U.S. REPATRIATION PROGRAM TRAINING
BRINGING U.S. CITIZENS BACK HOME:
The U.S. Repatriation Program
Overview, Legal Authorities, and Goals
AGENDA

I. Welcome Remarks (Housekeeping)
II. Repatriation Program History
III. Legal Authorities & Regulations
IV. Temporary Assistance
V. The State’s Responsibility
VI. Core Services
VII. Q & A Session
VIII. Closing Remarks
TODAY YOU WILL:

1. Learn about the Repatriation Program history
2. Learn about legal authorities and regulations
3. Learn how to implement the required core services
WHO IS ISS-USA AND WHAT DO WE DO?

- International Social Service (ISS) was established in 1924 in Geneva, Switzerland. Our ISS American Branch is based in Baltimore, Maryland.

- We are a nonprofit, nongovernmental agency, that is part of an International Social Work Federation operating in 100 Countries around the world.

- We promote resolutions in the best interests of children, adults and families separated by international borders.

- We provide intercountry social services, research, training, technical assistance and advocacy.
THE ISS-USA REPATRIATION TEAM

Julie Rosicky, Executive Director
Stephney Allen, Director of U.S. Repatriation Program & Internal Operations
Esther Keinkede, Finance Coordinator
Yalemzewd Mulat, Repatriation Program Manager
Abigail Ayele, Operations Assistant
Nicole Johnson, Database Coordinator
Amanda Reed, Repatriation Assistant
Rachel Bruton, Case Manager
Patricia Penn, Case Manager
The Department of Health and Human Services, Administration for Children and Families and ISS-USA signed a cooperative agreement to provide repatriation services.

The new five-year agreement will extend ISS' 20-year working relationship with the U.S. Repatriation Program.

In the 2019 fiscal year, the Repatriation Program assisted almost 600 repatriates from 100 different countries with travel and other services.
The Program is a repayable loan to the U.S. Government, not an entitlement.

Temporary assistance is provided for up to 90 days.

Repatriates can request extensions and waivers/deferrals.

The Program budget is capped at $1M. annually.

During emergencies Congress may increase the cap.
The Program was established in 1935 under Section 1113 of the Social Security Act (42 U.S.C.1313).

Congress established the Program to provide repayable assistance to eligible citizens and their dependents.

The Program was instituted to meet the immediate need of repatriates until their existing resources became available.

Historical Context

- In 1935 international travel for business or pleasure was limited by cost to an elite group of U.S. citizens.
- Ocean liners were the primary mode of intercontinental transportation and most traveled between the U.S. and Europe, with New York as the major port.
- Worldwide communication networks were sparse and unreliable.
- Federal social services programs were just beginning.
The number of U.S. citizens and their dependents traveling overseas have increased in number and complexity.

The amount and type of repatriates have changed, while Program jurisdictional authority and regulations remain the same.
The United States Repatriation Program is committed to helping eligible repatriates referred from the U.S. Department of State by providing them with a loan to cover for necessary temporary services upon their arrival to the United States.
AGENCIES IN THE REPATRIATION PROGRAM IN SUCCESSFUL PARTNERSHIP
Statute: The Program is authorized under the Social Security Act, Section 1313 (42 U.S.C. 1313) Title 42, Chapter 7, Subchapter XI, Part A, Assistance for United States Citizens Returned From Foreign Countries.*


Regulation: Title 45, Chapter II, Part 211 and 212 of the Code of Federal Regulations sets forth the rules which govern reception, provision of temporary services, temporary assistance and related services, and transportation to final destination for U.S. citizens and their dependents returned from foreign countries. It also contains the rules for repayment to the United States and other general rules such as confidentiality and nondiscrimination rights.*
The Repatriation Program activities are based on the following regulations:

**General:** 42 USC Sec.1313, Title 42, Chapter 7, Subchapter XI, Part A, Assistance for United States Citizens Returned From Foreign Countries

**Individual Activity:** 45 CFR 212, Assistance for United States Citizens Returned from Foreign Countries

**Public Law:** 86-571, 24 USC Sec 321-329, Title 24, Chapter 9 – Hospitalization of Mentally Ill Nationals Returned from Foreign Countries

**Mentally Ill Activity:** 45 CFR 211, Care and Treatment of Mentally Ill Nationals of the United States, Returned from Foreign Countries

