

Refugee Social Services Program

Data Collection Web Tool

Table of Contents

Logging Into RSSP 2

Client Search: 3

Client List..... 5

My Profile..... 7

Client Information..... 8

 Field Definitions 8

Eligibility 10

 Field Definitions 11

Services 12

 Field Definitions 13

Employment..... 14

Logging into RSSP

Go to the RSSP web site. Type <https://www.odjfs.state.oh.us/RSSP/> in the address bar of your browser, and hit "Enter."

You will get the Log In Screen. Type in your User Name and Password, and hit "Enter" (Note: user IDs are assigned by the Refugee Services Section, your password will be the same as your user ID, you must change the password upon login).

Job & Family Services Refugee Social Services v1.2932.0

Login

User ID: JOESUMMI

Password: ●●●●●●

Log In

Contact Us | Doing Business with JFS | Food Assistance Non Discrimination Statement | Privacy Statement | Services FAQ

There are three security levels associated with this program. They are:

Contracted Provider: Providers have contracts with regional manager and provide direct services to refugees.

Regional Manager: The regional manager may provide direct services and/or oversee the provision of services by contracted providers.

State Administrator: State level staff

Once logged in, both contracted providers and regional managers will be presented with the same view as shown below.

Job & Family Services Refugee Social Services v1.2932.0

Client Search Client List Help My Profile Logout

Please enter the alien number of the person for whom you would like to search.

If the individual has only an 8 digit Alien Number, enter a zero before the number.

Alien Number:

Lookup

Contact Us | Doing Business with JFS | Food Assistance Non Discrimination Statement | Privacy Statement | Services FAQ

Client Search:

The "Client Search" screen is the first screen you come to upon log-in. Use this screen to find individuals in the Web Tool database using the alien number.

Users can search the database using the Alien Number. Enter the Alien Number in the space provided with no dashes. If you have an Alien Number that is eight digits long, type in a zero (0) followed by the eight digit Alien Number and select the "Lookup" button.



Job & Family Services Refugee Social Services v1.2932.0

Client Search Client List Help My Profile Logout

Please enter the alien number of the person for whom you would like to search.
If the individual has only an 8 digit Alien Number, enter a zero before the number.

Alien Number:

Lookup

Contact Us | Doing Business with JFS | Food Assistance Non Discrimination Statement | Privacy Statement | Services FAQ

The Search will search through all WRAPS (Department of State) data that has been loaded and all individuals otherwise entered into the RSSP system. Note that the WRAPS information is not loaded until after the fifteenth day of the month following the month of arrival and is only loaded for individuals who were originally resettled in Ohio.



Job & Family Services Refugee Social Services v1.2932.0

Client Search Client List Help My Profile Logout

Please enter the alien number of the person for whom you would like to search.
If the individual has only an 8 digit Alien Number, enter a zero before the number.

Alien Number:

Lookup

RSSP Clients

Alien Number	First Name	Middle Name	Last Name	Entry/ Document Date	Date of Birth	
025698875	William		Faz	4/15/2012	10/11/1959	Open

If the individual you searched for was in the database, your search will bring up a box with the name, entry date and birth date for the individual in the system with that alien number. If the box says “WRAPS Listing” above it, the individual was loaded from WRAPS. If it says “RSSP Clients” above it, as shown on the previous page, the individual was manually entered into the system or their demographic information has been updated. Click on the alien number or “Open” to go to that person’s demographic information screen.

If the individual was not found in the database, a box will pop up giving you the option to add the individual with the alien number you entered. Ensure the alien number you typed is correct before selecting this, as you will not be able to change the alien number after selecting this button.

Job & Family Services Refugee Social Services v1.2932.0

Client Search Client List Help My Profile Logout

Please enter the alien number of the person for whom you would like to search.
If the individual has only an 8 digit Alien Number, enter a zero before the number.

Alien Number:

Lookup

No record found. Please click the Add New Client button to create a new record.

Add New Client (Alien #054896541) ←

Contact Us | Doing Business with JFS | Food Assistance Non Discrimination Statement | Privacy Statement | Services FAQ

If you are sure that someone is in the system and you are not finding them when searching for them using their Alien Number, contact an Administrator (State staff). They can search using other criteria.

