

ORR-6 Performance Report
Supplemental Guidance for Completing Schedules A, B, C, and D
Webinar Transcript
November 5, 2014
2:00 pm CT

Coordinator: Welcome and thank you for standing by. At this time all participants are in a listen-only mode. During the Q&A session if you would like to ask a question please press Star 1. Today's conference is being recorded. If you have any objections you may disconnect at this time. Your host of today's call is Mister Nathan Ringham. Thank you, you may begin.

Nathan Ringham: Hello everyone and welcome to today's webinar for providing supplemental guidance on completing the ORR-6 performance report. My name is Nathan Ringham and I'm joined today by my colleague Heidi Erm. We both work for ICF International, a TA provider for the Office of Refugee Resettlement. We're also joined by Goran Debelnogich and Jordan Becker from ORR. The webinar is intended to provide information that augments existing instructions for the ORR-6 in an effort to clarify the schedule for ORR grantees.

The ORR-6 Performance Report is a required trimester report that is used to collect data on assistance and services provided to refugees and other eligible populations. It captures participation and performance statistics on the Refugee Cash Assistance, Refugee Medical Assistance, formula social

services, formula targeted assistance program, and targeted assistance discretionary grants.

And ORR uses the data collected to formulate program initiatives, priorities, standards, budget requests, and assistance policies. The objective of this webinar is to provide supplemental guidance to grantees on completing the ORR-6. We will provide step-by-step explanations for each field in the ORR-6 and text boxes throughout will highlight key points and important details. The webinar is organized by each of the four schedules that make up the ORR-6.

After each section we'll take a few questions over the phone and when it's time for questions as our operator Keandra mentioned press Star-1 to indicate that you have a question. You will be prompted by a beep to say your name and Keandra will call on you and unmute your line so we'll all be able to hear your question. If we're unable to get to your question because of time constraints or if you'd rather just submit it electronically you can also do that using the Q&A feature on LiveMeeting. If you look at your menu bar on the screen you'll see Q&A.

You can click on that and a chat box will open up. Type in your question, click the word "ask" and we'll get your question electronically. After the webinar is over we'll follow up on those questions and provide answers to everybody. And I'm now going to turn it over to my colleague Heidi who is going to talk about Schedule A, the program narrative.

Heidi Erm: Okay great thanks Nathan. So I'm going to get us started with Schedule A and the program narrative just like Nathan said. So Schedule A is a word-based form that asks grantees to provide narrated answers to 10 questions that relate to the data provided in Schedules B and C. When completing Schedule A, you

must use the form provided by ORR but you can attach additional information as an addendum if necessary.

Because Schedule A describes the data reported on schedules B and C consider completing it after you complete schedules B and C. We will go through each portion of Schedule A now. So Schedule A first asks grantees to report on major activities undertaken during the reporting period, specifically activities intended to accomplish the annual outcome goal and objectives that the state has proposed as well as any interim objectives achieved within the reporting period.

To do so, complete the table provided by listing the activity first and then the corresponding accomplishments and challenges. You are next asked to discuss any new program initiatives, plans for program improvement or service enhancements.

The third prompt on Schedule A asks you to discuss any data elements reported on schedules B and C that warrant an explanation. This could include noticeable increases or decreases from previous periods as well as significant changes in refugee employment or other service outcomes in regards to the numbers of refugees accessing RCA or RMA.

The fourth prompt in Schedule A asks you to provide a detailed breakdown of new RCA enrollments in the reporting period by entering the number of new refugee arrivals, secondary migrants, matching grant clients who exited the program and applied for RCA, and refugees who may have been self-sufficient but lost their job and reapplied for RCA. The total of all RCA enrollees should be the same number as new persons provided in Section B Schedule 1 which we will review in a bit.

The next prompt in Schedule A asks you to list the reasons for any exemptions from registration for employment services by RCA recipients and the number of recipients receiving the exemption. In the sixth prompt you're asked to discuss any results in medical screening and health assessments. You'll start by providing the number of male and female refugees screened 30 days from the arrival and 31 to 90 days from arrival as well as the number of male and female refugees not screened in 90 days.

You're then asked to describe the main reasons that refugees weren't screened. Next you provide the number of male and female adults referred to the medical services listed. These services include primary care, mental health services, dental care, vision care, disability services and high public concern services like infectious diseases, HIV, suicide and others.

You will provide the number of male and female children referred to primary care. When doing so do not include unaccompanied refugee minors. Then list the top five health issues that led to referrals. Next you're asked to report high-cost medical events covered by RMA. These are medical events that cost more than \$10,000.

When doing so list the event, cost, whether care is continuing or completed and the recipient's ethnicity or country of origin. Lastly you'll describe any programs or policies that the state will maintain, modify or change to address specific health issues and improve health services to refugees.

The seventh prompt in Schedule A requires you to discuss any planning and preparation activities for emergency opportunities and continuity of opportunities in the event of a pandemic influenza or other disaster including date of the last update of the plan and any activities completed during the reporting period. In the eighth prompt you're asked to indicate what outcome

measures the state uses to measure performance among vendors such as performance targets, performance improvement measures or other.

In the ninth prompt in Schedule A it asks you to list monitoring activities undertaken during the reporting period including agency names, programs, locations, dates and purposes. You're also asked to indicate whether monitoring reports are attached. Summaries or copies of monitoring reports and any corrective action plans required by the state should be attached with the submission. If applicable attach an explanation of why monitoring reports are not attached to the ORR-6.

Lastly, in the tenth prompt you're asked to discuss any corrective action plans implemented during the previous reporting period. So that concludes Section A and we'll take a moment for any questions.

Nathan Ringham: Thanks, Heidi. So one thing I should have mentioned at the beginning -- and I apologize for not doing so -- is we're actually recording this webinar and we're going to post it online and send the link around to everybody. We realize it's a lot of information that we're going over pretty quickly so you don't have to take notes that furiously hopefully because we'll provide a link shortly after the webinar is done.

