

Department of Children & Families

Glossary

Refugee Services Program

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Last updated: May 2011

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A

Accepted for Child Care Service- [Day Care]: 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."

Accredited Representative - [ESA/Legal]: A person accredited by the Board of Immigration Appeals (BIA) 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 Cases – [Haitian Families]: The number of individual eligible clients for whom any service task was performed during a reporting or contract period

Active Client - [ESA/Legal]: A client who is receiving Employment Status Assistance (ESA) services and for whom: a) not more than one year has passed since the case was filed with the Department of Homeland Security (DHS) ; or not more than two years have passed since the case was filed with the Department of Justice (DOJ).

Actual Expenditures Report – [Integration Assistance]: A report which reflects the service provider's actual expenditures incurred by the line item during a given period.

Adjustment of Status (I-485)- [ESA/Legal]: Provision of legal services to those clients requiring an adjustment of their current immigration status to legal permanent resident (LPR). It requires preparation of form I-485 with supporting documents, filing the application with the applicable federal entity, and following through until a resolution is obtained.

Administrative Cost – [Haitian Families-MIA]: Any cost that is not directly associated with delivery of services.

Administrative Services - Those are those services necessary to administer the contract. This includes, but is 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 application included in Exhibit A Attachment II or the most recent location specified in the contract.

Adult Basic Education (ABE) - Training designed for adults who need to learn the skills necessary to read write and speak English; compute and solve problems at levels of proficiency necessary to function on the job and in society; develop their knowledge and potential; and achieve personal academic goals. Individualized instruction is provided in basic and functional literacy and life skills to adults who are performing at or below the eighth grade level.

Adult Client – [Youth and Families Services]: A refugee/entrant who is eighteen (18) years of age or older, is not enrolled in Kindergarten through 12th grade (K-12) school, and is receiving healthy marriage services, parent empowerment and skills training, clinical services and/or case management and family counseling.

Adult Dental Services will include - **[Mental Health]**: screening, caries/cavities treatment, x-ray services, and addressing other acute needs impacting the clients' general health and capabilities and a full range of laboratory services and pharmacy services during the period of transitional medical care

Adult General Education (AGE)- [Adult Education Services]: A comprehensive program of adult instructional courses, designed to improve the employability of clients, specifically:

- a) 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;
- b) 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;
- c) 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;
- d) General Education Development (GED) Preparation courses, defined by DOE as courses designed to help individuals attain American or high school level academic skills;
- e) 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;
- f) Applied Academics for Adult Education (AAAE) formerly Vocational Preparatory Instruction, defined by DOE as courses designed to prepare students for academic, technical and personal success. AAAE provides career assessment, basic skills and language instruction, employability behavior instruction for job acquisition and job retention and competency training; or
- g) 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; or
- h) 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.

Adult Medical Services- [Mental Health]: will include but not be limited to: a full physical examination, an electrocardiogram, blood pressure assessment, radiology, pharmacy services, laboratory and x-ray interpretation, cardiopulmonary evaluation, abdominal and pelvic examination, and treatment for parasites.

Adult Services- [Youth and Family Services]: Services provided to clients that may include but is not limited to, healthy marriage services, parent empowerment and skills training, clinical services, case management, and/or family counseling.

Adult Victim of Trafficking - An adult victim of trafficking is 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

Aftercare Support Services - [URMP]: Independent living transition services that are available to assist young adults, 18 years of age but not yet 23 years of age, who were formerly in a foster care placement, under Florida's Unaccompanied Refugee Minors Program (URMP), in their efforts to continue to develop the skills and abilities necessary for independent living. The aftercare support services available include, but are not limited to, the following: mentoring and tutoring, mental health services and substance abuse counseling, life skills classes, including credit management and preventive health activities, parenting classes, job skills training, counselor consultation and temporary financial assistance.

Assessment- [School Impact]: A tool used by the provider to identify client need for the program, barriers to academic success and inherent strengths in overcoming the identified barriers.

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.

Assessment- [School Impact]: A tool used by the provider to identify client need for the program, barriers to academic success and inherent strengths in overcoming the identified barriers.

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 (I-589) - This service involves filing an application (Form I-589) before the Asylum Office (DHS) or the Immigration Court. With rare exceptions, the application for asylum must be submitted within a year of entry into the U.S. The foreign national must prove that s/he 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.

Asylum Applicant- An alien and, if applicable, his/her derivative family members included in the application and 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.

Attendance Hour-[Adult Education]: 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.

Attorney Representation - [ESA/Legal]: This service involves filing Form G-28, EOIR-28, or EOIR-27 with the applicable federal entity indicating such representation. Thereafter, the attorney or BIA 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.

Awareness Activities- [Epilepsy]: To increase community cognizance of epilepsy, the prevention of epilepsy, and the Epilepsy Services Program. Awareness activities are often directed at the community at large and include contacts that are brief, informal, unstructured in nature, or do not have a method of evaluation. Examples include media events, magazine articles, provider or newsletters submissions, mass mailings, support groups, health fairs or other special events, billboards, posters, etc.

B

Bed Day- [URMP]: 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.

Benchmark: [ESA/Legal]: Payment associated with the completion of one or more benchmarks. Only when a provider has satisfactorily completed all tasks precedent to achieving a particular benchmark is payment for those tasks and services due.

Blood Monitoring- [Epilepsy]: - This is a group of blood tests consisting of anticonvulsant drug levels, hematology, serum chemistry profiles and related blood test to monitor body functions of patients receiving antiepileptic drugs. These tests are usually performed following a rational guide for a successful management of patients with epilepsy.

Bone Density Scan [URMP]: The use of an electron beam tomography to measure bone density. The measurement of an isolated trabecular bone, the first part of the bone to become affected by factors that decrease bone mass, and the first part to respond to treatment. Some anticonvulsant drugs are known to cause osteoporosis.

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

C

Care Card- [Health-]: A card generated by the provider that details all classifications and financial assessments associated with the funding stream of the client. The card is generally valid for one year.

Care Coordination- [Integration Assistance]: A provision of care that facilitates and provides services in response to a client's needs as identified through each client's initial screening and comprehensive assessment(s) that are aimed at identifying the client's barriers to effective resettlement.

Career Laddering (CL) Assessment-[Employment]: The determination of clients' 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- [Employment]: 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.

Career Laddering Placement- [Employment]: Is the acceptance of unsubsidized employment that is related to clients' CL plan and a result of CL services.

Career Laddering (CL) Program- [Employment]: 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 individual's career ladder.

Career Laddering (CL) Services- [Employment]: CL services include skills re-certification, re-credentialing, on-the-job training (OJT), vocational training, and English language instruction designed to lead to a job placement in accordance with clients' CL plans.

Clients Enrolled- [Adult Education]: The unduplicated number of eligible clients enrolled in a course/program at any time during a reporting period.

Case Management- [Youth and Family Services]: A provision of care for clients that determines the appropriate service(s) to refer a client to and includes but is not limited to, RS employment providers, health care services, English and vocational education services and/or other community needed services, tracking the client's participation and progress in such service(s), and following up on the referral(s); maintain ongoing, and consistent contact between the client and the agency to which the client is referred; and maintain the status of a referral(s) including the progress of services received by the referred agency.

Case Management- [Haitian Families]: Services provided to support clients while participating in program activities and services. Case management services include, but are not limited to: referrals to other vital services (child care, safe housing, transportation, employment, adult education, and vocational education) not available under this program, and maintaining a written record of client services. Case management includes all services provided to the client from program intake to case closure. Case management includes a written account of all activities associated with providing service to the client and the results of those services.

Case Management- [Mental Health]: Services, which will include the review of abnormal labs, scheduling appointments, following up on appointments, and ensuring the client was referred into a permanent primary care facility for continuation of services.

