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06/06/2017

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, Washington

TO: HOLDERS OF MANUAL G

NOTICE NO: G-194
Issued: June 13, 1984

FROM: Bruce Ferguson, Asst. Secretary
Community Services

FOR INFORMATION CALL:
Jeff Kibler
Non-SCAN 753-2674 or
SCAN 234-2674

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SUBJECT: REVISED ENGLISH TRAINING REQUIREMENTS

Insert this notice in front of Chapter 68, Manual G, and note on the Green Notice Control Sheet the date Notice No. G-194 was entered.

BACKGROUND

Effective immediately, allowable hours for English Language Training have been increased from 540 to 720. Additionally, refugees will no longer be excluded from classroom training based on time in country. In the past, refugees residing in the United States over 36 months were not eligible for English training services.

REVISED POLICY

68.38 English as a Second Language (ESL)

ESL may be provided for income-eligible refugee clients. The Refugee Service Worker is required to inform the client he/she may not be eligible for Refugee Financial/Medical Assistance for the entire period of the training course. This informaton must be documented on Line 28 of DSHS 14-191(X) "Other Comments."

A. Each individual refugee client may receive up to 720 hours of ESL instruction. If they have achieved benchmarks established by the ESL provider, clients shall be terminated prior to 720 hours of ESL.

B. The benchmarks evaluate the client's English proficiency. Each month the ESL provider shall provide CSO Refugee Service Worker with an attendance roster indicating the starting date and number of hours accumulated for each ESL student for that month.

C. The CSO Refugee Service Worker shall consult the client's file if training had been provided by more than one institution to determine client's eligibility for ESL training.

D. If the information is not available in the client's file or the client is a transfer-in, the Refugee Service Worker shall contact the previous ESL provider to request the information.

E. Refugee students reaching the 720 hours of instruction or achieving benchmarks shall be referred by the ESL provider to the CSO Refugee Service Worker for termination of ESL service. (See 68.99)

F. The ESL provider may also request termination of a student who cannot progress further, has ten or more unexcused absences or is disruptive. In addition, the provider may request termination for other reasons.

G. Upon being notified of ESL termination, the Refugee Service Worker will contact the client within 10 days regarding the reason for service termination. If the client is unwilling to participate, the Refugee Service Worker will issue a termination notice (DSHS 14-145(X)). If the client is willing to actively participate with the ESL provider, the Refugee Service Worker will consult with the institution. If the institution agrees, the Refugee Service Worker will refer the client back to the institution for continued training.

H. When services are terminated due to the client's failure to participate and those services are included as part of the approved training plan, the service worker shall inform the financial worker (DSHS 14-84).

I. Notification of termination of services shall be sent to the client 10 days prior to terminating ESL training (use DSHS 14-145(X), Notification of Social Service Action). A copy of the termination notice shall be forwarded to the ESL institution for their documentation.

J. Refugees contesting a termination of services may request a fair hearing according to WAC 388-08-080.

K. In the event a class is not available, the institution shall put the client on a waiting list based on the date the client was referred by the CSO. During the waiting period, the client will be given a test and an evaluation to determine his/her level of English proficiency. In areas with more than one ESL provider, it is the responsibility of the ESL provider to check with other institutions for an appropriate vacancy and refer the client to that vacancy.

L. The Refugee Service Worker must be aware of the client's progress to determine if the client is actively participating. The Refugee Service Worker should monitor the client's progress periodically by checking with the contractor regarding the client's level of English as determined by the contractor's tests.

CHAPTER 68

REFUGEE ASSISTANCE PROGRAM

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CHAPTER 68
REFUGEE ASSISTANCE PROGRAM

68.00 PROGRAM AUTHORITY

Federal: Public Law 94-23, Public Law 95-145, Public Law 95-549, Public Law 96-212, and Public Law 97-363.

State: WAC 388-55-010,020; WAC 388-15-360.

68.10 POLICY

68.11 Purpose of Service

The Department of Social and Health Services (DSHS) will provide services designed to reduce financial and medical assistance needs among refugees while promoting self-sufficiency and self-support for those refugee clients.

68.12 Service Description

DSHS will provide services of both a direct and purchased nature. These services will include:

A. Assessment of needs

B. Educationally related services

1. English as a second language
2. Vocational skills training

C. Employment related services

1. Employment oriented casework
2. Job development
3. Employment placement and follow-up

D. Miscellaneous and ancillary services

1. Alien change of status
2. Information and referral
3. Translation and interpretation
4. Counseling and orientation

68.13 General Policies Related to this Service

A. Refugees are eligible for services if the family income is less than 80% of the state median income adjusted for family size (SMIAFS).

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B. Non-exempt refugee recipients receiving financial assistance must either be actively participating in an approved training plan or must be registered with the designated employment service. (WAC 388-55-020)

C. Refugee service records shall be initiated and maintained for all refugee clients having made a contact with the CSO. Active refugee service records shall be maintained by the CSO assigned service worker.