So Goran is here from ORR to answer questions and as Keandra said at the beginning press Star 1 to indicate that you have a question. You'll be asked to say your name and the operator will call on you and unmute your line so that we can all hear you. You can also ask questions electronically by clicking on Q&A and typing them into the box that opens up on your screen. Keandra do we have any questions?

Coordinator: Not at this time.

Nathan Ringham: Okay. Well let's move on then. If anyone has questions on Schedule A later you can...

Coordinator: Mr. Ringham.

Nathan Ringham: Yes?

Coordinator: I'm sorry, someone did respond.

Nathan Ringham: Okay.

Coordinator: Would you like to take that? Bear with me one moment, okay?

Nathan Ringham: Sure, let's take it.

Coordinator: One more moment. Okay I'm so sorry. Judy I believe, your line is open. Nebrushmen. I'm so sorry if I said that incorrectly. All right well we'll - okay I'm sorry. We're going to move on to the next question. One moment.

Nathan Ringham: Okay.

Coordinator: Ngoan Le your line is open.

Ngoan Le: Thank you. This is Ngoan Le. I'm the new State Coordinator in Illinois. I have to assume that for the narrative section we only write in description of anything new or unusual. Is that a fair assumption or should I describe ongoing activities that we have done for the past 15, 20 years like our employment services, English language training.

Goran Debelnogich: Hi this is Goran. On the narrative section like Heidi mentioned, basically it's a reflection of the schedules B and C with what is going on in the program in the current trimester. So we're not talking about reflecting on anything beyond the trimester that you are reporting.

So basically under activities you would describe things that you see and outcomes of Schedule C or B and -- because Schedule A is -- you can combine all the three programs -- social services, TAG formula, and TAG discretionary into one narrative just highlighting which program you're referring to when you're describing your activities, accomplishments, or challenges.

So basically it's about the trimester only and then referring basically to data and outcomes that you're reporting during this trimester and kind of listing what kind of activities and issues you have under all these 10 points. So is that helpful?

Ngoan Le: Yes. Let me think some more about this. We have performance-based contracts so we use quantitative outcomes as a way to report out, which is included in Schedule C, but I just didn't want the narrative to be duplicative of what's already in Schedule C.

Goran Debelnogich: Yes, so the narrative serves that purpose really to explain the Schedule C, to explain the outcomes whatever they are -- low, high, changes, changes in numbers of people being served, and those kinds of things. So, basically -- and any activities taken to improve outcomes -- it could be that new English classes are beginning, new employment programs, on-the-job training, all kinds of activities that you may have during this period.

So whatever the agencies your contractors are taking you would basically list in the narrative and report -- and same for health screenings -- how many taken and all the other information that Schedule A contains.

Ngoan Le: Okay.

Coordinator: Thank you. And we do have one more question in the queue.

Nathan Ringham: Okay.

Coordinator: Angelina Klupus your line is open.

Angelina Klupus: Hi, maybe I'm asking the question a little bit too early but it's something I think applies to all of the schedules. I'm curious if I have a client who recently arrived today and they start taking an English class they're obviously going to be reported in lots of different ways, in the Schedule C, the Schedule B and also the Schedule A.

That client continues in an English class in the following trimester. Are they also going to be counted? How do we on these schedules ensure that we're getting unique client counts or is that not relevant as long as they're still being served?

Goran Debelnogich: Okay well there are a couple of things to separate there. So like you said maybe they are reported in separate schedules, not necessarily, it depends what they receive. So if it's Refugee Cash Assistance to a recipient they're going to be reported as Schedule B and then potentially on Schedule C if they're receiving employment services or employability services. What we want to make sure is that you count the unduplicated count for each trimester.

Now the client may continue to receive some of the services in the next trimester and they're going to be reported again. So as long as it's unduplicated in one trimester whatever services they're receiving you should report it on whatever schedule is called. So if they're receiving cash assistance, employment, employability services report under each one of the services but make sure for each separate service it's unduplicated.

Angelina Klupus: Okay. Thank you.

Coordinator: There are no other questions in the queue at this time.

Nathan Ringham: Great. So we'll move on to Schedule B now and just as a reminder the folks that typed in their questions we will provide written responses to the questions we get online after the webinar is over.

So we're not ignoring those questions, we'll just come back to them later. All right so Schedule B covers cash and medical assistance and medical screening. It's an Excel-based form that asks for data pertaining to RCA, RMA, and medical screenings and when completing Schedule B it's important that you use the Excel template provided by ORR only, that you not recreate Schedule B in a new Excel template or use something else. You need to use the form that ORR provides.

Schedule B begins by asking you to indicate the reporting period, fiscal year, your state or grantee name and the date the report was completed. When indicating the reporting period simply enter a 1 if you're reporting on the period ranging from October through January, a 2 if you're reporting on the period ranging from February through May and a 3 if you're reporting on June through September.

You'll next be asked to report on cases and persons receiving RCA. First you'll enter the number of cases and persons who are reported as receiving RCA for the previous reporting period that are still receiving RCA. Then you'll enter the number of cases and persons added to RCA during this reporting period. Excel will automatically add previous RCA recipients to new RCA recipients to produce the new total number of cases and persons receiving RCA at any time during the reporting period.

When completing this portion of Schedule B keep in mind that persons are individual refugees receiving assistance. Cases can include multiple persons if assistance is provided to a refugee case assistance unit with more than one individual refugee recipient. When reporting cases and persons please ensure that the years you are providing are unduplicated.

The next portion of Schedule B asks for information on recipients of refugee medical assistance. First you'll enter the number of persons reported as receiving RMA in the previous reporting period that are still receiving RMA, then you'll enter the number of new RMA recipients added during this reporting period and again Excel will automatically add previous RMA recipients to new RMA recipients to produce the total number of persons receiving RMA at any time during the reporting period.

