



**EMERGENCY
REPATRIATION
WELCOME
PACKET**

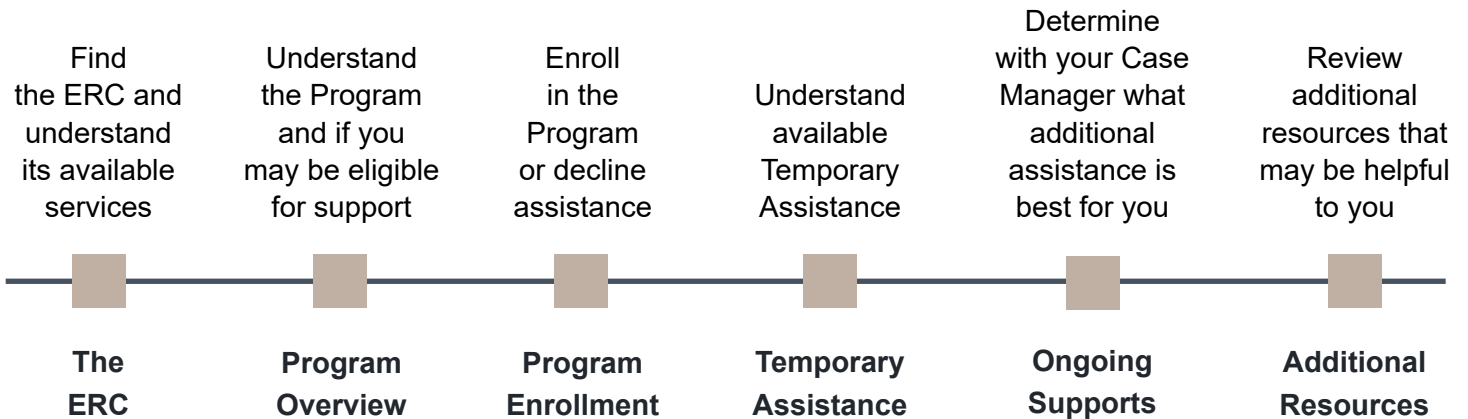
Dear fellow Americans,

On behalf of the President of the United States, the Secretary of the U.S. Department of Health and Human Services (HHS), and the Assistant Secretary for the Administration for Children and Families, welcome back to the United States.

This welcome packet provides important information about the U.S. Repatriation Program, which provides Temporary Assistance (such as cash assistance, temporary shelter) to eligible individuals. Temporary Assistance is a service loan that must be repaid to the U.S. government. The U.S. Repatriation Program can also assist with onward travel if you do not need a loan.

Once you get off the plane, if you are interested in the Program or would like more information, please follow signs to the Emergency Repatriation Center (ERC), where a Case Manager can provide you with more information and help you apply for the Program.

This welcome packet contains sections with important information about the Program, where you can:



Welcome back to the United States and we wish you a safe return.

Respectfully,
Administration for Children and Families

ERC

IMMEDIATE ASSISTANCE

An ERC can provide you with immediate support when you return to the United States. The ERC provides food, drink, and a place to rest. It may also provide other supports, such as emergency medical care, clothing, and temporary lodging.



