

STATE PLAN
FOR THE
IOWA REFUGEE RESETTLEMENT PROGRAM
OCTOBER 1, 1982 TO SEPTEMBER 30, 1983

COLLEEN SHEARER
STATE COORDINATOR

IOWA REFUGEE SERVICE CENTER
4626 SW 9TH STREET
DES MOINES, IOWA 50315

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I. PROGRAM AUTHORIZATION

The Refugee Act of 1980, Public Law 96-212, and Refugee Assistance Amendments of 1982, Public Law 97-363 authorizes the appropriation of funds to states to cover the non-federal share of costs under the Title IX and XIX of the Social Security Act for the provision of cash and medical assistance. The Act also provides for refugee social services and special refugee cash and medical assistance in order to increase refugee self-sufficiency.

II. PROGRAM GOALS (continued)

services available to the public. Effective resettlement means the status of refugees' becoming self-reliant in utilizing independently existing community resources to meet their basic needs related to employment, English language training, skills training, medical care and social and cultural adjustment.

III. PROGRAM PRIORITIES (continued)

include those under the United States Department of State, as well as those under the Departments of Health and Human Services, Labor, Education and Agriculture.

IV. PROGRAM STANDARDS AND ORGANIZATION (continued)

- Health monitoring programs, including the joint efforts of the IRSC and the Iowa Department of Health's Refugee Health Program to see that the health needs of refugees are met.

The Iowa State Refugee Programs Coordinator, Colleen Shearer, is appointed by the Governor and is the focal point for all aspects of the Iowa Refugee Resettlement operation. The Coordinator has the authority to insure planning, monitoring and coordination between the public and private resources in Iowa. The Coordinator does allocate sufficient time to provide policy and administrative guidance to the program. The Coordinator does have other responsibilities as the Director of Job Service of Iowa. The Coordinator spends one-fourth to one-third of her time on the Refugee Resettlement Program and delegates appropriate authority to a full-time Program Manager who is responsible for the daily management of the Iowa Refugee Resettlement Program. (See Attachment B for Job Description.) The Coordinator is involved in the oversight of planning, design, implementation, operation, monitoring and evaluation of the State Refugee Resettlement Program.

Iowa has requested and received a waiver for the establishment of a State Advisory Council.

Iowa has established procedures for periodic redetermination of recipient eligibility for Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA). Redetermination periods do not exceed those established under Iowa's ADC (Aid to Dependent Children) and Medicaid Programs. A

IV. PROGRAM STANDARDS AND ORGANIZATION (continued)

All efforts will be made to offer English language training at times which will allow refugees to conduct job searches and to accept employment opportunities.

Vocational/skills training and educational programs offered to refugees through the Iowa Department of Social Services utilize a coordinated employability plan. These plans take into consideration the language capability and skill-level of the recipient and the condition of the local job market.

Services other than employment services and English language training such as orientation, information and referral, interpretation and translation, social and cultural adjustment-oriented activities, etc., shall be provided to refugees if it is shown how such services contribute to refugee acculturation and the economic self-sufficiency.

Iowa shall produce both quantitative and qualitative outcomes for each program component of the Refugee Resettlement Program for the fiscal year. Iowa shall establish job placement objectives targeted to its caseloads of those eligible for job placement services. Iowa will also continue to monitor the placement rate as well as the rate of cash assistance usage by refugees in the State.

Factors which may contribute to the various rates of cash assistance dependency during the fiscal year are overall trends in the national and state economies, seasonal trends related to construction and agri-

V. PROGRAM IMPLEMENTATION

The Iowa Refugee Service Center (IRSC) through its contract with the Iowa Department of Social Services provides Refugee Cash Assistance and Refugee Medical Assistance services.

The Iowa Department of Social Services through its administration of these two programs contributes to effective resettlement of refugees within the shortest possible period by: (1) notifying the IRSC when a refugee applies for assistance, (2) contacting the sponsor at the time of a refugee's application for ADC or Refugee Cash Assistance and (3) notifying the local resettlement agency whenever a refugee applies for cash or medical assistance.

The Iowa Refugee Service Center is contacted so that agency can:

- Place the applicant on the Center's publications mailing list,
- Make the applicant aware of the services available at IRSC,
- Help the applicant locate employment and
- Maintain statistics regarding the location and number of refugees in Iowa, particularly those needing assistance.