The last portion of Schedule B prompts you to provide data on medical screenings. First you'll need to enter the total number of recipients of medical screenings during the reporting period regardless of the funding source. Here a medical screening is defined as an evaluation for specific diseases or disorders included in the state screening protocol applied by state, county or local medical services.

Although Schedule B is intended to capture data pertaining to RCA and RMA, ORR is also interested in the total number of refugees receiving a medical screening. Therefore states and Wilson-Fish agencies are requested to report on the total number of medical screenings as well as the number of medical screenings funded by RMA.

So in Row B you'll enter just the number of screenings funded by RMA and so this number is a subset of the number reported above in Row A and it should include all screenings that are funded in whole or in part by RMA.

So that concludes Schedule B and we'll again take your question now. So again if you have a question please press Star 1 to indicate to Keandra that you have a question so that she can call on you and unmute your line or you can submit a question electronically and we'll send all of those questions and answers out following the webinar. Keandra do we have any questions yet about Schedule B?

Coordinator: We do. One moment please.

Nathan Ringham: Okay.

Coordinator: Our first question is from Linda Haus. Your line is open.

Linda Haus: Hi, on Schedule A it says on - I can't read this, I have to go back - that the number of individuals reported on there for RCA should - RMA, what is it, I'm sorry I've been copying these screens and I can't see them, they're too small. It should be the same as reported in Section B?

And we've had this discussion before on Section 4. It says the total enrollees should be the same number as new persons provided in Section B and that's

not necessarily true because Section A - is not Section A supposed to be like your folks on Refugee Cash Assistance, Medical Assistance, all of that - I'm sorry, that are in TAG and TAG discretionary or social services and then what B is is just your number of people totally on RCA.

So we may have some that are on RCA that are not receiving services from one of my contractors that provides a supply to do everything because they haven't been here long enough to be involved in services yet with the agencies, or they came in themselves on their own and we haven't down their referral process yet, the referral process has not been complete yet. So those numbers won't actually match most all the time. We do RCA the day they come in.

Goran Debelnogich: Okay. This is Goran, hi Linda. So you're talking about Number 4 on Schedule A and the narrative breakdown...

Linda Haus: Yes.

Goran Debelnogich: ... the breakdown of RCA enrollments and then Schedule B under the new RCA recipients during the reporting period. So what Nathan said these numbers - the total number from narrative breakdown of RCA should match on Schedule B. It has nothing to do really with other services that you're talking about, this is only about RCA enrollment, the new RCA enrollment in the trimester. So when we say new RCA recipients during this reporting period, those who are added as new RCA recipients... Whatever the source of them is -- secondary migrant, matching grant, re-applicant for RCA who lost a job, or new arrivals -- the main factor here is that they're new to enrollment in RCA in this trimester and that they're unduplicated. Now when the other services will begin in terms of employment, employability services, that's

secondary here. This is only to track new RCA enrollment to have a complete picture of the RCA participation in the trimester.

Linda Haus: Except as a state, my contractors are doing this, they're sending me their information. As a state, I'm not going to know if they receive RCA in our system. I'm not going to know if they're secondary migrants, if they're new enrollees, my new people. I can tell you who is new RCA enrollees but I'm not going to be able to tell you if they're secondary migrants, if they're forming matching grant clients, or any of that. I can't tell that in our system and I don't think most states can.

Goran Debelnogich: We have a few states who have similar issues where they don't have access to information of that kind of nature -- who was former Matching Grant client and that kind of stuff -- so do your best in terms of reporting on Schedule B, that that's most important really. As far as the breakdown, do your best as you can really. I mean if the access to information is limited then it is what it is.

Linda Haus: Yes because the only accurate data I can give you is the ones I get from my contractors. And if they're not covered in our system we can't tell that. So that's what I've been doing. So is that going to be the best thing to do is do accurately what I know of based on that?

Goran Debelnogich: Yes, accurate. We'd rather see accurate numbers than something that you are guessing.

Linda Haus: Okay sounds good. Thanks.

Coordinator: Thank you. We do have one other question.

Nathan Ringham: Okay.

Coordinator: Elena, your line is open.

Elena: Thank you. I have a question about Part 4 on Schedule A. New arrivals, do they need to report new refugee arrivals who were enrolled in RCA programs during the reporting period. Is this correct?

Goran Debelnogich: Exactly.

Elena: But if they are not under either social services or Formula TAG or Discretionary TAG. Do they still need to be included in this report?

Goran Debelnogich: Yes. That's secondary what you mentioned second, like which program for employment they enrolled. This is about RCA. So, as long as they start to receive RCA, they enroll in RCA, you report them here. We know that they are required to, once they start receiving RCA, to participate in those programs. When they will actually, they have 30 days to register and all of that, when they will be actually starting to participate on those other programs is secondary here. The primary goal is to capture new arrivals who are enrolled in RCA.

Elena: Okay. Thank you very much.

Goran Debelnogich: And I wanted to add one question about RMA, because we've occasionally face these issues with some of the states. If you don't have RMA, you don't have any clients enrolling into RMA, please do not report it. And secondary, please report active recipients enrolled to RMA whether they incur costs or not. That's very important. Because we had some challenges with

some of the states reporting only when they had a cost. This is to report anyone enrolled in RMA whether there is a cost or not.

Coordinator: All right thank you. So we do have one other question. Mai Chi Yan your line is open.

Mai Chi Yan: Hi. Yes, this is again about Section Number 4. I think there was the previous question who addressed this concern. I just wanted to second that and say that when I obtain reports from our contractors, the total number of all columns -- the new arrivals, secondary, former matching, and RCA re-applicants -- they don't match up with the Schedule B Section 1B for the total number of RCA recipients.

Goran Debelnogich: Yes and we understand that. A lot of places have these issues -- that they don't have complete data from whatever sources -- and this information comes from various sources. It could be from a contractor, it could be state. And we understand those challenges. Do the best that you can.

Mai Chi Yan: Okay. And I'm sorry I didn't mean to say 1C. I meant 1B.

Goran Debelnogich: I understand that.

Mai Chi Yan: Okay.