68.14 Priorities Related to this Service

Refugee services may be provided for all refugees who do not exceed the 80% SMI. For purposes of schedule and program availability, the following priority order shall apply:

A. Refugee heads of household with one or more dependents receiving full cash grant.

B. Single refugees receiving full grant.

C. Refugees arriving in the U.S. within the last 18 months to include second heads of households.

D. Refugees who have lost benefits because of the 18-month limitation.

E. All others who meet the definition of a refugee.

68.15 Eligibility

A. Financial

Refugees are eligible for services if the family income is less than 80% of the State Median Income adjusted for family size.

B. Program

1. Applicants with the following statuses are defined as being refugees and are eligible for services under the Refugee Assistance Program (provided other eligibility requirements are met), Public Law 96-212:

   a. A person from Cambodia, Laos, or Vietnam who:

      (1) Has parole status as indicated by Form I-94, Immigration and Naturalization Service (INS).

      (2) Has voluntary departure status as indicated by Form I-94.

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(3) Has conditional entry status as indicated by Form I-94.

(4) Was admitted to the United States with permanent residence status on or after April 8, 1975 (the date on which the President designated Vietnamese and Cambodians to be refugees under the Migration and Refugee Assistance Act), as indicated by Form I-151 or I-551.

(5) Has permanent resident status as a result of adjustment of status under P.L. 95-145 as indicated by Form I-151 or I-551.

(6) Excluded from this definition of refugees are those persons who are dependents of repatriated U.S. citizens.

(7) Since a dependent of a U.S. citizen may also possess a Form I-94, it is necessary to determine whether the person entered the U.S. as a dependent of a U.S. citizen.

b. A person from Cuba who is currently receiving assistance or services under the Cuban Phasedown Program and who entered the United States on or after October 1, 1978, as documented on a registration card from the U.S. Cuban Refugee Center in Miami or other I.N.S. documentation.

2. Persons not currently receiving refugee assistance or services are eligible under the Refugee Assistance Program if they have one of the following statuses (provided other eligibility requirements are met):

NOTE: The definition of an "Asylee" as found herein is a person who has been granted asylum. An "applicant for asylum," or individual(s) who has applied but not yet been granted asylum is not an asylee and is not eligible for the Refugee Assistance Program.

a. A person from Cambodia, Laos or Vietnam who has been granted parole status as a refugee or asylee.

Documentation is same as 1. a. (1) through (7).

b. A person from Cuba who has been paroled as a refugee or asylee and who entered the United States on or after October 1, 1978.

Documentation required: A form I-94 indicating that the person has been paroled under Section 212(D)(5) of the INA, (Immigration and Nationality Act). If the I-94 was issued on or after April 21, 1980, it must clearly indicate that the person has been paroled as a refugee or asylee.

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c. A person from any country other than Cambodia, Laos, Vietnam or Cuba who has parole status as a refugee or asylee.

Documentation required: A form I-94 indicating that the person has been paroled under Section 212(D)(5) of the INA as a refugee or asylee.

d. A person admitted from any country as a conditional entrant under Section 203(a)(7) of the INA.

(1) Documentation required: A form I-94 indicating that the person has been admitted as a conditional entrant under Section 203(a)(7) of the INA. (All persons with this status are defined as refugees.)

(2) Note: Conditional entry status under Section 203(a)(7) is not related to the status which INS has granted to certain "Cuban/Haitian Entrants" who are not eligible under the Refugee Resettlement Program.

e. A person from any country admitted under Section 207 or 208 of the INA.

Documentation required: A form I-94 indicating that the person has been admitted under Section 207 or 208.

f. A person from any country who previously held one of the statuses identified above whose status has subsequently been adjusted to that of permanent resident alien.

Documentation required: A form I-151 or I-551 (resident alien forms) which identifies the person as a resident alien.

(1) A person from any country who entered the United States as a resident alien without previously having had status as a refugee or asylee is not eligible for the Refugee Assistance Program.

(2) While the exact wording of the I-94 may differ, it must indicate that the person has been paroled as a refugee or asylee.

(3) Persons with a status of "applicant for asylum" or "Cuban/ Haitian entrant" are not eligible under the Refugee Assistance Program.

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3. The following are INS codes that may appear on I-551 or I-151 Resident Alien identification cards, showing that the bearer formerly had refugee status:

Code	Notes
RE1	
RE2	
RE3	Refugees under the Refugee Act of 1980
RE6	
RE7	
RE8	
AS1	
AS2	
AS3	Asylees under the Refugee Act of 1980
AS6	
AS7	
AS8	
R86	P.L. 95-412, Section 5
IC6	P.L. 95-145 (Indochinese)
IC7	
P71	7th preference (conditional entry) refugees
P76	
CU6	
CU7	
CU8	
CU9	
CU0	Cuban refugees, various laws
C7P	
CUP	
CNP	
CUX	
M83	Refugee-escapees (Act of 7/14/60)
M93	Hungarian parolees (Act of 7/25/58)
Y64	Refugee Relief Act of 1953, Section 6

68.20 PROGRAM STANDARDS

68.21 Program Expectations

A. Program standards are based on federal funding reimbursement schedules and the goals of self-support and self-sufficiency mandated by Public Law 95-145, Public Law 95-549, Public Law 96-212, and Public Law 97-363.

