United States government, and requiring loyalty, allegiance to its Constitution and laws, and service when required by law.

**Client.** An eligible individual for whom services are provided by the contracted service provider.

**Client Guidance.** A face to face or telephone contact with or on behalf of a client to deliver consultation regarding meeting an Individual Action Plan objective or assistance with problem solving. This does not include service referral/arrangement.

**Cuban or Haitian Entrant.** A Cuban/Haitian Entrant is defined as a national of Cuba or Haiti who:

- Was granted parole status as a Cuban/Haitian entrant (status pending) on or after April 21, 1980 or has been paroled into the United States on or after October 10, 1980; or
- Is the subject of removal, exclusion, or deportation proceedings under the immigration and Nationality Act; or
- Has an application for asylum pending with DHS or EOIR; and
- With respect to whom a final, non-appealable, and legally enforceable order of removal, deportation, or exclusion has not been entered.

**Department of Homeland Security (DHS).** DHS is one of the federal entities charged with implementing and enforcing U.S. immigration laws. DHS encompasses the following immigration related agencies: U.S. Citizenship and Immigration Services (USCIS), Immigration and Customs Enforcement (ICE), Customs and Border Protection (CBP).

**Department of Health and Human Services (HHS).** HHS is the federal agency charged with implementing certain federal programs relating to the Refugee Services Program and its eligible populations. The Office of Refugee Resettlement (ORR) is under the purview of HHS.

**Department of Justice (DOJ).** DOJ oversees the Executive Office for Immigration Review (EOIR). The Office of the Immigration Judge and the Board of Immigration Appeals fall under the EOIR's purview.

**Department of State (DOS).** The federal agency through the Bureau of Refugee Programs that coordinates the reception and placement of refugees with voluntary agencies, states and localities. DOS also administers the international refugee program efforts of the federal government. Additionally, it administers over 200 embassies and consulates throughout the world that are responsible for issuing visas, recording U.S. births abroad and other tasks relevant to both U.S. citizens and foreign nationals.

**Deportable/Removable Alien.** An alien in the United States subject to any of the grounds of deportation or inadmissibility specified in the Immigration and Nationality Act.

**Deportation.** The expulsion of an alien from the United States. Deportation is generally ordered by an immigration judge if the alien fails to qualify for any relief from deportation. This term is also referred to as “Removal”.

**Designee.** A person, contractual provider or other agency or entity named by the department.

**Detainee.** A person physically present in the U.S. who is under the custody of U.S. officials and detained at a U.S. facility. The term can also refer to refugees, asylum applicants, among others, who have been imprisoned or who have otherwise been in the custody of their oppressor.

**Economic Self-Sufficiency.** A family income level that exceeds the eligibility threshold for Refugee Cash Assistance (RCA), Temporary Assistance to Needy Families (TANF), Welfare Transitional Services (WTS), Food Stamps or Medicaid.

**Effective Resettlement.** The provision of refugee resettlement services that produce social adjustment and social self-reliance, as indicated by English language competency, access to adequate housing and home ownership, access to mainstream services, completion of high school or equivalent education, access to refugee community organizations and business opportunities, civic involvement, and absence or reduction of family violence or conflict.

**Eligible Clients.** Unless otherwise specified in the applicable service contract or definitions particular to the service, eligible clients are Refugees/Entrants as defined below.

**Employment Authorization Document (EAD).** A temporary DHS/USCIS document providing work authorization for an alien enabling him/her to be legally employed in the United States.

**Entrant.** See Cuban/Haitian Entrant.

**Executive Office for Immigration Review (EOIR).** See Department of Justice above.

**Exigent Circumstances.** Situations that require immediate actions, such as the child is under the age of thirteen (13) and believed to be out of the zone of safety for their age and development; mentally incapacitated; in a life threatening situation; in the company of others who could endanger their welfare; or is absent under circumstance inconsistent with established behaviors.

**Family Self Sufficiency Plan.** A plan that addresses the employment-related service needs of the employable members in a family unit for the purpose of enabling the family to achieve Economic Self Sufficiency through the employment of one or more family members.