Coordinator: Thank you. There are no other questions in the queue at this time.

Nathan Ringham: Okay great. If anyone has questions they think of on Schedule B we can come back to them later or you can submit them electronically and we'll send answers around to everyone after the webinar. All right so we will move on to Schedule C now.

Schedule C is another Excel-based form used to report outcomes from employment and employability services funded by ORR. This includes employment services like development of a family self-sufficiency plan and individual employability plan, the World-of-Work and job orientation, job clubs, job workshops, job development and referral to job opportunities, job search, and job placement.

It also includes employability services like English language training, on-the-job training, skills training, case management and other employability services. Separate Schedule Cs should be completed for each grant that has an employment services component and again it's very important that only the ORR-provided Excel-based Schedule C is used. Schedule C begins with several questions on employment services. First you're asked to indicate the reporting period, fiscal year, your state or grantee name and the date that the report was completed.

You're also asked to enter the grant number associated with your grant and the grant name. This should be Refugee Social Services, Targeted Assistance Formula, or Targeted Assistance Discretionary. And as a reminder when indicating the report period simply enter a 1 if you're reporting on the period ranging from October through January, 2 if you're covering February through May, and 3 if you're reporting on June through September.

Next you're asked to enter the total number of refugees between 18 and 65 who are not exempt under 45 CFR Part 400.76 who have reached their eight-month time limit during the reporting period. Then you'll enter the number of RCA terminations due to income from employment for those who reached their 240th day in the reporting period, whether the termination occurred in the reporting trimester or at any point earlier.

A grant termination is defined as the closing of a cash assistance case due to earned income from employment in an amount that exceeds the state's eligibility standard based on family size. Do not include any other termination such as sanction, out-migration, time expiration, et cetera. If a refugee has obtained a job in the last month before the 240th day but has already received RCA payment for that month the refugee should not be counted here.

Next you're prompted to complete a table reporting on the number of refugees entering employment. You will enter the number of employment services participants during the reporting period by source of cash assistance and time in the US. You'll also enter the number of employment services participants placed during the reporting period in full-time and part-time positions, and the number of grant terminations achieved through entered employments.

We'll now provide a little more detail on each of these. When reporting on the number of employment services participants, you should report the number of people who entered unsubsidized employment for at least one day -- if they are people with whom you've had direct regular contact for services listed 45 CFR Section 400.154 Part A and they were placed directly by a service provider through a documented referral, obtained employment on their own or entered unsubsidized employment as a result of on-the-job training.

However, note that OJT participants may not be counted as entered employment until the period of subsidized employment is complete and the employer has agreed to retain the individual in an unsubsidized permanent position. Also include unsubsidized job placements that occur while an active participant is enrolled in English Language Training or when an active participant completes vocational training.

When classifying participants by source of cash assistance -- RCA, TANF, other cash assistance, or no cash assistance -- keep the following definitions in mind: "Other Cash Assistance" refers to assistance programs existing in a state or local jurisdiction that are funded entirely by state or local funds. These need to be generally available to needy persons residing in the state or locality who must meet specified income and resource requirements; and these should offer one-time emergency or ongoing assistance intended to meet basic needs like food, clothing, shelter, medical care and other essentials of living.

"No Cash Assistance" includes refugees who enter employment before receipt of cash assistance. This could include refugees in their first month of arrival, working clients who receive a job upgrade, clients who follow their spouses into the workforce after benefits are terminated, and clients who do not find work until after the termination of assistance.

When classifying by full and part-time work, remember that full-time work is greater than or equal to 35 hours per week and part-time is less than 35 hours per week. In reporting on grant terminations, remember that a grant termination is the closing of a cash assistance case due to earned income from employment in an amount that exceeds the state eligibility standard or the case based on family size. If net earned income exceeds the eligibility standard the case should be considered a grant termination.

Grant terminations cannot be greater than the total number of full-time and part-time positions added together. After completing the table reporting on the number entering employment you'll be asked to report the average hourly wage by full- and part-time employment for the reporting period. To calculate this, add the hourly wage for all individuals placed in full-time unsubsidized employment as reported in the total for Item B2 and divide the sum by the

total number of individuals who entered full-time employment as reported in Item B2.

Use the same methodology to calculate the average hourly part-time wages using the data reported in the total for Item B3. If a refugee is placed in multiple jobs during the reporting period you can use the highest wage earned and hourly wages can be converted from monthly wages or from piece rates or a combination of both. If piece rates are used determine the expected number of items to be produced in an hour and multiply it by the piece rate quoted by the employer at the time of placement.

Next you'll be asked to report on the number of refugees entering full-time employment where health benefits were offered.

Note that this captures data on the availability of health benefits for those individuals who entered full-time employment. It's not a measure of how many individuals elect to enroll in health benefits, but rather how many jobs offer this option. Benefits should be considered available if self-only coverage is available through the employee, even if coverage is not extended to the family's family members. Benefits are considered available without regard to whether the employee must contribute to the premium.

If a refugee is placed in multiple jobs during the reporting period you may count any employment opportunity that offers health benefits. Next, you'll be asked to report on the number of individuals by category of employment -- full or part-time -- and cash assistance status -- RCA, TANF, other, or no cash assistance -- as verified at the time of the original placement who were employed on the 90th day entering employment.

This item is a measure of continued participation in the labor market, not a retention of a specific job. “Entered 90 days later” means that an individual is working for wages on the 90th day after having entered employment at any unsubsidized job. Where there have been multiple placements with the same individual within the same reporting period, the date of the first employment entry is the start date for calculating the 90-day follow-up.

Schedule C then moves on to several questions pertaining to employability services. Here you will again indicate the reporting period, fiscal year, your state or grantee name, and the date the report was completed. And you’ll again enter the grant number associated with your grant and the grant name, Refugee Social Services, Targeted Assistance Formula, or Targeted Assistance Discretionary.