B. Service program expectations are the substantial reduction of refugees dependence on financial and medical assistance.

C. Monthly progress reports will be received by the Bureau of Refugee Assistance (BORA) and the CSO from DSHS contracted service providers indicating success of service programs.

68.22 Program Outcomes

The projected outcomes at the conclusion of the Refugee Assistance Program are as follows:

A. Reduction of financial and medical assistance to a ratio no more than that of the general populace of Washington State.

B. Complete integration of refugees into the mainstream of our society in a position of self-sufficiency.

68.23 Definitions

Full-Time Student

A student enrolled in an institution of higher education who is carrying a full-time academic workload as determined by the institution. DSHS funded language training is not to be included in determining a full-time academic workload.

Higher Education

An educational program which lasts at least one year and leads to a certificate or degree. Higher Education cannot be construed as short-term skills training.

Mandatory Client

A refugee client is considered mandatory and must participate in a department-approved training or employment program if a recipient of "R" financial assistance and not exempt per (68.34 B 1). A non-exempt recipient of AFDC financial assistance is mandatory in either the WIN program or the Refugee program.

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Volag

Is the shortened form for "Voluntary Agency". Volags are under contract with the United States Department of State to provide initial resettlement placement and sponsorship of refugees into the United States.

Voluntary Client

Refugee clients requesting contracted services but not receiving financial assistance or receiving financial assistance, but exempt from employment requirements per 68.34 B 1.

Voluntary clients must actively participate in the training program in which they are enrolled or they will be terminated from that service.

68.30 SERVICE PROCEDURES

The DSHS 14-139, Social Service Eligibility Document and Face Sheet, must be completed for all applicants of Refugee social services.

68.31 Direct Services

A. Each CSO shall assign a service worker(s) to provide to refugees the services listed in this chapter.

B. Income eligibility need not be determined for noncontracted or direct services.

1. Assessment of needs
2. Alien change of status
3. Employment-oriented casework
4. Information and referral
5. Translation and interpretation
6. Inter-cultural orientation
7. Adjustment counseling
8. Financial support services

C. The special service procedures in 68.32 through 68.35 are direct services provided by the CSO service worker.

68.32 Case Management Services

The CSO shall provide all standard casework services to refugee clients. Additional services such as cultural adjustments, translation, and interpretation, and intercultural orientation may be provided.

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68.34 Assessment of Needs

A. The Refugee Service Worker shall assess the needs of each refugee client referred by the Financial Service Technician (FST) and all clients requesting services. The assessment will cover all programmatic areas of need and be reflected in the DSHS 14-191(X), Personal Employment Plan (PEP).

B. The referral from financial on the DSHS 14-84(X) shall specify whether the client is a mandatory work and training referral or is exempt, i.e., voluntary referral.

1. A refugee client will be considered a mandatory participant for a work or training referral unless they are:

   a. An individual under age 16, or, under age 19 and attending secondary school (high school) or an equivalent level of vocational or technical training full time (WAC 388-55-020);

   b. An ill, injured or incapacitated person.

      Incapacity shall be determined by the CSO Incapacity Review Team (IRT) working in conjuction with the Refugee Service Worker. See WAC 388-37-035.

   c. A person required in the home to care for an ill or incapacitated member of the family.

   d. A mother or other relative caring for a child under 6 years of age.

   e. A mother or other caretaker of a child, when the nonexempt father or other nonexempt adult relative in the home is registered and has not refused to accept employment without good cause.

   f. An individual employed at least 30 hours per week.

2. A refugee of any age, while enrolled in a CSO approved employability/training program, is exempted from seeking employment until the completion of training.

3. Voluntary referrals are those refugees exempt from the employment/training requirement as referred to in WAC 388-55-020 or refugees not receiving financial or medical assistance who request refugee services and are income eligible.

4. Cases identified as being "service only", that is, not receiving financial or medical assistance, shall be assigned an "L" program designation in the case number (Manual G 04.102 Item 3).

C. Inability to speak English is not a valid reason for refusing employment or participation in an employment/training plan.

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D. In order for a mandatory participant to be eligible for continued assistance, the refugee client must be actively participating in a skills training plan approved on a DSHS 14-191(X), Personal Employment Plan (PEP), or must accept, retain and/or register for employment at the state Department of Employment Security (ES) or other employment service provider and must participate in any employment opportunity or referral, from any source which is determined appropriate for that refugee.

E. A refugee client may also be released from WIN to participate in vocational or language training, if this service has been approved on a DSHS 14-191(X), PEP, and an EMS 10003, Employability Plan.

F. The refugee client is required to sign the PEP confirming agreement with the plan and showing his/her understanding of the rights and responsibilities under the law.

G. If the refugee client does not appear to understand and does not seem able to communicate his/her desires in the development of PEP, the Refugee Service Worker shall secure an interpreter for the assessment interview.