Client List

The Client List tab is a list of RSSP clients. Each provider can only view the participants assigned to your organization. Regional Managers can view the clients within your region.

RSSP - Client List

Job & Family Services Refugee Social Services v1.2932.0

Client Search Client List Help My Profile Logout

Search:

To find your existing client: Enter the 9 digit Alien Number. If the individual has only an 8 digit Alien Number, enter a zero before the number.
Note: This search will only search the Clients List, not the entire system database.

Alien Number: Search Clear Search

Filter by:

Status: Provider:
Service:

Apply Filters Clear Filters

Alien Number	First Name	Middle Name	Last Name	Entry/ Document Date	Date of Birth	Provider / Status		
025698875	William		Faz	4/15/2012	10/11/1959	Summit Provider / Active SummitL / No Services	Select	Remove

Contact Us | Doing Business with JFS | Food Assistance Non Discrimination Statement | Privacy Statement | Services FAQ

Search

At the top of the screen you are able to search your client list. Note this is a search just of your organization's client list, not the whole database. Enter the Alien Number of the individual and click "Search".

Filter by

This area allows you to filter your Client list. Depending on your security level you can filter as follows:
Provider can filter the list for Status and/or Service.

Regional Manager can filter the list for Provider, Status and/or Service.

Administrator can filter by Regional Manager, Provider, Status and/or Service.

To return to the view of your entire Client List, click on the "Clear Filters" button.

Client List

The client list includes the client's alien number, name, entry/document Date, date of birth and status. If your organization is a regional manager, the list also includes the name of the providers associated with that individual. At the administrative level you can see the providers and regional managers associated with each individual in your list.

Status is defined as follows:

No Services – The individual’s demographic information has been added and/or updated, but no services have been assigned.

Pending Approval – The individual’s eligibility span, self-sufficiency contract and employability plan have not yet been approved or denied by the regional manager.

Active – The individual has at least one service that is open (has not yet been end dated).

Inactive – All services have been end dated.

Job & Family Services Refugee Social Services v1.2932.0

Client Search Client List Help My Profile Logout

Search:

To find your existing client: Enter the 9 digit Alien Number. If the individual has only an 8 digit Alien Number, enter a zero before the number.
Note: This search will only search the Clients List, not the entire system database.

Alien Number: Search Clear Search

Filter by:

Status: Provider:
Service:

Apply

Alien Number	Name	Last Name	Entry/ Document Date	Date of Birth	Provider / Status		
025698875	William	Faz	4/15/2012	10/11/1959	Summit Provider / Active Summit / No Services	Select	Remove

Contact Us | Doing Business with JFS | Food Assistance Non Discrimination Statement | Privacy Statement | Services FAQ

Clicking on "Alien Number" takes you to the individual’s client information screen.

Clicking on "Select" takes you to the individual’s services screen.

Each of the columns is sortable by left -clicking on the column title.

My Profile

This page shows your name, user ID, organization and role. It allows only one activity: changing the password. If you want to change your password, click on "Change Password" and follow the prompts.

Job & Family Services Refugee Social Services v1.2932.0

Client Search Client List Help My Profile Logout

My Profile

Name	Joe Summit
User ID	JOESUMMI
Password	Change Password
Role	County Program Staff
Title	asdfsd
Status	Active
Email	asdfsd@yahoo.com
Phone	4444444444
User Type	External (Provider, etc.)
Organization/Provider Name	Summit1

Contact Us | Doing Business with JFS | Food Assistance Non Discrimination Statement | Privacy Statement | Services FAQ

Client Information

The "Client Information" screen includes the basic demographic information of the client.

