



Office of Refugee Resettlement

Background

The Office of Refugee Resettlement (ORR) helps new populations maximize their potential in the United States by linking them to critical resources that assist them in becoming integrated members of American society. On May 21, 2022, ORR received special legislative authority to provide services to Ukrainian Humanitarian Parolees (UHP), making them eligible for the same benefits as refugees. All UHPs arriving to the United States from February 24, 2022 through September 30, 2023, including through Uniting for Ukraine, are eligible for ORR and mainstream benefits and services.

Resettlement Services

ORR Focus Areas and Services

ORR will provide resettlement services and benefits to UHPs after arrival into the United State through state, resettlement agencies, and local partners. Services include, but are not limited to:

- Cash and Medical Assistance to support refugees as they enter the workforce and integrate into their new communities
- Supports for early employment as a path to self-sufficiency and longer-term integration
- Services that focus on the more vulnerable cases with specialized support systems and strengths-based case management
- Health and mental health assessments and services
- Services for children and youth to ensure successful transition to adulthood and support vocational and academic achievement
- Foster care for qualifying unaccompanied youth

Federal “Mainstream” Public Benefits

As “qualified immigrants,” UHPs are eligible for federal public benefits to the same extent as Lawful Permanent Residents and U.S. Citizens, but must meet program-specific eligibility qualifications, usually determined by states. Each state’s benefits-issuing agency can help determine eligibility and assistance amounts. Benefits include, but are not limited to:

- TANF: Temporary Assistance for Needy Families
- SNAP: Supplemental Nutrition Assistance Program
- CHIP: Children’s Health Insurance Program
- Medicaid: Health insurance



Resources

Ukrainian community organizations may be the first point of contact for many UHP arrivals. They have language and cultural expertise and play a pivotal role in community building and helping UHPs connect to benefits and services. Resources to assist with identifying benefits and services for UHPs include but are not limited to:

- **State Refugee Coordinators** (provide oversight of services and build capacity at the local level.)
Find your SRC at: <https://www.acf.hhs.gov/orr/grant-funding/key-state-contacts>
- **Local Resettlement Agencies**
<https://www.acf.hhs.gov/orr/map/find-resources-and-contacts-your-state>
- **ORR Funding for Community Organizations** (keyword: ORR)
<https://www.grants.gov/>
- **ORR Ukrainian Assistance Resources**
<https://www.acf.hhs.gov/orr/ukrainian-assistance-resources>
- **ORR Benefits for Ukrainian Humanitarian Parolees Fact Sheet**
<https://www.acf.hhs.gov/orr/fact-sheet/benefits-ukrainian-humanitarian-parolees>
- **ORR Refugee Policy Unit/Eligibility Questions**
RefugeeEligibility@acf.hhs.gov
- **Concerns About ORR Services**
RefugeeProgramsGrievance@acf.hhs.gov
- **Switchboard (ORR Technical Assistance Provider)**
<https://switchboardta.org/>
- **Anti-Trafficking Resource for Ukrainian Humanitarian Parolees**
https://www.acf.hhs.gov/sites/default/files/documents/otip/Uniting%20for%20Ukraine_Final_508.pdf
- **DHS Uniting for Ukraine**
<https://www.dhs.gov/ukraine>
- **Welcome.US**
<https://ukraine.welcome.us/>
- **International Rescue Committee, Uniting for Ukraine Support Line**
Tel: 407-591-3963 (with Ukrainian and Russian language ability)