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## General Information Memorandum

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**ISD-GI 15-57**

**TO:** ISD Employees  
**FROM:**  Marilyn Martinez, Director, Income Support Division  
**RE:** Referrals for Refugee Services  
**DATE:** October 2, 2015

This memorandum provides additional guidance in referring refugees and other eligible individuals for support services as well as clarifies the Refugee Cash Assistance (RCA) employment referral requirements and use of the refugee forms outlined in MR 14-12. This GI replaces GI 13-30.

The term “refugee” is used in this GI for convenience and is intended to encompass all such persons who are eligible to participate in refugee resettlement program services. Other eligible individuals are defined in 45 CFR 400.43 and Office of Refugee Resettlement (ORR) State Letter No. 00-17. They are defined as asylees, Cuban and Haitian Entrants, certain Amerasians from Vietnam, victims of trafficking who receive certification from ORR, and Iraqi and Afghan Special Immigrants. Please refer to 8.119.410.8 NMAC for specific information regarding eligible immigrant status types.

- All refugees, regardless of program of eligibility, county of residence, or resettlement agency affiliation; who have resided in the U.S. for fewer than five years shall receive a referral to the Refugee Social Services (RSS) program for support services.
  - The currently contracted RSS provider is Lutheran Family Services located at 3612 Campus Blvd. NE Albuquerque, NM 87106. A referral may be made by the FAA directly to case manager Thang Gin at (505)933-7017. Lutheran Family Services may also be contacted at (505)933-7032.
  - The attached flier (previously made available in GI 13-30) for Lutheran Family Services is available in English and Spanish and shall be provided to all refugee participants.
- Refugees who are receiving RCA are required to participate in the RSS program and must be referred to the current contracted provider for services.

- Form RFG203 Refugees Receiving Refugee Cash Assistance Information Referral must be completed and sent to the current contracted RSS provider when a refugee applies for, or is approved to receive, RCA.
- Form RFG206 and RFGSP206 Refugee Cash Assistance Program Requirements must be completed with the customer. The customer shall retain a copy of the completed form, one shall be mailed to the current contracted RSS provider, Lutheran Family Services, and the completed form shall be scanned into the ECF. RFG206 and RFGSP206 are not available in ASPEN and may be accessed on the forms drive.
- Form RFG204 RCA Electronic Communication Exchange form shall be used for communication between the contracted RSS provider and ISD. Completed forms shall be scanned into the ECF. Form RFG204 is not available in ASPEN and may be accessed on the forms drive.

Refugees receiving RCA are not mandatory for TANF work program requirements and should not be referred as such.

If you have questions regarding the refugee resettlement program or this GI please contact Kresta Opperman at (505)827-7213 or by email at [kresta.opperman@state.nm.us](mailto:kresta.opperman@state.nm.us).