The screenshot shows the "Client Information" form in the "RSSP - Refugee Information" application. The form is divided into several sections:

- Name:** First (William), Middle, Last (Faz).
- Alien Number:** 025698875
- Date of Birth:** 10/11/1959
- Country of Origin:** Detatre
- Entry/Document Date:** 4/15/2012
- Alien Status:** Refugee
- Address:** asdfs
- City:** asdf
- State:** OH, Zip Code: 45698
- Gender:** Male (selected)
- Type of Documentation:** I-94 Arrival / Departure Record
- SSN:** (empty)
- Phone:** (empty)
- County of Residence:** Summit
- CRIS-E Case Number:** (empty)
- SAVE Status:** (empty)
- Primary Language:** Masalit
- Refugee Type:** Primary (selected)
- Matching Grant Begin Date:** (empty)
- Matching Grant End Date:** (empty)
- Resettlement Agency:** CSSMV
- VOLAG:** VOLAG Unknown

At the bottom of the form, there is a message: "This individual IS currently in your client list." with an arrow pointing to the text. Below the form are buttons for "Save", "Cancel Changes", "Eligibility", "Services", and "Employment".

The fields with an asterisk are required.

Note: the alien number is NOT editable by anyone. Once it is in the system, it is in the system.

Note: there is a message towards the bottom of the screen "This individual IS currently in your client list". If they were not in your list, you would be given the chance to add them to your list.

At the bottom of the screen, there are buttons to take you to other information on the individual.

Field Definitions

First Name: Required. Editable if not loaded from WRAPS. If loaded from WRAPS can be edited by Administrator.

Middle Name: Not Required. Editable if not loaded from WRAPS. If loaded from WRAPS can be edited by Administrator.

Last Name: Required. Editable if not loaded from WRAPS. If loaded from WRAPS can be edited by Administrator.

Alien Number: Required and once saved, not editable. If you find an incorrect Alien Number, contact Administrator.

SSN: Social Security Number. Not Required but should be entered if known.

Date of Birth: Required. Editable if not loaded from WRAPS. If loaded from WRAPS can be edited by Administrator.

Phone Number: Not Required

Country of Origin: Required. Editable if not loaded from WRAPS. If loaded from WRAPS can be edited by Administrator.

County of Residence: Required. Can be loaded through WRAPS, but stays editable to accommodate clients moving.

Entry/Document Date: Required. This is the individual's entry date or status grant date as noted on their immigration documents. Editable if not loaded from WRAPS. If loaded from WRAPS can be edited by Administrator.

CRIS-E Case Number: Not required. Most recent county case number from CRIS-E (if applicable). Editable at all times.

Alien Status: Required. Enter the status indicated by the individual's immigration document. Editable if not loaded from WRAPS. If loaded from WRAPS can be edited by Administrator.

SAVE Status: Not required. Select the SAVE Class of Admission (COA) code from the SAVE verification.

Address: Home address of the individual. Not required.

City: Current city of the individual. Not required.

Primary Language: Required.

State: Not required.

Zip Code: Not required.

Gender: Required. Editable if not loaded from WRAPS. If loaded from WRAPS can be edited by Administrator.

Refugee Type: Required if Alien Status is Refugee, otherwise not required. If refugee moved here from another state, indicate the refugee is a secondary migrant. If loaded from WRAPS can be edited by Administrator only.

Type of Documentation: Required.

Matching Grant Begin Date: Completed if the individual is participating in a matching grant program with a resettlement agency.

Matching Grant End Date: Completed if the individual is participating in a matching grant program with a resettlement agency.

Resettlement Agency: Required. If no resettlement agency, select "No Resettlement Agency".

VOLAG: Required. Enter the Voluntary Agency of the agency that assisted in the individual's initial U. S. resettlement. If not Reception and Placement program participant, select "No VOLAG". If loaded from WRAPS can be edited by Administrator only.

Eligibility

Client Information

Basic client information (Name and Alien Number). If you click on Edit Client Information you will be taken to the Client Information Screen.

Client Eligibility

Lists any eligibility spans that have been created. If you click on "Select" the details of the related eligibility span will appear in this section. Click on "Add Eligibility Record" to add an eligibility span for the individual.