The IRSC is also given the name of the applicant's sponsor and voluntary resettlement agency.

The sponsor is contacted both to determine what assistance is provided to the refugee and to make the sponsor aware that the refugee has applied for assistance. The local resettlement agency is contacted so that agency will be aware of a possible breakdown between the refugee and the sponsor.

V. PROGRAM IMPLEMENTATION (continued)

work and accept appropriate employment or training as a condition of receiving ADC assistance.

Refugee Cash Assistance (RCA) - All employable applicants and recipients of Refugee Cash Assistance must register for work as a condition of eligibility, unless otherwise exempt. Employment or training from any source must be accepted if determined appropriate by the local Social Services office.

A registration form is prepared by the income maintenance worker at the time of application for those refugees determined to be employable. It is also prepared at any time a refugee who have been exempt from employment is no longer exempt and must register for work. Two copies of the work registration form are given to the refugee to take to Job Service. When the refugee has registered for work, the Job Service worker signs the form, returning one copy to the income maintenance worker and forwarding the other copy to the Iowa Refugee Service Center (IRSC).

Iowa's Procedures for Terminating Assistance When An Appropriate Offer of Employment or Training is Refused Without Good Cause are as follows:

Aid to Dependent Children (ADC)

Coordinated Manpower Services Program (CMS) - Mandatory participants who refuse to participate after case plan approval are deregistered from CMS and have their needs removed from the ADC grant for a three-month period. Individuals who reregister after

V. PROGRAM IMPLEMENTATION (continued)

CWEP notifies the income maintenance worker (IMW) using "CWEP Participation Status Report." A copy of this form is also sent to the client. Final determination of whether a participant has refused and determination of continued eligibility for ADC rests with the income maintenance unit. Cancellation is effective the earliest possible date following receipt of official notice of non-participation when income maintenance concurs that the individual has refused to participate.

The entire family is ineligible for three months when the principal wage earner refuses to participate the first time. Any subsequent refusal results in a six-month period of ineligibility.

The IMW notifies the client of grant termination using the "Notice of Decision" form. The client has the right to appeal the adverse action.

Work Incentive Program (WIN) - Mandatory Counties - When the Department of Job Service determines that a mandatory registrant has refused to participate in training or to accept a bonafide offer of employment without good cause, Job Service WIN staff deregister the client by using the "Change of Status Report." This form is then sent to income maintenance and serves as notification to take appropriate action.

V. PROGRAM IMPLEMENTATION (continued)

one month. If the job or offer of training remains open and available for a period longer than one month, there is no eligibility for assistance as long as the offer of employment or training for employment is still open to the principal wage earner.

The income maintenance worker notifies the client of grant termination by means of the "Notice of Decision" form. Cancellation is effective the earliest possible date after the client failed to meet the work or training requirement. The client has the right to appeal the adverse action.

Refugee Cash Assistance (RCA) - Refugee Resettlement Program policies and procedures are used to determine when a refugee must register for work and accept appropriate employment or training. Sanctions are applied in the manner prescribed by the Office of Refugee Resettlement, Department of Health and Human Services.

Employable refugees who are RCA applicants/recipients register for work through Job Service. However, employment or training from any source must be accepted if determined appropriate by the local Department of Social Services (DSS) office. In those instances when the referral was made by Job Service, the local DSS office consults with that agency to determine whether the client had an acceptable basis for refusal.

V. PROGRAM IMPLEMENTATION (continued)

When the material must be released quickly, such as when a law change requires early implementation, the circulation period is waived.

- Local Department of Social Services offices implement the changes required by Manual material. When the change affects the amount of assistance, the applicant/recipient is notified of this on the "Notice of Decision" form.
- When a change has far-reaching impact (such as when the RCA/RMA eighteen month limitation became effective in April 1982), the Department of Social Services will frequently send notice of the change to recipients with their warrants or medical cards. When possible, the notice is translated into the various Indochinese languages by the Iowa Refugee Service Center (IRSC). This notice is in addition to (not a substitute for) the individual "Notice of Decision" sent by local offices to clients impacted by the change.

