



The Great Seal

State of California Emergency Repatriation Plan



February 2014

Edmund G. Brown Jr.
Governor

Will Lightbourne
Director
California Department of Social Services

Mark Ghilarducci
Director
California Governor's Office of Emergency Services

(THIS PAGE INTENTIONALLY LEFT BLANK)

RECORD OF CHANGES

REV #	DATE	NAME OF RECORDER	SECTION(S) CHANGED	DISTRIBUTION (Full/Ltd/No)*
1			Original Document	Full
2				
3				
4				
5				
6				
7				
8				
9				
10				

*

Full - all holders
Ltd - specified holders
No - no distribution

(THIS PAGE INTENTIONALLY LEFT BLANK)

Emergency Repatriation Plan

Table of Contents

Part I: Introduction

Purpose	1
Executive Summary	1
Background and History	2
Authorities	3
Mission	5
Scope of the Plan	5
Planning Assumptions	6
Repatriation Eligibility, Types and Services	8

Part II: Roles and Responsibilities

Federal Agencies and Departments	15
State Agencies and Departments	17
Non-Governmental Organizations	17

Part III: Operational Functions

Functions and Tasks by Objective	19
--	----

Part IV: Resources

Personnel	23
Concurrent Emergencies and Disasters	23
Finance and Budget	23
Cost Reimbursement	23
Key Resources	24

Part V: Plan Maintenance

Update	26
Exercise	26
Maintenance	26

Appendices

A. List of Acronyms.....	28
B. Sample Notices of Emergency Repatriation.....	30
C. HHS Repatriation Assessment Form	34
D. Sample Welcome Letter	36
E. HHS Expenditure Statement and Claim for Reimbursement Form	38
F. Key Resources.....	40

(THIS PAGE INTENTIONALLY LEFT BLANK)

PART I. INTRODUCTION

PURPOSE

The purpose of this document is to define the roles and responsibilities of federal agencies, state agencies and non-governmental organizations, in cooperation with selected airports, cities, counties and non-governmental organizations in response to emergency situations which necessitate the mass movement of non-combatant United States (U.S.) repatriates from foreign countries to the State designated Port of Entry (POE) or any other POE identified by the Office of Refugee Resettlement (ORR) in consultation with other key federal agencies and state agencies. A separate Emergency Repatriation Concept of Operations will be developed for each POE identified by the State. In addition, participating agencies/departments should maintain a Concept of Operations that describes how they will accomplish their responsibilities assigned by this plan.

EXECUTIVE SUMMARY

The U.S. Department of Health and Human Services (HHS) is responsible for coordinating the provision of temporary assistance to U.S. citizens residing or traveling abroad in the event of their emergency repatriation to the United States. HHS is responsible for the coordination and provision of services only within the U.S. The Department of State (DOS) is responsible for the coordination and provision of services overseas. This responsibility has been delegated to the ORR in the Administration for Children and Families (ACF). To address the operational and policy requirements of providing these services to U.S. citizens, ORR, in coordination with other federal agencies, state governments and non-governmental organizations, developed an Operational Guide to the National Emergency Repatriation Plan.

Following the terrorist attacks of September 11, 2001, and the July 19, 2006, Lebanon Emergency Repatriation, ORR revised the 1983 National Emergency Repatriation Plan in order to develop operational guidelines for immediate implementation. The new Operational Guide sets forth agency policy and establishes procedures for implementing the repatriation of large groups of American citizens. These guidelines incorporate protocols established by the National Incident Management System (NIMS) using the Incident Command System (ICS).

To ensure operational readiness of all sectors of the repatriation process, ORR has consulted with partnering federal agencies, including DOS, the Department of Defense (DOD), state departments of emergency management operations and non-governmental organizations that provide assistance to repatriates.

The state's role in the repatriation process as defined in this State of California Emergency Repatriation Plan is to provide temporary assistance to U.S. citizens and their dependents who are identified by DOS as having returned from a foreign country to the U.S. due to illness, war, threat of war, invasion or similar crisis, and have been determined eligible by an authorized ACF Officer, to facilitate their travel to their final destination, and to provide any requested follow-up assistance for up to 90 days at their final destination within California.

BACKGROUND AND HISTORY

Large numbers of U.S. citizens and their dependents routinely reside, visit and travel abroad. At any time, an emergency may occur in a foreign country which would require the immediate evacuation of these citizens and their dependents from foreign countries back to the U.S., which includes the 50 states, the District of Columbia, Puerto Rico, U.S. Virgin Islands and Guam.