H. Additional provisions of the PEP are:

1. The Refugee Service Worker shall refer the refugee client to the appropriate provider for services per 68.36 C., or

2. Provide direct services as indicated on the PEP; and/or

3. Initiate and provide approval for a training plan if appropriate. (See 68.42 and 68.43, and instructions for completing the PEP.)

4. The Refugee Service Worker will be responsible for monitoring the progress and problems of the client throughout the period the client participates in the plan. Adjustments will be made to the PEP as necessary.

68.35 Employment Oriented Casework

A. Employment oriented casework consists of, but is not limited to:

1. Monitoring the PEP and filing progress reports received monthly from the contractor in the CSO file.

2. Informing financial services when a mandatory client (68.34 B.) fails to actively participate in any portion of an approved training plan. Nonparticipation shall be grounds for termination from financial assistance (see 68.44). A DSHS 2-306(X), Communication/Referral (C/R), will be used for this purpose.

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3. Providing employment counseling to the refugee client in those geographic areas where DSHS may be unable to contract for job development or employment placement, and/or assisting the refugee client in securing employment of a permanent and non-subsidized nature.

B. Follow-up is the final stage of employment casework. When the client is placed, the Refugee Service Worker shall counsel the client on the aspects of upward mobility and how to stay on the job once he/she is employed. The Refugee Service Worker remains in communication with the client for a minimum of 90 days following employment placement.

68.36 Contracted Service Procedures

A. DSHS provides certain services on a contractual basis. These contracted services will be negotiated by authorized representatives of the Office of Refugee Assistance. A listing showing the nature and location of all contracted service providers shall be provided by BORA (68.80).

B. The CSO Refugee Service Worker shall be responsible for the completion of the PEP and shall identify all services to be provided.

1. The CSO shall provide copies of the PEP to refugee clients and the contractors serving that client. Therefore, clients should be made aware prior to the signing of the PEP that the plan may be made available to service providers.

2. Refugee clients may participate in more than one contracted service at any one time, i.e., a client may be enrolled in English as a Second Language (ESL), vocational training and be involved in employment services concurrently. However, employment shall be considered the primary service for a mandatory client unless he or she is exempt. (See 68.34.)

C. Prior to referring any refugee client to a contracted service provider, the Refugee Service Worker shall complete a PEP and send a copy of this document to service providers. All services to be contracted must be identified on the PEP.

1. The contracted service provider shall provide the CSO Refugee Service Worker with a monthly attendance roster and progress report.

2. The CSO Refugee Service Worker will be responsible for monitoring client progress in contracted services as per 68.35 A. 1.

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68.37 Skills Training

Skills training may be provided for eligible refugee clients if approved in that client's PEP. The Refugee Service Worker is required to inform the client he/she may not be eligible for Refugee Financial/Medical Assistance for the entire period of the training course. This information must be documented on DSHS 14-191(X), Line 28 "Other Comments."

A. Skills training shall be for a maximum period of 12 months or as described in WAC 388-55-020).

B. Skills training shall be designed to meet the refugee client's career potentials and goals as described in the PEP.

C. CSO Refugee Service Workers shall inform skills training contractors of changes in the client situation in matters which will affect that refugee's participation in the training by providing a copy of the revised PEP.

D. It is expected that the CSO Refugee Service Worker shall work closely with the service provider to ensure the success of the training.

E. Procedures for training provided under BORA contract.

1. A request for training may be initiated by the client, service worker, or the training institution.

2. Some contractors may require that special eligibility factors be met. The client may need to be tested and prequalified before an institution shall accept enrollment.

3. The service worker shall complete the PEP after having determined whether the requested training is appropriate. Appropriateness shall be determined according to:

   a. Availability of a training slot;

   b. Client's previous work and training experience;

   c. Client's language ability;

   d. Availability of jobs in the training field; and

   e. Other factors identified by the service worker.

4. When training is approved, the worker shall indicate the start and ending date on the PEP [DSHS 14-191X] on line 31. If the skills training includes a placement component, indicate so on line 32.

5. In the event the Refugee Service Worker determines vocational training is not appropriate, the Refugee Service Worker is required to use DSHS 14-145(X), Notification of Social Service

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Action, to inform the client of the denial within ten days, and explain the reason. A copy of the form shall be sent to the institution for documentation.

6. The Refugee Service Worker shall distribute the PEP as indicated in the lower left-hand corner. A photocopy of the approved PEP shall be forwarded to CSO Financial Section for their documentation describing the period in which the client may be deferred from employment registration.

F. Vocational Training Funded Through Other Sources, i.e., JTPA, BEOG, etc.

1. Clients desiring training offered by providers not under contract for refugee services may request their training be included in an approved training plan developed by the refugee service worker.

2. Refugees enrolled full time in Higher Education shall be ineligible for financial assistance unless participating in a caseworker approved training plan.

3. The refugee service worker may approve such plans if they meet the requirements listed in 68.37.

4. The service worker shall also consider the financial ability to finance the training to completion.

5. The training plan must be described on the PEP and forwarded to the involved service providers.

6. Training is limited to short-term (less than twelve months) employment-oriented training programs.

7. Failure to participate and termination of approved training shall be handled the same as for ESL. See 68.38 G-J.

68.38 English as a Second Language (ESL)

ESL may be provided for income-eligible refugee clients who have been in the U.S. thirty-six months or less. The Refugee Service Worker is required to inform the client he/she may not be eligible for Refugee Financial/ Medical Assistance for the entire period of the training course. This informaton must be documented on Line 28 of DSHS 14-191(X) "Other Comments."