ERC LOCATION

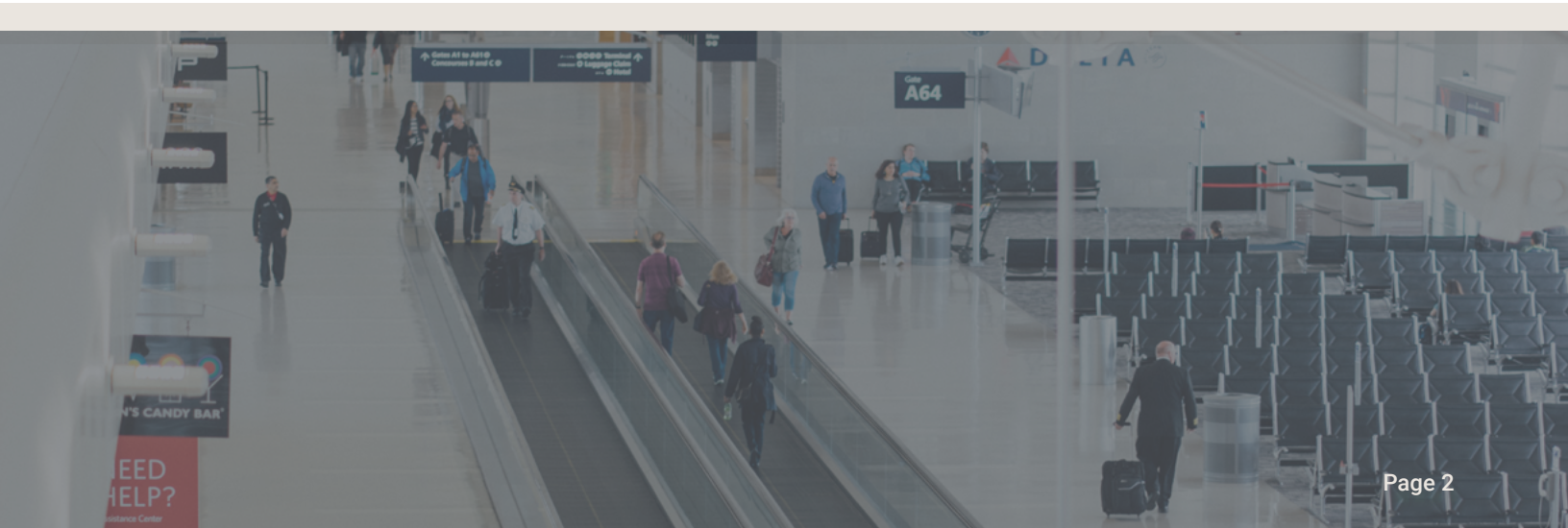
DIRECTIONS



HOURS OF OPERATION

You may go to the ERC after you leave Immigrations and Customs.

Please be patient, as the ERC may be assisting other individuals.



PROGRAM OVERVIEW

The U.S. Repatriation Program provides Temporary Assistance to U.S. citizens and their dependents for up to 90 days after they are returned to the United States by the U.S. Department of State. The Office of Human Services Emergency Preparedness and Response (OHSEPR) within the U.S. Department of Health and Human Services' (HHS) Administration for Children and Families manages the Program.

ELIGIBILITY

To be eligible for assistance, you must be:

1. A U.S. citizen or a dependent of a U.S. citizen;
2. Referred by the U.S. Department of State; and
3. Without available resources, such as money or credit, to meet your needs.

TEMPORARY ASSISTANCE

Temporary Assistance can include cash assistance, medical care, shelter, transportation, counseling, and other welfare services.

CASE MANAGEMENT

Case Managers can help you apply for the Program and help identify resources to support your immediate unmet needs.

REPAYING YOUR LOAN

Temporary Assistance is provided through a service loan that you must repay to the U.S. government. This differs from U.S. Department of State loans to return to the United States. There are options if you cannot repay your loan.

FREQUENTLY ASKED QUESTIONS

What happens when I arrive in the United States?

Once you leave the plane and clear Immigration and Customs, you may go to the ERC where you will be met by a Case Manager who will introduce you to the Program and you can receive immediate assistance.

What if I only need assistance with onward travel?

You do not have to engage in additional services.

What if I need more than onward travel?

A Case Manager will work with you to understand your immediate needs and connect you to support.

How do I repay my loan?

HHS' Program Support Center will bill you approximately one month after your case is closed. The bill will include repayment instructions, including repayment plans and remittance address.

What if I can't repay the loan?

You may apply for a loan waiver or deferral by submitting a Loan Waiver and Deferral Application. Your Case Manager can help you.