You’ll then be asked to enter the total unduplicated active participants in English language training for the reporting period. “Active participants” are persons with whom you have had direct regular contact for the purpose of providing the service contracted during a reporting period. Count and report each active participant once per period for this and each of the employability services that follows. English language training for non-native English speakers is a course of instruction in English with an emphasis on acquisition of survival and employment-related reading, writing, listening and speaking skills.

You must also enter the total number of participants and break down the participants by age group, type of service, time elapsed, and date of entry in the US. Next you’ll enter the total unduplicated active participants in on-the-job training for this reporting period. Enter the total number of participants and break down by age group, length of training, and time elapsed from date of entry in the US. On-the-job training is placement of an employable adult

refugee in subsidized employment that's funded by ORR for a period of time. After that time, the employers agreed to hire the OTJ trainee in a permanent unsubsidized role.

In the last row, you'll enter the unduplicated number of individuals who completed a course of instruction or the unsubsidized portion of OJT employment during the reporting period. You'll next enter the total unduplicated active participants in skills training for this reporting period. Again you'll enter the number of participants and break down by age group, length of training and time elapsed from date of entry in the US.

Skills training is a training of a short-term duration designed to teach refugees specific job-related skills that prepare them for a specific job or type of employment such as nurse's aide, electronic assembly or power sewing. In the last row you'll enter the unduplicated number of individuals who completed a structured course of instruction during the reporting period.

Next you'll report on the total unduplicated active participants in case management. For this enter the total number of participants again by length of time in the US and break down by age group and whether case management is new, follow-up, or referral. Case management is defined as the determination of specific services to which refugees are referred in accordance with an employability plan, referral to such services and tracking of the refugees' participation of such services.

You should note also that new cases can be follow-ups and referrals. And lastly you'll enter the total unduplicated active participants in other employability services for this reporting period. Enter the total number of participants and again break down by type of service and time elapsed from date of entry in the US. Other employability services include activities

outlined in 45 CFR Part 400.154 on the Sections B, G, H, I and K. Namely these are employability assessments, child care, transportation, interpretation, translation and assistance obtaining an Employment Authorization Document.

And that concludes Schedule C and we'll now take question on it. So as a reminder press Star 1 to indicate that you have a question and we'll call on you. If you'd rather type your question you can do that by clicking on Q&A and we'll follow up with the questions submitted electronically after the webinar. Keandra do you have any questions?

Coordinator: We do. Our first question is from Angelina Klupas. Your line is open.

Angelina Klupas: Hello Goran. For the entered employment with benefits in the Schedule C form, why don't you break it down as you've done in the annual outcome goal plan -- RCA recipients, TANF recipients and no cash recipients?

Goran Debelnogich: Are you suggesting that we should ask for more data in the progress report?

Angelina Klupas: Because in the annual outcome goal plans we are required to break the entered employment and the RCA, TANF, and no cash. And if that is not on the form, it's very difficult to break it down when you're working on your annual outcome goal plan.

Goran Debelnogich: Yes I understand that and to be honest there are a couple of things that are different with the annual goal plan than in the progress report. The reason again is the progress report is basically tracking on a regular basis what's going on with clients, and the annual goal plan captures the overall picture and unduplicates everything. So for example, case loads are different for annual goal plan. It's all employability services case loads and here for most of the

things caseloads for employment its employment services only, especially Schedule C first section.

So there is variation on progress report requirements and annual, kind of big picture goals for the state. And we really didn't want to overburden states to collect everything every time. That's the way I understand the reason why not everything that is in the goal plan is also in the progress report.

Angelina Klupus: So you're suggesting each state can come up with their own system of capturing this for the annual outcome goal plan?

Goran Debelnoghich: Yes, short of having a national database where everybody plugs in everything, I think that's the only way we can go about this.

Angelina Klupus: I'm done.

Nathan Ringham: All right. Do we have any more questions Keandra?

Coordinator: We do. We have about five more questions in the queue. Our next question is from Mai Chi Yan. I'm sorry, your line is open.

Mai Chi Yan: Hi, hello, thank you. I have a question about Section A, Number 1 and 2. Can the same individual be reported in Number 1 and Number 2?

Goran Debelnoghich: Exactly. So let's explain a little bit about that. Basically the total number, Number 1 under A on Schedule C, is about RCA so it's anybody reaching eight months from arrival in the trimester, in the reporting period. So the emphasis is really on RCA and then the status of that RCA in terms of their self-sufficiency. So it's not about participation in employment services, it's about the status at the 240th day.

And then termination, the second piece, grant termination due to income from employment prior to eight months applies literally to any termination for these clients that are reaching 240 days before eight months period. So it doesn't have to be in this reporting trimester termination, it can be at any time. So yes, the answer is simply yes. Basically the terminations are subset number of Number 1, the total number of people reaching eight months from arrival. So the answer is yes.

Coordinator: All right thank you. Our next question is from Martin Ford. Your line is open.

Martin Ford: Hi. Do you listen to me?

Goran Debelnogich: Yes Martin. Good to hear from you. How are you?

Coordinator: Mister Ford?

Martin Ford: Yes, yes. Hello?

Coordinator: Yes we can hear you. I'm sorry, we're not able to hear you right now.

Martin Ford: How about now? Do you hear me?

Coordinator: Yes. We can hear you now.

Martin Ford: Yes, my question is on Schedule C, entered employment and cash assistance. How do you calculate the time in the U.S.? What are the two time periods or time points that you are using because we have two variables: one for the employment case load and another one for entered employment? How do you

calculate the time period for the two variables? What are the two time points that you are using?

Nathan Ringham: Are you referring to Section B on Schedule C?

Martin Ford: Yes. I always have a problem figuring this out. You are trying to understand how many individuals have entered employment from a given case load in a certain time period.

Goran Debelnoghich: Okay so let's explain a little bit. So let's talk about first case load. We'll take for example RCA. So under Number 1 in Section B you basically reported total number of active employment services participants. So the emphasis is really on employment service participation, those who registered for service and who are actively receiving services.