**Group Activity:** 42 USC Sec.1313 and Executive Order 12656 (EO 12656)

**Emergency Activity:** 42 USC Sec. 1313 and EO 12656 National Emergency Repatriation Plan, November 18, 1998
HHS is the lead federal agency within the U.S. for all repatriation activities.*

HHS is responsible for management, coordination and execution of Program regulations, provision of temporary services to eligible repatriates upon their arrival to the Continental United States (CONUSA) from overseas during both emergencies and non-emergency evacuations.*

This responsibility was delegated by the HHS Secretary to the Administration for Children and Families (ACF).*
INDIVIDUAL ACTIVITY: 45 CFR 212

Assistance for United States Citizens Returned from Foreign Countries:

1. Routine referrals
2. Eligibility: U.S. citizens and dependents
3. Reception: initial determination, provision of temporary assistance
4. Periodic review and re-determination
5. Termination of temporary assistance
6. Duty to report
7. Repayment to the U.S.
8. Federal payments
9. Disclosure of information
10. Non-discrimination
2. Certificates
3. Notification to legal guardian, spouse, next of kin, or interested persons
4. Action under State law; appointment of guardian
5. Reception; temporary care, treatment, and assistance
6. Transfer and release of eligible person
7. Continuing hospitalization
8. Examination and reexamination
9. Termination of hospitalization
10. Request for release from hospitalization
11. Federal payments
12. Financial responsibility of the eligible person; collections, compromise, or waiver of payment
13. Disclosure of information
14. Nondiscrimination
U.S. citizens have the constitutional right to relocate to any destination of their choice within the continental United States and U.S. territories.

- Guam
- Trust Territories
- American Samoa
- Northern Mariana Islands
- U.S. Virgin Islands
- Puerto Rico

International Social Service USA
Repatriate will be deported to the closest port of entry (POE).

- It was requested by the repatriate.
- Repatriate was born in the state.
- Minor has relatives in the state.
- Parents of the minor are residents of that state.
- Repatriate used to live in the state (last residency).
- No logical reason at all.
WHAT IS TEMPORARY ASSISTANCE?

“Temporary Assistance means money payments, medical care, temporary billeting, transportation, and other goods and services necessary for the health or welfare of individuals (including guidance, counseling, and other welfare services) furnished to them within the United States upon their arrival in the United States and for such period after their arrival, not exceeding ninety (90) day period.”*

* 42 USC Sec.1313, Title 42, Chapter 7, Subchapter XI, Part A, (C)
WHO IS ELIGIBLE?

- Individuals identified by the Department of State as having returned, or been brought, from a foreign country to the United States because of the destitution of the citizen of the United States or the illness of such citizen or any of his dependents or because of war, threat of war, invasion, or similar crisis and; are without available resources.
HOW IS ELIGIBILITY DETERMINED?

- Overseas: DOS
- Within the CONUSA: HHS
  - ISS-USA
  - States
FROM THE ELITE TO THE DESTITUTE;
TODAY’S PROFILE OF REPATRIATES

- Financial issues (destitution)
- Medical issues (medical tourism, chronically ill)
- Psychiatric issues (Schizophrenia, Bipolar)
- Family Crisis (internet dating, divorce, break-up)
- Victim of crime (domestic violence, assault)
- Unaccompanied minors (abuse, neglect, failed adoptions)
- Arrest (criminals serving sentence overseas)
- War, civil unrest, natural disaster
- Other (deportation)
The Repatriation Program helps the most vulnerable American citizens who have no one else to turn to. A large percentage of returning Americans in this program are children.
NON-EMERGENCY REFERRALS

DOS

Embassy
Washington D.C.

ISS-USA

Assess the case and sends to HHS

HHS/ACF

Approves or denies the case

State or CBO

Receives the referral
Provides direct services
UNCLASSIFIED

MIN: JERUSALEM
Date/DTG: Jan, 2012
From: AMCONGEN JERUSALEM
Action: SECSTATE WASHDC IMMIGRANT
E.O.: 
TAGS: SASC, ASPN, CPAS
Caption: SENSITIVE
Pass Line: CA/OCS/ACSN/SSA
_ACSIP_TLY20111128P40310_ACSIP
Subject: FIMED - REPATRIATION OF Jane Smith

