

CHANGE NOTICE FOR MANUAL

DATE: July 29, 2024
MANUAL: State Refugee Office Manual
TO: County Directors of Social Services
CHANGE NO: 2-2024
SUBJECT: Policy Updates
EFFECTIVE: August 1, 2024

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 The SRO manual chapters have been reformatted for consistency and clarification as well as removing outdated references.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

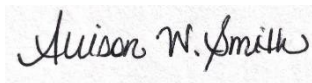
I. CHAPTER I
• Ukrainian Humanitarian Parolees – (UHP) • Other non-Ukrainian individuals displaced from Ukraine
II. CHAPTER II
• See Note: Example of ORR Population Eligible for remaining months because of Income. • Eligibility Timeframe of Coverage (see chart last column for UHP's Continues) • Household Composition (See Chart Potentially eligible for RMA) • Note: Ineligible means they do not meet the State/Federal requirements for a program due to status or family composition, etc. • Refugee Individual's and Refugee Couple's must apply for MAGI first. • Institution of Higher Education – Extended to September 30, 2025 • Application Procedures. • Incomplete Application for DSS 6242: an application with line items not answered is considered incomplete. • Changes In Situation.
III. CHAPTER III
• Eligibility Guidelines • Eligibility Timeframe of Coverage (see Chart last column for UHP's Continues) • Household Composition (See Chart Potentially eligible for RCA) • Note: Ineligible means they do not meet the State/Federal requirements for a program due to status or family composition, etc. • IEG Signature Page – voice signature • Courtesy Application - Incomplete Application

- RCA Application Processing Requirements – Note : When requesting information, send only one 8146A to the client.
- Finalize Application – Determine Benefit Amounts
- Employment Services – Note: A DSS – 5022 is not needed due to exemptions, but recommended as best practice
- Change In Situation – Household Composition
- Documentation of Interpretation Services.
- Overpayments and Underpayments

III. IMPLEMENTATION INSTRUCTIONS

These changes are effective immediately, Submit any questions regarding this policy to RefugeeAssistance.Policy.Questions@dhhs.nc.gov.

Sincerely,

A handwritten signature in black ink that reads "Allison W. Smith". The signature is written in a cursive style with a light gray background.

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