**Family Services Counselor.** A professional position responsible for case management for child placements. The term includes department staff and staff working for an agency named as a designee.

**Federal Poverty Level.** The level of gross income representing poverty, as most recently defined in the Federal Register.

**Food Stamps.** See Supplemental Nutrition Assistance Program below.

**Foster Care.** 24 hour substitute care of children placed away from their parents or guardians and for who the state agency has placement and care responsibility whether or not the placement is licensed or payment are made. Per 39.01 (2) Foster Care means care provided a child in a foster family boarding home, group, home, agency, boarding home, childcare institution, or any combination thereof.

**Foster Parents.** State licensed adults who provide a temporary home for children whose birth parents are unable to care for them.

**Freedom of Information Act Requests (FOIA).** This service involves filing an application with DHS or DOJ requesting a complete copy of the Client's immigration file. This usually takes months before receipt of a response. Receipt of this information may be necessary to assess the information DHS or DOJ has regarding the client and/or to obtain copies of lost documentation.

**Group Home.** A home like setting in which a number of unrelated children live for varying time periods. Group homes may have one set of house parents or may have rotating staff and some therapeutic or treatment group homes have specifically trained staff to assist children with emotional and behavioral difficulties.

**Human Rights Advocacy Committee (HRAC).** A system of the Department of Children & Families required by statute to serve as a third party mechanism for monitoring activities, as it relates to the clients, of both the Department of Children and Families and the Department of Health. By Memorandum of Agreement between the Department of Children & Families, and the Department of Health, the HRAC will receive and investigate reports of abuse or deprivation of constitutional and human rights of any client within programs or facilities operated, funded regulated or licensed by both departments.

**Immigrant.** The immigration and Nationality Act defines an immigrant as any alien who is not a nonimmigrant. Generally, an immigrant intends to permanently reside in the U.S. in lawful or unlawful presence.

**Inactive Client.** A client who has not been terminated and who does not meet the definition of active client.

**Intake.** Conducted on all eligible individuals after determination of eligibility is completed mainly consisting of data collection. The data collection includes the following: legal name; alien number; social security number; current county of residence; date of birth; gender; race; religion; country of origin; immigration status; arrival date in the United States; port of entry; date of eligible status; and contact information of parent, family member, or other person significant to the client. Completion of the Department's Client Release of Information form (in client's native language) occurs at this time. Client signatures on intake forms attest to the accuracy of information and acceptance of services.

**Iraqi-Afghan Special Immigrant Visas (SIV).** Nationals from Iraq and Afghanistan who worked with the U.S. Armed Forces as translators or interpreters and obtain favorable recommendation from the applicable U.S. official are able to travel to the U.S. as Legal Permanent Residents. Iraqis who worked with the U.S. government for a minimum period of one year may also qualify as Special Immigrants. Iraqis and Afghans who were initially paroled into the U.S., and had to subsequently apply for adjustment of status through a self-petitioning process are also eligible for refugee services and benefits.

**Lawful Permanent Resident.** A person who has been lawfully afforded the privilege of residing permanently in the United States as evidenced by the "Green Card" also known as Resident Alien Card or Form I-551.

**Match Grant Program.** A program wherein local voluntary agencies agree to match the Office of Refugee Resettlement grant with cash and in-kind contributions of goods and services from the community. The program's goal is to help refugees, Amerasians, Cuban and Haitian entrants, asylees, and certified victims of trafficking attain economic self-sufficiency within four months after the date of eligibility for the program without accessing public assistance. Match grant services include case management, employment, provision of food or food subsidies, suitable housing, and transportation assistance for the first 120 days, if necessary and cash allowance.

**Medicaid.** Grants to States for medical assistance programs administered under Title XIX of the Social Security Act.

**Medicare.** Health insurance for the aged and disabled administered under Title XVIII of the Social Security Act.

**Missing Child.** A person who is under the age of eighteen (18) years whose location has not been determined and who has been or will be reported as missing to a law enforcement agency.