Case Plan: [URMP] A document in the client's case file describing the service needs of the client identified during the intake and assessment process, the projected time frames for completion of each objective, and steps to be taken by the client, the caregiver/family, and the agency in an effort to achieve the principle objective of helping the elder refugee gain access to programs and services in the community to enable the refugee to live independently. The case plan is a tool to guide case management activities and should be updated as necessary to reflect newly identified client service needs and goal achievement. The case plan will be developed in cooperation with the client or the client's caregiver or guardian. The initial case plan will be considered complete when accepted and signed by the client or client's caregiver.

Category A – [Integration Assistance]: Individuals who arrive with significant medical (physical or mental) concerns, b) Individuals who have pre-arrival experiences such as torture and/or trauma, c) Single parents, and/or; d) Individuals over the age of 55.

Category B –[Integration Assistance]: a) Individuals who are not literate in their native language,

Individuals with extremely limited formal education and who also lack job skills; **b)** Individuals who resettle in a community with no relevant established ethnic community and a limited social support system, and/or **c)** individuals experiencing significant cultural transition, such as individuals coming to the U.S. after a prolonged stay at a refugee camp or from a rural background, who are resettled in an urban area.

Certification-[URMP]: HHS, after consultation with the Attorney General, may certify an adult victim of trafficking who (1) is willing to assist in every reasonable way in the investigation and prosecution of trafficking cases and (2) has made a bone fide application for a T visa or (3) is a person whose continued presence the Attorney General is ensuring to effectuate a prosecution of traffickers. The Office of Refugee Resettlement (ORR) at HHS has been delegated the authority to conduct certification activities and issue letters of certification for victims of severe forms of trafficking.

Change of Venue-[ESA/Legal] - This process is used when it is necessary to change the location of DHS or EOIR proceedings from one jurisdiction to another.

Child-[Haitian Families]- : Any unmarried person under the age of 18 years who has not been emancipated by order of the court (Florida Statutes Chapter 39.01(12)).

Child Abuse-[Haitian Families]: Any willful act or threatened act that results in any physical, mental, or sexual injury or harm that causes or is likely to cause the child's physical, mental, or emotional health to be significantly impaired. Abuse of a child includes acts or omissions. Corporal discipline of a child by a parent or legal custodian for disciplinary purposes does not in itself constitute abuse when it does not result in harm to the child (Florida Statutes Chapter 39.01(2)).

Child Abuse and Neglect Education-[Haitian Families]: Information or instruction provided to clients relating to the laws of Florida as the law relates to child abuse and neglect (Florida Statutes Chapter 39).

Child Care Facility-[Child Care]: 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:

1. Public schools and nonpublic schools and their integral programs, except as provided in s. 402.3025, F.S.;
2. Summer camps having children in full-time residence;
3. Summer day camps;
4. Bible schools normally conducted during vacation periods; and
5. 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 Neglect-[Haitian Families]: Failure to provide necessary care, protection, supervision, and health-related care for a child that is the responsibility of an adult, where the relationship to the adult is established by blood, foster care or adoption.

Child victim of trafficking- [URMP]: is an individual under 18 years old who has been subjected to a severe form of trafficking. Children are eligible for benefits and services to the same extent as refugees and do not need to be certified in order to receive benefits, but must have a letter for children issued by HHS.

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.

Citizenship Application Granted Service Unit-[ESA/Legal]: A service unit that has been delivered 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 and the USCIS Interview, has taken the Oath of Allegiance to the United States, and has received a Certificate of Naturalization.

Client- [Child Care]: An eligible refugee/entrant parent who is receiving RS subsidized child care services for one or more child.

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

Client Services-[Epilepsy Services] - One of two components of the Epilepsy Service Program consisting of a comprehensive range of services which includes case management and medical care as core services. Dental care, psychological care, and vocational assistance is included as optional services delivered based on client need and the availability of funds.

Clients Enrolled-[Youth and Family Services]: The unduplicated number of eligible Youth and/or Adult clients enrolled into activities in a Youth and Family Services program at any time during a reporting period.

Clients Enrolled- [Adult education]: The unduplicated number of eligible clients enrolled in a course/program at any time during a reporting period.

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.

Clinic Follow-up Visit [Epilepsy]: On-going neurological evaluations and medical treatment following the initial clinic visit.

Clinic Visit – [Epilepsy Services]- A comprehensive face-to-face medical evaluation of the patient. The physician performs a detailed clinic history and physical examination.

Community Domestic Violence Education/Training/Public Awareness Events-[Domestic Violence]- Training or presentation provided by the Haitian Victim Advocate to law enforcement agencies, churches, community based-organizations, and other entities regarding the dynamics of domestic violence within the Haitian/Creole community. The training will include information regarding the prevalence of domestic violence, working with children from violent homes, and other pertinent topics. This training will assist in heightening the awareness of domestic violence within the community. All events will be promoted by distributing flyers, e-mail notification, phone calls, and/or written correspondence. The Haitian Victim Advocate will be responsible for collecting an attendance roster at each event. The Haitian Victim Advocate will submit samples of promoting the event and the attendance roster on a monthly basis as supporting documentation.

Communities with Special Needs [Employment] Communities that have faced unusual circumstances related to the loss of a resettlement agency (Pasco County) or not being considered a formula allocation for Targeted Assistance funding (Pinellas County)

Completion- [Adult Education]: Attainment of a prescribed course of study that may include standards and benchmarks required by the program for a client to reach the next level of the course or program as described in the provider's proposal which is maintained in the contract manager's file.

Completion Point(s) - [Adult Education]: 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.

Comprehensive Assessment Tool: [Integration Assistance]: A tool used by the provider in the intensive case management program to identify client barriers to self-sufficiency and inherent strengths in overcoming the identified barriers.

Comprehensive Orientation Services-[Integration Assistance]: Instruction designed to demonstrate practical life skills to those clients who have demonstrated a desire for such skills

Computerized Tomography (CT Scan) [Epilepsy]: A specialized scanner that sends X-rays through the body, several beams sent simultaneously from different angles. The X-rays from the beams are detected after they have passed through the body and their strength is measured

Confidentiality-[Haitian Families]: The safeguarding of personal and sensitive data provided by clients to program staff, where such unauthorized disclosure of this data could be prejudicial to the well-being of the client.

Conflict Resolution-[Haitian Families]: Educational awareness activities designed to diffuse or disengage non-violent means or utilizing communication skills learned that allows the client to understand the other point of view and be able to reach an acceptable solution.

Contact Hour-[Adult Education]: A unit of measure that that represents an hour of instruction given to an eligible client.

Core Competency Training-[Domestic Violence]: A mandatory, three day, intensive program, provided by the Florida Coalition Against Domestic Violence, (here in after, "FCADV"), that provides twenty four hours of training for domestic violence center staff to qualify for and obtain privileged confidential communications under Florida law. This training provides in-depth program information on the dynamics of survival, crisis intervention, safety planning, lethality and child assessment, handling hotline calls, ethics, and confidentiality. Pre-tests are administered and participants must achieve a passing grade on their post tests to receive their certification as a Domestic Violence Victim Advocate.

Core Medical Services-[Epilepsy Services]: Core medical services are those medical services, which are common to epilepsy patients, such as; Blood Monitoring, Neuropsychological Consultation/Diagnosis and Testing, EEG and 24-Hour Digital with interpretations.

County Public Health Department (CPHDs) Professionals-[Epilepsy Services]: The health care staff of the Department of Health's County Public Health Departments established in each county of the State of Florida

Cuban or Haitian Entrant- A Cuban/Haitian Entrant is defined as:

A national of Cuba or Haiti who:

1. 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
2. Is the subject of removal, exclusion, deportation proceedings under the Immigration and Nationality Act; or
3. Has an application for asylum pending with DHS or EOIR; and
4. With respect to whom a final, non-appealable, and legally enforceable order of removal, deportation, exclusion has not been entered.

CT Scan Interpretation [Epilepsy]: The processing of the results of the CT scan that produces the relative density of the tissues examined, displaying them as a two-dimensional picture shown on a monitor.

D

Days of Care- [Child Care]: Care provided to an eligible client and billed by the provider, including partial days of care.

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

Day Care- [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.