Local Department of Social Services offices are responsible for explaining available services and work registration requirements to applicants and recipients. They are guided by Manual material released by the Division of Community Programs. The IRSC or other interested local individuals/groups provide translation services.

The Iowa Department of Social Services has established procedures for periodic redetermination of recipient eligibility for Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA). Redetermination periods do not

V. PROGRAM IMPLEMENTATION (continued)

Health Monitoring - The Iowa Department of Health has responsibility to: (A) monitor refugees who have been determined by the Center for Disease Control to have medical conditions requiring observation and treatment; (B) monitor any observation or treatment of those refugees. There is a very close coordination which takes place between the Iowa Department of Health and the Iowa Refugee Service Center's (IRSC) Health Coordinator on all facets of this aspect of the refugee program.

Every effort is made to provide eligible refugees access to the regular medical programs in Iowa.

The Health Department contacts the County Public Health Nurse in the county where the refugees are arriving, the sponsor and the refugee and monitors arrangements for medical evaluation and follow-up care.

If the physician prescribes chemotherapy or prophylaxis, the necessary medication may be purchased through the normal course of purchasing prescriptions or free through the Iowa Department of Health. The IRSC has a contract with the Iowa Department of Health to provide these medications free. This service is provided through ORR funds.

Refugee Support Services - As the primary service delivery agency for refugees in Iowa, the IRSC has extensive and ongoing contact with all the refugee communities of Iowa. The Agency also has extensive information on those refugees who are receiving cash assistance. Therefore, it is through our direct contact with the refugee communities in Iowa that we are able to assess their language and employment needs.

V. PROGRAM IMPLEMENTATION (continued)

Ron Stehl, Director, Bureau of Children's Services, Iowa Department of Social Services, as designee for all Unaccompanied Refugee Minor (URM) guardianship matters.

All placements of unaccompanied refugee children shall be coordinated through Interstate Compact. The Interstate Compact Unit will be responsible for keeping records of refugee children's names, addresses and progress reports sent semi-annually to the Department of Health and Human Services, Refugee Resettlement Program. The Interstate Compact Unit shall be responsible for reunification of unaccompanied refugee minors with parents or relatives located in other states.

When the minor reaches age eighteen (majority age in Iowa), then Probate guardianship is dismissed. However, the URM may continue to remain in the Program if attending school through high school or a vocational program in lieu of a high school diploma, until the age of twenty-one, by signing a voluntary placement agreement. These agreements are renewable every six months.

At the time of the child's arrival to Iowa, probate court action is taken to obtain guardianship of the child.

The children's placements are determined prior to arrival based upon the bio-data received by the Iowa Department of Social Services or its designee. Upon arrival, the foster family and child shall be assessed to determine their needs and appropriateness of services and placement. Unaccompanied

V. PROGRAM IMPLEMENTATION (continued)

7. Leisure time activities
8. Legal services
9. Clothing
10. Personal allowance

Assessment is a continual and ongoing process by the service worker of gathering, weighing and interpreting facts, making decisions about the child's situation.

A case plan is required for all children in foster care. The case plan shall include, but not be limited to:

1. Rationale for case plan, including placement;
2. Long-range goals;
3. Short-term objectives;
4. Action steps to accomplish the objectives;
5. Provisions detailing the responsibilities of the placement agency and workers, and the child during the period of placement;
6. Time frames to deliver the services.

In addition to the Probate guardianship order, service plans and social history, case records shall contain current and ongoing progress reviews, including observations of the casework progress and family and child interactions. The case record is used as a tool to determine and record the child's needs and progress toward meeting established goals and objectives.

VI. MONITORING AND REPORTING

With the assistance of the Regional Office of ORR the Iowa Refugee Service Center (IRSC) carefully monitors its own as well as other Social Services providers' programmatic effectiveness. A very extensive financial monitoring and reporting system is available to the IRSC through the Iowa Department of Job Services. Cash and medical services as well as work registration requirements are very carefully monitored as a matter of course by the Iowa Department of Social Services.

All AFDC cases fall within the Iowa Department of Social Services' ongoing Quality Control Program, as do all Title XIX cases as well. As of January 1, 1983, Iowa's refugee resettlement program will also have a special quality control program for RCA, RMA and URM cases which will assure that the delivery of cash assistance and medical assistance benefits is in conformity of with current federal regulations and policies.