And so the time -- the second column there -- the time in the US that you are referring to, we are looking at the last day of service. So you're looking at the trimester -- the four-month period -- and then you're looking last day of service. So when you say zero to four months you look into last day of service where does this client fit from their arrival time to the last day of service? So basically time elapsed from the arrival to that point, the last day of service. So that's how you calculate it.

And same for employment, when did the employment occur? So if it's like five months for the employment you put it in the appropriate category -- five to eight months maybe -- as far as the time from arrival to country. Same if you ask the age of participants in the employability, for example, it's the age at the time of reporting meaning at the end of the reporting period what was the age?

Same thing for terminations, you look when the termination actually occurred and then you're looking at, well where was it in the client's time frame from arrival? So at what point does termination happen, is it two and a half months and then you would report basically that client in zero to four months period.

Martin Ford: So if I understood you clearly, zero to four months has nothing to do with the time period for cash assistance.

Goran Debelnogich: No, it's the time in the US for client.

Martin Ford: For client if it is for the case load. So you are saying for the time - from the date of arrival to the end of the last day of service and when you are talking about entered employment you are talking from the date of arrival to the date of placement?

Goran Debelnogich: Yes.

Martin Ford: Okay, all right thank you.

Coordinator: Thank you. Our next question is from Linda Haus. Your line is open.

Linda Haus: That's okay, thank you. I have two questions. On employment services A, the definition of grant termination, it says "if the net earned income exceeds the eligibility standard the case should be considered a grant termination." Many states use income disregards because they've been approved by waivers or whatever on their TANF state plans. We disregard 2/3 of their employment income for 12 months -- up to 12 months -- so we have people that are making significantly high amounts of money -- well not really high but -- for new arrivals they could be making over \$1,800 a month and still be on cash assistance. We've never considered that a grant termination.

So what you're saying if their net income exceeds our standard then we can consider it a grant termination when the grant doesn't have to actually be terminated?

Goran Debelnogich: No we're not saying that. So whatever state tools you apply to consider somebody terminated basically you would consider terminated. So the essence here is that you will not report terminated somebody who is actually receiving cash assistance.

Linda Haus: Okay because for me that was kind of misleading because when you -- I used to work TANF -- so when you talk eligibility standard and all that you're saying, that's not the same thing as saying the grant is terminated.

Goran Debelnogich: I mean technically that's what the definition is but really we don't want people being reported terminated when they are actually receiving cash.

Linda Haus: Okay that's cool. Then we're doing that one right. And then under case management for -- I'm sorry, other employability services, that one, unduplicated participants -- I can see that, that one column is supposed to be unduplicated, but on the rows that you've got where you've got child care, transportation, and everything like those, those can be duplicative numbers, correct?

Goran Debelnogich: As long as it's unduplicated for each individual subservice it's fine.

Linda Haus: Oh, so if they receive -

Goran Debelnogich: A person can be in an employability assessment can have a child in childcare, using transportation service, using integration and translation at the

same person can use five services and you can report one for each of these services.

Linda Haus: Oh okay. So if they get transportation three or four times we're only supposed to count that as one.

Goran Debelnogich: Exactly.

Linda Haus: Okay thank you.

Goran Debelnogich: Thanks Linda.

Coordinator: Thank you. We have two more questions in the queue. Our next one is from Elena. Your line is open.

Elena: Thank you. I have a question about English language training versus case management. For example, we have a contract with Volag for the social services program. This Volag refers its clients to ESL classes offered by the local technical college, for example. This Volag monitors the clients' participation in ESL classes and monitors the progress. In my opinion this is case management. Is this correct?

Goran Debelnogich: Well you said they go to a local college. Is that part of the contracted service?

Elena: No, no. The local college has its own grant for ESL education, not from us.

Goran Debelnogich: Yes, so participation in - this whole report is about participating ORR funded services. So for example if TANF -- in some states -- TANF funds employability or employment services for TANF-type refugees. When that

happens, it shouldn't be reported on these forms because it's not ORR funding. Any time we have clients participating in refugee-like services funded by somebody else and provided by somebody else it shouldn't be reported here.

Elena: Okay, thank you very much.

Goran Debelnogich: You're welcome.

Coordinator: Thank you. Our next question is from Alexander Granchakov. Your line is open.

Alexander Granchakov: Yes, hello this is Alex here. I needed clarification on that statement for Schedule C for the RCAs that reached their eight-month time limit during the reporting period. Now it sounded like somebody said about them finishing it up ending that eight months beforehand. What does that mean exactly? Are we counting people that have been enrolled previous outside this trimester and they've reached their eight-month time limit during the trimester period that we're reporting in? Is that what was meant?

Goran Debelnogich: Yes, this is kind of a point in time measure, so we're looking at RCA recipients who are in this semester -- reporting trimester -- reaching 240 days, eight months. In their performance of RCA, how many people were terminated because of income from employment in their first eight months. So it's about any client that is reaching eight months, it's a kind of a point in time measure for them. So basically reporting all of those that reached eight months during the trimester.

Alexander Granchakov: Whether they got placed or not as I understand it?

Goran Debelnoghich: Yes, whether they got a job or not, as long as they received RCA at any point during first eight months.

Alexander Granchakov: Okay that's good. And clarification on one of the previous questions in this open-line session. If you have five services for transportation on let's say one client, as I understand it, you have one client they receive transportation services one time per month in this trimester period. We are to only count it once?

Goran Debelnoghich: Yes.

Alexander Granchakov: For that one person. Each individual only gets one count, not four.

Goran Debelnoghich: Yes.

Alexander Granchakov: Okay thank you. That's all my questions.

Coordinator: Thank you so much. We do have another question from the Tennessee Office for Refugees. Your line is open. Tennessee Office for Refugees?

Woman: Okay can you hear me now?

Coordinator: Yes ma'am, I can hear you.

Woman: Sorry about that. I had it muted. Okay I have three questions. The first one is about, I understand on Schedule C Number A1, I get that. A2 you said is the subset of A1 so that means we're only counting RCA grant termination, correct?

