

(Refugee Case Management Agency Letterhead)

Massachusetts Refugee Resettlement Program (MRRP)

CLIENT RIGHTS AND RESPONSIBILITIES

Welcome to Massachusetts! The goal of the Massachusetts Refugee Resettlement Program (MRRP) is to help you find employment as soon as possible so that you can support yourself and your family and move toward a sustained level of economic and social self-sufficiency. The MRRP offers employment training and job placement, social and educational services, Refugee Cash Assistance, and Refugee Medical Assistance to assist you in becoming self-sufficient as you make your new home in Massachusetts. You, your case manager, and your employment specialist will work as partners in developing your Family Employment Plan. You should feel free to ask them any questions.

This notice is a guide to your rights and responsibilities when you are applying for, or participating in the MRRP. It also gives you several of your legal notices and other important information. You will receive other written materials with important information. Please read it all carefully and ask your case manager if you have any questions or want more information. If this notice is not in your primary language, and you would like to have this information in your primary language, please tell your case manager to have someone translate this notice for you.

Your Rights

You have the right to:

- be treated politely and with respect;
- be given information by the Case Management Agency about MRRP benefits and services, conditions of eligibility, and rights and responsibilities, and be referred for other services to other agencies when appropriate;
- file an application for MRRP;
- receive written notice from the Case Management Agency when a decision is made on your MRRP application and when there is a change in your case;
- receive services from a case manager who can communicate in your primary language, if available; otherwise, be provided with an interpreter, at no cost to you, unless you prefer your own interpreter;
- have Case Management Agency notices and letters translated into your own language, if necessary, or have the assistance of an interpreter;
- have the first check, if you are eligible for Refugee Cash Assistance, issued within 31 days of your eligibility date;

- apply for an emergency payment **and/or in-kind emergency assistance**, under certain circumstances, if you have urgent needs;
- participate in Refugee Employment Services as specified in a Family Employment Plan;
- reschedule your appointments if there are extenuating circumstances (however, you must notify the Program person with whom you were to meet prior to the appointment time);
- have access to the Office for Refugees and Immigrants' Massachusetts Refugee Resettlement Program regulations at the Case Management Agency and at the Office for Refugees and Immigrants during regular business hours;
- file an appeal if you disagree with an action taken or a failure to take action on your case by the Case Management Agency. You will find appeal instructions on the notices you receive. If you do not receive a notice from the Case Management Agency and an action is taken, or there is a failure to take an action on your case, and you want to appeal, contact your case manager to obtain the appeal form and instructions;
- be represented by a friend, advocate, or lawyer;
- inspect your case record with your case manager, and challenge information contained within it;
- obtain copies of information in your case file, to the extent permitted by law;
- have information in your case record kept confidential. However, if the Case Management Agency is not the VOLAG that resettled you, it will notify that VOLAG when you apply for assistance. If you have participated in the MRRP with another Case Management Agency, the current Case Management Agency will notify the former Case Management Agency, and request a copy of certain documents for your case record; and
- reapply for the MRRP, if your original application is denied and your circumstances change.

Your Responsibilities

You must:

- give information to the Case Management Agency that is correct and complete to demonstrate your eligibility for assistance;
- provide the verifications requested within 14 days from the date of your application or ask for help from your case manager in getting them or, if necessary, for more time to get them. Verifications are documents such as birth certificates and wage stubs that prove the information you gave the Case Management Agency is correct. Your case manager will give you a list of all the verifications you must provide to the Case Management Agency;
- cooperate with federal, state or Case Management Agency employees who are reviewing your initial and continued eligibility;

- comply with program requirements including participating in employment services as specified in a Family Employment Plan, unless you are exempt or have good cause not to participate;
- report to the Case Management Agency within five (5) working days any changes in your circumstances that may affect your eligibility or grant amount, such as the number of people in your assistance unit, your income, or when you start or end a job.

It is very important that you report changes. If you are not sure whether you have to report a change, talk to your case manager. If you report changes within 5 days, you will receive correct benefits, the Case Management Agency will be better able to help you, and you will avoid the penalties of not reporting.

Failure to report changes may result in a reduction or termination of your assistance, recoupment of benefits that have been overpaid to you, or a referral for investigation of fraud that could result in paying a fine, being jailed, or both; and

- keep your scheduled appointments; but if you need to reschedule because of extenuating circumstances, you must notify the Program person with whom you were to meet prior to the appointment time.

Social Security Numbers and Your Right to Privacy

You and all assistance unit members who are applying for or participating in the MRRP must provide the Case Management Agency with your social security number(s). Anyone who does not have a social security number will be referred to the local Social Security Administration office to apply for one. Your case manager will help you with applying for a social security number.

ORI and the Case Management Agency may use your social security number:

- as part of the identification system used to keep track of your case;
- to “computer cross-check” with other social security numbers to detect fraud on the part of the person who gets the assistance or anyone else who is included in the assistance unit; and
- to detect receipt of duplicate assistance.

To verify the information you provide, ORI and the Case Management Agency may match all assistance unit members’ social security numbers with the files of:

- any federal agency;
- any state agency;
- welfare departments of other states;

- computer files of banks and other financial institutions; and
- service providers under contract with ORI.

In addition, ORI and the Case Management Agency need not obtain your prior approval to acquire and use information from these sources and for the reasons indicated in this section.

Immigration Status

If you dispute the date of entry indicated on your documentation from the Immigration and Naturalization Service, you should notify your case manager immediately and contact the Immigration and Naturalization Service to resolve the dispute.

Civil Rights

In accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.) as amended, Section 504 of the Rehabilitation Act of 1973, as amended, (29 U.S.C. 794) (Pub. L. 93-112), the Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.) (Pub. L. 94-135), the Americans with Disabilities Act of 1990 (as amended), and the Civil Rights Act of 1991, neither the Office for Refugees and Immigrants nor the programs it funds discriminate on the basis of age, race, national origin, sex, sexual orientation, disability, religious creed or political belief in admission, access to, treatment or employment in its programs or activities.

For a copy of your Case Management Agency's Affirmative Action or Equal Opportunity Policy, or to file a complaint, contact:

A Civil Rights Officer has been designated to help coordinate ORI's efforts to comply with the U.S. Department of Health and Human Services regulations (45 CFR Parts 80 and 84) implementing these federal laws. For further information about resolution of discrimination complaints, contact: Civil Rights Officer, Office for Refugees and Immigrants, 18 Tremont Street, Suite 600, Boston, MA 02108. Telephone: (617) 727-7888.

AGREEMENT

I have been advised of my rights and responsibilities under the Massachusetts Refugee Resettlement Program and I agree to abide by the terms of the program.

Full Name (*Print*)

Signature

Date