

Department of Children & Families

Glossary

By Service

Refugee Services Program
Patti Grogan, Director

Last updated: August 2016

Table of Contents

	Page(s)
1. Adult Education	p.3
2. Child Care	p.5
3. Employment	p.8
4. Employability Status Assistance	p.11
5. Health	p.14
6. Integration Assistance	p.16
7. Unaccompanied Refugee Minor	p.18
8. Youth and Family Services (CRS)	p.24
9. Youth Services	p.25
10. Refugee Services (Program-wide Terms)	p.25

ADULT EDUCATION:

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

- Adult Basic Education (ABE) courses, defined by the Florida Department of Education (DOE) as courses designed to improve the employability of an individual through instruction in reading, mathematics, language, and workplace readiness skills;
- 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;
- 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;
- General Education Development (GED) Preparation courses, defined by DOE as courses designed to help individuals attain American or high school level academic skills;
- 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;
- 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;
- 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
- Workplace Readiness Skills (WRS) courses, defined by DOE as courses to improve English language skills to maintain employment and/or enhance career opportunities within the company and are held at the worksite in a location provided by the employer.

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

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

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

Documented Progress. Successful completion of program standards, benchmarks and frameworks, using standardized assessment instruments, sufficient to obtain successful completion of:

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

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

Extended Service Clients (ESC). Refugees/Entrants who meet any of the following criteria:

4

- 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.;
- Unable to obtain employment that meets the economic self-sufficiency needs of the family; or
- Unable to retain employment for at least six (6) months that meets the economic self-sufficiency needs of the family.

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.

Non-Literate in English (NIE) Clients. 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.

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

- For 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.
- 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.

Term. 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.

Tuition. 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 does 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.

Vocational Training. 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.

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

CHILD CARE:

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

Child Care Facility. Any child care center or child care arrangement which provides child care for more than five (5) children unrelated to the operator and which receives a

payment, fee, or grant for any of the children receiving care in wherever operated, and whether or not operated for profit. The following are not included:

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

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

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.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Refugees of all nationalities;
- Cuban/Haitian Entrants, including Parolees and Asylum Applicants;
- Asylees of all nationalities;
- Amerasians;
- Certified Victims of a Severe Form of Human Trafficking; (also referred to as victims of trafficking (VOT));
- Lawful permanent residents who adjusted from prior refugee, entrant, or asylee status; and
- Special immigrants of Iraqi or Afghan nationality.

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

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

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

EMPLOYMENT:

Client Education & Training (CE&T) Services. CE&T 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.

Communities with Special Needs. 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)

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

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

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

- Screening of clients' employment authorization, educational background, work history in the U.S. and prioritization of clients for services;
- Family self-sufficiency plan development to ascertain the employment-related needs of each employable family member in order for clients to achieve economic self-sufficiency;
- Employability plan development to identify the barriers and services necessary for job placement;
- Referrals to community services as needs are identified (e.g. child care, adult education);
- Orientation services to familiarize clients with work practices such as payroll deductions and retirement benefits; work-related skills such as money

management and travel; vocational English; interpersonal and communication skills; information and referral services;

- Pre-employment work adjustment counseling services to develop and maintain individual skills necessary to enter employment, including 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;
- Transportation assistance (when deemed necessary);
- Client Education & Training Program (for eligible CE&T clients);
- Job placement services including the identification and recruitment of job opportunities and the maintenance of an organized system for recording job openings, employers, and referrals;
- Follow-up services to provide necessary support to the employers and clients for the continuation of employment; and
- 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.

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

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

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

Job Placement. 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.

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

Matching Grant Program. An ORR-funded alternative program to public assistance wherein local voluntary agencies agree to match ORR's grant with cash and in-kind contributions of goods and services from the community. The program's goal is to

facilitate self-sufficiency within four months of the date of eligibility by providing services such as case management, employment, provision of food or food subsidies, suitable housing, and transportation assistance for the first 120 days. Enrollment must be completed within 31 days of eligibility for the program.

On-the-Job Training (OJT). 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, 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.

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

10

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

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

Vocational Education (VOC) Assessment. 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.

Vocational Education (VOC) Client. A client possessing one or more of the following: provable professional credentials or experience who is eligible for re-credentialing or skills re-certification; advanced education, such as one or more university degrees or certificates; work experience or trade skills, such as plumbing, carpentry, tool-making,

mechanical skills, skilled factory work and related occupations; or health-care experience, such as nursing or other related medical-support occupations.