ENROLLMENT IN THE U.S. REPATRIATION PROGRAM

In times of war, threat of war, invasion, disasters or similar crisis, the U.S. Department of State refers eligible U.S. citizens and their dependents who need Temporary Assistance in the United States to the U.S. Repatriation Program to be assisted by OHSEPR within the U.S. Department of Health and Human Services' (HHS) Administration for Children and Families. Participation in the U.S. Repatriation Program is voluntary.

If you would like to receive Temporary Assistance, you must complete the following forms:

EMERGENCY REPATRIATION ELIGIBILITY APPLICATION

This application assesses your Program eligibility and identifies what Temporary Assistance you may need.

- Complete the sections about yourself and your dependents.
- Case Managers will work with you to complete the section about your needs and determine your Program eligibility.

REPATRIATION REPAYMENT & PRIVACY AGREEMENT

If you are eligible for the Program, this is a form where you agree to repay Program costs. By signing this form, you authorize HHS to share information about you with other service providers who may be able to assist you.

- Complete the section about yourself.
- Closely review the terms and ask ERC staff any questions you may have before signing.



To decline Temporary Assistance, complete the **REFUSAL OF TEMPORARY ASSISTANCE** Form.

- The form asks you to affirm that you received information about the Program and chose to decline assistance.
- Sign the form for yourself and your dependents and then give the signed form to your Case Manager.

TEMPORARY ASSISTANCE

WHAT IS

Temporary Assistance?

Temporary Assistance is goods or services necessary for your health or wellness.

HOW LONG

may Temporary Assistance be provided through the Program?

Temporary Assistance may be provided for up to 90 days.

If you need assistance beyond 90 days, you may work with your Case Manager to request additional assistance.

EXAMPLES OF

Temporary Assistance the Program may provide

TEMPORARY LODGING

Safe and appropriate accommodations such as hotels, motels, temporary housing, shelters, or hostels.

TRANSPORTATION

Transportation to your final destination within the United States and local transportation, such as taxi or ride-share services, buses, or subways.

FOOD

Temporary food expenses, which may include infant formula.

CASH ASSISTANCE

Money payments based on your specific needs and based on allowable amounts within the state where you will receive assistance.

MEDICAL CARE

If you do not have any medical coverage, prescriptions; doctor appointments; urgent care and/or care at a hospital; nursing home; or other health care facility within federal rates and guidelines.

OTHER

Clothes, health and hygiene products, identification assistance (e.g., driver's license application), personal assistance services, child care, job training, and translation services.

If you need more information about Temporary Assistance or have any questions, please contact your Case Manager.



ONGOING SUPPORTS

You may choose your final destination in the United States where you will live and receive assistance from the Program. Assistance may be provided for up to 90 days.

You will be assigned a Case Manager who will help coordinate services with you. The Case Manager can also help you apply for any public benefits you need,* such as:

- **Temporary Assistance for Needy Families (TANF)**
Cash assistance to low-income families with children.
- **Supplemental Nutrition Assistance Program (SNAP)**
Benefits for low-income individuals and families, which can be used to purchase food at stores.
- **Medicaid and/or Medicare**
Healthcare benefits for individuals and families who meet eligibility criteria.
- **Supplemental Security Income (SSI)**
Monthly payments for persons with disabilities or who are over age 65 and meet financial qualifications.
- **Supplemental Security Disability Income (SSDI)**
Monthly payments for persons with disabilities who meet work history and tax qualifications.
- **Housing (shelter and permanent housing)**
Housing assistance and lodging for eligible individuals and families.
- **Job training**
Assistance in obtaining certain minimum required job skills, such as a high school equivalency credential.

IF YOU NEED HELP FOR MORE THAN 90 DAYS

Work with your Case Manager to request an extension by completing a Temporary Assistance Extension Request. Be sure to submit this request 30 days before the end of your 90-day period of service.

IF YOU CAN'T REPAY YOUR LOAN

Work with your Case Manager to request a loan waiver or deferral by completing the Loan Waiver and Deferral Application. Submit this request as soon as you think you may need a waiver or deferral of your loan.

