DEPARTMENT OF HEALTH & HUMAN SERVICES

ADMINISTRATION FOR CHILDREN AND FAMILIES
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

Ms. Evelyn Bissonnette
State Coordinator
Refugee Services
Ohio Dept. of Job and Family Services
P.O. Box 182709
50 W. Town Street, 6th floor
Columbus, OH 43218-2709

DEC 2 3 2008

Dear Ms. Bissonnette:

We are pleased to inform you that the FY 2009 revised State Plan for the Ohio Refugee Resettlement Program is approved. We have reviewed your State Plan and discussed various aspects of it with you and your staff. We find it acceptable under the current ORR regulations at 45 CFR Part 400.

This State Plan approval authorizes Ohio's medical screening program funded by refugee medical assistance (RMA) for newly arriving refugees in accordance with ORR regulations at 45 CFR § 400.107. This approval authorizes reimbursement of RMA funds for initial health screenings performed during the first 90 days after a refugee's arrival in the U.S., even if the refugee is subsequently determined eligible for Ohio's Medicaid program. We applaud your appointing a Refugee Health Coordinator to support medical screening and other refugee health concerns.

We appreciate the work that you and your staff continue to do to improve the coordination and administration of refugee assistance and services to assist refugees resettle successfully in Ohio. We look forward to continuing our partnership with the Ohio Department of Jobs and Family Services.

If you have further questions, please contact Pamela Green-Smith at (202) 401-4531.

Sincerely,

David H. Siegel
Acting Director
Office of Refugee Resettlement

Ohio | **Department of Job and Family Services**

Ted Strickland, Governor
Helen E. Jones-Kelley, Director

October 30, 2008

David H. Siegel, Acting Director
Office of Refugee Resettlement
Administration for Children and Families
U.S. Department of Health & Human Services
Aerospace Building
901 D. Street, SW
Washington, DC 20447

Dear Mr. Siegel:

We are pleased to submit the 2009 State of Ohio Refugee Resettlement Program State Plan for your review and approval. Ohio operates a state supervised, county administered refugee resettlement program and a publicly administered Refugee Cash Assistance program in accordance with the state's Temporary Assistance to Needy Families (TANF) program known as Ohio Works First (OWF).

The plan is a revision of the previous version approved by your office on April 30, 2008. The 2009 version includes clarification related to ORR comments on the previous state plan, information about the new State Refugee and Refugee Health Coordinators, the new ODJFS Language Access Policy and minor wording changes.

Please direct any questions and/or recommendations to Evelyn Bissonnette, State Refugee Coordinator. She can be reached by e-mail at evelyn.bissonnette@jfs.ohio.gov or by phone at (614) 752-0650.

Thank you in advance for your review and consideration of Ohio's Refugee Resettlement Program State Plan.

Sincerely,

Paul Fraunholtz

Paul Fraunholtz
Deputy Director
Office of Family Stability

c: Helen E. Jones-Kelley, Director, Ohio Department of Job and Family Services
Fred Williams, Assistant Director, Ohio Department of Job and Family Services
Constance Combs, State Analyst, Office of Refugee Resettlement

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State of Ohio

Refugee Resettlement Program

Federal Fiscal Year 2009

State Plan

Helen E. Jones-Kelley, Director

Ohio | Department of Job and Family Services

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INTRODUCTION

On March 17, 1980, the Refugee Act of 1980 (P.L. 96-212) amended the Immigration and Nationality Act of 1952 and the Migration and Refugee Assistance Act of 1962. The Trafficking Victims Protection Act of 2000 (P.L. 106-386) augmented this.

The Ohio Department of Job and Family Services (ODJFS) is designated in Ohio Revised Code section 5101.49 as the single state agency responsible for the development and administration of the Refugee Resettlement Program (Refugee Act of 1980 (P.L. 96-212)), and the Cuban-Haitian Entrant Program (Fascell-Stone Amendment to the Refugee Education Assistance Act of 1980 (P.L. 96-422)). This plan serves as Ohio's State Plan for both of these programs.

ODJFS develops and oversees programs and services designed to help Ohioans be healthy and safe, while gaining and maintaining employment and independence. The 3,700 department employees are organized into four divisions: Ohio Health Plans, Services to Families, Services to Employers, and Operations. Many department programs are administered locally by county departments of job and family services (CDJFS), county public children services agencies, and county child support enforcement agencies while others are administered directly by the Department. ODJFS programs include:

- Adoption
- Child Care
- Child Support
- Food Stamps
- Foster Care
- Labor Exchange
- Medicaid
- Ohio Works First
- Prevention, Retention and Contingency
- Protective Services
- Refugee Services
- Trade Act Programs
- Unemployment Compensation
- Veteran's Services
- Workforce Investment Act

The mission of ODJFS is to help Ohioans improve the quality of their lives. Through state and local partnerships, ODJFS will be the nation's premier family support and workforce development system contributing to skilled, healthy Ohioans, successful businesses and strong communities. Expected outcomes include:

- Children will grow up safe and healthy.
- Youth will become responsible adults.
- Individuals will get their first, next, or better job.
- Decreased need for families and individuals to rely on temporary financial support.
- Maximizing the value of health care services delivery to low income, working families.