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

EMPLOYABILITY STATUS ASSISTANCE (ESA):

Citizenship and Immigration Related Employability Services (CIRES) and Employability Status Assistance (ESA) Program Definitions:

- 1. Active Client** – A client who is receiving Employability Status Assistance (ESA) services and for whom:
Not more than two years have passed since the case was filed with the Department of Homeland Security (DHS)
- 2. Accredited Representative** – 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.
- 3. Attorney Representation** - This service involves filing Form G-28, EOIR-28, or EOIR-27 with the applicable federal entity indicating such representation. Thereafter, the attorney or 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 of Florida.
- 4. Business Day** - Weekdays from 8:00 a.m. to 5:00 p.m. Eastern Time other than Saturday, Sunday, or a holiday recognized by the State of Florida (including holidays hereinafter recognized).
- 5. Citizenship Application Granted Service Unit** - A service unit that has been delivered when an eligible client, having filed a Form N-400 (Application for Naturalization) or a Form N-400 with a Form N-648 (medical waiver) with the assistance of the service provider, has subsequently passed the English and Civics

examinations or has had Form N-648 approved and the language/testing requirements waived, has passed the U.S. Citizenship and Immigration Services (USCIS) Interview, has taken the Oath of Allegiance to the United States, and has received a Certificate of Naturalization.

6. **Client-** An eligible individual for whom services are provided by the contracted service provider.
7. **Core Service –** A core service is a service unit that is considered fundamental to the Employability Status Assistance program and the Citizen and Immigration Related Employability Services (CIRES) contract.
8. **Filing Date -** This is the date the provider submits the service unit (e.g. application) to the appropriate federal entity. In the case of mailing, the filing date is the date the Provider mails the material to the appropriate federal entity. In the case of electronic filing, the filing date is the day the material is electronically delivered to the appropriate federal entity.
9. **Filing Unit -** This is achieved when the provider has completed service preparation, collected the service application fee, filed with the appropriate agency, and entered the date of the filing in the Refugee Services Data System (RSDS).
10. **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).
11. **Non-Core Service -** A Non-Core Service is a service unit that is not frequently used and is important to the Employability Assistance Status program and Citizen and Immigration Related Employability Services (CIRES) contract objectives.
12. **Other Cases –** Service units that are not specifically titled
13. **Refugees/Entrants -** People who are eligible for refugee services pursuant to state and federal regulations and who are in need of the services outlined in this contract. Refugees/Entrants, as used in this contract include:
 - a. Refugees of all nationalities;
 - b. Cuban/Haitian Entrants, including Parolees and Asylum Applicants;
 - c. Asylees of all nationalities;
 - d. Amerasians;
 - e. Certified Victims of a Severe Form of Human Trafficking (also referred to as victims of trafficking (VOT));
 - f. Lawful permanent residents who adjusted from prior refugee, entrant, or asylee status; and

- g. Special immigrants of Iraqi or Afghan nationality.

14. Requests for Evidence (RFE) - A written document U.S. Citizenship & Immigration Services 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.

15. Resolution - Resolution refers the service unit's positive or negative outcome for payment purposes. It can also refer to other outcomes that do not result in payment or to the sequential phase of the case at the time of reporting. A client can have different resolutions for different services, but a service unit can have only one resolution at any point in time. The five categories of resolution are:

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

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

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

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

19. 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.

20. Service Unit - Service units are the immigration related services allowed under this contract and outlined in the Service Unit Fee Table. Payment under this contract is associated with filing allowable services units (i.e. filing unit) and resolving the case filed (i.e. resolution notification unit).

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

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

HEALTH:

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

Care Card. 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.

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

Encounter Rate. 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.

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

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

Match Grant Program: An Office of Refugee Resettlement (ORR) program wherein local voluntary agencies agree to match the ORR's grant with cash and in-kind contributions of goods and services from the community. The program's goal is to facilitate economic 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.

Provision of Primary Health Care Services. The Provider shall deliver primary health care service encounters as detailed below:

Basic health services which, for purposes of this section, shall consist of health services related to family medicine, internal medicine, or gynecology that are furnished by physicians and where appropriate, physician assistants, nurse practitioners, and nurse midwives;

Diagnostic laboratory and radiologic services;

Preventive health services, including appropriate cancer screenings, immunizations against vaccine-preventable diseases, screenings for elevated blood lead levels, communicable diseases, and cholesterol, dental, eye, ear and mental health screenings, where appropriate;

Voluntary Family planning services, where appropriate;

Pharmaceutical services and/or prescribed drug services shall be provided to Primary Health Care patients at the same or lesser rate than in the Medicaid Reimbursement Guide and the Medicaid Coverage and Limitations Book (incorporated herein by reference, with the same force and effect as if given in full text) and appropriate to the specific services provided to the client.