The U.S. Repatriation Program was established in 1935 under Section 1113 of the Social Security Act (Assistance for U.S. Citizens Returned from Foreign Countries) to provide temporary assistance to U.S. citizens and their dependents who have been identified by DOS as having returned or been brought from a foreign country to the U.S. because of destitution, illness, war, threat of war or similar crisis.

Congress established the Repatriation Program to provide repayable assistance to eligible citizens and their dependents. The “repayable” aspect of this assistance implies that Congress perceived the recipient’s needs as temporary and imminently, self-correctable. This Repatriation Program was instituted to meet the transitional needs of repatriates until their existing resources are available.

Under federal law, repatriates upon their arrival at a POE into the U.S. are potentially eligible to receive Emergency Repatriation assistance through the U.S. Repatriation Program. Cash aid, travel expenses, medical and psychological emergency care, temporary lodging and other services are offered to eligible repatriates who need assistance. Eligible repatriates will be able to receive available Emergency Repatriation Center (ERC) services (such as food, and ERC medical services). Additionally, eligible repatriates will be able to receive temporary assistance as defined by the Repatriation Program regulations, which includes onward travel, cash, lodging, medical services outside the ERC for up to 90 days of services. Not all evacuees are considered eligible individuals for repatriation assistance, only U.S. citizens and their dependents. However during an evacuation, others such as Lawful Permanent Residents (LPRs), third party nationals, U.S. Citizens, etc.) may need assistance and certain services that may be provided within the ERC and may be liable for the cost of services provided. Repatriates without available resources are eligible to apply for extended assistance at their final U.S. destination. All funds provided directly to repatriates are given in the form of a loan which must be reimbursed to the U.S. Government.

The program contains four activities: two are characterized by ongoing caseloads with individual repatriations under Section 1113 of the Social Security Act and the assistance provided to the mentally ill repatriates found under 24 United States Code (U.S.C.) 321; the other two activities are contingency components regarding Emergency Repatriation and group repatriations for which HHS often has the responsibility to provide services under Section 1113 authority. While these activities involve different kinds of preparation, resources and execution, the core program policies and administrative procedures are essentially the same.

Overseas, DOS conducts the initial assessment and determination of program eligibility and ensures transportation of eligible individuals into the U.S. Upon their arrival, authorized ACF/ORR staff will make a final determination of eligibility for services. State designated staff will assist ACF/ORR with the initial assessment and recommendation of eligibility.

Today's repatriates who require transitional/temporary assistance from ORR are not waiting to relocate and liquidate their financial resources, but are often rebuilding their lives. Some repatriates may exhibit a mix of problems exacerbated by limited coping skills, chronic illness, mental illness and lack of support networks of family, friends, etc. These eligible individuals may qualify for conventional public social assistance programs, which were not available during inception of the program. Based on their often tragic circumstances, their ability to repay ORR for resettlement assistance is not likely, as demonstrated historically by previous repatriation incidents.

Not all individuals will require every service available, but the Repatriation Program is prepared at all times to provide effective and efficient services needed to eligible individuals. Many repatriates have the financial means to arrange for their own transportation and may not need temporary assistance. For those who are without available resources, the Repatriation Program arranges for all required services and serves as a conduit for individuals to transition to appropriate local programs.

AUTHORITIES - FEDERAL

Executive Order

Executive Order (E.O.) 11490, as amended (E.O. 12656), assigns planning responsibilities for emergency preparedness functions to federal departments and agencies. Included in the E.O. is HHS planning responsibility for the reception, temporary assistance, and onward travel to the final destination of noncombatant repatriates returned to the U.S. in an emergency situation.

Section 1113 of the Social Security Act provides the statutory authority for the Emergency Repatriation Program (Program). The Program is implemented through the cooperation of federal and non-federal agencies, as well as state and local governments.

E.O. 11490, as amended, describes the emergency health and social services functions assigned to HHS. E.O. 11490 assigns responsibility to HHS for arranging, temporary care and onward transportation to the final destination of non-combatant evacuees returned to the U.S. from a foreign country.

E.O. 11490 Section 1104 (4) of part II assigns responsibility to the Secretary of HHS for providing services to non-combatant evacuees as follows:

"(4) Non-combatant evacuees to the continental United States. Develop plans and procedures for assistance at ports of entry to U.S. personnel evacuated from overseas areas, their onward movement to final destination, and follow-up assistance after arrival at final destination."