Decision-making Authority [ESA/Legal]: The federal entity with jurisdiction over an applicant's application/petition for immigration services, including applicable entities within the Department of Homeland Security, the Department of State, and the Department of Justice.

Dental Care-[Epilepsy Services]: Preventive and restorative services for dental conditions associated with Dilantin side effects. Dental care includes dental office visits for initial consultation, treatment, or follow-up.

Department of Homeland Security (DHS)- DHS is one of the federal entities charged with implementing, interpreting 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..

Dependent Child: FAC 65-C-13.013 (1) (j)- A child who has been adjudicated dependent in court proceedings. Child Found to be dependent per 39..01 (14) (e)- a child who pursuant to Chapter 39 is found by the Juvenile Court to have no parents or legal custodian capable of providing supervision and care.

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. The term encompasses aliens who have violated their lawful status or are unlawfully present in the United States, regardless of whether the alien entered the country legally or illegally.

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 who have been imprisoned or who have otherwise been in the custody of their oppressor.

Diligent Search-39.01 (22) - [URMP]: The efforts of a social service agency to locate a parent or prospective parent whose identity or location is unknown, initiated as soon as the social service agency is made aware of the existence of such parent, with the search process reported at each court hearing until the parent is either identified and located or the court excuses further search.

Direct services-[Child Care]: Those activities, other than child care, which are necessary to meet the service task requirements of the contract, for example, eligibility determination and redetermination, case management, file documentation, monthly reporting, data collection, referral and coordination with employment services and other support agencies.

Disposition Hearing: 39.01 (23) - [URMP]: A hearing in which the court determines the most appropriate protection services and placement for the child in dependency cases.

Discharge Summary-[URMP]: A report that shall be completed when services are terminated for an unaccompanied refugee minor (URM) that 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.

Documented Progress- [Adult Education]: Successful completion of program standards, benchmarks and frameworks, using standardized assessment instruments sufficient to obtain successful completion of:

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

E

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.

Economic Self-Sufficiency - [Employment]: Achieved when at least one client in the family unit reaches his/her 180-day follow-up, is employed, and the total household income meets or exceeds 133% of the Federal Poverty Level income standards for the family size.

EEG Interpretation [Epilepsy]: The reading and diagnosis of the EEG and the twenty-four hour digital EEG monitoring by the neurologist. The EEG recording is displayed on a monitor screen, from which each detected event is individually viewed and interpreted and the entire record is visually scanned. In addition to that, computer assisted spike detection is carried out on the entire record.

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.

Electroencephalogram (EEG) [Epilepsy]: A test to measure electric activity in the brain - brain waves - through electrodes attached to the skin of a patient's head. This test produces a 30 or 60-minute recording, which is displayed on a computer monitor screen and is transferred to a compact disc for interpretations and archival purposes. This test is a vital component to the diagnosis and treatment of seizures and is administered to new clients in order to establish the baseline. After the initial EEG, additional EEGs are prescribed on an as needed basis.

Eligible Clients - Refugees of all nationalities; asylees of all nationalities; Cuban/Haitian entrants, including Cuban/Haitian asylum applicants; Amerasians; Certified Victims of Trafficking; Iraqi/Afghan Special Immigrants and lawful permanent residents who adjusted from prior refugee, entrant or asylee status.

Emergency Medication - [Epilepsy Services]: Antiepileptic medications purchased for a client in a situation deemed an emergency by the provider agency's Medical Director and Executive Director.

Employability Services - [Child Care]: Services designed to assist refugees/entrants in obtaining gainful employment. Acceptable services include;

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

Employment Authorized Client - [Employment]: A client who is eligible for employment in the United States (U.S).

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

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.

Employment Authorization Application Form I-765 - [ESA/Legal]: An application to obtain employment authorization or to replace a lost or stolen EAD. The service requires preparation of Form I-765 with supporting documents, filing the application with the applicable federal entity, and following through until a resolution is obtained.

Employment Services - [Employment]: Services available to employment and CL clients that may be required to obtain gainful employment, including:

1. Screening of clients' employment authorization, educational background, work history in the U.S. and prioritization of clients for services;

2. 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;
3. Employability plan development to identify the barriers and services necessary for job placement;
4. Referrals to community services as needs are identified (e.g. child care, adult education);
5. 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;
6. Pre-employment work adjustment counseling services to develop and maintain individual skills necessary to enter employment, including On-The-Job Training (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;
7. Transportation assistance (when deemed necessary)
8. CL Program (for eligible CL clients)
9. 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;
10. Follow-up services to provide necessary support to the employers and clients for the continuation of employment; and
11. 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.

Encounter Rate - [Health (Primary Care)]: The provider's Florida Medicaid rate of payment for all Primary Care services provided to a client per day. This rate does not include any type of group session activity.

English for Speakers of Other Languages (ESOL) - [Adult Education]: A course to provide English language instruction for limited English proficient adults which will increase their ability to communicate in English. The content is compatible with principles of language acquisition for adult learners of English and includes skills useful in workplace, life and academic applications. Skills are integrated into reading, writing, speaking and listening formats.

Enrollment Date- [Child Care]: The first date the eligible client's child(ren) receive(s) RS subsidized child care services.

Enrollment Hour- [Adult Education]: 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.

Entrant– see Cuban/Haitian Entrant.

Epilepsy- [Epilepsy Services]: A central nervous system disorder that is characterized by a tendency towards recurrent seizures. Epilepsy is sometimes referred to as a seizure disorder.

Epilepsy Services Program [Epilepsy Services]: A program mandated by s. 385.207 F.S., to provide care and assistance of persons with epilepsy; and to establish programs to assist clients in controlling their epilepsy.

Epilepsy Services Program Client [Epilepsy Services]: A person who meets the eligibility criteria for client services from the Epilepsy Services Program and receives any client service funded by this contract.

Ethnic Community Based Organization (ECBO) - [Integration Assistance]: An organization which serves refugee populations through provision of client services, cultural development, and/or advocacy and whose staff and Board of Directors includes representation of persons from the country or countries of its clients.

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.

Extended Service Clients (ESC) - [Adult Education, Child Care, Employment]:

Refugees/Entrants who meet any of the following criteria:

- a) Unable to access employment or adult education services due to the need to care for children under the age of twelve (12) years during their first five (5) years in the U.S.;
- b) Unable to obtain employment that meets the economic self-sufficiency needs of the family; or
- c) Unable to retain employment for at least six (6) months that meets the economic self-sufficiency needs of the family.

F

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.

Family Unit- A family unit is defined as the father, mother, and their dependent children. A single person is considered an individual family unit

Family Unit - [Haitian Families]- A family unit is an individual adult; or married individuals without children, living in the same household; or parents or custodial relatives with minor children, living in the same household. Two unmarried adults living together constitute two family units.

Family Violence- [Haitian Families]: Any assault, battery, sexual assault, sexual battery, or any criminal offense resulting in physical injury or death of one family or household member by another who is or was residing in the same single dwelling unit.

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

Fee Waiver Request- [ESA/Legal]: A Request for Fee Waiver is filed in conjunction with a specific and qualifying application. The request is typically filed with Forms I-485, N-400, and I-765 and requests waiver of the DHS fee.

Filing Benchmark-[ESA/Legal]: This benchmark 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 RSDS.

Filings Case-[ESA/Legal]: A case that is commonly resolved by filing an application for immigration benefits that does not require attorney representation.

Final Report [URMP]: A summary narrative and statistical report on the status of the program and all of the URM's in the program as of the end of the contract period.

Florida KidCare – [Youth & Family Services]: Health insurance for children ages zero (0) through eighteen (18), as provided under terms of the Department of Health (DOH), State Child Health Insurance Program (SCHIP), Medicaid, the Children's Medical Services (CMS) Network, Healthy Kids and MediKids.

Focus Population- [Integration Assistance]: A designated population within the target population that requires specialized staffing and provision of services in order to ensure linguistic and cultural compatibility with the language and cultures of the population.

Follow-up [Employment]- The activity of contacting clients or their employer(s) to determine whether clients are employed at any unsubsidized job.