1. Name: DP/OE: Jane Smith, 1 March 1980, Texas
2. PPT: NO: 757876000
3. Source of Funds: OIA
4. Prior Post Action: N/A
5. Privacy Act Waivers: Subject was unable to sign a PIA due mental incompetence. See Certificate of Mental Incompetence.
6. Total Assistance Required: 
7. Decision to Return to U.S.: Yes
8. HHS Assistance: Request for HHS assistance is requested in meeting Mr. Smith at JFK Airport in New York. The psychiatric hospital that is currently treating him is willing to send a psychiatric escort to the DOS in New York. She will need an escort from New York to final destination. She will need to be hospitalized upon arrival in Miami and has no health insurance.
10. Last Residence in U.S.: Unknown
11. Final Destination: Austin, Texas
12. Federal Benefits: SSN: 609-29-0000
13. Reason for Destituation: Subject had a psychotic and was involuntarily committed to a psychiatric hospital by Israeli authorities. The order is good until July 2012.
14. Diagnosis: Psychotic episode
15. Present Location: Herzog Hospital, Jerusalem
16. Attending Physician: Dr. Haller
17. Date Aide to Travel: January 6, 2012
18. Hospitalization Required: Possibly, will need diagnosis in Texas
19. Medical Records: Medical records will be provided.
20. Medical Escort: Subject will be accompanied by a medical escort.
21. Escort to Final Destination: No, only to New York. Will need escort to Texas.
22. Special Requirements: None yet known.
23. Remarks: According to Dr. Kadar of Herzog Hospital, Amtal arrived in Israel on 1 December 2011. She was admitted to the Psychiatric Women Ward on 2 December 2011. In an acute psychotic state, violent and suicidal. This is most probably because she was on drugs and alcohol. Jane suffers from depression and schizophrenia. She can have anxiety attack on a jum. Jane refused to take her medicine in the past.

Dr. Kadar said that Jane cannot travel to the U.S. with a medical escort.

Medication: Zyprexa, Valdoxol and Chlorpromazine.

Privacy FEE
This engine is UNCLASSIFIED
CERTIFICATE OF MENTAL INCOMPETENCE

ABC Hospital
Place Caserole
Arco, Argentina

October 8

CERTIFICATE OF MENTAL INCOMPETENCE

1. TREATING PHYSICIAN: Dr. Juan Alcoba, Chief of Psychiatry, ABC Hospital, Arco, Argentina. Tel.: 554 6719 or 264 6720.


3. DIAGNOSIS: Mr. Marcon is found to be suffering from a mental illness which is not clearly defined. He is mentally unstable and must be kept under constant surveillance for his own protection and not harm others. He is a consistent danger to himself and others. He is unable to make reasonable decisions regarding his own welfare and has a predilection to travel without proper escort.

4. PROGNOSIS: Patient is not expected to recover or to be capable of independent living at any time in the near future. Requires close supervision and care.

5. MEDICATIONS: Paroxetine 10 mg. twice a day and to mg. Vaden, 3 a day.

6. LOCATION OF PATIENT: ABC Hospital, Central Plaza, Arco, Argentina, 4th Floor.

7. CARE REQUIREMENTS: Mr. Marcon requires full care and treatment in a mental health facility in the United States due to his mental condition. He is unable to make reasonable decisions regarding his own welfare and has a predilection to travel without proper escort.

8. PHYSICIAN'S SIGNATURE

[Signature]

[Signature of state, at office]

[Name]

[Position]

[Location of state, at office]

[Date]

[Month] [Year]
SAMPLE REFERRAL

REPATRIATION DOCUMENTS

Participant Profile
Name: John Doe

Gender: Male
Marital Status: Single
Race: Other
DOB: 02/17/1950
Age: 60
Referral Source: Social Services
Funding Source: Office of Repatriation
Assigned Staff: Audrey Negus

Other Contact Information
Work Phone: 123-456-7890
Work Phone Ext.: 101
Cell Phone: 123-456-7890
Email: john.doe@example.com

Custody Demographics
Passport Number: 723800000
Date Passport Issued: 10/21/2009
US Citizen: Yes
Country of Birth: United States
State of Birth: Kentucky
Relationship to US Repatriate: Repatriate’s Family
Country of Citizenship: United States
Place of Birth (Historical): KY, USA

Family Members
<table>
<thead>
<tr>
<th>Family Member's Name</th>
<th>Family Name</th>
<th>Family Relationship</th>
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<tbody>
<tr>
<td>John Doe</td>
<td>Repatriate’s Family</td>
<td>Child</td>
</tr>
<tr>
<td>Jane Doe</td>
<td>Repatriate’s Family</td>
<td>Mother/Wife</td>
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SAFETY AND MENTAL COMPETENCY

- If the repatriate signs a decline of service form upon arrival at POE or at his/hers final destination, no services can be provided beyond this day.