The IRSC is audited by the State Auditor's Office on a annual basis. Additionally, the Inspector General's Office within the Iowa Department of Social Services monitors, evaluates and audits the Department's performance. That office also provides support to the Iowa Attorney General's Social Services Unit and administers the contract between the Department of Social Services and the Iowa Department of Public Safety's Division of Criminal Investigation.

The IRSC will submit a quarterly performance report to the Central Office of Refugee Resettlement and a copy to the Regional Director (ORR) no later than 30 days after the end of each quarter. Also, the required ORR

VII. ASSURANCE OF COMPLIANCE WITH TITLE IV OF THE
REFUGEE ACT OF 1980

The Iowa Refugee Service Center will comply with the provisions of Title IV of the Refugee Act of 1980, Refugee Assistance Amendments of 1982, P.L. 97-363, official issuances of the Director, and all applicable regulations, and will amend the plan as needed to comply with standards, goals and priorities established by the Director of ORR.

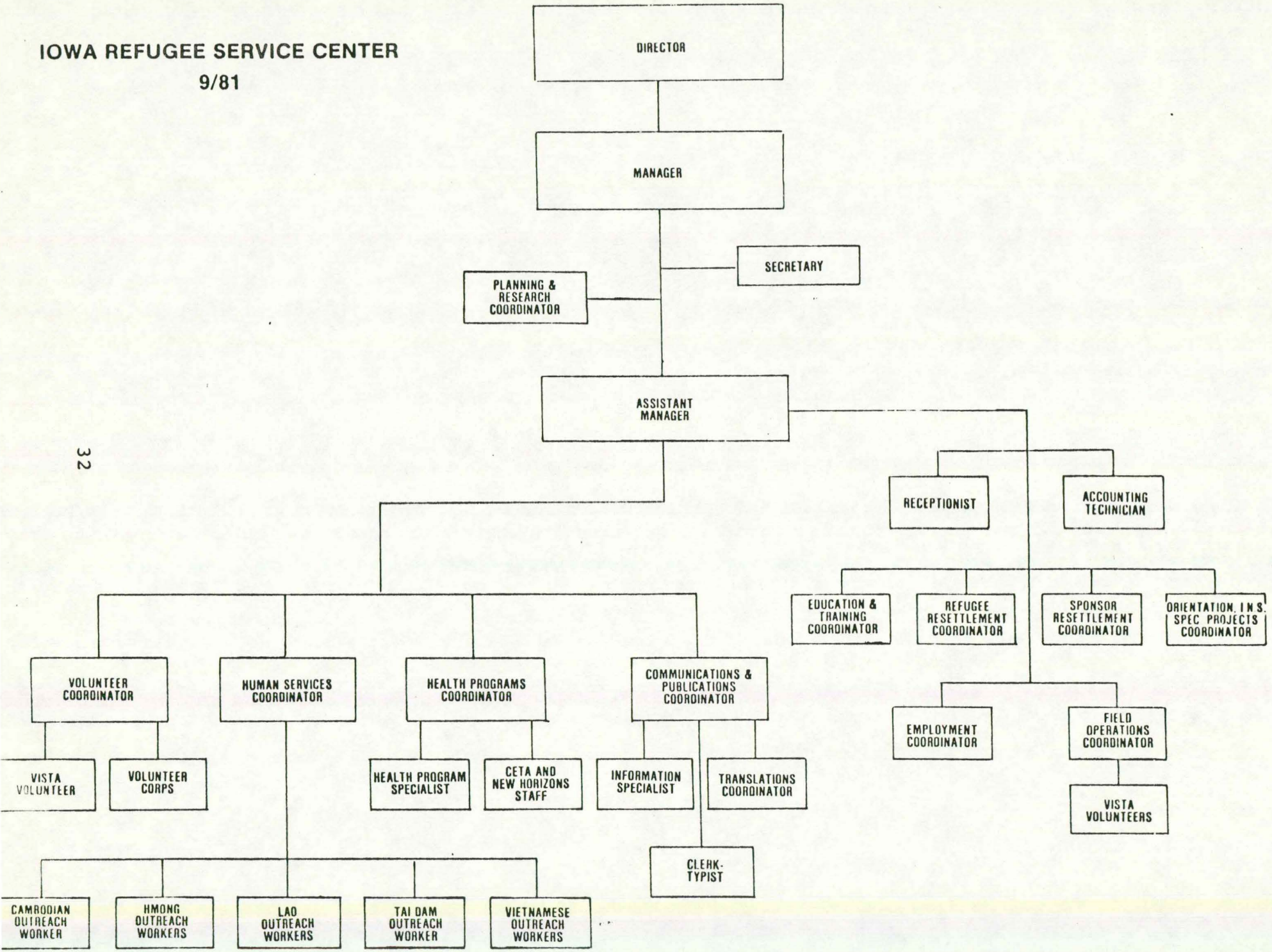
VIII. ASSURANCE OF NON-DISCRIMINATION (continued)