Food Stamps - See Supplemental Nutrition Assistance Program below.

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 Systematic Alien Verification for Entitlements (SAVE) program.

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

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 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.

Full-time- [Child Care]: At least six (6) hours and up to and including eleven (11) hours of care in a twenty-four (24) hour period.

|G

General Education Development (GED) Preparation- [Adult Education]: A program to prepare clients functioning at or above the ninth grade level for academic and personal success through obtaining the necessary skills required to pass the Official GED Test and be awarded a State of Florida High School Diploma. This program strives to motivate clients not only to obtain a GED but also to utilize the acquired skills in the workforce and to achieve career and vocational training and job placement success.

Gold Seal Facilities- [Child Care]: Those described in Section 402.281, F.S., and include child care facilities, large family care homes, or family day care homes that are accredited by a nationally recognized accrediting association whose standards substantially meet or exceed the National Association for the Education of Young Children (NAEYC), the National Association of Family Child Care, and the National Early Childhood Program Accreditation Commission that receive a separate "Gold Seal Quality Care" designation.

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.

H

Haitian Refugee Immigration Fairness Act (HRIFA)- Provision of legal services to eligible Haitian clients requiring an adjustment of their current immigration status to legal permanent resident (LPR) This application entails the standard Form I-485 and it's supporting documents. In addition, a principal applicant must submit continuous proof of physical presence as of December 31, 1995. HRIFA overseas dependents must also submit a completed I-485 upon arrival in the United States.

Haitian Victim Advocate Meetings– [Domestic Violence]: A monthly meeting organized by the Special Projects Coordinator for the Haitian Victim Advocates from Broward, Collier, Miami-Dade and Palm Beach counties. The Special Projects Coordinators' responsibilities include, but are not limited to, planning and coordinating, obtaining the meeting facility, obtaining discussion topics, preparing and distributing the meeting agenda, attending the meeting, and compiling and distributing written meeting notes. Each Haitian Victim Advocate is required to attend and participate

Health Insurance Access- [Employment]: 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.

Home Visiting- [Integration Assistance]: Any out-of-office location the client considers appropriate for care coordination activities or receipt of direct services.

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.

I

I-90 Replace/Correct Permanent Resident Card- [ESA/Legal]: Form I-90 is used for various purposes: correct erroneous information (i.e. name, date of birth; date of entry); replace a “green card” that has been lost, stolen, mutilated or never received by the client.

I-102 Replace I-94 Card- [ESA/Legal]: Form I-102 is used to replace a lost, stolen, or mutilated I-94 card.

I-601/I-602 Waivers– [ESA/Legal]: These waiver applications are used when the applicant possesses certain grounds of inadmissibility precluding the individual from obtaining LPR status. Asylees and Refugees use Form I-602. This waiver is filed by the applicant on his/her own behalf and no accompanying legal brief eliciting hardship to a USC or LPR family member is necessary. In the contract, all other applicants requiring a waiver use Form I-601, and the need to establish hardship to a qualifying LPR or USC family member. Additionally, if the I-601 is submitted for medical reasons, the applicant’s physician must complete portions of the form and attach supporting documentation.

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.

Immigration Court Case- [ESA/Legal]: This service involves ongoing representation of a client in administrative court proceedings before the EOIR. This service generally requires Attorney Representation (see definition above).

Individual Care Plan (ICP) - [Integration Assistance]: A tool used by the provider and administered to clients who have completed a comprehensive assessment. The provider shall use information gained through the comprehensive assessment to guide the client in devising an action plan to address the needs of the client that builds on the client’s strengths while addressing the barriers identified in the assessment.

Individual Development Plan – [Domestic Violence]: An individualized plan prepared jointly by the victim advocate and the client that identifies the client’s needs, goals and objectives to be accomplished; identifies the approach that will be implemented to assist the client in achieving the expected outcomes for combating negative family violence behavior; and the responsibilities of the provider and those of the client.

Individual Education and Employability Plan (IEEP). A planned course of study that focuses on English language instruction and/or vocational requirements and electives, that will result in a level of training appropriate for a specific occupation. This will include: communication, computation, and problem-solving skills by experience, application, or participation in the occupation.

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).

Independent Living - [URMP]: A type of placement that provides life skills training to youth to assist them to acquire the skills they will need to live independently as adults. The program is designed for youth who are aging out of foster care and for whom there is no other permanency plan.

Independent Living Transitional Services [URMP]: A system of services that enables older children in foster care and young adults who exit foster care at age 18 to make the transition to self-sufficiency as adults. The system of services includes: aftercare support services, life skills services,

pre-independent living transitional services, the scholarship program, subsidized independent living and transitional support services. All independent living transitional services shall be comparable to services provided under Section. 409.1451, F.S.

Individual Service: [ESA/Legal]: Any service listed in Task List of Attachment I, Section B.1.a.5) or, if amended, the most recent location.

(IEEP)- [Adult Education]: A planned course of study that focuses on English language instruction and/or academic and vocational requirements and electives that will result in a level of training appropriate for a specific occupation. This will include: including communication, computation, and problem-solving skills by experience, application, or participation in the occupation.

Individual Written Plan - [Special Services]: An individualized plan for intensive services relating to the client's needs, goals, and expected outcomes to the services and responsibilities of the provider.

Information and Referral – [Epilepsy Services]: Providing information or assisting an individual to access services. Information and referral for non-Epilepsy Services Program clients is counted as a prevention activity. Information and referral for Epilepsy Services Program clients is counted as a case management activity; i.e., service referral/arrangement

Information and Referral Services – [Domestic Violence]: Information provided by the translator/victim advocate to Haitian domestic violence victims regarding domestic violence, sexual violence, child custody, and other issues as requested by the victims. In addition, the victim advocates will screen the individuals to discern necessary referral services for the Haitian victims of domestic violence. These services may include but are not limited to referrals to substance abuse agencies, child welfare agencies, legal services, domestic violence centers, one-stop centers, and other agencies identified as appropriate.

Initial Clinic Visit [URMP]: A comprehensive face-to-face medical evaluation of a patient by a neurologist. A clinic visit includes the collection of a detailed medical history, physical examination, assessment and treatment plan.

Initial Determination - [Child Care]: 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.

Injunction Assistance – [Domestic Violence]: Services provided by the translator/victim advocate to assist Haitian domestic violence victims in obtaining an injunction for protection. Assistance will include, but not be limited to, guidance regarding the process, translation of the injunction document, and attending court with the victim when petitioning for an Injunction for Protection.

Intake- [Epilepsy Services]: The process of determining eligibility for the Epilepsy Services Program and completing an approved intake form that includes the following client information: Client personal information, U.S. Citizenship and immigration Service USCIS, DHS documentation, resettlement information, secondary migration information and demographic information.

Intake–[Domestic Violence]: The provision of an intake interview; the review, collection and maintenance of information requested on the Intake Form; maintaining an updated copy of the Refugee Services Eligibility Guide for Service Providers and using it as a resource for determining program eligibility during the intake process; providing orientation of the program and information of available public services, personal and public safety, transportation, health and other assisting agencies. Counseling to assist with integrating into U.S. society; applying for appropriate

documentation, employment and healthcare services; providing evaluation which includes an assessment of the individual's health, education, native language literacy, English language level, prior work experience and skill, and consideration of the means by which their basic needs will be attained. Other activities include photocopying documents, creating documenting and updating client files; and other related activities.

Intake/Assessment – A service that includes Eligibility Determination, Initial Data Collection, preparation of a Family Self Sufficiency Plan, and Pre-Resettlement Counseling services, include orientation to new community, schools, and program expectations.

Intake Date – [Child Care]: The date the client is determined to be eligible for RS subsidized child care services.

Intake/Screening – [Employment]: 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 or work adjustment counseling services, including orientation, work activities and employment preparation for TANF clients, as needed.

Interpretation/Translation Services – [Child Care]: Language assistance delivered to eligible clients on an hourly basis by the Haitian translator/victim advocate to facilitate communication with courts, law enforcement agencies, centers, community-based organizations or other service providers with which the refugee client has a service-related communication need.