Referrals to Providers of medical services and other health-related services;

Patient case management services, including but not limited, to counseling, referral and follow-up services and other services designed to assist primary health care clients in establishing eligibility for and gaining access to Federal, State, and local programs that provide or financially support the provision of medical, social, housing, educational, or other related services, including screening and information provided for health

insurance through the federal insurance marketplace. These services should be emphasized for populations such as those over the age of 60, arrivals in country less than one year, and those with chronic and/or acute medical conditions affecting successful resettlement;

Medical services provided should be necessary and conform to clinical standards of care and be equal in quality of care provided to the general public and/or Medicaid clients. Emergency medical services are allowable under this contract only for visits resulting in a subsequent inpatient admission.

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.

INTEGRATION ASSISTANCE (IA):

Actual Expenditures Report. A report which reflects the service provider's actual expenditures incurred by the line item during a given period.

Assessment An instrument used by the provider to ascertain presenting issues, client history, client barriers to self-sufficiency and inherent strengths in overcoming the identified barriers.

Brief Intervention Services. Case management designed to be completed within 60 days of intake.

Case Management. A collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to facilitate assistance to effectively resettle the most vulnerable refugees/entrants who are unable to thrive with the existing array of services.

Ethnic Community Based Organization (ECBO). 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(ies) of its clients.

Home Visit. Any out-of-office location the client considers appropriate for care coordination activities or receipt of direct services.

Individual Care Plan (ICP). A tool (Exhibit J) 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.

Informative Presentations/Workshops. Hands-on, interactive sessions for clients during their first year of arrival focused on topics pertinent to the refugee group being resettled such as practical living skills, social and cultural norms and practices in the United States, and the acquisition of knowledge of community resources.

Intensive Case Management. A provision of care for refugees experiencing multiple barriers to effective resettlement that includes, but is not limited to, determining the need for emergency services; providing assessment and appropriate intervention and referring for needed 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). Services last no longer than 6 months.

Presenting Issue. The reason(s) for the client seeking assistance as acknowledged by the client. This may not be the most serious issue affecting the client, but one of many needing addressing to affect positive change in the client's functioning.

Risk Appropriate Care. 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.

Stable Income. Client's ability to have two (2) consecutive months of a balanced or positive monthly household income, as evidenced through the required monthly Household Budgeting Activity Worksheet.

Subsidized Housing. Reduced rental payments based on income provided by private corporations, quasi-governmental agencies, and local, state, and federal programs.

Treatment Plan. A schedule of procedures and/or appointments created by a medical/mental health professional designed to restore, remedy

UNACCOMPANIED REFUGEE MINOR (URM):

Aftercare Support Services. 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.

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

Case Plan. A document prepared by the contracted service provider that specifies the child's educational needs, preparation for independent living, medical needs, mental health needs, language needs, vocational and occupational training needs, cultural/ethnic needs, and specifies the process to ensure the child's safety and well-being and which follows the child through any process until services are terminated.

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

Discharge Summary. 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.

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

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

Final Report. 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.

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

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

Inactive Client [URMP]. A client that, although enrolled to receive program services, has not made herself/himself available for appointments and/or any other program activities as to avail herself/himself of the program's services. The client may be inactive through no fault of her/his own such as in the case of being hospitalized, incarcerated, or other circumstances beyond her/his control.

Independent Living Transitional Services. 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.

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

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

Life Skills Services. Include, but are not limited to, independent living skills training, including developing financial management and responsibility skills such as banking and budgeting, interviewing skills, parenting skills, educational support, employment training, counseling, information related to social security insurance benefits, and public assistance. The specific services to be provided to a child shall be determined using an independent life skills assessment. A child who has reached 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.

Monthly Summary Report. 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.

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

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

Multidisciplinary Team (MDT) Staffing [URMP]. A meeting of a designated group of mental health/ health and administrative professionals responsible for determining the appropriateness (approving or disapproving) of a provider's request to escalate a child's placement from normative, family-based, foster home to specialized therapeutic care, therapeutic group homes or a Statewide In-patient Psychiatric Program (SIPP).

Non-Compliance [URMP]. The deliberate act of not following through with program's rules and expectations despite being fully informed about said rules and expectations.

ORR-3 Refugee Unaccompanied Minor Placement Report. 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.

20

ORR-4 Refugee and Entrant Unaccompanied Minor Progress Report. 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 J.

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

Pre-Independent Living Services. 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.

Refugees/Entrants. (Also see Target Populations below) People who are eligible for refugee services pursuant to state and federal regulations and who are in need of the services which are outlined in this contract. These clients may include:

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

Respite Care. 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.

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

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

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.

Scholarship Program. 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:

- 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.;

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

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

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

Subsidized Independent Living Services. 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.

Target Populations. People who are eligible for refugee services pursuant to state and federal regulations and who are in need of the services which the contract entered into 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;
- Certified Victims of Trafficking;
- Designated Special Immigrant Juvenile cases; and
- Lawful permanent residents who adjusted from prior refugee, entrant, or asylees 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 the 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. All of the above eligible populations are referred to collectively as “Unaccompanied Refugee Minors (URMs).”

