

## CHANGE NOTICE FOR MANUAL

**DATE:** May 2, 2025  
**MANUAL:** State Refugee Office Manual  
**TO:** County Directors of Social Services  
**CHANGE NO:** 01-2025  
**SUBJECT:** Policy Updates  
**EFFECTIVE:** May 05, 2025

### I. BACKGROUND

The purpose of this change notice is to update the State Refugee Office (SRO) Manual. The SRO manual chapters have been reformatted for consistency and clarification as well as removing outdated references. Current policies issued via Administrative Letters or Dear County Director Letters have been addressed and incorporated in these policy updates.

### II. SPECIFIC CHANGES

<b>I. CHAPTER I</b> <ul style="list-style-type: none"><li>• Family Unit</li><li>• Refugee Cash Assistance (RCA)</li><li>• Refugee Medical Assistance (RMA)</li><li>• Refugee Service Programs</li><li>• Refugee Support Services (RSS)</li><li>• Refugee School Impact (RSI)</li><li>• Refugee Youth Mentoring (YM)</li><li>• Refugee Health Promotion (RHP)</li><li>• Services to Older Refugees (SOR)</li><li>• Special Immigrant Visa Holders from Iraq and Afghanistan (SIV)</li></ul>
<b>II. CHAPTER II</b> <ul style="list-style-type: none"><li>• Refugee Medical Assistance (RMA)</li><li>• <b>Note:</b> ORR population who are no longer eligible for Medicaid programs because of income can receive the remaining months of benefits on RMA.</li><li>• Eligibility Timefram of Coverage</li><li>• RMA Eligible Period of Coverage</li><li>• Note: Eligibility or Arrival prior to October 1, 2021, are eligible for 8-months.</li><li>• Note: Eligibility or arrival after May 5th, 2025. Limits the recipient of up to 4 months of benefits.</li><li>• Note: Eligibility or arrival after October 1, 2021, and before May 5th, 2025. Limits the recipient of up to 12 months of benefits.</li><li>• Eligibility Period (in months – see chart)</li><li>• Income Requirements (see Note)</li><li>• Application Procedures</li><li>• RMA Application</li><li>• RMA Application Processing Requirements</li></ul>

- ORR-Eligible Qualified Status
- Finalized Application
- RMA Application Documentation
- RCA Forms
- Determine Eligibility Period
- Changes In Situation
- Spin-Off Process
- Review

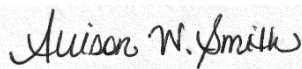
### III. CHAPTER III

- Introduction
- Eligibility Timeframe of Coverage
- RCA Eligible Period of Coverage
- Eligibility Period (in months – see chart)
- Refugee 65 Years of Age or Older
- Unearned Income – (match grant)
- Voluntarily Quitting Employment
- Application Procedures
- RCA Interview
- Note: Telephonic Application Interviews
- Note: Refugee Cash Assistance does not allow an Authorized Representative, however they must submit adequate proof to demonstrate their role as an Authorized Representative to SRO (State Refugee Office).
- RCA Forms
- RCA Application
- RCA Application Processing Requirements
- ORR Eligible Qualified Status
- Not Required for RCA Application Processing
- Finalize Application
- Certification/Determination Dates
- RCA Application Documentation
- Notices
- Employment Services
- Change In Situation
- Review
- Notice and Hearings Process
- Overpayment and Underpayments

### III. IMPLEMENTATION INSTRUCTIONS

These changes are effective **May 05, 2025**, Submit any questions regarding this policy to [RefugeeAssistance.Policy.Questions@dhhs.nc.gov](mailto:RefugeeAssistance.Policy.Questions@dhhs.nc.gov).

Sincerely,



Allison W. Smith, Deputy Director  
 Division of Social Services, Economic and Family Services  
 NC Department of Health and Human Services