Intensive Case Management – [Integration Assistance]: A provision of care that includes, but is not limited to, determining the need for emergency services; providing and referring for health related services; ensuring interpreter services are accessible when needed; determining the appropriate community service(s); ensuring that the referral(s) results in the acquisition of community service(s); tracking the client's participation and progress in such service(s); and following up on the referral(s).

Intensive Case Management Client – [Integration Assistance]: Any individual included in the definition of Target Population who arrived with one of the risk factors in Category A or none of the risk factors in Category A but two of the risk factors in Category B. These risk factors are:

Category A: Individuals who arrive with significant medical (physical or mental) concerns, Individuals who have pre-arrival experiences such as torture and/or trauma, Single parents, and/or Individuals over the age of 55.

Category B: Individuals who are not literate in their native language, Individuals with extremely limited formal education and who also lack job skills, Individuals who resettle in a community with no relevant established ethnic community and a limited social support system, and/or Individuals experiencing significant cultural transition, such as individuals coming to the U.S. after a prolonged stay at a refugee camp or from a rural background, who are resettled in an urban area.

Interpretation – [Epilepsy Services]: The reading and diagnosis of the EEG and the Twenty-four Hour Digital (24 Hour Digital) EEG monitoring by the neurologist. The electroencephalographic recording is displayed on a monitor screen, from which each detected event is individually viewed and interpreted and the entire record is visually scanned. In addition to that, computer assisted spike detection is carried out on the entire record

Interpretation Services – [Interpreter/ Translation Services]: Language assistance delivered to eligible clients on an hourly basis by interpreters trained in the refugee language and the specialized program area for which the refugee client has a communication need.

Interpretation Services Delivered Service Unit – [Interpreter/ Translation Services]: One hour of language assistance delivered to an eligible client by an interpreter trained in the refugee language and the specialized program area for which the refugee client has a communication need.

Interpreters Trained Service Unit – [Interpreter/ Translation Services]: Successful completion of interpreter training, as defined herein, for one interpreter in one refugee language and one specialized program area.

Interpreter Training - [Interpreter/ Translation Services]: includes, but is not limited to:

- a) Verification of proficiency in English and the language spoken in the refugee and entrant population.
- b) Orientation or training which includes the ethics of interpretation and the proper handling of confidential client information.
- c) Verification of or training leading to fundamental knowledge in both languages of any specialized terms and concepts used in a program or activity for which the interpreter is assisting an eligible client. Fields that use specialized terms and concepts include medical, legal, law enforcement and social services programs.
- d) Trained interpreters are identified according to the refugee language(s) and specialized program area(s) in which they have been deemed qualified by the service provider.

Interstate Compact [URMP]: 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.

Intrastate Secondary Resettlement - Voluntary, sponsored relocation of a refugee/entrant from the Miami, Florida, to another predetermined site within Florida for purposes of increased employment opportunities.

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

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.

J

Job Placement – [Employment]: The acceptance of unsubsidized full-time (35 hours or more per week) or part-time (minimum of 20 hours and less than 35 hours per week) 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 or CL plans.

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

K

L

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.

Legal Custody- 39.01 (33) - [URMP]: A legal status created by court order or letter of guardianship which vests in a custodian of the person or guardian, whether an agency or an individual, the right to have physical custody of the child and the right and duty to protect, train, and discipline the child and to provide him or her with food, shelter, education, and ordinary medical, dental, psychiatric, and psychological care. The legal custodian is the person or entity in whom the legal right to custody is vested.

Legal guardianship – [URMP]: A judicially created relationship between the child and caregiver which is intended to be permanent and self-sustaining and is provided pursuant to the procedures in chapter 744.

Licensed Child Care Facility – [Child Care]: Any child care center or home in the state, unless statutorily exempt, possessing an annually renewed child care license from the department.

Licensed Child-placing agency - [URMP]:- A person, society, association, or agency licensed by the department to care for, receive, or board children and to place children in a licensed child-caring institution or a foster or adoptive home.

Licensed Residential Group Care (RGC) - [URMP]: 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 - [URMP]: 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 15 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.FS.

Limited English Proficiency (LEP) – [Interpreter/ Translation Services]: Persons who have difficulty speaking, reading, writing, or understanding the English language because their native language is a language other than English.

Long-Term Licensed Custody - [URMP]: The relationship that a juvenile court order creates between a child and a placement licensed by the state to provide residential care for dependent children, if the licensed placement is willing and able to continue care for the child until the child reaches the age of majority.

Long -Term Foster Care – [URMP]: The intentional and planned placement of a child in foster for an extended period of time after adoption has been explored and not selected, and relative options are not feasible.

M

Magnetic Resonance Imaging (MRI) [Epilepsy Services]: An imaging technique used primarily in medical settings to produce high quality images of the inside of the human body. MRI is based on the principles of nuclear magnetic resonance (NMR), which can create sharp images of the body parts with a magnetic field.

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.

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

Medical Referral [Epilepsy Services]: Referrals to other facilities for additional medical services not provided by the provider but related to the diagnosis, treatment or follow-up of a seizure disorder as well as evaluation and treatment of related underlying medical conditions.

Medical Services [Epilepsy Service]: The core set of services for the diagnosis and treatment of epilepsy. Medical services include but are not limited to: psychological evaluation, blood monitoring, clinic visits, neuropsychological testing, EEGs with interpretations, CT scans with interpretations, MRIs with interpretations, Bone Density scans with interpretations, laboratory work and emergency medications.

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

Medical Care – [Epilepsy Services]: Services for the diagnosis and treatment of Epilepsy. Medical care includes but is not limited to Blood Monitoring, Clinic visits, Neuropsychological Testing, EEGs and 24-hour digital with interpretations, laboratory work and emergency medications.

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.

Monthly Summary Report - [URMP]: A progress report for each URM submitted to the contract manager on a monthly basis. The report complies with reporting requirements as stipulated in 45 CFR 400.120. The report includes the names of licensed foster parents and the locations of where the minors are placed.

Motion to Reopen or Reconsider – A request made to the federal agency with jurisdiction over the matter soliciting that the client’s case be reopened due to changed circumstances or that the client’s case be reconsidered due to a change in law. Generally, a motion to reopen or to reconsider requires Attorney Representation (see above) as a result of the many restrictions and time limitations imposed by statute and implementing regulations.

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.

N

N-400 Naturalization – [ESA/Legal]: N-400 applications are filed by lawful permanent residents who want to become U.S. citizens. Most refugees are eligible to file for naturalization no earlier than 57 months (4 3/4 years) after entry into the U.S. Refugees who wait too long (i.e. past 60 months) will not be eligible for refugee legal services due to the 5 year bar on services. N-400 applications may require Attorney Representation (see definition above) if grounds to inadmissibility are present (i.e. criminal background, extensive travel). Fee waiver requests and/or N-648 Disability Waivers are often filed with an N-400 application.

N-648 Disability Waiver – [ESA/Legal]: Form N-648 is filed with the N-400 naturalization application. If granted, the N-648 exempts the applicant from English, U.S. history, and civics exams required to become a citizen through the naturalization process. . The disability must be a “medically determinable” physical, developmental, or mental disability (i.e. dementia, blindness, stroke) and must render the person unable to learn English and/or U.S. civics. A licensed physician must complete the N-648.

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.

Neuropsychological Testing – [Epilepsy Services]: The evaluation with standardized instruments of client’s cognitive and emotional functioning, including extent and pattern of brain dysfunction related to seizure disorders. The most frequent areas of assessment are those of attention and memory processes.

Neuropsychological Consultation – [Epilepsy Services]: Consultation to clients, family members and case managers and vocational counselors concerning psychological aspects of clients’ experiences and related mental health concerns. This includes interpretation of standardized self-report psychological inventory taken by all clients. Evaluation of clients’ learning and behavior patterns associated with epilepsy.