A. Each individual refugee client may receive up to 540 hours of ESL instruction. If they have achieved benchmarks established by the ESL provider, clients shall be terminated prior to 540 hours of ESL.

B. The benchmarks evaluate the client's English proficiency. Each month the ESL provider shall provide CSO Refugee Service Worker with an attendance roster for indicating the starting date and number of hours accumulated for each ESL student for that month.

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C. The CSO Refugee Service Worker shall consult the client's file if training had been provided by more than one institution to determine client's eligibility for ESL training.

D. If the information is not available in the client's file or the client is a transfer-in, the Refugee Service Worker shall contact the previous ESL provider to request the information.

E. Refugee students reaching the 540 hours of instruction or achieving benchmarks shall be referred by the ESL provider to the CSO Refugee Service Worker for termination of ESL service. (See 68.99)

F. The ESL provider may also request termination of a student who cannot progress further, has ten or more unexcused absences or is disruptive. In addition, the provider may request termination for other reasons.

G. Upon being notified of ESL termination, the Refugee Service Worker will contact the client within 10 days regarding the reason for service termination. If the client is unwilling to participate, the Refugee Service Worker will issue a termination notice (DSHS 14-145(X)). If the client is willing to actively participate with the ESL provider, the Refugee Service Worker will consult with the institution. If the institution agrees, the Refugee Service Worker will refer the client back to the institution for continued training.

H. When services are terminated due to the client's failure to participate and those services are included as part of the approved training plan, the service worker shall inform the financial worker (DSHS 2-306(X)).

I. Notification of termination of services shall be sent to the client 10 days prior to terminating ESL training (use DSHS 14-145(X), Notification of Social Service Action). A copy of the termination notice shall be forwarded to the ESL institution for their documentation.

J. Refugees contesting a termination of services may request a fair hearing according to WAC 388-08-080.

K. In the event a class is not available, the institution shall put the client on a waiting list based on the date the client was referred by the CSO. During the waiting period, the client will be given a test and an evaluation to determine his/her level of English proficiency. In areas with more than one ESL provider, it is the responsibility of the ESL provider to check with other institutions for an appropriate vacancy and refer the client to that vacancy.

L. The Refugee Service Worker must be aware of the client's progress to determine if the client is actively participating. The Refugee Service Worker should monitor the client's progress periodically by checking with the contractor regarding the client's level of English as determined by the contractor's tests.

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68.39 Contracted Employment Placement Services

A. Employment placement services shall be provided for income-eligible refugee clients if designated in the client's PEP.

B. Unless otherwise indicated in the contracting agreement the following employment placement services will be given by the contracted service provider:

1. Counseling the refugee client in job finding, interviewing techniques, resume writing, and other information areas depending on the client's needs.

2. Locating employment under the specifications of the contractor's Statement of Work.

3. Providing follow-up services as specified in the contractor's Statement of Work.

4. Notifying the CSO Refugee Service Worker at any time the client is not actively participating or when a change is indicated in the client's PEP.

C. If no contract for employment placement services is available, the CSO Refugee Service Worker shall provide employment oriented casework (see 68.35 A.3.).

68.42 Initial Application for Financial Assistance

A. Refugee clients not otherwise exempt must accept employment or training (see WAC 388-55-020).

1. Financial eligibility requires the refugee client to register immediately for employment unless he/she is exempt under WAC 388-55-020.

   The financial eligibility technician shall refer the applicant to the refugee social service worker for the development of the PEP and referral to refugee employment services.

2. Active participation in approved training shall be determined by the CSO refugee service worker.

3. Active participation in approved training may defer the requirement for the refugee client to register for employment.

B. The CSO Financial Service Technician (FST) shall refer all refugees to the CSO designated Refugee Service Worker on DSHS 2-306(X) (Financial/Social Service Communication). The service referral shall specify whether the client is a mandatory work and training referral as determined by the program eligibility or is exempt (see WAC 388-55-020, Manual F, 26.35).

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C. Upon receipt of a mandatory referral as per above, the service worker shall provide a face-to-face interview with the refugee client.

1. The Refugee Service Worker shall complete DSHS 14-139(X), Social Services Application, and authorize services provided on DSHS 14-154(X), Social Services Authorization.

2. The Refugee Service Worker shall initiate the PEP for all adult refugees requesting services.

3. When the PEP has been approved, the service worker shall then respond to the FST returning one copy of the DSHS 2-306(X) with the PEP indicating:

a. The client is employable and must continue to register for employment, or

b. The client is in an approved training plan, specifying the starting date and the estimated date of completion, or

c. The client is exempt from employment and/or training as per the exceptions listed in WAC 388-55-020.

68.43 Approved Employment/Training Plan

A. The CSO Refugee service Worker shall be responsible for developing and monitoring approved client employment and training plans and determining active participation.