**Mutual Assistance Association (MAA).** The HHS, Office of Refugee Resettlement (ORR), defines MAA as a legally incorporated non-profit organization with not less than 51% of the composition of the board of directors or governing board of the MAA's comprised of refugees or former refugees, including both refugee men and women.

**Nationality.** The country of a person's citizenship. For nonimmigrant data, citizenship refers to the alien's reported country of citizenship.

**Naturalization.** The legal act of becoming a U.S. citizen through the Form N-400 naturalization application process.

**Non-Employable Entrants.** Cuban/Haitian Entrants who have been issued the (DHS) form I-862 (Notice to Appear, or NTA) or the DHS Form I-220a (Release on Own Recognizance) only, or any other documentation placing them into removal proceedings only and who have not been granted parole.

**Non-Immigrant.** An alien who seeks temporary entry into the United States for a specific purpose. The alien must have a permanent residence abroad (for most classes of admission) and qualify for the nonimmigrant classification sought.

**Office of Refugee Resettlement (ORR).** An element of the United States Department of Health and Human Services (HHS), established by the Refugee Act of 1980, to administer federal assistance to resettle refugees in the United States.

**Parolee.** An alien paroled into the United States. Examples of parole include:

- **Deferred Inspection.** Parole may be granted to an alien who appears not to be clearly admissible to the inspection officer. An appointment will be made for the alien's appearance at another service office where the inspection can be completed.
- **Advance Parole.** Authorized by DHS in advance of an alien's departure from the U.S. Term may also be used to describe the parole given to Cuban nationals coming to the U.S. from Cuba through the Cuban Family Reunification Parole (CFRP) program.
- **Parole given for humanitarian or public interest reasons.** May also be referred to as a 212(d)(5) parole.

**Permanent Resident Alien.** See Lawful Permanent Resident above.

**Public Assistance.** Assistance provided under Aid to the Blind; Aid to the Permanently and Totally Disabled; Aid to the Aged, Blind and Disabled; SNAP, Medicaid, Medicare, Old Age Assistance, Refugee Cash Assistance, Supplemental Security Income, or Temporary Assistance to Needy Families.

**Refugee.** Any person who is outside any country of such person's nationality or, in the case of a person having no nationality, is outside any country in which such person last habitually resided, and who is unable or unwilling to return to, and is unable or unwilling to avail himself or herself of the protection of, that country because of persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in

a particular social group, or political opinion. Refugees are exempt from numerical limitations (though worldwide ceilings by geographic area are set annually by the President) and are eligible to adjust to lawful permanent residence after one year of continuous presence in the United States. RS and providers sometimes use the term to refer to all RS eligible populations.

**Refugee Cash Assistance (RCA).** Cash assistance provided, under section 412(e) of the Immigration and Nationality Act, to refugees who are ineligible for Temporary Assistance to Needy Families (TANF); Old Age Assistance; Aid to the Blind; Aid to the Permanently and Totally Disabled; Aid to the Aged, Blind and Disabled; or Supplemental Security Income (SSI).

**Refugees/Entrants.** People who are eligible for refugee services pursuant to state and federal regulations and who are in need of the services outlined in the applicable contract. These clients include:

- Refugees of all nationalities;
- Cuban/Haitian Entrants, including Parolees and Asylum Applicants;
- Asylees of all nationalities;
- Amerasians;
- Victims of Trafficking who are certified or have an eligibility letter;
- Lawful permanent residents who adjusted from prior refugee entrant, or asylees status; and
- Special immigrants of Iraqi or Afghan nationality.

**Refugee Medical Assistance (RMA).** Assistance provided in the same manner as Medicaid, but all funds are provided by the Federal government. A time limited program depending on availability of funding.

**Refugee Services Program (RS).** A program of the State of Florida, Department of Children and Families (DCF), that supports the Secretary of the Department of Children and Families in performance of the duties assigned as State Refugee Coordinator.