Neuropsychological Counseling – [Epilepsy Services]: Individual and family counseling to help emotional or relationship difficulties.

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.

Non-Literate in English (NIE) Clients – [Adult Education, Employment]: Refugees/Entrants who have literacy skills at the Beginning Adult Basic Education Literacy Level or Beginning Basic Education Level as stipulated in the guidelines from the U.S. Department of Education.

O

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.

Old Age Assistance (OAA) – Cash assistance provided under Title I of the Social Security Act; housing suitable for residential purposes as defined in the local housing codes.

Optional Services – [Epilepsy Services]: Services provided in addition to those required. Unless specified by number of Epilepsy clients to be served, any optional service is required to be available to all Epilepsy clients in need of the service subject to the availability of funds

On-the-Job Training (OJT) – [Employment]: The term “on the job training” means training by an employer that is provided to a paid participant while engaged in productive work in a job designed to assist the participant gain the skills needed to be effective and productive in the assigned position and that meets the following criteria: Provides knowledge or skills essential to the full and adequate performance of the job; Provides reimbursement to the employer no greater than 50% of the wage rate of the participant, or a wage rate consistent with the local regional workforce board’s on-the-job training programs, for the costs of providing the training and additional supervision related to the training; and is limited to a maximum of six months in duration; and is expected to lead to full-time employment for the participant with the participating employer at the end of the training period.

ORR-3 Refugee Unaccompanied Minor Placement Report [URMP]: A federal form that shall be completed within thirty (30) days of a URM’s entry into the URMP and within sixty (60) 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). See **Exhibit I**.

ORR-4 Refugee and Entrant Unaccompanied Minor Progress Report [URMP]: A federal form that shall be completed annually (approximately 12 months from the initial date of placement of a URM in a foster care setting and then every 12 months thereafter) to provide information on the status and progress of the URM’s. (See Exhibit following Attachment I)

Other Cases – [ESA/Legal]: Services that are not listed on the rate table. “Other cases” or services must be approved by the contract manager.

Outreach Material – [Domestic Violence]– Printed material, distributed in various methods, that provides information on the center-specific Haitian Domestic Violence programs and services with the

sole purpose of identifying Haitian individuals who are victims of domestic violence. Outreach materials will be available in both English and Creole languages.

P

Parens Patrie – [URMP]: Legal term that defines the state's role as the guardian to protect the interests of children who cannot take care of themselves.

Parent – [Child Care]: For the purpose of RS subsidized child care services is defined as the mother, father, and/or guardian of a child receiving care.

Parent Empowerment and Skills Training – [Youth and Family Services]: Training that provides educational focus on parent empowerment and positive, nurturing parenting skills to prevent child abuse and neglect, increase child and parent self esteem and empowerment, and decrease familial conflict and domestic violence.

Parent Training – [Haitian Families]: The purpose of parent training is to provide general information with emphasis on cultural and legal issues pertaining to child abuse, neglect and domestic violence issues. It is conducted in a group setting and pre and post-tests are given to participants for measurement purposes.

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

1. 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.
2. 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.
3. Parole given for humanitarian or public interest reasons. May also be referred to as a 212(d) (5) parole.

Parole Renewals – [ESA/Legal]: This service is used to request an extension of the individual's immigration parole status.

Part-time – [Child Care]: Less than (6) hours of care in a twenty-four (24) hour period.

Permanency – [URMP]: That condition under which a child can remain in a setting for the remaining years of the child's minority.

Permanent Resident Alien – See Lawful Permanent Resident above.

Plan of Care (POC) [Epilepsy Services]: An individualized plan prepared jointly by the case manager and the client that identifies the client's needs, goals and objectives; expected outcomes of the services; and the responsibilities of the Subcontractor and the client. A Plan of Care is created during the intake process and is updated as necessary. The case manager and client must review the Plan of Care at least annually to assure the client is on target with the stated goals and objectives.

Post-Secondary Adult Vocational (PSAV) contact hours – [Adult Education]: Actual hours of instruction delivered to an eligible client in Post-Secondary Adult Vocational (PSAV) classes or in Vocational-Preparatory Instruction (VPI) classes delivered by a vocational school, based on attendance records.

Post-Secondary Adult Vocational (PSAV) instruction – [Adult Education]: Career and technical education leading to certification for employment in areas including, but not limited to Health Science, Marketing, Agriculture, Business Technology, Family and Consumer Sciences, Industrial, Public Service, and Technology.

Pre-Independent Living Services [URMP]: Services include, but are not limited to, life skills training, educational field trips, and conferences. The specific services to be provided to a child shall be determined using a pre-independent living assessment. A child who has reached 13 years of age but is not yet 15 years of age who is in foster care is eligible for such services. All pre-Independent living services shall be comparable to services provided under Section 409.1451.FS.

Primary Health Care Services – [Health (Primary and In-patient)]: Services defined” in Section 330 of the Public Health Act (42 USCS 254b (1) (A)) and identified in **Exhibit G**.

Priority List – [Child Care]: 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 or 24 months) but are no longer receiving child care services due to prioritization.

Priority List Determination – [Child Care]: 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.

Psychological Care – [Epilepsy Services]: A range of services performed by a licensed mental health professional to address psychological effects of Epilepsy. Psychological care includes but is not limited to psychiatric evaluation, psychological assessment, psychological counseling, and neuropsychological testing.

Psychosocial Assessment – [Epilepsy Services]: A part of the application, intake and Individual Action Plan development process including, but not limited to, assessment of the Epilepsy Services Program client’s social, emotional, and physical strengths and needs. It includes assessment of social behavior, family dynamics, economic status and Epilepsy, as well as contributing factors in these areas.

Psychological Counseling [Epilepsy Services]: Short-term, individual psychotherapeutic counseling sessions (not assessments or evaluations) lasting one hour in duration where a range of services are provided to address the psychological effects of epilepsy.

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.

Q

R

Radio Programs – [Domestic Violence]: Acquisition of airtime with a local radio station that transmits Haitian/Creole programming for the public by providing a platform for broadcasting. Victim

advocates will secure airtime and participate in radio programs at their designated time to provide information on services provided by the local Haitian Domestic Violence program and field questions and requests for information from listeners.

Referral [Epilepsy Services]: Referrals provided by the case manager or other staff of the provider, to the clients in this program for public assistance, employment services, English language training, skills training, legal services, child care services, medical services, mental health services, interpretation services, victim services, SSI, family and youth services, elderly services or other agencies identified as appropriate.

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 (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).

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

- a) Refugees of all nationalities;
- b) Cuban/Haitian Entrants, including Parolees and Asylum Applicants;
- c) Asylees of all nationalities;
- d) Amerasians;
- e) Victims of Trafficking who are certified or have an eligibility letter;
- f) Lawful permanent residents who adjusted from prior refugee, entrant, or asylee status; and
- g) 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) – An element of the State of Florida, Department of Children and Families (DCF), that supports the Secretary of DCF in the 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.

Requests for Evidence (RFE) – [ESA/Legal]: A written document DHS forwards to a client and/or to his/her representative requesting additional evidence on a pending application. RFE's 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.

Request for Parole Card (I-94) –This process/service is used for eligible clients who do not yet have an I-94 card issued from DHS indicating that the person was paroled into the U.S.

Resolution: [ESA/Legal] Resolution means a course of action has been decided upon. A client can have different resolutions for different services, but an individual service can have only one resolution at any point in time. The five categories of resolution are:

1. **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.
2. **Positive.** Relief has been granted, in whole or in part, by the agency to which the application was made.
3. **Negative.** The application was denied, in its entirety, by the agency to which the application was made.
4. **Client Withdrawal.** The client has withdrawn from services by notifying the provider or the provider has been unable to contact the client for ninety (90) consecutive days.
5. **Application Withdrawal.** The provider has withdrawn the application for reasons other than those for client withdrawal, such as:
 - a. Death of a client for whom a service application was filed;
 - b. Client relocation out of service area; or
 - c. Client, after acceptance of the case by the provider but before service resolution is reached, no longer meets eligibility criteria for the program

Resolution Benchmark - [ESA/Legal]: This benchmark is achieved when the provider receives communication of a positive or negative resolution of the client's service application, the provider has entered a 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.