ADMINISTRATION

The Refugee Act requires the state to submit a plan to the Office of Refugee Resettlement (ORR) before it receives refugee resettlement funding. ODJFS is designated as the responsible agency for development and administration of the Refugee Resettlement/ Entrant Program. The Ohio Refugee Services Section, in the Office of Family Stability, Bureau of Program Integration and Coordination, is responsible for developing and supervising administration of the plan. This Ohio plan has been prepared in compliance with the requirements detailed in 45 CFR Part 400.5.

The State Refugee Coordinator is appointed with sole responsibility for coordinating refugee services program activities within the state among participating CDJFS and service providers. Ohio's State Refugee Coordinator for Federal Fiscal Year (FFY) 2009 is:

Evelyn (Lyn) Bissonnette, MBA, Section Chief
Refugee Services
Office of Family Stability
Ohio Department of Job and Family Services
50 West Town Street, 6th Floor
P.O. Box 182709
Columbus, Ohio 43218-2709
614.752.0650 (voice); 614.466.1767 (fax)
E-mail: Evelyn.Bissonnette@jfs.ohio.gov

The Refugee State Health Coordinator is responsible for coordinating refugee health-related activities in the state. For the first time, Ohio has named a Refugee State Health Coordinator separate from the State Refugee Coordinator. Ohio's Refugee Health Coordinator for FFY 2009 is:

Sarah Russell, M.P.H.
Refugee Services
Office of Family Stability
Ohio Department of Job and Family Services
50 West Town Street, 6th Floor
P.O. Box 182709
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The Ohio Refugee Resettlement Program

Ohio's Refugee Resettlement/Entrant Program is a state supervised, county administered program.

The Ohio Refugee Resettlement Program has four components:

1. Refugee Cash Assistance (RCA) provides cash payment to eligible refugees. Ohio operates a publicly-administered RCA program modeled after Ohio's Temporary Assistance for Needy Families (TANF) cash assistance program, called Ohio Works First (OWF).
2. Refugee Medical Assistance (RMA) provides medical assistance to eligible refugees.
3. Refugee Social Services Program (RSSP) provides employability services, English language training, and citizenship and naturalization services.
4. Refugee Health Screening provides health screening services to refugees after their arrival to the U.S.

ODJFS does not operate an Unaccompanied Refugee Minor Program.

The Ohio Refugee Services Section

The Ohio Refugee Services Section is responsible for management of all refugee related activities in the state. The Refugee Services Section funds, coordinates, and monitors services and benefits provided by CDJFS, service providers and medical organizations for the resettlement needs and health screening of refugee populations in Ohio. Refugee social services are provided through contracts between the CDJFS and local service providers in the five Ohio counties in which refugees are primarily resettled.

The goal of the Refugee Resettlement Program is to assist refugees in achieving economic self-sufficiency in the shortest time possible after entering the U.S. In support of the program goal, the ODJFS Refugee Services Section:

- Coordinates policy among cash, food stamps and medical assistance on behalf of the refugees;
- Coordinates a comprehensive system to ensure continuity of social services for refugee families, children, the elderly, and the disabled;
- Distributes funds to CDJFS, health care providers, schools and other community-based partners specializing in services to refugees;
- Monitors the performance of participating agencies through on-site visits and record reviews and requests corrective action plans for improved performance when necessary;
- Provides administrative support, training and technical assistance to CDJFS and partner agencies; participates in federally sponsored training and policy development programs offered by ORR; and provides consultation to resettlement agencies regarding reception and placement policies and trends affecting Ohio's refugee program;
- Monitors the use of refugee funds to ensure compliance with federal and state regulations;
- Facilitates interagency collaboration in the delivery of services to refugees;
- Assists service partners in reducing or eliminating barriers which prevent refugees from receiving needed services;
- Assists service partners in enhancing or expanding services to refugees; and

- Provides information and staff support to the Ohio Refugee Advisory Council by facilitating quarterly meetings, providing training, and reporting programmatic details to attendees.

The counties administering Refugee Social Services have the responsibility for ensuring that:

- Services and benefits designed for, or used by, refugees are coordinated within the CDJFS;
- Required services and benefits are available;
- Eligibility for services is determined accurately and timely;
- Communication and collaboration occurs among refugees, refugee resettlement agencies, social service agencies, health providers and public agencies serving refugees within the county;
- Refugee Social Service funds are used primarily for employment and employability services designed to assist refugees in obtaining jobs within one year of becoming enrolled in services to achieve and maintain economic self-sufficiency; and
- All refugees have access to services and are not discriminated against based upon their limited English proficiency in accordance with Title VI of the Civil Rights Act.