Statute

The Program is authorized under Title XI, Section 1113 of the Social Security Act (42 U.S.C. 1313 (a) (1)), which states that HHS is responsible for providing temporary assistance to U.S. citizens and their dependents if they:

"(A) are 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 (B) are without available resources."

Regulation

Title 45, Chapter II, Part 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 U.S., in accordance with ability to repay for the cost of such temporary assistance as may be readily identifiable for families and individuals, such as cash assistance and transportation to final destination.

AUTHORITIES - STATE

Regulation

Administrative Order with the California Governor's Office of Emergency Services (Cal OES), formerly known as the California Emergency Management Agency (Cal EMA), outlines the California Department of Social Services (CDSS) responsibilities for emergency group repatriation.

Statute

Civil Code, Section 1798: All individuals have a right of privacy in information pertaining to them.

Government Code, Section 8550: To ensure that preparations within the state will be adequate to deal with such emergencies.

Welfare and Institutions Code Section 10600: Designates the CDSS as the single state agency with full power to supervise every phase of the administration of public social services.

Welfare and Institutions Code Section 10609: Designates that the CDSS may act as the agent or representative of or cooperate with the federal government in any matters within the scope of the functions of the department, for the administration of federal funds granted to this state or for any other purpose in furtherance of those functions.

Welfare and Institutions Code Section 10613: Designates functions of the CDSS to include the administration and the supervision of the administration of public social services, except health care services and medical assistance, within this state as an agent of the federal government and acting as a service agency for the federal government in the field of social services and welfare.

Welfare and Institutions Code Section 10800: The administration of public social services in each of the several counties of the state is hereby declared to be a county function and responsibility and therefore rests upon the boards of supervisors in the respective counties pursuant to the applicable laws.

MISSION

The mission of the Repatriation Program, as defined in this State of California Emergency Repatriation Plan, is to provide temporary assistance to U.S. citizens and their dependents who are determined eligible by ACF/ORR authorized staff after being repatriated by DOS from a foreign country to the U.S. due to illness, war, threat of war, invasion or similar crisis; to facilitate their travel to their final destination and to provide any requested follow-up assistance for up to 90 days at their final destination.

SCOPE OF THE PLAN

This plan provides information about responsibilities for the California Emergency Repatriation process and policies for activation and operation of the ERC. A separate Emergency Repatriation Concept of Operations will be developed for each POE identified by the state. In addition, participating agencies/departments should maintain a Concept of Operations that describes how they will accomplish the responsibilities assigned by this plan.

This plan addresses the activation, alert notifications and the operation of an ERC with a designated airport as a POE. Extended services to repatriates who arrive through a California POE and choose a California county as their final destination are covered in individual repatriation plans administered by CDSS through the appropriate county department.

This plan sets forth policy and establishes operating procedures for implementing group and/or Emergency Repatriation of individual U.S. citizens, their dependents and others upon arrival in the U.S. following a catastrophic repatriation event from overseas. The plan covers reception at POE, onward travel to final destination and provision of temporary assistance at the ERC. For individuals eligible for up to 90 days of temporary assistance, California will follow the procedure established for ongoing non-emergency cases.

The main objective of the plan is to ensure that U.S. citizens, while in California, are adequately assisted in an expedited, safe and successful return to their communities in the U.S.

In the event of an Emergency Repatriation from overseas, ORR assumes direct leadership for coordination of all participating federal, state and non-governmental agencies during the implementation of a national repatriation act, and through the State of California Repatriation Agreement, ORR has delegated to the state the authority to carry-out all local coordination of local response to provide temporary assistance to repatriates at an identified POE. Emergency Repatriation events may take place under a Presidential Declaration of National Emergency related to escalating international tension or hostilities overseas, or it may occur under conditions not involving a declaration of national emergency. The Cal OES and CDSS assume responsibility for coordinating state resources.

