



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 and Afghan Humanitarian Parolees (AHP) that travel on their own. If you or a loved one were contacted about VR&P and the case is overseas, please see the Overseas Pathway FAQs: <https://bit.ly/vrp-client-info>.



Who is eligible for VR&P?

Afghan Special Immigrant Visa (SIV) Holders: Eligible if you are an who 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. See exceptions on page 2.

Certain Afghan Humanitarian Parolees (AHP): Eligible if you 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 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.



What services are not provided under VR&P?

- **Housing and material goods are not provided. Clients receive financial assistance to obtain housing and material goods independently**
- VR&P does not offer in-person case management or support.



Can I switch between in-person and virtual R&P programs?

No, once you access services in one R&P 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.



Exceptions: Are there any circumstances when I can receive in-person services instead of virtual?

Yes, Afghan Walk-in SIVs should seek in-person R&P services and NOT VR&P if they:

- Have a child in their family who traveled to the US without their biological parent, or
- Have significantly complex medical needs



How can I 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 must allow three business days for a response.

Online (recommended): <https://bit.ly/vrp-screen-me>

Submit your request online. Once received, the IRC will call you to schedule an eligibility screening.

Email: Virtual.RP@rescue.org

If you contact us through email, you will receive an auto-reply message with a link to your pre-screening form. After you complete the form, IRC will call you to schedule an eligibility screening.

Phone: + 1 (201) 733-2748

If you are unable to submit your request online or send an email, please call us. Most calls are not answered live. Leave a message with your name, phone number, and date of arrival. You will receive an auto-reply message with a link to your pre-screening form. After you complete the form, the IRC will call you to schedule an eligibility screening.

Have you been in the US for more than 90 days?

For any assistance beyond the 90-day enrollment period of the VR&P program, refugees, SIVs, and AHPs can contact the Virtual Resettlement Line (VRL) at VRL@rescue.org or +1 (212) 551-3010.



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