Agency Support
To achieve Ohio's goals and objectives for refugees, ODJFS and/or the CDJFS will provide the following support:

- Ensure the issuance of policy and promulgate rules required by federal regulations and policy statements;
- Verify refugee eligibility for TANF/OWF, RCA, Disability Financial Assistance (DFA), Medicaid, RMA, and RSSP;
- Verify the provision of refugee services as stipulated in individual employability plans and avoid duplication of services. Documentation of services will be maintained in the case record files;
- Collect overpayments from refugees and correct underpayments to refugees, as necessary;
- Hold hearings concerning the denial of refugee benefits and provide for the sanction and/or the reinstatement of benefits after the hearing; and
- Ensure proper and correct allocation of federal funds, monitor expenditures and report as required to ORR on the status of these funds in a timely manner.

Ohio Refugee Advisory Council
Ohio's Refugee State Coordinator is charged not only with the responsibility of administering the Ohio Refugee Resettlement Program in compliance with federal regulations, but also of advocating on behalf of refugees and creating a climate of acceptance and understanding in the general community. This is accomplished through program evaluation, local level service coordination, involvement in the Ohio Refugee Advisory Council (ORAC), and the development of awareness.

ORAC, created in 1981, is composed of members who serve at the discretion of the ODJFS Director to advise the Department on matters related to refugee resettlement. ORAC meets in Columbus quarterly. Members and regular attendees include representatives from local resettlement agencies; community service agencies; other agencies that serve refugees; state agency staff; CDJFS staff; the Office of the Governor; local government representatives; and refugees. Meetings are open to the public and usually consist of a discussion of current refugee issues and one or more informative or educational presentations.

FUNDING

Ohio's refugee program is one hundred percent federally funded. ODJFS receives mandatory awards [Cash/Medical/Administration (CMA)], formula grants (Social Services, Targeted Assistance) and discretionary grants (Services to Older Refugees, Preventive Health and School Impact) to coordinate a broad range of services for refugees residing in Ohio.

Refugee CMA funds are made available to ODJFS subject to the availability of federal funds as set forth in 45 CFR 400 Subpart J. Eligibility for RCA and RMA is determined at the CDJFS, ensuring a seamless service delivery system of publicly funded TANF, Title XIX, Title XX and ORR services. The integration of services facilitates achieving self-sufficiency. This local service delivery approach allows open access for accepting applications; prompt determination of eligibility; expedited processing of benefits; due process and hearing rights; maintenance of records; adherence to required confidentiality provisions; and connection to applicable social service programs and organizations.

The State Coordinator's Office contracts directly with public and non-profit health provider organizations for initial health screening services. Ohio's Medicaid program does not generally cover health screening services, so refugee health screenings are paid from the CMA grant.

All Refugee Resettlement Program funding in Ohio comes from ORR. Ohio receives Refugee Social Services and Targeted Assistance Formula funds to provide employability and other social services to help refugees become self-sufficient as soon as possible after their arrival in the U.S. Services are provided to refugees who have been in the country for up to five years, although emphasis is placed on providing services within the first year of arrival. One Ohio County (Franklin) currently qualifies for Targeted Assistance funding, and the entire allocation is distributed directly to the county.

In State Fiscal Year 2009, the following five Ohio counties, each with an average of thirty or more newly arrived refugees per federal fiscal year, received a RSSP allocation: Cuyahoga, Franklin, Hamilton, Montgomery, and Summit. Counties may offer services directly or subcontract with community organizations for specific services, e.g., job skills training and vocational English as a second language. Social Services funds are currently allocated to the local CDJFS using the following formula:

- Sixty percent is based on the number of refugee arrivals in the county in no more than the previous 36 months.
- Twenty percent is based on the county's total number of cash assistance eligible refugee recipients during the most recent FFY, as compared to the total number of refugee recipients for all eligible counties, for the most recent federal fiscal year FFY.
- Twenty percent is allocated equally among eligible counties.

In FFY 2009, ODJFS plans to revise the Social Services allocation formula to place greater emphasis on serving refugees within the first year after arrival.

ODJFS also receives three discretionary grants designed to serve specific refugee populations (Services to Older Refugees, School Impact, and Preventive Health). These funds are distributed to agencies serving refugees through contracts and interagency agreements with service providers, school systems, and other state agencies. Ohio will continue to pursue open funding opportunities to increase services to refugees.

Financial status reports for all grants are submitted to ORR, as required under 45 CFR 400.11(c). Program performance reports are also submitted consistent with grant conditions and guidelines.

Administrative costs associated with the State Coordinator's Office are currently included in the CMA grant and the entire Social Services ORR allocation is allocated to five CDJFS. ODJFS is moving toward an effort-reporting approach to charge administrative costs to grants, as required by 45 CFR 400.13; and, in FFY 2009 will continue to collect data to determine how to best do this while meeting the requirements for providing the best service to Ohio's refugees.