Resolution Date - [ESA/Legal]: The resolution date is the date relief was granted, or denied, in whole or in part, by the decision making authority of the entity to which the application was made.

Resolution Notification Date - [ESA/Legal]: The resolution notification date is the date the provider was notified or determined and verified that relief has, or has not, been granted, in whole or in part, by the decision-making authority of the entity to which the application was made. A written note from the attorney or Board of Immigration Appeals (BIA) accredited representative indicating how the resolution notification date was "determined and verified" will be accepted.

Respite Care [URMP]: A short-term relief for caregivers of persons in need of constant supervision in the caregivers' home or in an approved or licensed setting. This service is available to foster parents of URM's.

Retention – [Adult Education]: Retention is credited for clients who attend class through the end of the term and plan to continue. Retention means any student who is procedurally withdrawn at the end of the term or school year who will continue in the class/program the next term or school year.

Reunification [URMP]: The process of returning a child to the parent(s) or legal guardian.

Reunification Services [URMP]: 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.

Risk Appropriate Care – [Integration Assistance]: Risk appropriate care is defined as the provision of services and supports that directly address the identified barriers or risk factors that clients are unable to overcome without assistance. Risk appropriate care further targets risk reduction services to improve individual outcomes. Additionally, the concept of risk appropriate care implies that if the client is capable of overcoming a specific risk factor or barrier without external intervention, then resources will not be used for that client to overcome that particular risk factor or barrier. Risk appropriate care is an individualized approach to care, meaning that all clients do not receive the same services.

S

Safety Plan – [Domestic Violence]: A document developed jointly between the victim and the victim advocate/translator(s) which outlines an emergency escape plan and/or safety measures for the victim. These plans are tailored to each individual and differ in content based on individual victim circumstances.

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.

Service Component – [Epilepsy Services]: A quantitative measure of a service; such as an hour of counseling, blood work, clinic visit Neuropsychological testing, EEG, or 24 Hour Digital Readings with interpretations.

Scholarship Program [URMP]: An independent living transition service program that provides similar services to the state's Road to Independence Scholarship Program defined in Section 409.1451, F.S. The scholarship program is intended to help eligible students who were formerly in Florida's URMP to receive the educational and vocational training needed to achieve independence. The amount of the award shall be based on the living and educational needs of the young adult and may be up to, but may not exceed, the amount of earnings that the student would have been eligible to earn working a 40-hour-a-week federal minimum wage job. A young adult who has reached 18 years of age but is not yet 21 years of age is eligible for the initial award, and a young adult under 23 years of age is eligible for renewal awards, if he or she was in the Florida URMP and living in licensed foster care or in subsidized independent living at the time of his or her 18th birthday and meets one of the following qualifications:

- a) Has earned a standard high school diploma or its equivalent as described in Section 1003.43 F.S. or Section 1003.435, F.S. or has earned a special diploma or special certificate of completion as described in Section 1003.438, F.S. and has been admitted for full-time

enrollment in an eligible postsecondary education institution as defined in Section 1009.533, F.S.;

- b) Is enrolled full time in an accredited high school; or
- c) Is enrolled full time in an accredited adult education program designed to provide the student with a high school diploma or its equivalent.

School-Age Refugee Youth – Eligible refugee/entrant youth who are between 8 and 18 years old.

School physicals – [Mental Health]: to augment the refugee health assessment with the addition of an audiometry exam, additional forms for admission to school and a professional ARNP signature, this is required by law. The school physical component will include treatment for acute medical conditions needing immediate care (i.e., treatment for ear infections, asthma, ringworm, allergic rhinitis, parasites, and dermatological problems such as head lice and scabies and high blood lead levels when indicated).

Short-Term Training (STT) – [Employment]: 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 – [Employment]: 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.

Special Immigrant Juveniles (SIJ) –An SIJ is an unaccompanied alien child who is under 21 has been abused abandoned or neglected and 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. An eligible alien child obtains SIJ court.

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

Specialized Services [URMP]: 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:

- a) **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.
- b) **Medical Foster Homes.** Treatment services provided to children with specialized medical needs that reside in a state licensed foster home.

- c) **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.
- d) **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.

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.

SS-5 Application to Replace/Correct Social Security Card – [ESA/Legal]: The SS-5 Application is used to file a request for a corrected SSN card with Social Security. Although refugees are supposed to receive non-restrictive SSN cards, they occasionally are issued incorrect restrictive cards. In addition, the SS-5 is used to replace a lost or stolen SSN card, and/or to change a card that has the person’s name incorrectly spelled, or to change a name due to marriage, etc.

Standardized Assessment Instrument – [Adult Education]: 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.

- a) For AGE 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 Frequently Asked Questions (FAQs) distributed by the Florida DOE and any subsequent revisions thereto. In the event that a Florida DOE-issued document supersedes Florida Administrative Code, providers shall comply with the superseding Florida DOE-issued document.
- b) 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.

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.

Status Inquiries- [ESA/Legal]: Letters, phone calls, INFOPASS, or the most recent method accorded to attorneys and/or the public to determine the status of an immigration case pending before the federal entity with jurisdiction over the matter.

Strategic Plan – [Domestic Violence]: The process of determining and developing the long-term goals for the Haitian Refugee Crime Victimization program, by reviewing current programs, policies, and community activities as they relate to producing and supporting social change and the identity of best practices approach for achieving those long term goals. Development of a timeline of goals and objectives, as well as strategies for collaborating with the Refugee Services providers in each county.

Student Achievement Plan (SAP) – [School Impact]: Formally referred to as an Individualized Education Plan (IEP) in the School Impact grant application and Invitation to Negotiate; a tool used to identify the student’s education background, education needs, English language skills, health and other social services needs, and the family’s level of self-sufficiency.

Subsidized Child Care – [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 Exhibit A, unless otherwise specified in this contract.

Subsidized Independent Living Services [URMP]: Living arrangements that allow the child to live independently of the daily care and supervision of an adult in a setting that is not required to be licensed under Section 409.175, F.S. A child who has reached 16 years of age but is not yet 18 years of age and is in Florida’s URMP, is eligible for such services provided he or she has been placed in licensed out-of-home care for at least 6 months prior to entering subsidized independent living; and has a permanency goal of adoption, independent living, or long-term licensed care; and is able to demonstrate independent living skills, as determined by the department, using established procedures and assessments.

Successful Eligibility Redetermination for Clients with an Enrollment Date Prior to 10/1/2010 – [Child Care]: The process by which the provider has documented the client’s immigration status and date of entry; verified client’s participation in an employability service and income verification; and placed the client under the appropriate funding source as specified in Section A.3.b. A redetermination of client eligibility for each child shall be conducted at six (6) month intervals (6th month, 12th month, and 18th month) from the enrollment date.

Successful Eligibility Redetermination for Clients with an Enrollment Date on or After 10/1/2010 – [Child Care]: 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 Section A.3.b. A redetermination of client eligibility for each child shall be conducted at the six (6) month interval (6th month) from the enrollment date.

Summer Youth Program [Employment] Planned structured learning experience that take place in a qualified work environment during the summer months (May-August) and are designed to enable refugee youth to gain exposure to the working world and its requirements.

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.

Support Services – [Haitian Families]: Additional services that provide for the needs of individuals and families such as employment, English for Speakers of Other Languages, transportation, housing, legal, medical and mental health.

T
Target Populations – See Refugee/Entrants above.

Target Populations – [URMP]: Those refugees, asylees, entrants, or resident aliens 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 seek 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; Designated Victims of Trafficking (VOT) or possessing an HHS Eligibility Letter; Designated Special Immigrant Juvenile cases; Lawful permanent residents who adjusted from prior refugee, entrant; or asylee status.

