



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

## Service Providers

### What is Virtual R&P?

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

Please note: there are two pathways to receive support from VR&P.

One is specific to Afghan Special Immigrant Visa (SIV) holders and Afghan Humanitarian Parolees (AHP) who choose to self-fund travel to the United States and arrive without the assistance of the International Organization for Migration (IOM). The other pathway supports refugee and SIV cases overseas who opt in to VR&P and receive support from a family member or close friend (US Tie) upon arrival.

There are multiple VR&P providers in the US. The IRC serves all eligible VR&P populations; other Resettlement Agencies providing VR&P only serve cases who opt-in overseas.

### Who is eligible for VR&P?

#### 1. Afghan SIVs and Afghan Humanitarian Parolees

Service providers can refer all walk-in Afghan SIVs and eligible AHPs to the IRC's VR&P program. To refer, provide the case with the flyer and client-facing FAQ available in the VR&P Online Help Center: <https://bit.ly/vrp-help-center>

SIV eligibility criteria:

Self-funded travel to the US independent of IOM (aka "walk-in"); has not received any R&P services or funds; does not include a minor coded M2-M7 (unaccompanied minor traveling without parent); does not have complex medical needs; and within 90-day eligibility period upon contacting VR&P. Cases with complex medical needs and unaccompanied minors are referred to in-person R&P programs.

AHP eligibility criteria:

AHPs who arrived in the US after September 30, 2023 and are the spouse, parent, or child of an Afghan Humanitarian Parolee who arrived between July 31, 2021, and September 30, 2023.

#### 2. Refugees and SIVs Who Opt-in Overseas

Some refugees and SIVs are offered the option of VR&P while they are still located overseas. If approved, these cases arrive directly from overseas into the VR&P program.

Eligibility criteria:

Strong support from a UST tie that includes 90 days of housing; does not include a minor coded M2-M7 (minor traveling without parent); does not have complex medical needs; at least one adult on the case that can read and write in at least one language, is comfortable using a cell phone or computer to communicate by text and email, and can easily obtain and understand information online.

### Who is not eligible for VR&P?

The following cases should seek in-person Reception & Placement (R&P) services from a local resettlement agency:

- Afghan walk-in SIV cases with an M2-M7 minor (minor traveling without parent);
- Afghan walk-in SIV cases with complex medical issues;
- Iraqi walk-in SIV cases
- R&P cases who "cashed out" or out-migrated without a post-arrival transfer.
  - These cases can reach out to the Virtual Resettlement Line (VRL) at [VRL@rescue.org](mailto:VRL@rescue.org) or +1 (212) 551-3010.
  - While VR&P provides services, VRL only provides information and referrals.

### Who should I contact for more information about the IRC's VR&P Program?

Service Providers can contact [VRP@rescue.org](mailto:VRP@rescue.org). Clients can reach VR&P directly at [Virtual.RP@rescue.org](mailto:Virtual.RP@rescue.org).

All information about the program is available online in English, Dari, Pashto, and Spanish in our Help Center. Please visit:

<https://bit.ly/vrp-help-center>



## An Afghan SIV or AHP client asks how can they enroll in VR&P and access its services?

There are three ways (online, email, and phone) for a client to contact VR&P. Online requests will be the fastest way to be scheduled for an eligibility screening. The client should allow three business days for a response.

Online (recommended): Submit a request online: <https://bit.ly/vrp-screen-me>. The IRC will then call to schedule an eligibility screening.

Email: [Virtual.RP@rescue.org](mailto:Virtual.RP@rescue.org)

Those who contacting us through email will receive an auto-reply message with a link to the pre-screening form. After the form is submitted, the IRC will call to schedule an eligibility screening.

Phone: + 1 (201) 733-2748

If a potential client is unable to submit a request online or send an email, they should call the VR&P Program. Most calls are not answered live. Callers should leave a message with their name, phone number, and date of arrival. After the call, an auto-reply message is sent with a link to the pre-screening form. After submission of the complete the form, IRC will call to schedule an eligibility screening.



## What 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 understanding US culture and laws as well as navigating community resources.

### 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, Selective Service registration, and other identified needs.
- Safety and wellness checks through at least two virtual meetings with a case manager trained in addressing safety and well-being concerns.



## How is Virtual R&P different from R&P?

Virtual R&P (VR&P) offers remote case management through phone, email, video calls, and texts, without in-person meetings. Modeled after the successful and award-winning Virtual Afghan Placement and Assistance (VAPA) program, VR&P empowers clients to make decisions on housing and other needs with direct financial assistance. VR&P clients receive their full direct assistance amount within a few weeks of arrival.

**Unlike in-person R&P programs, VR&P does not provide housing or material needs. Clients can obtain housing and material goods using their direct financial assistance or with support from their US Tie. VR&P is also exempt from placement restrictions and qualifying relationship requirements.**



## Can clients switch between in-person and virtual?

No. Once a client accesses services in one program, they are ineligible for the other.



## Can a local resettlement office assure walk-in Afghan SIV cases?

Local offices with capacity may assure cases for in-person R&P services if the walk-in Afghan SIV case involves an unaccompanied minor or a complex medical issue that requires in-person support. In such cases, the local office can bypass the VR&P referral process and assure the case directly to their site. These cases should be flagged with the office's Processing Team to avoid delays. If a case walks into a local office to which they are not assured, they will be served by VR&P.



## What if a client doesn't want virtual services or is unhappy and seeks support at a local office?

If a client is dissatisfied with services received from VR&P, they can email us at [Virtual.RP@rescue.org](mailto:Virtual.RP@rescue.org), or fill out an online feedback form at <https://bit.ly/vrp-help-center>. Walk-in Afghan SIVs with an unaccompanied minor or a complex medical issue should receive R&P in-person from a local resettlement agency. For other Afghan walk-ins, VR&P is only service option. Overseas cases must opt-in and agree to receive virtual services before arrival.



## Who are the other VR&P Program providers in the United States?

The following Resettlement Agencies provide VR&P for cases arriving via the overseas pathway: the International Rescue Committee, Global Refugee, HIAS, USCCB and World Relief. The IRC is the only provider of VR&P for walk-in SIVs and AHPs.