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*The public benefits listed above are available pending eligibility and may vary from state to state

ADDITIONAL RESOURCES

KEY



Private & confidential services



24-7 services



Virtual chat services



Text messaging services



Deaf & hard of hearing/Teletypewriters (TTY) services



Bi- or multi-lingual services

National Resources & Hotlines

Police and Medical Emergency

Call: 911



Office of Human Services Emergency Preparedness and Response (OHSEPR)

Email: ohsepr-repatriation-cases@acf.hhs.gov

Website: acf.hhs.gov/ohsepr



National Domestic Violence Hotline

Call: 1-800-799-SAFE (7233)

TTY: 1-800-787-3224

Text: START to 88788

Email: nationaldeafhotline@adwas.org

Website: thehotline.org



Substance Abuse & Mental Health Services Administration (SAMHSA) National Helpline

Call: 1-800-662-HELP (4357)

Text: 5-digit ZIP Code to 435748 (HELP4U)

TTY: 1-800-487-4889

Website: samhsa.gov/find-help/national-helpline



211

(help with needs like housing, food, financial assistance, and more)

Call: 211

Website: 211.org/get-help/new-us



988 Suicide & Crisis Lifeline

Call/Text: 988

TTY: 711, then 988

Website: 988lifeline.org



National Human Trafficking Hotline

Call: 1-888-373-7888

Text: 233733 (BEFREE)

TTY: 711

Website: humantraffickinghotline.org

REPATRIATE BENEFITS & OBLIGATIONS*

The U.S. Repatriation Program (Program) provides Temporary Assistance to U.S. citizens and their dependents who have been identified by the U.S. Department of State as returned or brought from a foreign country to the United States because of destitution, illness, war, the threat of war, or similar crises. The Program also provides services to persons with a mental illness who have returned to the U.S. from foreign countries. OHSEPR determines eligibility for the Program.

As a repatriate, you have the right to:

- Receive services for up to 90 days when you sign a repayment agreement form.
- Refuse services. Program services are available only if you want them.
- Be treated with fairness and respect.
- Travel and reside in any state that you choose. If you must quarantine, you can travel to the state of your choice after the quarantine ends.
- Request information on your loan payment amount for the Program whenever you ask.

As a repatriate, you have an obligation to;

- Repay your loan to the U.S. government within the established time frame unless your loan is deferred or waived.
- Notify your Case Manager of any changes to your situation (e.g., financial changes in mailing or physical address).
- Submit the information requested by your Case Manager and/or federal officials on time to continue participation in the Program.

The HHS Office for Civil Rights (OCR) enforces civil rights laws that prohibit recipients of HHS federal financial assistance from discriminating on the basis of race, color, national origin, disability, age, sex, and religion, as well as laws that protect the exercise of conscience. OCR also enforces the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy, Security, Breach Notification, and Enforcement Rules that protect the privacy and security of health information.

*Legal Authorities: 42 U.S.C. § 1313; 24 U.S.C § 321—329; 45 CFR § 211—212.

If you have a question about the laws OCR enforces, please see if your question has already been answered in our Frequently Asked Questions (FAQs) section, Fact Sheets, and other material available on our website at: hhs.gov/ocr/index.html.

If you believe that your (or another individual's) rights have been violated, you may file a complaint with OCR by going online and using the OCR Complaint Portal. For detailed instructions on how to file a complaint or to download a complaint form, please visit OCR's website at: hhs.gov/ocr/complaints.

If you have any questions or need help filing a civil rights, conscience, or health information privacy complaint for yourself or someone else, you may contact OCR by mail at:

U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, DC 20201

You may also email OCR at: OCRMail@hhs.gov; call OCR toll-free at: 1-800-368-1019/
TDD: 1-800-537-7697.

OCR provides alternative formats (such as Braille and large print), auxiliary aids and services (such as a relay service), and language assistance.

