

Nauru and Papua New Guinea (NRPP) Program

Orientation

Purpose:

Strengthen the support mechanisms available to refugees from Nauru and Papua New Guinea and improve their ease of integration in the U.S.



Program Structure

The NRPP program is administered by USCRI, based in Arlington, VA

The program is conducted at 10 sites across the United States.

The 10 sites are:

Atlanta: New American Pathways (serves regions 8 and 9)

Buffalo: Jewish Family Services

Chicago: Heartland Alliance

Denver: African Community Center

Fort Worth: Catholic Charities

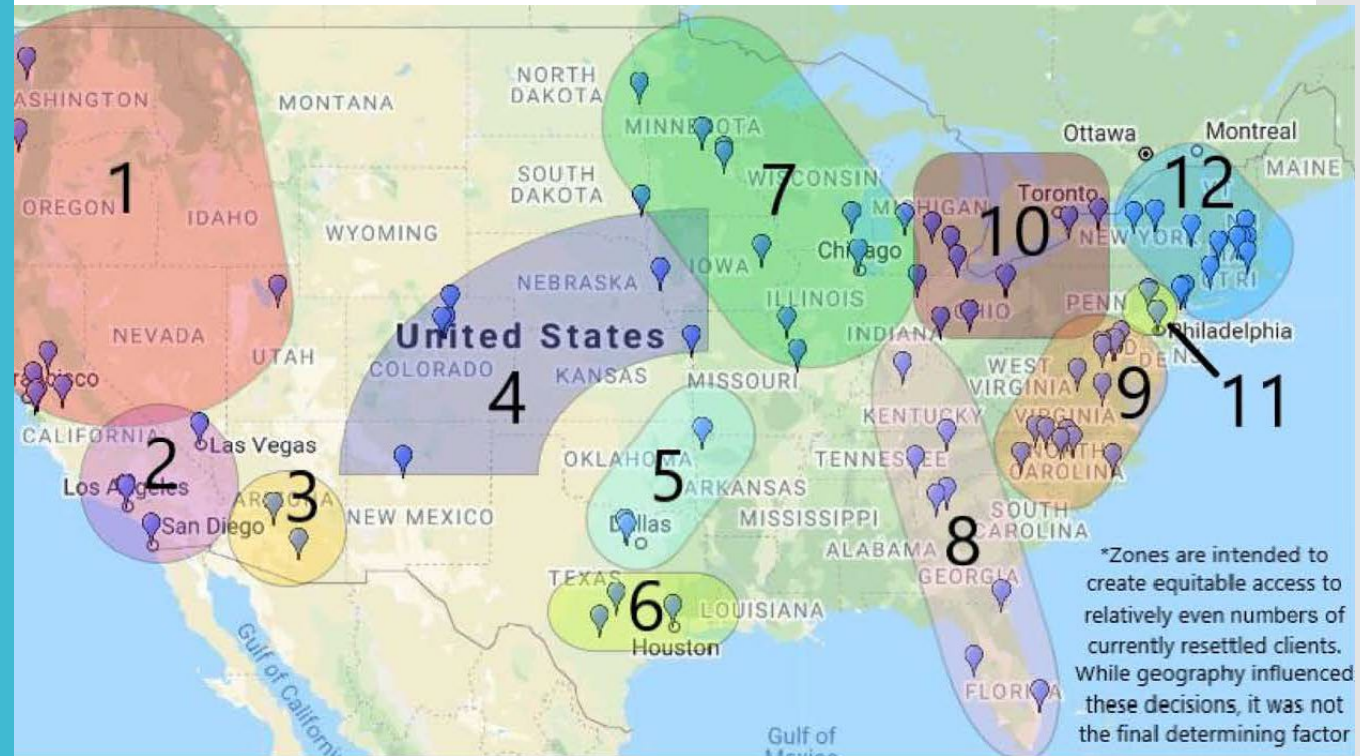
Houston: YMCA (serves regions 6 and 12)