REFUGEE ASSISTANCE & SERVICES

ODJFS ensures that public benefits are available to refugees in accordance with the regulations established by ORR. The types of public assistance available to Ohio's refugees through the CDJFS include food stamps, TANF/OWF, RCA, DFA, Medicaid/SCHIP, RMA, and RSSP.

Cuban and Haitian entrants are served with federal refugee funds and are covered by the policies in the Ohio Refugee Resettlement Program State Plan. Ohio also serves certain Amerasians, secondary migrants, asylees (from the date they are granted asylum status), victims of trafficking (once they are certified by ORR), and Iraqi and Afghan Special Immigrants (from the date they are granted their status or enter the U.S.).

The program rules for Ohio's Refugee Resettlement Program can be found on the ODJFS website. The refugee cash and social services rules are located in the Office of Family Stability's Cash Assistance Manual and the refugee medical rule is located in the Office of Ohio Health Plans' Medicaid Eligibility Manual. The Ohio refugee program rules are currently under revision to make them clearer and should be updated in FFY 2009. Ohio's

refugee program rules can be viewed by following this link:
http://jfs.ohio.gov/refugee/adminRefugee_Rules.stm

Refugees who are Limited English Proficient (LEP) have their rights detailed in the ODJFS Language Access Policy dated April 3, 2008. This policy is found in the appendix of this plan.

Refugee Cash and Medical Assistance
Pursuant to the Department of Health and Human Services' ORR final rules for RCA, Ohio operates the RCA program as a publicly administered program modeled after Ohio's TANF program known as Ohio Works First (OWF) in accordance with 45 CFR 400.65 through 400.68. Ohio's current TANF State plan can be found at http://jfs.ohio.gov/owf/plan_new.stm. The RCA program is consistent with the provisions of the OWF program in regard to:

- The determination of initial and ongoing eligibility (treatment of income and resources, budgeting methods, need standard);
- The determination of benefit amounts (payment levels based on size of the assistance unit, income disregards);
- The proration of shelter, utilities, and similar needs; and
- All other State TANF rules relating to financial eligibility and payments.

When processing an application for RCA or RMA, the CDJFS caseworker notifies the resettlement agency that provided for the refugee's initial resettlement of the application for assistance and (if applying for RCA) asks whether the refugee has refused employment offers or quit employment in the 30 days prior to the application date. When considering eligibility for RCA or RMA, the CDJFS does not consider:

- Any resources remaining in the applicant's country of origin in determining income eligibility;
- A sponsor's income and resources to be accessible to a refugee solely because the person is serving as a sponsor; or
- Any cash grant received by the applicant under the Department of State or Department of Justice Reception and Placement programs.

RCA and RMA are limited to the first eight months from the date the refugee enters the United States (six months for Special Immigrants from Afghanistan). Eligibility for RCA is limited to those refugees found ineligible for OWF or SSI. If other eligibility factors are met, RCA is given to refugees waiting for an SSI disability determination. The CDJFS uses the application date as the date RCA begins in order to provide payments quickly to newly arrived refugees. Eligibility for RMA is limited to refugees who are not eligible for any category of Medicaid/SCHIP. RMA may be retroactive up to three months prior to the application date, or the date of entry, whichever is later. There is no requirement that an individual apply for RCA as a condition of eligibility for RMA.

Refugees who lose eligibility for any category of Medicaid or RMA due to increased earnings from employment during the eight month (six months for Special Immigrants from

Afghanistan) eligibility period are entitled to the remaining months of RMA without being required to complete an application or redetermination of eligibility. If a refugee is covered by employer-provided health insurance, any payment of RMA for that individual must be reduced by the amount of the third party payment.

There are no work requirements for recipients receiving only RMA, but RMA recipients may voluntarily participate in the Refugee Social Services Program (RSSP). RCA recipients are not subject to TANF work requirements. However, refugees in receipt of RCA who do not meet an exemption are required to participate in RSSP by completing and complying with a family self-sufficiency and individual employability plan. The CDJFS case manager determines what services are needed for the refugee to obtain and retain employment in the shortest period of time and prepares the employability plan. If the CDJFS contracts for these services, the CDJFS case manager reviews and notes approval of the plan to ensure it is appropriate and will lead to economic self-sufficiency. Failure to comply with a provision in the plan without good cause could result in a reduction or termination of the RCA benefit. The employability plan may include job search activities, English language training (ELT) and other social services necessary to assist the refugee in becoming self-sufficient.

When an application is made for cash or medical assistance, no separate application is required for Refugee Social Services. Refugees who are not applying for cash or medical assistance may apply only for Refugee Social Services by using the JFS 01457, "Application for Refugee Social Services Only" form. Refugees and asylees who have adjusted to permanent resident status are eligible only for RSSP, because they have surpassed time eligibility for RCA and RMA (45 CFR 400.43(a)(6)). Twelve month reapplications are required for RSSP to ensure refugees remain within eligible timeframes and that priority order for services is considered.