B. An approved training plan is required when the refugee client:

1. Is receiving financial assistance and is unemployed; and

2. Is employed under 30 hours per week, and

3. Is not exempt under provisions in WAC 388-55-020).

C. An approved Employment and Training plan may be provided for voluntary clients.

D. The service worker will notify the financial worker of the approval of a training plan for a refugee client by completing a DSHS 2-306(X), indicating the date the plan was approved and any other information pertinent to receiving a financial grant.

68.44 Termination/Failure to Comply for Mandatory Participants

A. Refusal of an adult refugee recipient to register for employment services or to accept or continue active participation in employment or his/her approved training plan without good cause, as determined by the CSO Refugee Service Worker shall constitute grounds for termination from financial assistance.

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B. Any contractor must inform the CSO FST and the service worker of a refugee client's refusal to accept training/employment or when a client has been dismissed for too many unexcused absences within a 30-day period from ESL or skills training by the use of the monthly DSHS 9-566, Notice of Active Participation.

C. Immediately upon learning of a client's refusal or nonparticipation, the service worker shall evaluate if good cause exists by determining:

1. There is a physical, mental or emotional inability of the individual to satisfactorily perform the work required or to participate in the training being offered, and/or

2. There is an inability of the individual to get to and from the job or training without undue cost or hardship, and/or

3. The nature of the work or training would be hazardous to the individual, and/or

4. For employment:

a. The wages do not meet any applicable minimum wage requirements and are not customary for such work in the community, or

b. The job is available because of a labor dispute, or

c. Adequate child care is not available to the single parent household.

D. If good cause does not exist, the service worker shall immediately notify financial services.

E. The service worker shall receive notice from the FST of the mandatory 10-day Notice of Termination when the refusal to accept or continue employment or training constitutes grounds for termination from financial assistance.

68.45 Recording and Reporting Procedures

A. Recording of service provision, client contact, community referrals, and all other actions regarding a refugee service case shall be briefly described on the DSHS 2-305(X). (See Manual G, Chapter 02.11, Social Service Case Recording.)

B. Copies of all forms and communications with or concerning the refugee client, such as those received from contractors and institutions (DSHS 5-172, Monthly Placement Follow-up, and DSHS 5-173, Employment Placement Report), shall be kept in the client service record. (See Manual G, Chapter 02.13, Social Service Record Make-Up and Management.)

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68.97 INTERFACE WITH OTHER DSHS SERVICES

Refugee clients shall be considered under the normal policies and regulations for other DSHS services not specifically mentioned in this chapter. Some areas may have special refugee WIN services offered by Employment Security or DSHS. Refugees on AFDC should be referred to those staff if WIN eligible.

68.98 INTERFACE WITH NON-DSHS AGENCIES

A. Voluntary Resettlement Agencies (Volags)

Agencies having been designated and funded as Volags have the responsibility to maintain contact with refugees sponsored by that agency. Volags are also involved in providing continuing services to those refugees. The financial worker is required to advise the Volag at the time a refugee makes an initial application for financial assistance.

B. Immigration and Naturalization Service

DSHS shall provide services to refugees in processing their application for immigration status change to permanent alien resident as provided in 68.33.

68.99 REQUIRED FORMS AND INSTRUCTIONS

A. See Chapter 99, General Forms, for general instructions on these generic forms:

DSHS 2-265(X)	Information and Referral Log (I & R Log) (Rev. 6/78)
DSHS 2-305(X)	Service Episode Record (10/78)
DSHS 2-306(X)	Communication/Referral (Rev. 9/78)
DSHS 2-306A(X)	Communication/Referral page 2 (Rev. 9/78)
DSHS 14-24(X)	Face Sheet (Rev. 9/78)
DSHS 14-139(X)	Social Services Application (Rev. 12/79)
DSHS 14-145(X)	Notification of Social Service Action (Rev. 9/79)
DSHS 14-154(X)	Social Services Authorization (Rev. 9/80)
DSHS 14-159	Change of Service Authorization (Rev. 1/81)
Form A-19	Invoice Voucher (Rev. 5/77)

B. The following program specific forms and/or instructions are required:

DSHS 14-191(X)	Personal Employment Plan (Rev. 11/80)
	Refugee Service Control PEP Log

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DSHS 14-191(X) (Rev. 11/80), PERSONAL EMPLOYMENT PLAN (PEP)

Instructions

Purpose:

This form has been revised in content and purpose. The DSHS 14-191(X), Personal Employment Plan (PEP), replaces the DSHS 9-317(X), Delivery Order, in authorizing the contractor to provide English as a Second Language (ESL), Vocational Training and Employment Services. Instruction for completion of the form will be printed on the reverse side.

Completion:

A. Approved/Approval Date - PEP is approved by Refugee Service Worker and fill out the date of approval.

B. CSO Control No. - Each CSO shall maintain a sequential number log of PEPs completed (see attached). This control number will be used by each contracted service provider, to whom clients have been referred for service, in order to track PEPs forwarded to their office. The control number will be the local CSO office number followed by the sequential number assigned to the PEP, e.g., King North's first PEP assigned control number would be 42-1. Attached is a sample of a recommended PEP log.

