

United States Department of State
Bureau of Population, Refugees, and Migration
The U.S. Refugee Admissions Program and the Situation
in Ukraine and Neighboring Countries

Fact Sheet for Existing Applicants
April 20, 2022

Resettlement Support Center (RSC) Eurasia, operated by the International Organization for Migration on behalf of the U.S. Department of State, is continuing operations from the sub-office in Chisinau, Moldova. Due to the Russian invasion and security situation in Ukraine, **RSC Eurasia is not conducting any in-person activities or scheduling any departures from Ukraine.** We encourage applicants who are in danger to find safety and shelter wherever possible. We will schedule activities and/or departures as soon as the situation permits.

If you had an active U.S. Refugee Admissions Program (USRAP) case with RSC Eurasia, your case remains active and case processing is continuing, to the extent possible. The current security situation in Ukraine will not have an impact on your USCIS decision or overall case processing. However, **we anticipate that some resettlement processing activities may be delayed due to operational challenges on the ground.** We are doing everything we can to process cases as quickly as possible but cannot indicate a timeline at this time.

Please contact RSC Eurasia if you have updates, including new documents, a new address, phone number, or email, or questions about your case. Applicants that were being processed in Ukraine and have changed location and/or departed the country should write to RSC Eurasia at icc@iom.int and inform the RSC of their new location and contact information. As the volume of inquiries is high, please expect delays in responses.

Once you are scheduled for a processing activity, you will receive specific information related to that activity. If you are unable to attend the scheduled activity in the specified location, please inform RSC Eurasia as soon as possible. **RSC Eurasia will inform you of any changes in case processing.**

If you and your case members have completed all USRAP processing requirements and your case is ready to travel, RSC Eurasia will strive to make travel arrangements from your current location. We will notify you regarding any updates on your case as these become available.

RSC Contact Information: Email: icc@iom.int Phone: +380 44 5685020 – Monday, Wednesday, and Friday from 09:00 to 14:00 (GMT+2), excluding official holidays.

It is also important to remember that **ALL steps under the USRAP remain free of charge and applicants should not engage with anyone requesting payment for services to obtain information or a change in status on a case.** Please report any instances of fraud or abuse to the RSC's confidential email box at: FraudRSC_Eurasia@iom.int.

Frequently Asked Questions

Q: How is a qualifying relationship defined under the Lautenberg Amendment program?

A qualifying relationship for the Lautenberg program is defined as spouse, parents, children, siblings, grandparents, and grandchildren.

Q: Will applications be accepted even if applicants are unable to provide all the required documentation due to the conflict?

We accept hard copies, scanned images, or photocopies of documents during the application phase. Cases will be reviewed at a later stage on a case-by-case basis for those applicants that are unable to provide original documents.

Q: If some family members fled Ukraine while other family members remained in the country, can an Affidavit of Relationship (AOR) still be submitted despite family separation as a result of the conflict?

AORs can be filed for all family members considering that circumstances may change when applicants go through case processing activities. Per Lautenberg guidelines, applicants should be part of the same household or the same economic unit for acceptance to the program. Primary/Satellite relationships are also determined as per program guidelines.

Q: Can individuals submit applications under the Lautenberg Amendment and apply under another program another, such as humanitarian parole or I-130?

Having applied under the Lautenberg Amendment program does not preclude application to another program.

Q: If I decide to leave Ukraine, to which country should I relocate to guarantee continued case processing?

RSC Eurasia is unable to advise you about or support you with relocation within Ukraine or travel to third countries while your application is being processed. RSC Eurasia undertakes case processing activities in Europe (except Austria) and Central Asia. If you move to another country, please inform the RSC of your current location and contact details. The RSC will strive to organize case processing activities from your current location.

Q: I am in Ukraine. Can the RSC assist me with finding shelter in Ukraine or crossing the border to another country?

RSC Eurasia is unable to advise or support applicants with relocation within Ukraine or another country, or support travel to third countries while your application is being processed. Many organizations, including the United Nations (UN), international and local non-governmental organizations (NGOs), and others are actively working inside and outside Ukraine to assist those in need. How to access this assistance varies depending on location.

Q: If some of my family members, including conscription age males, are unable to leave Ukraine, can our case continue?

We understand that conscription age males are currently unable to leave Ukraine. Please contact the RSC to provide updates on your current situation. Information will be provided on a case-by-case basis depending on the specific situation for your case.

Q: I have left Ukraine and am currently in another country. Can the RSC organize my interviews, medical examinations, or flight to the United States from my current location?

Please contact the RSC to update your current location and provide new contact details. The RSC will strive to organize case processing activities from your current location. After you have informed RSC Eurasia of your location, the RSC will inform you of next steps.

Q: My case is ready for travel can I buy my own tickets to the United States?

Refugees travelling to the United States within the scope of the USRAP cannot arrange their own travel. Medical checks prior to travel and departure must be arranged by IOM.

Q: My relatives or friends in the United States would be willing to help me with housing or other assistance. Will this help me travel faster to the United States?

Individuals with active USRAP cases still need to complete all processing requirements. Having support available in the United States does not provide a faster pathway to resettlement.

Q: I have been trying to contact RSC Eurasia for some time, but I have not yet received a response. Can I contact someone else to ask about my case status?

Case status information may only be provided by RSC Eurasia. The RSC makes every effort to respond to all emails in a timely manner. Due to the high volume of inquiries is high, please expect delays in response time. Please remember that USRAP remains free of charge and

applicants should not engage with anyone requesting payment for services to obtain information or a change in status on a case.

Q: Can my application be expedited?

Application for resettlement to the United States is a lengthy process. Every effort is being made to ensure case processing continues as quickly as possible. RSC Eurasia will contact you as soon as further information is available for your case.

Q: I have sought or been granted refugee status or some other type of protection in another country. What will happen now regarding my United States resettlement application?

Because each case is unique, the facts and circumstances of the case must be reviewed in order to determine whether an applicant qualifies for refugee status in the USRAP.

Q: I need immediate humanitarian assistance. What should I do?

Many organizations, including the United Nations (UN), international and local non-governmental organizations (NGOs), and others are actively working inside and outside Ukraine to assist those in need. How to access this assistance varies depending on location.