An applicant or recipient of RCA, RMA or RSSP has hearing rights in accordance with 45 CFR 400.23 and Chapter 5101:6 of the Ohio Administrative Code.

Refugee Social Services

ODJFS provides employability services and other services as described in 45 CFR 400.154 and 400.155. The Ohio RSSP provides social services to refugees for the first five years after being granted an eligible status in the U.S. For Special Immigrants from Afghanistan and Iraq, these services are provided during their first six or eight months, respectively, from the date of arrival in the U.S. or the grant date of Special Immigrant status, whichever is later. Translation and interpreter services, information and referral services, and naturalization preparation services may be provided to refugees, excluding special Immigrants, indefinitely. Eligibility is determined by the CDJFS and is required for non-exempt recipients of RCA.

The priority order for RSSP is:

1. All newly arriving refugees during their first year in the U.S.
2. Refugees who are receiving cash assistance under OWF, DFA, supplemental security income (SSI), or RCA.
3. Unemployed refugees who are not receiving OWF, DFA, SSI or RCA.

4. Employed refugees in need of services to retain employment or to attain economic independence.

Since the goal of the Refugee Resettlement Program is to help refugees obtain economic self-sufficiency as quickly as possible after resettlement, the RSSP focuses its efforts on employment services (development of a family self-sufficiency and individual employability plans, world-of-work and job orientation, job clubs, job workshops, job development, referral to job opportunities, job search, job placement and follow-up) and employability services (to include employability assessment services, on-the-job training, ELT, vocational training, skills recertification, child care, transportation, driver's education, and case management).

ELT - Refugees are evaluated to see if they would benefit from ELT classes. The refugees who are deemed in need participate in ELT classes. ELT training is provided while the refugees are receiving OWF, RCA, RMA, and/or RSSP.

Ohio's One-Stop System - In addition to the services available to refugees through RSSP agreements with local service providers, employment services are available in Ohio's One-Stop system. The One-Stop system serves the universal customer, including refugees. The universal customer is anyone needing public assistance, Medicaid, food stamps, and/or employment and training services.

A number of services are available to refugees through the One-Stop system. Typical services refugees receive include access to job postings, Internet job search availability; career counseling; self-service career assessment; resume creation; translation and interpreter services; and training services. One-Stops have active outreach components for everyone needing a job.

Refugee Health Screening

Under the Refugee Act, Section 412 (b)(5), the Director of ORR is responsible for the provision of medical screening and initial medical treatment to all arriving refugees. ODJFS administers the health screening process and ensures that Refugee Medical Screening is available to refugees in accordance with regulations established by ORR and requirements detailed in ORR State Letter #4-10 and 45 CFR 400.107. ODJFS is committed to having refugees complete the health screening process upon arrival in Ohio.

ODJFS is authorized by Title 8 of the U.S. Code 1521-1525 to contract with public and private agencies for the provision of health screening services. Ohio's Medicaid program does not generally cover health screening services. Therefore, ODJFS allocates funds from CMA by drawing grant agreements with health care providers in communities with the greatest influx of refugees. Additionally, ODJFS funds a Refugee Navigator/Program Coordinator at the health screening provider in Franklin County to coordinate all elements of refugee health screening. This has resulted in an elimination of the backlog of people waiting for refugee health screenings and ensures referrals for follow-up care, including transportation arrangements, are completed. Refugee Services plans to roll this position out to other counties via contracts with resettlement agency staff in the coming FFY.

The purpose of medical screening is to prevent potential public health problems, to identify barriers to employment and to introduce the newly arriving refugees to the American health care system. Continuing, long-term health care is not part of the health screening service.

Health Screening Process in Ohio - The Ohio Refugee Service Program works in partnership with local resettlement agencies, health providers, and county agencies to provide refugee health screenings. Coordination with local partners increases the number of completed refugee health screenings and improves refugee access to medical care and referrals.

The contracted providers from the ODJFS Refugee Health Screening program perform health screening services for a unit rate per completed health screen determined on an annual basis. The cost of interpretation is the responsibility of the health screening provider. Local resettlement agency staff work closely with health screening provider staff to schedule appointments and ensure follow-up visits and testing are completed. Payment for treatment beyond the initial health screening (further examination, follow-up or specialist treatment) is the responsibility of the refugee or the health coverage plan.

The refugee health screening is designed to:

- Ensure follow-up of refugees with conditions identified during the overseas medical exam;
- Evaluate the current health status of refugees and identify health problems not identified during, or developed subsequent to, the overseas exam;
- Ensure refugees are referred for necessary primary and specialty follow-up care;
- Identify conditions with a potential to adversely impact effective resettlement;
- Initiate appropriate immunizations: childhood immunizations and immunizations required for all refugees to adjust status to become lawful permanent residents of the U.S.; and
- Provide orientation to the U.S. health care system, including education about the availability and appropriate utilization of health services.