Unaccompanied refugee minors in Florida may receive certain services, as detailed in the contract, from the URMP until the age of twenty-three. For purposes of this contract, URM includes both minors, under the age of eighteen (18) and young adults under the age of twenty-three (23) who receive services under this contract and meet the criteria listed in this definition. In the contract, all of the above eligible populations are referred to collectively as “Unaccompanied Refugee Minors (URMs).”

Targeted Assistance (TA) – Originally referred to as Impact Aid and used to offset local and state costs incurred to provide services. TA funds provide supplementary resources to meet the attendant needs and services to refugees and entrants who reside in local areas of high need as defined by ORR.

Technical Assistance –[Domestic Violence]: The provision of monthly, on-site program knowledge, assistance and guidance by the Special Projects Coordinator to each victim advocate. The Special Projects Coordinator serves to function as a conduit between the Department of Children and Families, Refugee Services, FCADV and the subcontractors. Activities include, but are not limited to, a monthly review of program objectives and expectations, a review of client files, an evaluation of program eligibility, discussion of concerns and issues, and assistance with resolving outstanding concerns and issues.

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.

Term – [Adult Education]: A period of time as determined by the local School Board or Board of Trustees that sets the beginning and end date for each session of the school year.

Terminated client – [ESA/Legal]: 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; or
- f. Death of the client.

Tuition – [Adult Education]: A Florida Department of Education (FDOE) determined fee for a program or course of study that is offered by the local School Board or 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 do not fall under the FDOE fee schedule or framework but is developed or offered by the local School Board or by an accredited vocational center located within the local service area.

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.

Training Institute–[Domestic Violence]: A two-day conference hosted by FCADV, with the primary function of cross training domestic violence advocates, Refugee Services employees, and providers on the dynamics of domestic violence. The goal is to increase the knowledge and skill level of community partners who work with refugee and immigrant survivors of domestic violence. The Special Projects Coordinator is responsible for planning, coordinating and executing the training institute.

Training Session –[Domestic Violence]: A one-day training session utilizing the “*Understanding Domestic Violence for Individuals of Haitian Descent*” training manual. These training sessions are for staff at the domestic violence centers statewide and are coordinated and conducted by staff with the FCADV.

Transitional Support Services [URMP]. Independent living transition services provided through aftercare support or the scholarship program. A young adult formerly in Florida’s URMP, may receive other appropriate short-term funding and services, which may include financial, housing, counseling, employment, education, mental health, disability, and other services, if the young adult demonstrates that the services are critical to the young adult's own efforts to achieve self-sufficiency and to develop a personal support system. The young adult is eligible to apply for transitional support services if he or she has reached 18 years of age but is not yet 23 years of age, was living in Florida’s URMP at the time of his or her 18th birthday, and had spent at least 6 months in foster care placement, under Florida’s URM program before that date. All transitional support services shall be comparable to services provided under 409.1451.F.S

Translation Services – [Interpreter/Translation Services]: Written translation from English documents associated with delivery of service in medical, legal, law-enforcement or social service programs into a refugee language having a significant presence in the refugee population, including any language used by a relatively small refugee and entrant population.

Translation Services Delivered Service Unit- [Interpreter/Translation Services]: One English word from a document associated with delivery of service in medical, legal, law-enforcement or social service programs, translated into a refugee language having a significant presence in the refugee population, including any language used by a relatively small refugee or entrant population.

Translator/Victim Advocate – [Domestic Violence]: A person of Haitian descent currently residing in and familiar with the community to be served by this program, having a minimum education of a high school diploma, having demonstrated fluency in English and Creole, that is hired by a local domestic violence center to deliver direct services (translation services, victim advocacy services and

injunction assistance services) and other services, including but not limited to information and referral services and domestic violence education/training programs.

Transportation Services – [Haitian Families]: Transportation when necessary for activities included in the provision of family services. If funded by this contract, this service is limited to vehicle usage as approved on the respondent's line item budget and/or bus passes on public transportation systems.

Twenty-four (24) Hour EEGs [Epilepsy Services]: Ambulatory test that records and measures electric activity in the brain for a period of 24 hours.

Twenty-four (24) Hour EEG Interpretation [Epilepsy Services]: The interpretation and diagnosis of a twenty-four hour digital EEG monitoring by a neurologist.

U

Unaccompanied Minors: FAC 65C-13.013 (1) (ff) :A person who has not yet attained 18 years of age or has attained 18 years but is still enrolled in post secondary education, a community college or a university; who entered the United States unaccompanied by and not destined to a parent or a close non-parental adult relative who is willing and able to care for the child or to an adult with a clear and court-verified claim to custody of the minor; and who has no parent in the United States.

Unaccompanied Refugee Minor Care [URMP]: URM children are eligible for comparable services for which youth in state foster care are eligible and oriented towards the special needs of the refugee youth (i.e. English for Speakers of Other Languages, cultural identity and adjustment, family tracing, and refugee trauma).

Unaccompanied Refugee Minors [URMP]: 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 Refugee Minor Relative Caregiver Program [URMP]: The URM Relative Caregiver Program offers financial assistance for a child placed with a relative who is within the fifth degree by blood or marriage to a parent or step-parent of a child, and who would be unable to serve as a caregiver without the relative caregiver payment because of financial burdens.

URMs in Care Report [URMP]: A report that details all placements, immigration information, EAD, children in each foster home and Social Security Number information for each URM. See **Exhibit G**.

Unaccompanied Alien Child (UAC) – : An alien child who is under the age of 18 and comes to the U.S. without authorization or overstay 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.

V

Victim Advocacy Services – [Domestic Violence]: Providing an environment which facilitates verbal and written communication between a translator/victim advocate and a Haitian victim of domestic violence for the purpose of providing information on the dynamics of domestic violence; conducting assessment of risk; and engaging in other supportive activities as appropriate.

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.

Vocational English for Speakers of Other Languages (VESOL) - [Adult Education]: A course to provide English language instruction to limited English proficient adults that will prepare them to be successful as clients in vocational/technical programs and/or successful employees in the workplace. The content is compatible with principles of language acquisition for adult learners of English and includes language skills applicable to general workforce development as well as studies specific to vocational/technical programs.

Vocational Training - [Adult Education]: Programs and courses through which a client may receive vocational training, specifically:
Post-Secondary Adult Vocational (PSAV) training programs 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 education and technical skills training through which clients may obtain the required Occupational Completion Points (OCPs) and/or complete the required competencies necessary for vocational certification upon completion of a program.

Voluntary Resettlement Agency (VOLAG) – Private, not-for-profit agencies having agreements with the United States Department of State to resettle refugees in specific geographic locations.

W

WAGES (Work and Gain Economic Self-Sufficiency program)– WAGES is the State of Florida's response to the block grant requirements of the federal Personal Responsibility and Work Opportunity Reconciliation Act of 1996. WAGES is designed to assist recipients of Temporary Assistance to Needy Families (TANF) to move quickly from welfare to work and assist them in becoming self-sufficient.

WAGES Handbook - The Employment and Training Handbook of the Florida Department of Labor and Employment and any subsequent versions issued by Florida's Department of Children and Families, Department of Labor and Employment Security, Department of Management Services or the state and local WAGES Coalitions. This Handbook addresses program requirements and services provided to applicants and recipients of Temporary Assistance to Needy Families and who participate in the Work and Gain Economic Self-Sufficiency Program (WAGES).

Wait List -[Child Care]: A roster of eligible children of clients who have completed an intake, but the children are not yet enrolled, due to funding limitations.

Welfare Transition (WT) Program – [Employment]: 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.

Workplace Readiness Skills (WRS): A course to provide English language instruction for limited English proficient adults who need to improve English language skills to acquire, maintain and update employment. The content is compatible with principles of language acquisition for adult learners of English and includes language skills that enhance the client’s career options.

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Youth Client – [Youth and Family Services]: Refugee/entrant youth between five (5) and twenty (20) years of age and is enrolled in K-12 school.

Youth Services – [Youth and Family Services]: Services provided to clients enrolled in a Youth and Family Services program including but not limited to, academic and career support, youth and family counseling, structured cultural and educational activities, and school liaison services.

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