- If the repatriate is deemed mentally insane overseas, a team of mental health providers should once again examine whether the repatriate is mentally competent to make decisions. Follow your local procedure.

- People can change their minds. If they need assistance, they can reapply to the Program anytime during the eligibility period.
PERSONAL SAFETY AND AGGRESSIVE REPATRIATES

- If repatriate exhibits aggressive behavior, follow your state’s established procedures for the situation.
- Notify the local police or call 911 for backup and assistance.
- If repatriate is taken into custody by the police, he/she would be released when no longer considered a threat to himself/herself or others.
If the repatriate is found competent to make decisions, the repatriate should be asked, whether he/she consents to receive services.

If he/she consents to receive services, he/she must sign the repayment agreement to proceed.

Follow the core procedure.
PORT OF ENTRY OF FINAL DESTINATION?

- Services at POE will be requested on a case by case basis.
- Depending on the case, repatriates can be deported to the nearest POE since the foreign government is bearing the expenses for the repatriate returning.
- Client can remain in the POE until they are stable to travel on to their final destination and in some cases full services can be provided.
CORE SERVICES AT THE STATE LEVEL

1. Meet and greet at the airport:
   • Inform the repatriate about the Program, especially that it is a loan.
   • Provide a copy of the welcome package for the repatriate.

2. Obtain signature on appropriate documents:
   • Privacy and Repayment Agreement Form RR-05.
   • The Program is voluntary; they can refuse services. Refusal of Temporary Assistance Form RR-06.
   • If the repatriate refuses to sign any document, note your attempt on the repayment agreement, writing “Client Refused To Sign”. The local case manager should sign and date the document.
WHO SHOULD SIGN THE REPAYMENT FORM RR-05?

- Any repatriate who is capable of making decisions.
- Family member of unaccompanied minors.
- Guardian of minors or incompetent repatriates.
- Mentally ill repatriates that are cleared by mental health team or hospital for outpatient treatment.
- Minors and mentally incompetent repatriates (evaluated by mental health provider upon arrival) are not required to sign the agreement.
The Repatriation Loan Program is voluntary and repatriates can refuse services.

If the repatriate signs a refusal of temporary assistance form, upon arrival at POE or final destination:

- The assigned worker, with the assistance of a qualified mental health provider (if applicable), should once again determine whether the repatriate is mentally competent to make decisions.
- The repatriate should be provided with the phone number of the local social service public assistance offices and/or local emergency providers.
- No services can be provided beyond this point. If services are provided they are not reimbursable.

If the repatriate changes their mind and needs assistance, they can reapply to the Program at any time during the eligibility period.

- If the repatriate reapply for services, a needs assessment must be conducted by the local provider; that evaluation must then be forwarded to ISS-USA for HHS/ACF final determination.
3. Transportation from the airport to the final destination:
   • Arrange for transportation (by ambulance, van, car or taxi) to go to hospital if POE is not final destination ensuring the repatriate is taken safely for placement in a shelter, hospital or nursing home.

4. Financial Assistance:
   • Cash should be provided in accordance with Program guidelines and should follow the equivalent TANF rate for the State (depending on family size per household).
5. Assistance finding a shelter or permanent housing:
   • If public shelter is available, it is the first choice.
   • If the client is arriving after hours, weekends or the shelters are full ISS can arrange for an inexpensive hotel (when provided with the possible options, hotel name and price).

6. Assistance finding medical care or psychiatric care if needed:
   • Arrange for a mental health team to conduct an evaluation if necessary at the airport or at the nearest state hospital.
   • Locate and notify the nearest state hospital facility about the case and arrange for third party billing rate with hospital. ISS will provide a letter.
7. Case management follow-up:

• Assistance under the Program can be provided for up to 90 days (Day 1 is the arrival day and it ends on the 90th calendar day after arrival).

• Direct the client in applying for public benefits and provide referrals.

• Submit timely applications for all eligible & appropriate benefits to cover immediate needs: Medicaid, Medicare, SSI, TANF (if eligible), Food Stamp, housing (shelter or permanent housing), job training etc.

• Create and oversee a plan to meet the immediate needs for the repatriate, assisting them towards becoming independent in 90 days or less.
8. Monitor case at different intervals to ensure eligibility:
   • Timely notification to ISS of any development on the case (change of address and benefits).
   • Any assistance over $1,500 is a high cost case; ISS-USA needs ACF approval before proceeding with the plan.