Limitations and Priorities for Clients - Priorities for serving clients eligible to receive health screening and follow-up include:

1. Refugees who have been identified overseas as having medical conditions, a need for follow-up observation, and/or treatment.
2. Refugees who have arrived in Ohio within the last 90 days.
3. Refugees who have been in the United States longer than 90 days and whose initial site of resettlement was Ohio.
4. Secondary refugee migrants from other states when verification has been received from the state of initial resettlement that no screening was completed.
5. Refugees in receipt of RMA who have been in the U.S. longer than 90 days.

For current policies and procedures related to the refugee health screening process, see the ODJFS Refugee Services Refugee Health Screening website:
http://jfs.ohio.gov/refugee/healthScreening.stm

PANDEMIC PLANNING

ODJFS' Refugee Services Program is working cooperatively with the Ohio Department of Health (ODH) Mass Care/ESF#6 Pandemic Flu Workgroup to ensure that the state's refugee population is included in the State pandemic influenza emergency operational plans. The Workgroup at ODH recognizes Ohio's refugee population as a special population with language and cultural differences that must be addressed in the overall state plan. The Workgroup on special populations is now developing a plan to address the specific challenges of the refugee population as well as other special populations. This plan will be developed with the assistance of Ohio's Refugee Health Coordinator and other appropriate parties.

After the ODH Workgroup has completed the final plan, ODJFS will forward the adopted policy and a list of final activities to ORR.

The ODH Workgroup is recommending the following activities:

- Identify the number of refugees resettled in Ohio and the locations of resettlement through the ODJFS. ODJFS will provide annually a list of refugees resettled in Ohio and the locations of resettlement to the ODH.
- Identify the affiliated agencies that assist in resettlement. A Refugee Resettlement Agency list and a list of health care providers who provide health screenings to Ohio refugees will be given to the ODH annually.
- Select information published on the ODH Pandemic Flu web pages that may be of assistance to the refugees. ODH will have Pandemic Flu materials translated into languages or messages that are understood by the refugees based on resettlement information provided by ODJFS.

ODH will: Distribute translated Pandemic Flu materials to Ohio refugee resettlement agencies and health screening providers. ODH will also give the providers copies of its Pandemic Influenza plans so providers are prepared to properly address any Pandemic Influenza occurrences. The plans will contain the "Faith-Based and Community Organizations Pandemic Influenza Preparedness Checklist."

ODJFS Contracted Refugee Health providers will: Include Pandemic Flu information (to include personal hygiene, surveillance, containment procedures, infection control, and treatment) in health education sessions provided as part of the Refugee Medical Screening.

ODJFS/ODH Preventive Health Grant: As a result of a Preventive Health grant agreement with ODH, ODJFS has built a stronger connection with ODH. This has resulted in increased communication between the two agencies. ODJFS is better prepared for emergency health situations because of this partnership with the infectious disease section. This relationship will serve the agencies well should the Pandemic Flu plan ever need to be implemented.

Pandemic Flu Information Materials: Numerous health information materials, including a brochure "Pandemic Flu: What it is and How to Prepare" and "Home Care for Pandemic

Flu" are available to health providers and the public in the languages most commonly spoken by Ohio's refugees on the following site:
http://www.healthinfotranslations.com/index.php

Continuity of Operations Plan (COOP)
The ODJFS Refugee Program will annually provide ODH with the information that it needs regarding the state's refugee population as addressed in the state pandemic influenza emergency operational plans.

Ohio Refugee Health Coordinator contact:

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Ohio Department of Health contact:

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Ohio Department of Health
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James.Bryant@odh.ohio.gov

ASSURANCES

ODJFS assures ORR that it administers the refugee services program according to the Refugee Act, the Federal Regulations, and ORR State letters and provides the following assurances:

- ODJFS will comply with the provisions of Title IV, Chapter 2, of the Act and official issuances of the Director;
- This state plan meets the requirement of 45 CFR 400.5;
- ODJFS will comply with all other applicable federal statutes and regulations in effect during the time it receives grant funding;
- ODJFS will amend the plan as needed to comply with standards, goals, and priorities established by the Director;
- Eligibility for OWF, SSI and/or all categories of Medicaid (including SCHIP) is explored prior to determining RCA and/or RMA eligibility;