C. Alien Number - This number may be found on a client's immigration document and shall be a universal identifier for all resettlement agencies.

D. Initial Interview Date (Line 3) - Date client was interviewed by the Refugee Service Worker.

E. Case Number (Line 6) - The prefix must be shown to identify the CSO providing services. "Service Only" cases must show the L program designation.

F. Line 7 through Line 21 - Self-explanatory.

G. Client Transfer (Line 22) - Transfer-ins from other CSOs must be checked in box No. 22; specify name of CSO and previous CSO control number.

H. Line 23 through 28 - Self-explanatory.

I. ESL (Line 29) of DSHS 14-191(X)

1. Service Provider: Enter the name of the E.S.L. provider.

DSHS 14-191(X) (Rev. 11/80), PERSONAL EMPLOYMENT PLAN (PEP) (cont.)

Instructions (cont.)

2. Date Start: Enter date client is eligible for ESL training. ESL institutions will use a monthly attendance report to notify CSO Refugee Service Worker the date the client was actually admitted into the class.

3. Date End: Estimate approximate date of achievement of 540 hours.

J. Employment Service (Line 30)

Enter the name of specific employment service provider, i.e., Employment Security, Employment Opportunities Center, Tacoma Community House, etc.

K. Vocational Training (Line 31)

1. Service Provider - Enter the name of institution

2. D.O. # - Leave Blank

3. Type of Training - Enter the skills training recommended by the institution or approved by the Refugee Service Worker.

4. Date Start - Leave blank. If the Training was approved by SPI, this will be filled in by the institution.

   For the training approved by the Refugee Service Worker, fill in the starting date of the training.

5. Date End - Leave blank. This shall be filled in by the institution if the skills training was recommended by SPI.

   For the training approved by the Refugee Service Worker, fill in the ending date of the training.

6. Total Cost of Training

   a. If the vocational training class is fully or partially funded with refugee money, LEAVE BLANK, THIS WILL BE FILLED IN BY THE INSTITUTION.

   b. If the vocational training is funded by other sources, identify the sources such as: CETA, BEOG, etc. No amount needs to be entered.

L. State Office Comments (Line 32) - Leave blank.

DSHS 14-191(X) (Rev. 11/80), PERSONAL EMPLOYMENT PLAN (PEP) (cont.)

Instructions (cont.)

M. Personal Employment Plan (PEP) DSHS 14-191(X) Distribution

With the exception of vocational training under SPI contracted program and non-SPI Contracted Program (see 68.37 A and B), when PEP is completed and signed, the Refugee Service Worker shall route and distribute as indicated in the lower left-hand corner. The Refugee Service Worker shall forward a photocopy of the approved PEP to CSO, Financial Section, for their documentation.

DSHS 14-191(X) (Rev. 11/80), PERSONAL EMPLOYMENT PLAN (PEP)

PERSONAL EMPLOYMENT PLAN

REMIT TO: DSHS REFUGEE PROGRAM
OLYMPIA, WASHINGTON 98504
MAIL STOP OB-41G

APPROVED ☐ YES ☐ NO | APPROVAL DATE | CSO CONTROL NO.
☐ ORIGINAL ☐ REVISION | ALIEN # A.

☐ 1 MANDATORY REFERRAL ☐ 2 VOLUNTARY REFERRAL | 3. INITIAL INTERVIEW DATE | 4. REGION | 5. CSO | 6. CASE NUMBER

7. CLIENT LAST FIRST MIDDLE | 8. SOCIAL SECURITY NO. | 9. BIRTHDATE | 10. FAMILY SIZE

11. CLIENT'S CURRENT ADDRESS | 12. CLIENT SEX ☐ M ☐ F | 13. CLIENT HEAD OF HOUSEHOLD ☐ YES ☐ NO | PHONE

14. NATIONALITY | 15. EDUCATIONAL LEVEL | 16. OCCUPATION IN NATIVE COUNTRY | 17. EXTENT OF ASSISTANCE CLIENT RECEIVING ☐ FULL ☐ PARTIAL ☐ NONE | 18. CLIENT EMPLOYED? ☐ YES ☐ NO

19. VOLUNTARY RESETTLEMENT AGENCY ☐ USCC ☐ CWS ☐ DES ☐ LIRS ☐ IRC ☐ OTHER (SPECIFY) | 20. DATE CLIENT ENTERED WASHINGTON | 21. DATE CLIENT ENTERED UNITED STATES

22. IS CLIENT TRANSFERRED FROM OTHER CSO: ☐ YES ☐ NO IF YES SPECIFY

23. HAS CLIENT BEEN EMPLOYED IN THE U.S. ☐ YES (COMPLETE BELOW) ☐ NO

JOB TITLE	RATE OF PAY	EMPLOYMENT DATES	REASON FOR TERMINATION

24. CLIENT'S VOCATIONAL GOALS

25. HAS CLIENT PARTICIPATED IN TRAINING PROGRAM IN THE U.S. OR IN NATIVE COUNTRY? ☐ YES (COMPLETE BELOW) ☐ NO

SCHOOL	TYPE OF TRAINING	START/FINISH DATES

26 TYPE OF SERVICE NEEDED

27. CLIENT REFERRED TO

28. OTHER COMMENTS

THE INDIVIDUAL IDENTIFIED IN ITEM 7 ABOVE HAS BEEN DETERMINED ELIGIBLE FOR TITLE XX SERVICES ON:

DATE

I UNDERSTAND THAT MY ELIGIBILITY FOR CONTINUED FINANCIAL ASSISTANCE FROM DSHS IS DEPENDENT UPON MY ACTIVE PARTICIPATION IN APPROVED TRAINING AND EMPLOYMENT SEEKING ACTIVITIES AS DEVELOPED IN MY PERSONALIZED SERVICE PLAN.

I UNDERSTAND THE ABOVE-STATED GOALS WHICH MY COUNSELOR AND I DEVELOPED FOR MY PERSONALIZED SERVICE PLAN AND I UNDERSTAND THE RIGHTS AND RESPONSIBILITIES OF THE DSHS AND MYSELF IN THIS PROGRAM. I UNDERSTAND THE DSHS AGREES TO ASSIST ME IN THE IMPLEMENTATION OF THIS PLAN.

I AGREE WITH THE PLAN WHICH HAS BEEN DEVELOPED.

CLIENT SIGNATURE | SERVICE WORKER SIGNATURE | DATE

29. ESL ☐ | SERVICE PROVIDER | DATE START | DATE END | 30. EMPLOYMENT SERVICE ☐

31. VOCATIONAL TRAINING (STATE OFFICE APPROVAL REQUIRED) ☐ | SERVICE PROVIDER | D.O. # | TYPE OF TRAINING | DATE START | DATE END | TOTAL COST OF TRAINING

32. STATE OFFICE COMMENTS

ROUTING:
WHITE — REFUGEE PROGRAM STATE OFFICE
GREEN — CLIENT'S COPY
CANARY — FILE COPY
PINK — ESL PROVIDER COPY
GOLDENROD — EMPLOYMENT CONTRACTOR COPY

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SIGNATURE OF STATE OFFICE

DSHS 14-191(X) (Rev. 11/80), PERSONAL EMPLOYMENT PLAN (PEP) (cont.)

DIRECTIONS FOR COMPLETING DSHS 14-191(X)
PERSONAL EMPLOYMENT PLAN

Emphasis should be placed on Employment Services; however, if the service worker determines training is required before employment efforts can be effective, the service worker and the refugee should develop a plan to assist him/her to overcome the barriers which might prevent employment, i.e., inadequate English ability, non-marketable skills, etc. A client may receive more than one service at a time if deemed appropriate by the service worker.

1-18. Self-Explanatory

19. Voluntary Resettlement Agency—The Refugee Resettlement Agency that initially sponsored him/her from the camp to the community, i.e., United Catholic Conference (USCC), Church World Service (CWS), Department of Emergency Services, State of Washington (DES), Lutheran Immigration and Refugee Service (LIRS), International Refugee Committee (IRC), and others (specify).

20-22. Self-Explanatory

23. List the last two jobs the client has held since arriving in the United States by job title, rate of pay per hour, date of hire, termination date and reason for termination.

24. This goal should be developed by the service worker and client. The Vocational Goal is defined as the client job goal. Some clients will be ready to seek employment immediately, others will need one or more of the services to attain this goal or they may need to seek employment immediately; the, working on their Vocational Goal in their spare time due to the non-availability of the specific training, they need to reach that goal of self support.

25. List current skill(s) and/or training specifying whether the client attained this skill in the U.S. or their native country. In the event the client has more than one skill, the service worker shall list all of his/her skills in the order of marketability.

26. The service worker should list in order of need the contracted services requested to assist the client reach his/her employment goal.

27. The service worker should list the specific contractors the client was referred to and identify the service provided by each contractor.

28. The service worker should note specific problems which may effect the client's full participation in the program, i.e., handicap, family problems, transportation, etc.

29-30. Now that the client has been assessed and has been determined for the service the Refugee service worker will fill out the authorization for each specific service, i.e., ESL, Employment, ETc. and refer client to a specific service provider.

31. VOCATIONAL TRAINING: Although the P.E.P. has been completed by the Refugee service worker and client, it is not considered an approval plan until a delivery order has been signed authorizing the client to begin active participation in that specific service.

NOTE: The refugee client is required to sign the agreement in the P.E.P. indicating his/her agreement with the plan and showing his/her understanding of the rights and responsibility and the law. If the refugee client does not appear to understand and does not seem to communicate his/her desires in the development of the P.E.P., the service worker shall attempt to secure an interpreter for the assessment interview.

DSHS 14-191(X) (Rev. 11/80) 9R

SAMPLE - REFUGEE SERVICE CONTROL PEP LOG

SAMPLE

CSO_____

CONTROL NUMBER	CLIENT NAME	REFERRED TO	DATE REFERRED