



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

## Afghan Special Immigrant Visa (SIV) Holders



### 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 them integrate into their new community.

Please note: there are two pathways for participation in VR&P. [This fact sheet provides an overview for Afghan Special Immigrant Visa \(SIV\) Holders that travel on their own.](#) If USRAP contacted you or a loved one about VR&P and the case is overseas, please see the Overseas Pathway FAQs.



### Who is eligible for VR&P?

Afghan Special Immigrant Visa (SIV) Holders: Eligible if the SIV self-funded travel and arrived independent of IOM; these cases are often referred to as "walk-ins." Currently, VR&P is the only resettlement option for Afghan SIV walk-ins.

Certain Afghan Humanitarian Parolees (AHP): Eligible if they arrived after September 30, 2022, and are the spouse, parent, or child of an Afghan Parolee who arrived between July 31, 2021, and September 30, 2023.



### What kinds of services does VR&P provide?

#### Personalized Virtual Case Management

- Assistance with applying for public benefits and scheduling health screenings.
- Help with enrolling school-aged children in school.
- Referrals to job readiness programs, English language classes, and immigration services.
- Support in navigating community resources and providing cultural orientation.

#### Financial Assistance

- Each adult receives a debit card with the entire amount of direct assistance to be used by the individual for self-identified prioritized needs.
- Minors' funds are split between parents' debit cards.

#### Additional Support

- Guidance on completing the AR-11 and Selective Service registration.
- Safety and wellness checks through at least two virtual meetings with a case manager trained in addressing safety and well-being concerns.



### 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.**



### Can I switch between in-person and virtual programs?

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



### How do I access the financial assistance provided under VR&P?

After joining the program, you will receive a debit card loaded with the full direct assistance amount per person on the case. The card will arrive by mail and will include instructions on how to activate and use your card. The information is provided in English, Dari, and Pashto.



### Will I get the same services 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 virtual caseworker.



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

If you are an Afghan Special Immigrant Visa (SIV) holder or Afghan Humanitarian Parolee who has not received services from a Resettlement Agency upon arrival, you can enroll in VR&P by calling the hotline at (201) 733-2748 or emailing [Virtual.RP@rescue.org](mailto:Virtual.RP@rescue.org).

After contacting us, a member of the VR&P team will screen you for program eligibility. You will be asked to provide proof of your immigration status and a DS-0234 for each case member.

Due to the number of SIVs seeking services, it is possible your case will be placed on a waitlist. The VR&P team member completing your eligibility screening can provide you with the current wait time. None of the VR&P services will start until your case is approved and you are assigned a virtual caseworker.



### 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>