



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

Office of Refugee Resettlement | 330 C Street, S.W., Washington, DC 20201  
[www.acf.hhs.gov/programs/orr](http://www.acf.hhs.gov/programs/orr)

**Inquiries for the Refugee Policy Unit**

Dear Colleague Letter 21-04

January 22, 2021; revised April 19, 2022<sup>1</sup>

Dear Colleague:

The Office of Refugee Resettlement's Division of Policy and Procedures' Refugee Policy Unit (RPU) is now handling inquiries through two different email boxes.

Please send all eligibility-related inquiries to [RefugeeEligibility@acf.hhs.gov](mailto:RefugeeEligibility@acf.hhs.gov).

Please send all other policy inquiries related to the refugee program to [RefugeePolicy@acf.hhs.gov](mailto:RefugeePolicy@acf.hhs.gov).

The RPU will respond to inquiries sent to either email box within five business days. The RPU will also be in touch if it needs additional time to address an inquiry fully.

Sincerely,

Cindy Huang  
Director  
Office of Refugee Resettlement

---

<sup>1</sup> Response time changed from two to five business days due to volume and complexity of inquiries.