**Refugee Task Force.** Representatives of local resettlement agencies, local community service agencies, and other agencies that serve RS target populations, meeting with representatives of state and local government, to plan and coordinate appropriate services for refugees/entrants, as required by 45 CFR 400.5(h). Generally, attendance at monthly meetings is a requirement of RS contracts.

**Repatriation.** The voluntary or involuntary process of returning aliens unlawfully present in the U.S. to their country of origin. Term should not be confused with the U.S. Repatriation Program designed to help U.S. citizens abroad return home.

**SAVE/VIS Program.** The U.S. Department of Homeland Security (DHS) administers the Systematic Alien Verification for Entitlements (SAVE) program. This program verifies immigration status and eligibility of alien applicants for federal benefits. The

alien status verification system under SAVE is entitled the Alien Status Verification Index (ASVI), as described at 60 Federal Register 52694, 52697 (1995) administered by the Computer Sciences Corporation (CSC) as the Verification Information System (VIS). The SAVE/VIS Program can and may provide assistance in verifying eligibility in cases where a client does not possess sufficient documentation.

**Secondary Migration.** Voluntary, non-sponsored, relocation of a refugee from the location of initial resettlement.

**Self-Sufficiency.** A level of independent functioning whereby a Refugee/Entrant family who has been effectively resettled, is no longer in need of economic assistance, and displays positive adaptation to their new community in the U.S.; maintaining a well-adjusted, violence-free family whose children are satisfactorily achieving in school both academically and socially.

**Special Immigrant Juveniles (SIJ).** An SIJ is an unaccompanied alien child who is under 21 has been abused abandoned or neglected and is unmarried. The child must be declared dependent on a juvenile court or legally committed to the custody of an agency, an individual or entity appointed by such a court. The court must find that reunification with one or both parents is not viable due to abuse, neglect, abandonment or similar basis found in State law and that it would not be in the child's best interest to be returned to the alien child's or parent's previous country of nationality.

**Special Immigrant Visas (SIV).** See Iraqi-Afghan Special Immigrant above.

**Sponsor.** A term used in referring to a person or organization that assists an applicant's admission to the United States by guaranteeing support for the applicant during a certain period of time. . Depending on the application, DOS or DHS may require a sponsor to file an Affidavit of Support. The term can also refer to a person (often a family member or friend) who agrees to provide economic and moral support for a newly arrived refugee/entrant.

**State Refugee Coordinator.** A position established by the Refugee Act of 1980 and confirmed by State of Florida, Executive Order 98-294, to administer funds made available through the Office of Refugee Resettlement within the Department of Health and Human Services.

**Supplemental Nutrition Assistance Program (SNAP).** Formerly known as Food Stamps, a program operated by state and local welfare offices under the supervision of the Federal government, to help low-income households buy the food they need for a nutritionally adequate diet.

**Supplemental Security Income (SSI).** Supplemental Security Income provided under title XVI of the Social Security Act.

**Target Populations.** See Refugee/Entrants above.



**Temporary Assistance to Needy Families (TANF).** A form of cash assistance established by the Personal Responsibility and Work Opportunity Reconciliation Act 1996. TANF created block grants for states to provide time limited-cash assistance under title IV-A of the Social Security Act and requires states to determine the eligibility for needy families and the benefits and services those families will receive.

**Trafficking.** Under section 103(8) of the Trafficking Victims Protection Act of 2000, the term “severe forms of trafficking in persons” means: Sex trafficking in which a commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such act has not attained 18 years of age; or the recruitment, harboring, transportation, provision or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

**Trafficking Victims Protection Act of 2000.** Makes adult victims of severe forms of trafficking who have been certified by the U.S. Department of Health and Human Services (HHS) eligible for benefits and services to the same extent as refugees.

**Unaccompanied Refugee Minors.** Persons who are under age 18 without a parent or appropriate caregiver to provide for them, and are; refugees (URM status is granted overseas), entrants (Reclassification to URM status is granted after arrival), asylees (Reclassified to URM status when they are granted asylum), special immigrant juveniles designated into the program or victims of a severe form of trafficking.