Goran Debelnoghich: Is it Holly?

Woman: Yes how are you?

Goran Debelnogich: Good how are you?

Woman: Good.

Goran Debelnogich: So basically of all these people reaching eight months reporting on the Number 1 we're looking at terminations that occurred any time before eight months expiration.

So in a sense it's going to be, unless all of them were terminated because of income from employment that's the only case where the numbers would be the same, but otherwise it's going to be some number off of that number.

So we're looking at off of that case load that you have people reaching eight months how many were terminated because of income at any time before eight months.

Woman: Okay, and only people receiving RCA?

Goran Debelnogich: And only people who received RCA at any time first eight months.

Woman: Okay because in Part B grant terminations refers to RCA, TANF or other cash assistance.

Goran Debelnogich: Yes Part B is very different in nature. Not only the case load is active participation in employment services, it's very different looking at termination also.

Woman: Okay, in Part B -

Goran Debelnogich: Those parts are not related at all.

Woman: Got you. I think you mentioned that Part B Number 4 cannot be greater than the sum of Number 2 and 3.

Goran Debelnogich: Can you repeat again which part?

Woman: Schedule C, B Number 4, grant terminations. I think you said that the grant terminations number cannot be greater than 2 plus 3, full-time plus part-time.

Goran Debelnogich: Exactly. So it would mean that termination occurred because of some other reason like sanction, out-migration or something else. So basically we want only terminations because of income from employment.

Woman: Okay so if someone terminated due to income from employment in this reporting period, who was counted as employed in the last reporting period, they would not be captured anywhere, correct?

Goran Debelnogich: So you're talking about overlaps?

Woman: Crossing reporting periods.

Goran Debelnogich: Yes. These are gray areas where there are problems of overlaps. You would still report them and technically yes, in those scenarios you could have potentially a higher number if you're counting people from previous trimester who got terminated.

Woman: Okay. And then ELT you said direct regular contact. Do you have a more specific definition of what you mean by direct regular?

Goran Debelnogich: Well direct is - kind of speak about it and what we think is - if a goal is to get a job or to prepare a client to get a job and they participate in let's say 50 or so classes, maybe twice a week, three times a week. There is a regular class, it's not like they signed up and they will attend maybe once a month. That doesn't look like a regular.

So it's common sense what's regular when you get to it really, same like case management or something. If there is ongoing relationship to reach a goal according to self-sufficiency plan or individual employment plan then it's a regular contact.

If it's something that this client stops by once in five months, I don't think that would be regular so...

Woman: I guess I'm thinking of a client who maybe attends twice a week for a couple of weeks and then gets a job and can't attend anymore.

Goran Debelnogich: Well that I would consider regular contact.

Woman: Okay. And then I know I said three but let me throw one more in. In skills training, you used the phrase structured course of instruction. So that's what you expect out of skills training is a -- some sort of curriculum -- for lack of a better word that you move through?

Goran Debelnogich: Well a lot of trainings are designed to last a certain period of time and that's thinking if there is a training that leads to something is it maybe related to a specific type of a job, or developing a certain kind of a skill we could

need in a type of classroom instruction or something. So there is usually a time frame. How long does it take to acquire a certain skill or get trained for a certain job?

Woman: If someone is participating in skills training and does not secure employment in the area they've been trained then that's okay, we could still count them correct?

Goran Debelnogich: Sure, that's fine.

Woman: And if they're participating in skills training but are never employed because maybe it's women and the husband is going to get a job and the case will be self-sufficient from the husband's income. Is it still considered skills training?

Goran Debelnogich: Well the keyword here is participation; the client has registered for services and participated for services. So in this area you report that participation, in a different area you report on outcome and then you report only those that secure the job and reproduce the outcome. So here you would still report it as participant in this skill training.

Woman: Okay thanks.

Nathan Ringham: Great. Let's move on to Schedule D. If we have any more questions we'll have another opportunity to ask them at the end of Schedule D but I want to make sure we get through all the portions of the ORR-6 so I'm going to turn it over to Heidi now who will review Schedule D.

Heidi Erm: Thanks Nathan. So here we are going to get going with Schedule D. One second. So Schedule D is a two-part form that includes both an Excel-based data form and a Word-based narrative form. As well as with all the other

schedules you must use the forms provided by ORR. Schedule D should only be completed by states that operate a URM program approved in their state plan.

Minors or youth in the schedule means children under the age of 18 and youths over 18 who are receiving or have received placement or services including independent living and education or training benefits and services that are funded by ORR Cash and Medical Assistance Grants.

So do not include in Section D children in federal custody or non-URM refugee foster children for whom the state receives IV-E reimbursement. Copy the URM analyst assigned to the state when submitting Schedule D to ORR. Schedule D begins by requiring you to input the reporting period, fiscal year, your state or grantee name and the date the report was completed. You are also asked to input the URM program location. Please note you'll need to submit separate Schedule Ds for each URM program, location, or sub-office.

Next you're asked to provide information on your current URM population. First you'll enter the number of youth whose placement and/or services was funded by ORR at the end of the previous reporting period then enter the number of youths who were placed in the URM program during the reporting period. Here, include youth who were previously enrolled, terminated and then re-entered URM-funded placement and/or services--including independent living and education or training benefits and services--during the reporting period.

Such youths must be eligible to return to the program according to the States Title IV-B plan. If you include reentered youth provide a narrative explanation in Line 1 of Section III in the narrative of Schedule D.

Then you'll enter the number of youths who left care during the reporting period. Here do not include youths who left the URM program during the reporting period but whose case remains open because the state, county, or agency must retain legal responsibility according to state child welfare laws, regulations or Title IV-B plans - in other words a child under the age of 18 who ran away. Excel will then add the number above to provide the total number of youth in a placement and/or receiving services at the end of the reporting period.

This schedule should be equal to the number of youth receiving services at the beginning of the reporting period plus those who enrolled in the program minus those who left.