Transitional Support Services. 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.

Unaccompanied Refugee Minor Care. 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 Minor Relative Caregiver Program. 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.

URMP/VOT Associate, Southern Region [URMP]. A DCF Refugee services staff responsible for providing feedback to the Refugee Services Program Manager regarding the programmatic functioning of the URMP. May also provide programmatic technical assistance to the URMP provider; participates in URM staffing or participates in other functions deemed appropriate by Refugee Services for the successful delivery

of services to URM's in the program. Additionally serves as liaison to the Refugee Services Statewide Human Trafficking Coordinator.

URMs in Care Report. A report that details all placements, immigration information, EAD, children in each foster home and Social Security Number information for each URM. See Exhibit G or current Exhibit detailing the report.

YOUTH AND FAMILY SERVICES (CRS):

Adult 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.

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).

Clients Enrolled. 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.

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

24

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.

Parent Empowerment and Skills Training. 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.

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

- a) Refugees of all nationalities;
- b) Cuban/Haitian Entrants, including Parolees and Asylum Applicants;
- c) Asylees of all nationalities;
- d) Amerasians;
- e) Certified Victims of Trafficking;
- f) Lawful permanent residents who adjusted from prior refugee, entrant, or asylee status; and
- g) Special immigrants of Iraqi or Afghan nationality.

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.

Youth 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.

YOUTH SERVICES:

Elementary Schools. Schools providing instruction at one or more grade levels K through grade 5.

Middle High Schools. Schools providing instruction at one or more grade levels from 6 to 8.

Senior High Schools. Schools providing instruction at one or more grade levels from 9 to 12, includes regular high schools and 9th grade centers.

High School Equivalency Diploma. According to the rule of State Board of Education 6A-6.021, the Commissioner shall award a State of Florida high school diploma pursuant to Section 1003.435, Florida Statutes, to a candidate who meets all of the requirements prescribed in the rule and has attained and has passed on each of the five (5) General Education Development (GED) tests.

Youth Client. Refugee/Entrant who is enrolling, or already enrolled in grades K-12, or a high school equivalency program.

REFUGEE SERVICES (Program-wide Terms):

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

27

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

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

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

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

Detainee. A person physically present in the U.S. who is under the custody of U.S. officials and detained at a U.S. facility. The term can also refer to refugees, asylum

applicants, among others, who have been imprisoned or who have otherwise been in the custody of their oppressor.

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

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

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

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

Entrant. See Cuban/Haitian Entrant.

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

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

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

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

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

Food Stamps. See Supplemental Nutrition Assistance Program below.

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

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

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

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

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

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

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

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

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

adjustment of status through a self-petitioning process are also eligible for refugee services and benefits.

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

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

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

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

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

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

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

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

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

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

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

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

Permanent Resident Alien. See Lawful Permanent Resident above.

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

Refugee. Any person who is outside any country of such person's nationality or, in the case of a person having no nationality, is outside any country in which such person last habitually resided, and who is unable or unwilling to return to, and is unable or unwilling to avail himself or herself of the protection of, that country because of persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion. Refugees are exempt from numerical limitations (though worldwide ceilings by geographic area are set annually by the President) and are eligible to adjust to lawful permanent residence after one year of continuous presence in the United States. RS and providers sometimes use the term to refer to all RS eligible populations.

Refugee Cash Assistance (RCA). Cash assistance provided, under section 412(e) of the Immigration and Nationality Act, to refugees who are ineligible for Temporary Assistance to Needy Families (TANF); Old Age Assistance (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 outlined in the applicable contract. These clients include:

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

- Special immigrants of Iraqi or Afghan nationality.

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

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

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

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

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

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

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

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

Sponsor. A term used in referring to a person or organization that assists an applicant's admission to the United States by guaranteeing support for the applicant

during a certain period of time. . Depending on the application, DOS or DHS may require a sponsor to file an Affidavit of Support. The term can also refer to a person (often a family member or friend) who agrees to provide economic and moral support for a newly arrived refugee/entrant.

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

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

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

Target Populations. See Refugee/Entrants above.

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 needs and services of refugees and entrants who reside in local areas of high need as defined by ORR.

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

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

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

Unaccompanied Refugee Minors. Persons who are under age 18 without a parent or appropriate caregiver to provide for them, and are; refugees (URM status is granted overseas), entrants (Reclassification to URM status is granted after arrival), asylees

(Reclassified to URM status when they are granted asylum), special immigrant juveniles designated into the program or victims of a severe form of trafficking.

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

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

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

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

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).

Work Permits. See Employment Authorization Document above.