The screenshot shows the top part of a web application. At the top, it says "Job & Family Services Refugee Social Services v1.2932.0". Below this is a navigation bar with buttons for "Client Search", "Client List", "Help", "My Profile", and "Logout". The "Client Information" section displays the name "William" (First) and "Faz" (Last), and the "Alien Number" "025698875". There is an "Edit Client Information" button. Below this is the "Eligibility" section, which contains a table with the following data:

Type of Eligibility	Eligibility Begin Date	Eligibility End Date	Participation	Approved/Denied	
RSSP	4/25/2012	4/24/2013	Voluntary	Approved	Select

Below the table is a "+ Add Eligibility Record" button and a "Services" button. Two white arrows point to the "Add Eligibility Record" and "Select" buttons.

The screenshot shows the "RSSP - Eligibility" form. It has a title bar "RSSP - Eligibility" and a menu bar with "Page", "Safety", and "Tools". The form is divided into several sections:

- Client Eligibility:** Includes a "Type of Eligibility" dropdown menu, "Participation Type" radio buttons for "Mandatory" and "Voluntary", "Begin Date" and "End Date" fields with calendar icons, and "Employability Plan Completed By" and "Self Sufficiency Contract Completed By" sections, each with "Last Name", "FirstName", and "Signature Date" fields.
- CDJFS Approval:** Includes a "CDJFS Decision" section with "Approved" and "Denied" radio buttons, and "Last Name", "First Name", and "Signature Date" fields.

At the bottom, there is a "* Required Fields." label, "Save" and "Cancel" buttons, and "Services" and "Employment" buttons.

Field Definitions

Client Eligibility

All fields are editable/enterable at administrator, regional manager and provider security levels except as noted below.

Participation Type: Mandatory/Voluntary. This field is enterable only at regional manager or administrator security level.

Mandatory = *Employable* Refugee Cash Assistance recipient (RCA).

Voluntary = Non RCA recipient or non-employable RCA recipient

Type of Eligibility: Required field. Select the funding source for the services:

RSSP = Refugee Social Services Program

F-TAP = Formula Targeted Assistance Program (Currently administered by Franklin County Department of Job and Family Services only)

D-TAP = Discretionary Targeted Assistance Program (Currently administered by Catholic Charities in Montgomery and Cuyahoga county only)

Begin Date: Required field. The begin date must be after the individual's date of entry.

End Date: Required field. Can be no more than 12 months after the begin date (reapplication required every 12 months).

Employability Plan Section

Enter the name of the individual who completed and signed the "Individual Employability Plan" with the refugee.

Last Name: If Signature Date, Last Name and First Name Required

First Name: If Signature Date, Last Name and First Name Required

Signature Date: If Last Name, First Name, Signature Date Required

Self Sufficiency Contract Section

Enter the name of the individual who completed and signed the Family Self-Sufficiency Contract with the refugee.

Last Name: If Signature Date, Last Name and First Name Required

First Name: If Signature Date, Last Name and First Name Required

Signature Date: If Last Name, First Name, Signature Date Required

Approval Section

Editable only at Regional Manager or Administrator Level.

Approved/Denied: Indicates whether the Regional Manager approved or denied eligibility and the Employability and Self-Sufficiency Plans for the individual for the indicated funding source.

Last Name: If Signature Date, Last Name and First Name Required.

First Name: If Signature Date, Last Name and First Name Required.

Signature Date: If Last Name, First Name, Signature Date Required.

Services

Client information

Displays the client's demographic information.

Eligibility Information

Lists eligibility history.

Service History

Providers can see a history of the services they have provided. Regional managers and administrator can see a full history of services provided to the individual by all providers in their region.

When you select a service from service history or choose "Add Record", you see a new section called "Client Services."

[Client Search](#) [Client List](#) [Help](#) [My Profile](#) [Logout](#)

Client Information

Name William **Faz**
First Middle Last **Alien Number** 025698875 [Edit Client Information](#)

Eligibility Information

Type of Eligibility	Eligibility Begin Date	Eligibility End Date	Participation	Approved/Denied
RSSP	4/25/2012	4/24/2013	Voluntary	Approved

Service History

Service Type	Funding Source	Service Begin Date	Service End Date	Completed	Provider	
Employability Assessment Services	RSSP	4/25/2012			Summit Provider	Select

[+ Add Record](#) ←

Client Information

Name William First Middle Faz Last Alien Number 025698875 [Edit Client Information](#)

Eligibility Information

Type of Eligibility	Eligibility Begin Date	Eligibility End Date	Participation	Approved/Denied
RSSP	4/25/2012	4/24/2013	Voluntary	Approved

Service History

Service Type	Funding Source	Service Begin Date	Service End Date	Completed	Provider
Employability Assessment Services	RSSP	4/25/2012			Summit Provider

Client Services

Services * Scheduled Hours per Week

Begin Date * Participated Hours per Week

End Date Completed Yes No

* Required Fields.