Next you will complete the table you see on the screen by entering the number of youths currently in a URM program, available placements in development and new placement capacity by the following categories: foster homes, therapeutic foster homes, group homes, semi-independent living, independent living, residential treatment centers and others and we'll talk more about this table on the following slides.

When reporting on use currently in the URM program enter the number of youth currently in the URM-funded placement and/or services, including independent living and education or training benefits and services, broken down into the list of categories. For independent living include only those youths who managed their own living arrangements and no longer receive placement via the URM program but continue to receive an ORR-funded independent living service or benefit including education or training vouchers. If a youth has been in more than one location during the reporting period only list the placement that the youth is currently in.

Do not report more than one placement for one youth. The number in the total column should be the same as in the last cell of the table in Section I, "Current Population." When reporting on available replacements enter the number of open and available placements in the listed categories as of the end of the reporting period. Do not include placements which are currently in use by youth represented in Line 1 of the Placement Capacity Chart.

Include only those placements which are open and available to serve URM youth. If the URM provider agency has a pool of foster homes which are used for URM use as well as other children do not include the full pool of possible placement when reporting available placements, provide a best estimate for the number of placements which could realistically be used to serve URM youth.

Include the number of open and available placements that could be used for URM youth, placements that are not reserved or needed for other children, even if it exceeds the number that the URM provider agency expects to receive and list all placements that are open and available for the placement of URM youth even if there are administrative or other constraints to using some of them.

In Section III -- the narrative portion of Schedule D -- provide an explanation of how such constraints affect the number of URM youth that could be served and any efforts to remove constraints and facilitate placement of URM youth that could be served and any efforts to remove constraints and facilitate placement of URM youth. When reporting on placements in development provide the number of placements which are in development as of the end of the reporting period and which could possibly become available to serve URM youth in the next couple of trimesters.

Include an estimated number of placements from the pool of families who are actively involved in the training and licensing process and who may eventually serve URM youth.

Do not include individuals who have called to inquire about becoming foster parents but who have not yet started the training and licensing process. If a URM provider agency is developing or making arrangements, via subcontract for example, with a group home include the number of potential placements once planning is sufficiently advanced so that children may be placed in a group home within the next couple of trimesters.

If discussions have just begun with a potential provider include an update in Line 2 of Section III -- the narrative portion of Section D -- but do not provide an estimated number of placements in this table. When reporting on a new placement capacity enter the number of new placements that were added for URM during the reporting period. Include the number of placements available in newly-licensed foster or group homes as well as placements made available through new service providers during the reporting period such as through memoranda of understanding or other mechanisms.

Placements listed in line for “new placement capacity” may be counted in Line 1 for youth currently in URM program or Line 2 for available placements but should not be counted on Line 3 as “placements in development.” You’ll then move on to Section III, the narrative portion of Schedule D where you’ll answer six detailed self-explanatory questions. You can see the first two on the screen now, but right now we’ll stop and take questions on Schedule D.

Nathan Ringham: Great thanks Heidi. So we’re joined now by Jordan Becker who can answer questions on URM, and Goran is still around to answer any other questions we

get. So as a reminder press Star 1 to indicate that you have a question. I also wanted to give everyone participating a heads-up that we will also be asking in a little bit for you to use the Q&A box to tell us about future training opportunities you'd like to have so as we're going through the Q&A here on Schedule D keep that in the back of your mind because we'll be asking you for some additional input here in a minute.

So Keandra do we have any questions now?

Coordinator: Yes we have a question from Linda Haus. Thank you, your line is open.

Linda Haus: That's okay, it was regarding the other Section C or whatever and I've already gotten that answer. Thank you.

Coordinator: Our next question comes from Mai Chi Yan. Thank you, your line is open. Mai Chi your line is open. Please check your mute button. Okay we'll go on to the next one. Once again if you do have a question please press Star 1. Our question comes from Ngoan Le. Thank you, your line is open.

Ngoan Le: Yes, this is another question about a report, but a question about the unaccompanied minors program itself. Even though our state doesn't have an unaccompanied minors program, because of the recent development with the UAC population and we have a very large private provider in the state that receives a very high volume of UAC, is it advisable that the state play a more active role in managing private providers that happen to be in the state but are currently under contract directly with ORR?

Jordan Becker: Yes, hi this is Jordan. Unfortunately that's a question for the UAC program so I'm going to actually have to table that question. If you do have inquiries on

the UAC program I would suggest that you connect with Jallyn Sualog, the Director for the UAC program.

Ngoan Le: Okay.

Coordinator: Once again if you do have a question please press Star 1 and our next question comes from Abdi. Thank you, your line is open.

Abdi: Yes, my question is on the Schedule C, did I hear you say that subsidized employment would be included into the report?

Goran Debelnogich: No, it has to be unsubsidized in order to report employment outcomes.

Abdi: Got it. That was my question. Thank you. Just to clarify that.

Coordinator: And at this time there are no further questions.

Nathan Ringham: Okay great. So we want to thank everybody for participating today but before we wrap up we wanted to know about additional training needs of state refugee coordinators and refugee health coordinators. So we'll hang up the phone but we'll leave the LiveMeeting link open for several more minutes and if you have any ideas about future trainings please submit them in the same fashion you've been submitting questions electronically.

Goran Debelnogich: And Nathan this is Goran. I just wanted to thank you and the ICF team for putting this together and also want to thank Makda, our TA Program Manager for coordinating this event and appreciate everybody for participating.

Nathan Ringham: Great, thanks so much Goran. It's been our pleasure and we want to thank everybody for participating in the webinar today. Like I said earlier we'll be

posting a recording of it online soon and after we're able to do that we'll send out a link to everybody so they can access it and share it with their colleagues. As I mentioned please use the Q&A feature online now to tell us about additional training needs you can think of and thanks so much for participating in the webinar today.

Coordinator: Thank you that does conclude today's conference. Thank you for your participation and you may now disconnect.

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