Philadelphia: Nationalities Service Center

Phoenix: Lutheran Social Services/Southwest

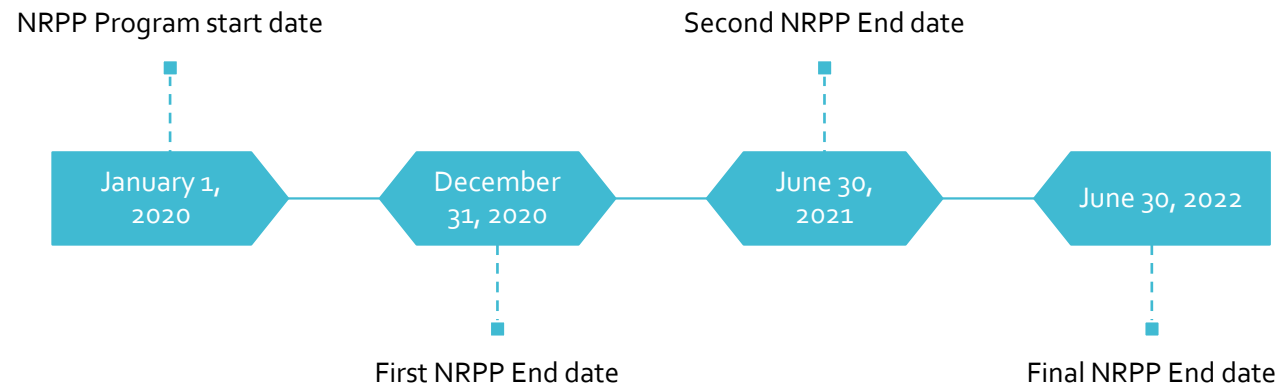
Portland: Lutheran Family Services/Northwest

San Diego: International Rescue Committee



Program Duration

- The NRPP program started January 1st, 2020 and was extended twice:
 - 1st extension: from December 31st, 2020 until June 30th, 2021
 - 2nd extension: from July 1st, 2021 until **June 30th, 2022**



Eligibility:

- All refugees with case numbers beginning with PP-, NR-, or AS- are eligible for NRPP services.
- The Refugee Travel Document showing your case number is your proof of eligibility.
- To enroll, you will need to complete an intake process with the NRPP case aide including:
 - Complete an intake form
 - View this NRPP orientation slideshow
 - Read and agree to the "Rights and Responsibilities"
 - Read and agree to the "Grievance policy"
- After the intake is complete, you will need to create a "Service Plan" with your case aide planning out your goals for the program.

Funder of last resort:

- The NRPP program is a "funder of last resort".
- That means that NRPP should not be helping with things your R&P, MG, or PC case manager can help with.
- Most clients are only enrolled in NRPP after their initial resettlement programs are over. If you have a need that cannot be met by any other program, you can enroll in NRPP during your initial resettlement program.
- NRPP financial assistance is not granted if money is available from another source such as Medicaid, COVID Emergency Assistance, or RCA.

You have the right to:

- Respectful treatment.
- To express grievances according to the grievance policy
- To be assisted in a safe environment.
- Your personal information will be held kept secure and not released except for the purpose of applying for assistance and to USCRI for reporting requirements.
- Service provision in a language that you understand and can communicate comfortably in.
- You have the right to service without discrimination
- Receive services in a timely manner

You have the responsibility to:

- Treat service providers with respect.
- Assist in maintaining a safe environment.
- Share documents with your case manager as needed to prove eligibility for enrollment and financial assistance. If you decline to provide financial documents, financial assistance may not be provided to you because agency financial departments require documentation to release funds.
- Respond to calls and keep appointments with NRPP service providers. If you do not respond to calls within 2 weeks, your case may be closed. You may request that your case be reopened if you become willing to keep in contact with the agency.

To make a complaint:

All clients enrolled in NRPP have the rights to voice concerns about service provision and treatment

Step #1: Inform the service provider with whom you have the complaint.

Step #2: Inform the site director. The site director will respond to the complaint according to the timeline described in the grievance policy

Step #3: Email nrppsupport@uscrimail.org and explain your complaint. If you need an interpreter to fully explain your complaint, please include this information in the email or inform the site director, and an interpreter will be provided.