9. Submit request for extension or waiver recommendation as soon as possible (if needed).

10. Close the case on or before 90 days:
    • Submit information to ISS with a closing summary of benefits and current address.
    • Complete the survey monkey after case closing.
POST ARRIVAL

- After arrival, ISS will contact the State Coordinators or local provider on the first business day after the repatriate arrives to confirm that all went as planned.

- ISS will remind the state or local service provider to have all loan repayment forms signed by the repatriate and forwarded to the ISS-USA case manager.

- ISS will inform DOS about the repatriate’s arrival.
Assistance Needed

- Medical Costs: 56%
- Rent: 17%
- Escorts: 3%
- Transportation: 11%
- Cash Assistance: 4%
- Administrative Costs: 9%
**IMPORTANT REMINDERS**

- Any assistance over $1,500 is a high cost case.
- ACF must approve the request prior to proceeding with the plan.
- Submit request for extension or waiver recommendation as soon as possible.
- Remind the local service provider to have all loan repayment forms signed by the repatriate and sent back to ISS-USA.
Cases are closed before 90 days typically when:

- The repatriate’s immediate needs are met: they have access to benefits, housing and appropriate care.
- HHS/ACF discovers that the repatriate has access to other sources of income.
- The repatriate who was destitute or without available resources overseas and upon arrival, is able to regain access to financial resources. (Example: the repatriate is receiving SSI, lost bank card and/or is a veteran with benefits)
- The repatriate dies upon arrival to the U.S.
EXTENSIONS

- Certain temporary assistance may be furnished beyond the 90 day eligibility period if prior authorization is approved by ACF.

- Temporary assistance may be extended if the eligible repatriate is handicapped in attaining self-support or self-care for reasons such as age, disability, or lack of vocational preparation.

- Extension requests for temporary assistance must be submitted to ACF or its grantee before the 90 day eligibility expires. (Form RR-07)

- Services can be extended for up to 9 months.
• Please keep the records for three years from the date of submission of the final expenditure report. Ask ISS for exceptions.

• Please send to ISS any paper files or electronic records kept (older then 3 years) on any repatriates that you served. ISS-USA will cover shipping costs for these case files to be submitted to:

  International Social Service – USA
  1120 N Charles St, Suite 300
  Baltimore, MD 21201
A formal request in writing must be submitted to ISS requesting a waiver (client or local case worker).

Demographic and identifiable information must be provided along with completion of the Loan Waiver and Deferral Form RR-03.

The requests are evaluated based on financial need and insufficient income available to repay debts. Mandated by federal regulations: Public Law Title 45, Sec 211 and 212.

HHS reviews, grants, defers, suggests payment plans, and denies all waiver requests.
1. Requests from States and CBO’s arrive at ISS

2. ISS reviews, compiles, and requests supporting and/or missing documentation

3. HHS reviews, approves, denies, or holds request

3. ISS submits to HHS for review and determination

4. With ACF Approval = ISS cuts the check

International Social Service USA
REIMBURSEMENT

- Reimbursement payment requests
- Documents required monthly
- Cover letter
- Signed Privacy and Repayment Agreement Form RR-05
- Non-emergency Monthly Financial Form RR-04
- Support documentation
- Original receipts, copies of checks, acknowledgement of support received, etc.
- Detailed case notes
FOR MORE INFORMATION

- HHS ACF Website: [https://www.acf.hhs.gov/orr/programs/repatriation](https://www.acf.hhs.gov/orr/programs/repatriation)

- ISS Website: [ISS-USA.org](https://ISS-USA.org)

- Email: repatriationinquiry@iss-usa.org

<table>
<thead>
<tr>
<th>Financial Information</th>
<th>Case Management Information</th>
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<tbody>
<tr>
<td>Stephney Allen</td>
<td>Yalemzewd Bekele-Mulat</td>
</tr>
<tr>
<td>Director of U.S. Repatriation Program &amp; Internal Operations</td>
<td>Repatriation Program Manager</td>
</tr>
<tr>
<td>Phone: 443-451-1204</td>
<td>Phone: 443-451-1216</td>
</tr>
<tr>
<td>Email: <a href="mailto:sallen@iss-usa.org">sallen@iss-usa.org</a></td>
<td>Email: <a href="mailto:ymulat@iss-usa.org">ymulat@iss-usa.org</a></td>
</tr>
</tbody>
</table>
Thank you!
With your help we are making a huge difference in the life of our repatriates.