for Federal, state and local government without regard to the number of employees in the employment unit. This assurance is given in consideration of and for the purpose of obtaining any and all Federal grants, or Federal financial assistance.

IOWA REFUGEE SERVICE CENTER

9/81

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JOB DESCRIPTION

Marvin A. Weidner - Manager, Iowa Refugee Service Center

<u>Number</u>	<u>Percent (%)</u>	<u>Major Responsibilities:</u>	<u>Standards and Results Expected:</u>
1.	35	Assist the Director in the administration of the Iowa Refugee Service Center (IRSC) pursuant to requirements of rules, regulations, laws and contracts so that the agency missions are accomplished.	<ul style="list-style-type: none"> (a) Assure that all sections accomplish their major objectives. (b) Assure cooperation between sections.
2.	20	Recommend policy changes; interpret policy and communicate to divisions and the public so they will be informed of agency policy and practice.	<ul style="list-style-type: none"> (a) Will implement policies of Director. (b) Will be able to ascertain when independent decisions regarding policy changes can be made and when prior approval from Director must be obtained. (c) Will coordinate and conduct necessary meetings of staff to ensure their constant awareness of policy of practice.
3.	20	Direct and coordinate agency fiscal management so that monies are handled effectively and properly pursuant to laws and regulations and accepted accounting practices.	<ul style="list-style-type: none"> (a) Monitor sectional spending to assure proper and efficient usage through financial management meetings and other reviews.
4.	25	Represent the Director so that the IRSC maintains the proper relationship with the public it serves, as well as with other agencies with whom it works.	<ul style="list-style-type: none"> (a) Fulfill these obligations as assigned.

IOWA
STATE PLAN AMENDMENTS
FY 1984

Colleen Shearer
Marvin A. Weidner
Iowa Refugee Service Center
4626 S.W. 9th Street
Des Moines, Iowa 50315

IOWA

FY 84 State Plan

Amendment

A. Case Management

In FY 1984 the Iowa Refugee Service Center (IRSC) will continue to utilize and strengthen its extensive case management system in serving refugees. The Field Operations/Case Management section of IRSC serves all refugees in Iowa--no matter which agency originally resettled them--through IRSC staff based in Des Moines who operate statewide, as well as five one-year project appointees and several VISTA Volunteers who are stationed in various Job Service of Iowa offices around the state. With the activities and communications being controlled from the IRSC headquarters in Des Moines, all of these groups network together to provide a complete case management system for refugees in Iowa.

Each job developer/case manager provides assistance in job development, by working directly with employers in the placement of refugees, provides social adjustment assistance in areas such as health, marital and legal problems and provides referral and assistance to those refugees who need English language training, as well as coordinating services and referrals with all other service providers such as the Iowa Department of Human Services.

B. Iowa Literacy Program

A new activity in FY 1984 for IRSC is the Iowa Literacy Program. This program is an outgrowth of IRSC's Volunteer Tutor Program which matches volunteers with refugees in order to assist them in learning the English language. The Literacy Program adds new dimensions to the tutor program by helping all people--refugees, job seekers, dislocated workers and others--earn General Equivalency Diplomas (GEDs). The refugees, for the most part, have passed the stage of needing basic communications skills training and a vital step forward will be the attainment of the GED. The tutoring program for those who still need E.S.L. services will be strengthened in recruitment, training and supervision of volunteers.

