



# FAQS: VIRTUAL RECEPTION & PLACEMENT (VR&P) PROGRAM

## Overseas Cases Supported by US Ties



### What is the Virtual Reception and Placement Program?

The Virtual Reception and Placement (VR&P) Program provides up to 90 days of online resettlement services to qualifying clients. Clients receive support from a Virtual Case Worker through phone, email, text, and video calls, helping clients integrate into their new community.

Please note: there are two pathways for participation in VR&P. This fact sheet provides an overview for those overseas cases that were offered the option of VR&P and will receive support from a US Tie upon arrival. If you are an Afghan Special Immigrant Visa (SIV) holder or Afghan Humanitarian Parolee who arrived to the US on your own and without assistance from IOM, please see the SIV Walk-in Pathway FAQs.



### Who is eligible for VR&P?

The VR&P program is presented to potential participants by the Resettlement Support Center (RSC) offices and the US Refugee Admissions Program (USRAP). Refugees and SIVs are eligible if they opt-in while still overseas and have a committed US tie who will support their resettlement, including housing the case and providing for material needs. Enrollment in the program is not available once the refugee arrives in the US. This program is currently open to those refugees and SIVs who are served by the RSC in Latin America, as well as Afghans seeking resettlement through Operation Enduring Welcome (OEW) and CARE teams.

In addition to strong US Tie support, the case must meet additional conditions to be considered a good candidate for VR&P:

- No complex medical needs on the case;
- No children traveling without their parent or legal guardian;
- At least one member of the case can read and write in one language; and
- At least one case member has the digital literacy skills needed to receive texts, emails, and participate in video calls.



### What is required of a US Tie?

Strong, committed support from a US Tie is key to a case participating in the VR&P program. If a US Tie can commit to the following throughout the case's arrival and through their first 90 days in the country, the case may arrive from overseas into the VR&P program:

- Provide housing to the case for at least 90 days;
- Have reliable transportation to pick-up the case from the airport;
- Agree to provide all food, clothing, and other material needs until the case receives their Direct Assistance and SNAP benefits (food stamps);
- Support the case with transportation to and from appointments for services within the community;
- Help the case access local services to support their integration; and
- Provide all support without an expectation of financial assistance from the IRC or the case.

If a US Tie finds they can no longer meet one of more of the requirements above before the case arrives, they must notify the IRC immediately so alternate arrangements can be made for the case.



### **What services are not provided under VR&P?**

- Housing and other material goods are not provided.
- VR&P does not offer in-person case management or support.



### **If I am enrolled in VR&P overseas, can I enroll in in-person services for Reception and Placement (R&P) once I arrive to the US?**

No, once you access services in one program, you are ineligible for the other.



### **What financial assistance is available through the VR&P program?**

Participants in VR&P receive the same, small amount of direct assistance as in-person cases. The direct assistance will be made by a one-time payment to a debit card. This money is only available to case members. There is no financial support available to US Ties.



### **Will I get the same services through VR&P as someone with an in-person caseworker?**

No, VR&P is a semi-independent case management program. Your virtual caseworker will provide information on accessing early resettlement services but will not procure housing, furnishings, or provide transportation. Instead, you will navigate your new community with guidance from your US Tie and your virtual caseworker.



### **How can I enroll in VR&P and access its services?**

The program will be presented to potential participants by the Resettlement Support Center (RSC) offices. You can only choose to participate in VR&P while still overseas. Enrollment in the program is not available once the you arrive in the US.



### **I moved to a new location after finishing VR&P services, but I still need help. Can I call you?**

- If you've relocated after completing VR&P services and still need assistance, we're here for you.
- Feel free to reach out to the VR&P hotline at (201) 733-2748 or email [Virtual.RP@rescue.org](mailto:Virtual.RP@rescue.org) with any questions or requests.
- Our hotline operates from 9am to 8pm ET, Monday through Friday.

<https://signpost-virtual-services.zendesk.com/hc/en-us>