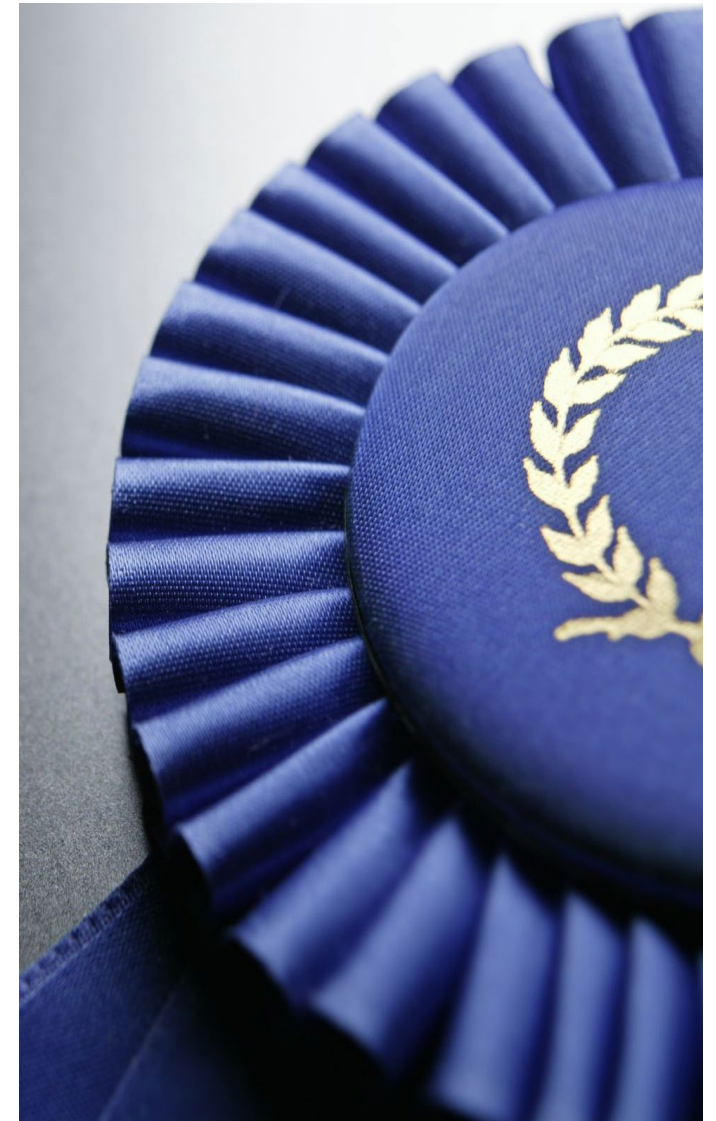
Assistance with your goals:

- NRPP is a short-term case management program which is designed to help clients become upwardly mobile.
- Your case aide will ask you to set "service plan goals". These are the goals that the program will help you achieve.
 - Please see the next slide for suggestions of goals you might want to set.
- Emergency and Upward Mobility Financial assistance is available to help achieve your goals if you do not have enough money to fund your goals yourself.

Possible Service Plan Goals

Some of the things NRPP can assist with are:

- Job searching, planning and training
- Accessing mental healthcare
- Accessing medical care, including dental care
- Financial counseling and planning
- Referrals for immigration assistance and payment of immigration fees. Immigration services available include:
 - Affidavits of Relationship or family reunification petitions for spouses and/or unmarried children under the age of 21.
 - Green card applications
 - Travel document applications



Financial Assistance:

- NRPP can provide some financial assistance to help with emergencies and to help achieve goals set in your Service Plan
 - The program does not automatically give a check to each participant. This is because some people need more help than others, and NRPP seeks to accurately meet the needs of each program participant.
- Some NRPP community members received settlement payments from the Australian government. That is separate from the NRPP program. Case aides cannot provide settlement payments.
- Please see the “Roadmap to Funding” to find out more about eligibility and funding levels

Case Closure

- NRPP is a short-term program
- NRPP cases are closed once the goals set in your service plan are complete. You can create new goals and talk to your case aide about adding them to your service plan at any time.
- Cases can also be closed at your request, or if you do not uphold the NRPP Rights and Responsibilities.
- When your case is closed, the case aide will meet with you to discuss the closure, update your service plan with the status of your service plan goals and present you with a case closure letter.
- You can request re-enrollment after your case has been closed if you have a new goal you require assistance with, unless your case was closed because you did not uphold the NRPP Rights and Responsibilities.
 - If your case was closed because you did not uphold the NRPP Rights and Responsibilities, please have a discussion with your NRPP case aide about whether you can re-enroll.

**Thanks for
enrolling!**

- Welcome to the NRPP program!