The Iowa Literacy Program will plug directly into the tutor program's strong alliance with the fifteen community colleges and the hundreds of volunteer tutors all across Iowa. VISTA Volunteers will work in local communities with the literacy program. The Iowa Literacy Program is built on a firm commitment of success and proven resources from IRSC, Iowa Department of Public Instruction (IDPS), fifteen area community colleges in Iowa, ACTION (VISTA Volunteers), Job Service of Iowa, Laubach Literacy, Lutheran Women's Literacy Project and Iowa Governor Terry E. Branstad's Office of Citizen Participation.

C. Hmong/Highlander Project

Another new project of the Iowa Refugee Service Center (IRSC) in FY 1984 is the Hmong/Highlander Project Grant which will address many of the problems the Hmong in Iowa face. Utilizing Hmong Job Developers and one Hmong Employer Representative/Technical Counselor the project will primarily focus on the employment needs of the Hmong refugees, who are concentrated in five Iowa towns. The Hmong workers will work directly in the IRSC's Field Operations/Case Management section which has a proven track record of successfully placing large numbers of refugees-including Hmong--in jobs. In addition to providing employment services, the Employer Representative/Technical Counselor will design and conduct orientation sessions for the Hmong which will cover such topics as checking and savings accounts, credit cards, home purchasing, small claims and criminal courts, car insurance, state laws and secondary migration.

Also under the Hmong/Highlander Project Grant will be partial funding for the Hmong Printing Project, operated in association with the Des Moines office of United States Catholic Conference (USCC). The printing project will train Hmong refugees in the printing business. Printing machines have been donated for the effort and a one-year printing contract with USCC's office of Migration and Refugee Services has been secured. This project will provide the Hmong community with skills training for direct employment in private printing businesses.

The project will also provide support to the Asian Cultural Center of Iowa to develop and market handicrafts for Southeast Asian Highlanders. The project also provides financial support to the V.O.I.C.E.S. tomato farm project here in Des Moines. V.O.I.C.E.S. is affiliated with and sponsored by the Reorganized Church of the Latter Day Saints. The farm project is managed by Hmong workers and it employs Hmong as well as other Southeast Asians.

All initiatives taken through the Hmong/Highlander Project will be implemented with close consultations with the Hmong community.



Iowa Refugee Service Center

4626 SW 9th Street • Des Moines, Iowa 50315 • 515/281-4334

Terry E. Branstad
Governor

Marvin A. Weidner
Executive Director

Fiscal Year 1985

Iowa Refugee State Plan Amendments

Submitted by:

Marvin A. Weidner

Iowa Refugee State Coordinator

Fiscal Year 1985

Iowa Refugee State Plan Amendments

IRSC Director and State Coordinator

Marvin A. Weidner serves as Executive Director of the Iowa Refugee Service Center (IRSC), as appointed by Iowa Governor Terry E. Branstad. Weidner is responsible to and serves at the pleasure of Governor Branstad. Weidner is a full-time administrator. IRSC no longer receives administrative oversight and review from the director of the Iowa Department of Job Service (IDJS). IRSC does, however, continue to purchase financial services and station IRSC workers in various Job Service offices throughout Iowa through contracts.

Iowa Department of Human Services

As noted in the Iowa Refugee State Plan, the Iowa Department of Social Services administers the refugee cash and medical assistance and refugee unaccompanied minors programs, under contract with IRSC. The agency name has been changed to the Iowa Department of Human Services (IDHS).

Refugee Minors' Guardianship

Marvin A. Weidner serves as guardian for all refugee unaccompanied minors in the state of Iowa.

Registration for Work at IRSC

In addition to the requirement that all employable applications and recipients of Refugee Cash Assistance (RCA) must register for work with IDJS as a condition of eligibility unless otherwise exempt, all employable applications must also, at the same time, register for employment services with IRSC, unless otherwise exempt.

Refusal to Apply for Work

In addition to IDJS referring to IDHS for sanctions a determination that a registrant has refused to participate in training or accept a bonafide offer of employment without good cause, IRSC may also refer to IDHS such a determination. Also, IDJS and IRSC may refer to IDHS for sanctions a determination that a registrant has refused to apply for work without good cause.