- Assistance and services funded under the State of Ohio Refugee Resettlement Program State Plan will be provided to refugees without regard to race, religion, nationality, sex, or political opinion;
- The State Coordinator will meet with local resettlement agencies once a quarter to plan and coordinate the appropriate placement of refugees. When there are unique problems, such as unanticipated secondary migrants, special working committees will be formed and meetings will be held as often as needed to resolve problems and find acceptable solutions;
- ODJFS will monitor activities and performance of contracted county, health screening, and social service providers to ensure appropriate administration of services to refugees and sound fiscal management;
- The State Coordinator will oversee the components of the Refugee Services Program, will be responsible for the timely expenditure of all grant funding and will ensure that costs do not exceed their allocations. The State Coordinator will monitor the expenditure of these funds on a quarterly basis.
- ODJFS will ensure that agency policy materials and all notices required in 45 CFR Sections 400.54, 400.82, 400.83, 400.93, and 400.145 are made available in written form in English and in other appropriate languages where a significant number or proportion of the recipient population needs this information.
    - The department publishes a form in English, Spanish, and Somali called "Your Rights and Responsibilities", JFS 07501, rev. 05/2005. This document explains all the available programs, information on citizenship and immigration rules, and civil rights information.
    - The "Request for Cash, Food Stamp, and Medical Assistance", JFS 07200, is used to apply for all public assistance benefits and is also available in English, Spanish, and Somali. These forms can be found at: http://www.odjfs.state.oh.us/forms/inter.asp
    - ODJFS provides written and oral translations of other documents, when needed, through the use of contracted interpreter and translation services.
    - Notices mailed to individuals and families applying for assistance contain a statement in the identified primary language. This statement informs the individual/family that the notice is important and provides a number to call if help is needed understanding the notice.

Ohio Refugee Resettlement FFY 2009 State Plan
Submitted October, 2008

The Ohio Department of Job and Family Services (ODJFS) is designated in the Ohio Revised Code Section 5101.49 as the single state agency responsible for the development and administration of the Refugee Resettlement Program, Refugee Act of 1980 (Public Law 96-212) and the Cuban-Haitian Entrant Program as mandated by the Fascell-Stone Amendment to the Refugee Education Assistance Act of 1980 (Public Law 96-422). ODJFS has the authority to plan and develop programs and make rules and regulations pertaining to refugee resettlement programs. Within ODJFS, the Refugee Resettlement Program is administered by the Refugee Services Section, Bureau of Program Integration and Coordination, Office of Family Stability.

The Refugee Services Section is responsible for the coordination of all services for eligible refugees in Ohio. The State Refugee Coordinator is responsible for the coordination of public and private agency services, cash assistance, medical assistance and social services. Evelyn Bissonnette is the State Refugee Coordinator for Ohio.

This plan is being submitted to the ORR with the approval of ODJFS' Director as the Governor's designee.

Helen E. Jones-Kelley/sew

Helen E. Jones-Kelley, Director
Ohio Department of Job and Family Services

Paul Fraunholtz

Paul Fraunholtz, Deputy Director
Office of Family Stability

APPENDIX A: ODJFS LANGUAGE ACCESS POLICY

OHIO DEPARTMENT OF JOB AND FAMILY SERVICES LANGUAGE ACCESS POLICY (Revised)

STATEMENT OF COMMITMENT

The Ohio Department of Job and Family Services (ODJFS), together with its county partners and contractors, are committed to full compliance with Title VI of the Civil Rights Act of 1964 (Title VI). One important element of the Title VI is non-discrimination on the basis of national origin, including provision of language access services to persons with Limited English Proficiency (LEP).

LEP customers will receive timely and effective oral interpreter and written translation services at no cost.

ODJFS's Bureau of Civil Rights (ODJFS/BCR) is charged with monitoring compliance with Title VI and language access in Ohio by ODJFS and its county partners supervised by ODJFS. ODJFS/BCR also operates as the clearinghouse for all language access initiatives within ODJFS.

ASSESSMENT AND PLANNING

On a bi-annual basis, ODJFS will assess the LEP population to be served in Ohio. Following the assessment, ODJFS will develop a plan to meet the needs of the eligible populations.

TRAINING

ODJFS staff, its county partners' staff and contractors will receive training on how to provide language access services. ODJFS and its county partners' staff will be offered training annually and will be required to attend LEP training once every three years.

ORAL INTERPRETERS

LEP customers who access services provided by ODJFS, its county partners and contractors, will be offered interpreting services in a timely manner and at no cost to the customer. ODJFS and its county partners' staff will be provided resources to locate and utilize interpreters.

WRITTEN NOTICE

ODJFS, its county partners and contractors commit to providing written notification about language access rights by the following means:

- Posting signs in lobbies and waiting areas.
- Customer orientations.
- Statements in appeal notices.
- Statements about the services available and the right to free language assistance services in qualified non-English languages in brochures, booklets, outreach, recruitment information and other materials that are routinely disseminated to the public.

Each written notice shall address:

- Rights to free qualified interpreter services.

- Discourage agency or contractor from using a minor child, friend or relative as an interpreter.
- Right to file a civil rights complaint.

DOCUMENT TRANSLATION

Except when federal law or federal guidance provides otherwise, ODJFS will provide translated written vital documents for each eligible LEP language group that constitutes 5% or 1,000 individuals, whichever is less, for populations of persons eligible to be served or likely to be directly affected by ODJFS programs. Translated materials will be written in a culturally sensitive and understandable manner.