**Unaccompanied Alien Child (UAC).** An alien child who is under the age of 18 and comes to the U.S. without authorization or overstays his/her visa, and is without a parent or legal guardian.

**United States Citizen.** Citizenship is granted at birth to any person born in the United States; to persons born abroad with a least one U.S. citizen American born or naturalized parent; to persons naturalized in the United States; to children whose parent(s) naturalizes.

**Victim of a severe form of trafficking (referred to as victim of trafficking (VOT)).** See Trafficking above. VOT’s who have been certified by HHS/ORR are eligible for refugee benefits and services. VOT’s under the age of 18 do not require certification. Instead, HHS/ORR provides an eligibility letter rendering the children eligible for refugee services and benefits.

**Visa.** A Department of State (DOS) document authorizing a foreign national to enter and remain in the United States for certain periods of time and for certain purposes. Visa classifications vary and are usually tied to the foreign national’s purpose for entering the United States.

**Welfare Transition (WT) Program.** Services provided to current and former recipients of temporary cash assistance (TCA). The goal of the program is to emphasize work, self-sufficiency, and personal responsibility following program requirements and services as described in Chapters 414 and 445, F. S.

**Work Permits.** See Employment Authorization Document above.

## REFUGEE SERVICES PROGRAMMATIC ACRONYMS

AAEE	Applied Academics for Adult Education
ABE	Adult Basic Education
ACCESS	DCF's Automated Community Connection to Economic Self-Sufficiency
AE	Adult Education
AGE	Adult General Education
CASAS	Comprehensive Adult Student Assessment System
CET	Client Education and Training
CHEP	Cuban Haitian Entrant Program
CL	Career Laddering
CRS	Comprehensive Refugee Services
DCF	Florida Department of Children and Families
DFS	Florida Department of Financial Services
DHS	Department of Homeland Security
DOE	Florida Department of Education
DOJ	Department of Justice
DOS	Department of State
EAD	Employment Authorization Document
ELCATE	English Literacy for Career and Technical Education
ELI	English Language Instruction
EOIR	Executive Office of Immigration Review
ESOL	English for Speakers of Other Languages
ESOLAS	Adult ESOL Academic Skills
ESS	DCF's Office of Economic Self-Sufficiency
FAC	Florida Administrative Code
FAQ	Frequently Asked Question
FFY	Federal Fiscal Year
FOIA	Freedom of Information Act Requests
FPL	Federal Poverty Level
FSSP	Family Self-Sufficiency Plan
GED	General Education Development
HHS	Department of Health and Human Services

HRAC	Human Rights Advocacy Committee
ICP	Individual Care Plan
ICPC	Interstate Compact for the Placement of Children
LCP	Literacy Completion Point
LEP	Limited English Proficiency
LPR	Lawful Permanent Resident
MAA	Mutual Assistance Association
MDT	Multi-disciplinary Team
OCP	Occupational Completion Point
OJT	On-the-Job Training
OLAP	Office of Legal Access Programs
ORR	U.S. Department of Health and Human Services, Office of Refugee Resettlement
PHI	Protected Health Information
QMP	Quality Management Plan
R&P	Reception and Placement
RCA	Refugee Cash Assistance
RFE	Request for Evidence
RGC	Licensed Residential Group Care
RMA	Refugee Medical Assistance
RS	Refugee Services
RSDS	Web-RS / Refugee Services Database System
RTI	Road to Independence
SAVE/VIS	Systematic Alien Verification for Entitlements / Verification Information System
SIJ	Special Immigrant Juvenile
SIV	Iraqi-Afghan Special Immigrant Visas
SNAP	Supplemental Nutrition Assistance Program
SSI	Supplemental Security Income
STT	Short Term Training
TA	Targeted Assistance
TANF	Temporary Assistance for Needy Families
UAC	Unaccompanied Alien Child
URM	Unaccompanied Refugee Minor
URMP	Unaccompanied Refugee Minor Program
USCIS	United States Citizenship and Immigration Services
VOT	Victim of Trafficking
WRS	Workplace Readiness Skills
WT	Welfare Transition
YDP	Youth Development Plan