Short-Term Employability Plans

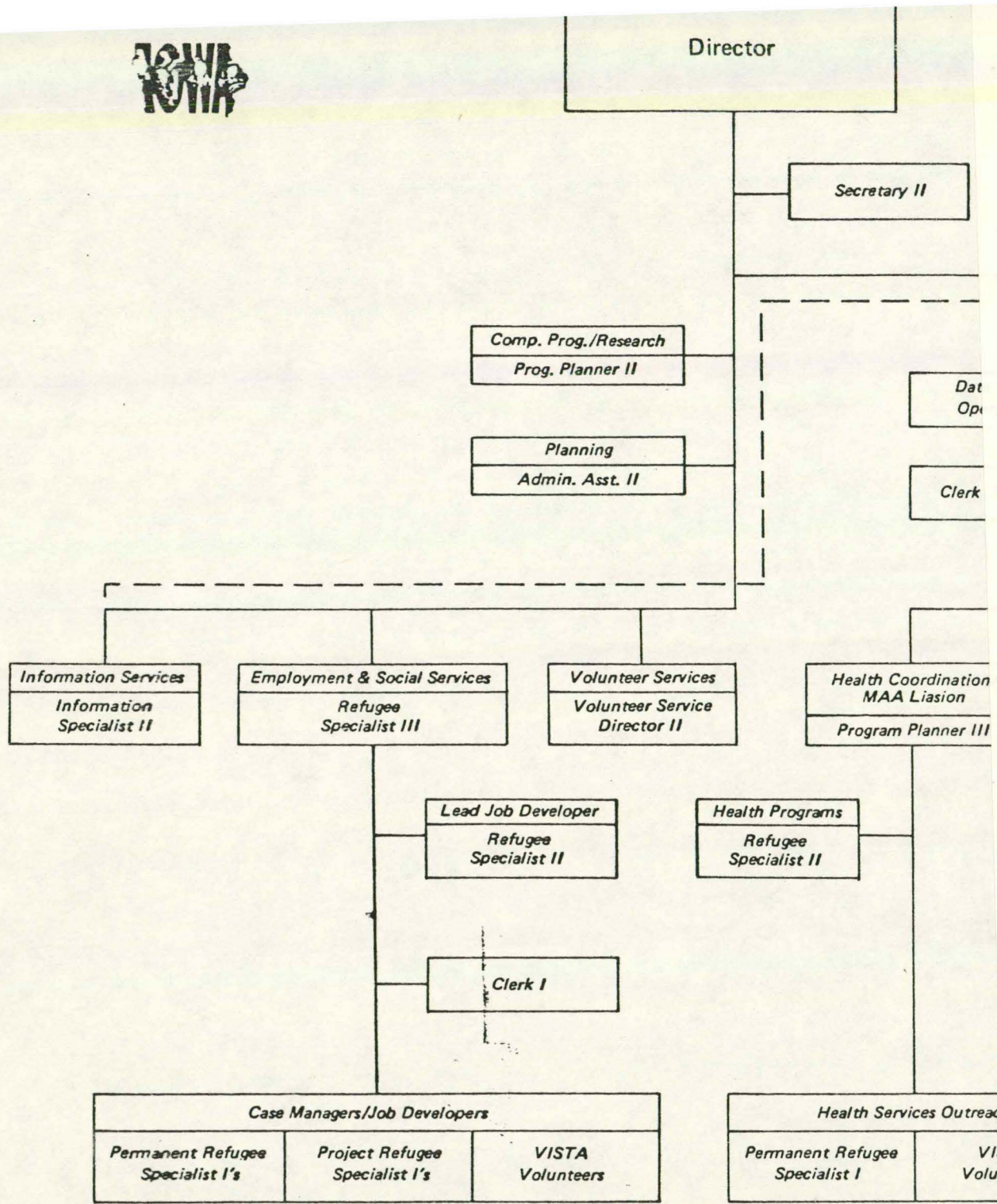
Short-term employability plans developed by IDJS for registrants must also be developed in coordination with IRSC.

Updated Table of Organization

IRSC has modified its staffing to better address refugee program needs and services. A new IRSC table of organization is attached.
(Attachment A)



Attachment A



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