When feasible, ODJFS will provide translated outreach documents, for each eligible LEP language group that constitutes 10% or 3,000 individuals, whichever is less, for the populations of persons eligible to be served or likely to be directly affected by ODJFS program. Each ODJFS program office shall make a good faith effort to publish all new or revised vital documents simultaneously in English and Spanish. If time constraints do not allow this to be done, the ODJFS program office will ensure that the translation into Spanish is expedited as close to the publishing date of the English version as possible. Translated materials will be written in a culturally sensitive and understandable manner.

COMPETENCY OF INTERPRETERS AND TRANSLATORS

ODJFS and it county partners will only use qualified interpreters and translators.

ODJFS and its county partners will use their best efforts to utilize interpreters who understand the role of the social services interpreter and comply with the professional conduct and ethical standards contained within the ODJFS Interpreter Standards attached to this policy as exhibit A. ODJFS and its county partners will supply a copy of the attached Interpreter Standards to all qualified interpreters or entities that provide interpreters. ODJFS and its county partners shall receive written assurances from the interpreter or entities that provide interpreters that the interpreters will comply with the provisions of the Interpreter Standards.

Each county entity shall amend its LEP Plan to include an assurance that interpreters utilized by the county entity were made aware of the ODJFS Interpreter Standards and agreed to abide by them.

CIVIL RIGHTS POLICY AND DISCRIMINATION COMPLAINT FILING PROCESS

ODJFS's Civil Rights Policy and Discrimination Complaint filing process will be posted in plain view and in the major language groups in each office.

COMPUTER SYSTEMS AND COMPUTER NOTICES

All ODJFS supplied computer systems will have indicators for identification of LEP customers. All computer generated notices to applicant/recipients of benefits/services supervised or administered by ODJFS or county partner will, at a minimum, have a statement in the applicant/recipient's language regarding the content of the notice and how to obtain translation of the entire notice.

ODJFS shall include in any planning of new computer systems that will affect applicant/recipients of benefits/services supervised or administered by ODJFS or county entities; an indicator for identification of LEP customers and the ability to, at a minimum, generate a statement in the applicant/recipient's language regarding the content of the notice and how to obtain translation of the entire notice.

OTHER COMMUNICATION METHODS

ODJFS will make Interactive Voice Response Systems, voice mail, web pages, posters, videos/DVD's and media use (television, radio and newspapers) in the major (10% or 3.000 individuals, whichever is less) language groups served in Ohio.

COMMUNITY OUTREACH

ODJFS will conduct outreach to the major language groups served (10% or 3,000 individuals, whichever is less).

MONITORING AND COMPLAINT INVESTIGATION

Monitoring of Language Access Compliance will be done by or in conjunction with the ODJFS Bureau of Civil Rights a part of its federally mandated responsibilities to review state and county compliance with Title VI. This monitoring may include, but is not limited to, a desk review of LEP Plans, data, surveys and/or site reviews, that may include interviews with customers, county entity staff and community based organizations.

The ODJFS Bureau of Civil Rights will also investigate complaints of discrimination based on national origin due to language access.

Helen E. Jones-Kelley 4/3/08
Date

Helen E. Jones-Kelley
Director, ODJFS

Ohio Department of Job and Family Services
Office of Employee and Business Services
Bureau of Civil Rights
30 East Broad Street, 37th Floor
Columbus, Ohio 43215
(614) 644-2703 or Toll Free 1-866-227-6353
TTY (614) 995-9961 or Toll Free 1-866-221-6700
Fax: (614) 752-6381

The Ohio Department of Job and Family Services
Request for Director's Signature

Return completed form and attachments at least 7 working days prior to due date:

Asst. Directors: ☐ **Sherry Keys-Hebron** ☐ **Mary Ann Drewry** **X** **Fred Williams**
Attn: Joyce Richardson **Attn:** Jody Nichols **Attn:** Donna Good

Director's Office ☐ **Helen E. Jones-Kelley** ☐ **John Corlett**
Rhodes State Office **Attn:** Laquita Kelly **Attn:** Mary Gerlach
30 E. Broad Street, 32nd Floor
Phone: **(614) 466-6283**
FAX: **(614) 466-2815**

Please use one form per document or batch of form letters.
Please **flag each area** where the Director's signature is required.
Documents signed by the Director will be returned to the Deputy Director.

Deputy Director Approval:	(signature) Paul Fauntroy (date) 10/20/08
Asst. Director Approval: Mary Ann Drewry Sherry Keys Hebron Fred Williams John Corlett	(signature) (date)
Director's Approval: **Helen E. Jones-Kelley**	(signature) Fred Williams for Helen Jones-Kelley (date) 10/22/08
Date Needed by Office:	October 28, 2008
Special Instructions:	Minor Revisions to Ohio's State Refugee Plan. Fred, Paul has reviewed and approved the changes. Please let us know if you have any questions.