

U.S. Repatriation Program Non-Emergency Services in New York City
Questions and Answers
July 20, 2012

1. Q. In a typical case, how many hours of case management are involved?

A. The hours spent on a case can vary greatly depending on the complexity of a situation. However, there are guidelines for the number of case management hours that are allowed for each type of case. See chart below.

Case Management Hours			
Case Type	# of Allowable Hours	Activities	Additional
Unaccompanied Minor Case	up to 5 hours	Planning and general coordination, meet and greet, family placement, CPS placement	If a receiving family member requests assistance upon arrival and signs the repayment agreement they can receive repatriate assistance. Please see allowable activities for destitute case type as described below.
Destitute Case	up to 5 hours	Planning for a repatriate with no mental health issues, meet and greet, transportation, assistance with application for public benefits, referral to resources in the community, shelter placement	Follow up may be provided for up to 3 additional visits of 30 minutes of direct service.
Critically Ill (placed in hospital or nursing home)	up to 15 hours	Planning for the placement of a repatriate with medical issues, meet and greet, hospital medical evaluation, finding shelter, transportation, ensure third party letter for hospital expenses is given to facility. *Note: The social worker of the facility does discharge planning including referral to public assistance and or other benefits.	Follow up may be provided for up to 3 additional visits of 30 minutes of direct service.

Certified Mentally Incompetent	up to 20 hours	Planning for a repatriate with mental health issues, meet and greet, onsite or hospital mental health evaluation, transportation, ensure the facility social worker is applying for public benefits. If the client is released to their own care, the case manager will provide assistance with the application of public benefits, refer to resources in the community, find shelter placement	Follow up may be provided for up to 3 additional visits of 30 minutes of direct service.
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2. Q. What are the definitions for the above mentioned case types?

A. The above case types are defined as follows:

- Unaccompanied minor: US citizen child repatriated from a foreign country due to abandonment or destitution
- Destitute case: US citizen repatriated from a foreign country who has financial issues and is without available resources. This case type also includes victims of crime, people with family issues and/or medical issues that do not require hospitalization.
- Critically Ill: US citizen repatriated from a foreign country who has medical issues that require hospitalization.
- Certified Mentally Incompetent: US citizen repatriated from a foreign country who has a certificate of mental incompetency from a mental health provider in the foreign country.

3. Q. Does the program reimburse for all costs incurred by the contractor?

A. As long as there is a signed repayment agreement (there are some exceptions) the program will reimburse for 100 percent of all reasonable and allowable program costs while the case is open up to 90 days. These costs fall into two categories:

- Direct services: cost of direct assistance to the repatriate (see page 10 of the RFP for allowable program cost). In addition to those services listed there is reimbursement for weather appropriate clothing, shoes, uniforms, medications for the use of the repatriate and training necessary for employment. All services provided must be documented by a receipt. These services are considered as other identified service needs with the exception that they do not require BRIA approval.

- Administrative services: cost for case management not to exceed a rate of \$87 per hour. Case management hours must be documented by a time log. (See attached example of time log)

4. Q. What is considered a reasonable cost?

A. A cost is reasonable if it is recognized as ordinary and necessary, it reflects the decision a prudent person would make, and is necessary for the completion of program or project objectives.

5. Q. Who signs the repayment agreement?

A. If the repatriate is an adult and found to be competent to make decisions, the repatriate should be asked whether he/she agrees to receive services. If the repatriate agrees to receive services, he/she must sign the repayment agreement. In the event the repatriate refuses to sign the repayment agreement, no repatriation services will be reimbursable. We suggest that the client be given a list of community resources that can assist with any basic needs, homeless shelters and locations of the New York City Human Resources Administration (HRA) offices. The contractor should note their attempt on the repayment agreement writing client refused to sign then date and sign the form.

Minors are not required to sign the repayment agreement. However if the child's custody is being transferred to a parent or relative and the parent or relative is requesting direct and case management services, the parent or relative must sign the repayment agreement. If no services are being requested, no repayment agreement needs to be signed and the contractor should request to the State that the case be closed.

If a repatriate is certified mentally incompetent overseas, a mental health provider should examine once again upon arrival and determine/ whether the repatriate is mentally competent to make decisions. If the repatriate is not mentally competent as determined by a mental health examiner, the repatriate is not required to sign the repayment agreement. Once the mental health examiner deems the repatriate is mentally competent then the repatriate will be required to sign the repayment agreement before any further repatriate services can be provided.

6. Q. Is there an allowance for shelter and cash assistance?

A. If free shelter is unavailable, shelter costs are a reimbursable expense. Shelter allowance is not to exceed the federal per diem for the locality where the repatriate is placed, and cash assistance is not to exceed the TANF guidelines

standard of need for the household size (Please see below chart). Please note that the repatriate is responsible for repaying any shelter or cash allowance assistance that is provided.

Temporary Assistance to Needy families (TANF)						
PA Standards of Need – Effective 10/12						
FA & SNA-MOE	<u>1</u> person	<u>2</u> person	<u>3</u> person	<u>4</u> person	<u>5</u> person	<u>6</u> person
basic grant	158	252	335	432	533	616
HEA	14	23	30	39	48	55
SHEA	11	17	23	30	37	42
Total	183	292	388	501	618	713

7. Q. Who bills the repatriate?

A. The Administration for Children and Families (ACF) within the U.S. Department of Health and Human Services (HHS) will send a letter that informs the repatriate of the amount he/she owes for any services that were received under the repatriation program.

8. Q. Is the contractor paid after the client repays?

A. No. The contractor may voucher OTDA/BRIA monthly for expenses incurred. A repatriate's repayment to ACF is separate and apart from a contractor's voucher to OTDA/BRIA.

9. Q. Are repatriates employable?

A. Yes, on occasion.

10. Q. Is this Repatriation RFP in response to recent overseas uprisings?

A. No. The Repatriation program has been in existence since 1935.

11. Q. What is considered self-sufficient for repatriate?

A. Self-sufficiency is not a goal of this program. However, repatriation services that are provided to a repatriate must end once their transitional needs are met by any available resources.

12. Q. Are Repatriates eligible for expedited food stamps?

A. Yes, if all other eligibility requirements are met.

13. Q. Are we required to find employment for a repatriate?

A. No. However the service provider may suggest to OTDA/BRIA that employment services will be provided to assist an employable repatriate in obtaining a job in order to become self-sufficient within the first 90 days of arrival. This would fall under the “other identified need” category.

14. Q. Is there a case note format?

A. Yes. Case notes must show the hours of work performed and a description of services. See attached repatriation activity time log.

15. Q. What documents must be submitted with each voucher?

A. The standard voucher must be submitted for each case that incurs expenditures monthly. Documentation for each expenditure claim must be submitted with the voucher. The signed repayment agreement must also be attached to the voucher for every repatriate claimed on the voucher.

16. Q. Is there a fee associated with the RFP?

A. No.

17. Q. Please advise if an RFP document is associated with the call for proposals. Please also advise if interpreting services are a required element of the program.

A. Yes an RFP is associated with the call for proposals. A copy of the RFP can be found at <http://otda.ny.gov/contracts>. Click on the Procurement/Bid Opportunities page and then click the link announcing the Repatriation RFP. Interpreting services are a required element of the program, where the case necessitates such services. Interpreting services may fall under the case management activity.