[Save](#) [Cancel](#)

Field Definitions

Client Services

Services: Required. Drop down to select desired service. Only services listed are the services your organization is contracted to provide.

Scheduled Hours per Week: Not required.

Begin Date: Required. The begin date must be within the eligibility span for that funding source.

Participated Hours per Week: Not required.

End Date: Not required. The end date cannot be a future date.

Completed Yes/No: Not required until the end date has been entered. Indicate whether the individual completed the assigned service.

Employment

Client Information

Displays basic client demographic information.

Employer History

Displays list of current and previous employers. Select "Add Employer" to add a new employer.

Job & Family Services Refugee Social Services v1.2932.0

Client Search Client List Help My Profile Logout

Client Information

Name William First Middle Faz Last Alien Number 025698875 Edit Client Information

Employer History

Employer	Working when Applied	Street Address	City	State	Zip	Entered by		
Tim Hortons	N	N. State Street	Westerville	OH	43508	Summit Provider	Edit	Delete

+ Add Employer

Services Eligibility

SSP - Employment

Employer	Working when Applied	Street Address	City	State	Zip	Entered by		
Tim Hortons	N	N. State Street	Westerville	OH	43508	Summit Provider		

Employer

Employer Name * Save Cancel

Street Address

City

State

Zip Code

Was the refugee working when he/she applied for services from your organization? * Yes No

Position History

Position Begin Date	Position End Date	Job Title	Hourly Wage	Average Weekly Hours	Full Time / Part Time	Health insurance / first 6 mo.		
No records to display.								

+ Add Position Refresh

Services Eligibility

Employer

Employer Name: Required.

Street Address: Not required.

City: Not required.

State: Not required.

Zip Code: Not required.

Was the refugee working when he/she applied for services from your organization? Yes/ No:
Required.

Position History

Lists current and prior positions with the selected employer. Select "Add Position" to add job-specific information.

Employer Name *

Street Address

City

State

Zip Code

Was the refugee working when he/she applied for services from your organization? * Yes No

Position History

Position Begin Date	Position End Date	Job Title	Hourly Wage	Average Weekly Hours	Full Time / Part Time	Health insurance / first 6 mo.		
5/30/2012		Director of Storytelling	8.00	40	F	Y	Edit	Delete

Position Begin Date	Position End Date	Job Title	Hourly Wage	Average Weekly Hours	Full Time / Part Time	Health insurance / first 6 mo.
<div style="border: 1px solid black; padding: 5px;"> <p>Position History</p> <p>Position Details</p> <p>Job Title * <input type="text"/> <input type="button" value="v"/> Other: <input type="text"/></p> <p>Hourly Wage* <input type="text"/></p> <p>Full Time/Part Time * <input type="radio"/> Full-Time <input type="radio"/> Part-Time</p> <p>Is health insurance offered in the first six months of employment? * <input type="radio"/> Yes <input type="radio"/> No</p> <p>Average Weekly Hours * <input type="text"/></p> <p>Position Begin Date: * <input type="text"/> <input type="button" value="calendar"/></p> <p>Position End Date: <input type="text"/> <input type="button" value="calendar"/></p> <p style="text-align: right;"><input type="button" value="Save"/> <input type="button" value="Cancel"/></p> </div>						
5/30/2012		Director of Storytelling	8.00	40	F	Y

Position Details

Job title: Required

Hourly wage: Required.

Full time/Part time: Required.

Health Insurance Offered in the First Six Months Yes/No: Required.

Average Weekly Hours: Required.

Position begin date: Required.

Position end date: Not required.