PLANNING ASSUMPTIONS

1. This plan assumes for an emergency repatriation activity; however, it can be used for group repatriation.
2. Military support may not be available at non-military POEs, including assistance from National Guard and Reserve Units.
3. ORR authorized staff will notify California at the point that an evacuation is being considered. The state should have 48 hours to one week to activate its plan before the first flights arrive. If the notification time is less than 48 hours, the time period to carry out other pre-event activities will be compressed. ORR will notify states through the use of a “Notice of Emergency Repatriation” letter (Appendix B). The state may receive any of the following notifications from ORR:
 - Stand-By: This notice will be provided after sufficient information is obtained from DOS advising that a massive repatriation may materialize.
 - Activate Plan: This notice will be provided after sufficient information is obtained from DOS advising that a massive evacuation has materialized and the state has been chosen as a POE.
 - Cancel Previous Notice of Stand-by: This notice will be provided after sufficient information is obtained from DOS advising that (1) a massive evacuation has materialized and the state has NOT been chosen as a POE, or (2) there will be no massive evacuation.
4. Emergency repatriation operations may begin prior to or without a city, county, state or federal proclamation or declaration of emergency.
5. Operations will be maintained with 24-hour coverage for the duration of the emergency.
6. There may be situations in which both emergency repatriation and evacuation for other contingencies are being implemented simultaneously in a locality.
7. Carry-on baggage is subject to limitations imposed by the air carriers, DOS and DOD. Unaccompanied baggage, household goods and privately owned vehicles may NOT accompany repatriates, but may be shipped separately to the state of final destination.
8. Repatriates could be elderly, disabled, sick or wounded. Some may have small children. Repatriates may arrive with little or no identification, money and few personal items.
9. Repatriates may be under considerable stress and anxiety, requiring immediate assistance.

10. A separate designated area at the ERC will be available to provide for repatriates luggage away from service animals, and personal belongings. Federal Regulations does not authorize the evacuation of pets; however, repatriates may arrive at a POE with a service animal.
11. The ORR will reimburse states for all reasonable and allowable costs. Advanced funds are not expected to be given to states. Exemptions might be made based on the totality of circumstances and the availability of federal funds, and if requested by CDSS, based upon the county needs.
12. Repatriates may arrive at multiple POEs.
13. Repatriates will continue to travel to their final destination as quickly as possible.
14. Repatriates may speak languages other than English.
15. Individuals with criminal records will be processed by the U.S. Department of Homeland Security (DHS) or other authorized agency.
16. Follow-up assistance may be required from the states of final destination. The ACF/ORR authorized staff will make the referral to the state of final destination. Authorized services will be reimbursed by ACF/ORR.
17. State designated staff will perform an eligibility assessment of those repatriates requesting temporary repatriation assistance, and an ACF/ORR authorized staff will make the final eligibility decision. Services will be provided to eligible individuals based on the type of assistance and amount authorized by ACF on the processing form (See Appendix C for a sample form).
18. Some assistance may be provided at the ERC (e.g. childcare, food, temporary medical services, etc.) to all repatriated individuals regardless of their eligibility for services.
19. In cases where there is an overseas pandemic and/or communicable disease, the Federal Government will follow established protocols. If an isolated case is discovered, ORR will work with authorized federal agencies to execute their routine mandates.
20. State designated staff will work with ACF/ORR authorized staff to identify pre-associated quantities, and pre-approval for required equipment/services, (i.e. ambulance services, satellite phones, communications bandwidth systems, ERC security, administrative copiers, printers and fax machines, etc.), during an Emergency Repatriation event.

REPATRIATION ELIGIBILITY, TYPES AND SERVICES

General

Many repatriates have the financial means to arrange their own transportation and may not need financial or transportation assistance. For those repatriates who are without available resources, temporary assistance will be available. Temporary assistance is defined as money payments, medical care, temporary shelter, transportation and other goods and services necessary for the health and welfare of individuals. This assistance is provided in the form of a loan repayable to the U.S. Government. This assistance may be provided to an eligible repatriate for no longer than 90 days, and after signing an HHS Repayment Agreement form that the repatriate will pay the loan back.

Eligibility

For the purpose of an emergency or group repatriation, to qualify for assistance, a person must be a U.S. citizen or dependent identified by DOS as having returned or been brought to the U.S. because of illness, war, threat of war, invasion or similar crisis. In addition, the person must be without resources immediately accessible to them.

State designated personnel authorized by ACF/ORR staff will determine who is eligible to receive repatriation temporary assistance (e.g. cash, onward travel, lodging, etc.). Medical evaluations will be performed by authorized local, state or federal medical staff.

Types of Repatriates

The U.S. green card holders, visa holders and citizens of other countries may also be repatriated to the U.S. prior to their continuing travel to their country of record (e.g. Canadian citizens). The HHS will work with DOS to ensure that foreign national citizens receive appropriate assistance that allows them to expeditiously return to their home country. The following is a list of the types of repatriates:

1. Citizenship – The U.S. DHS, Citizenship and Immigration Services (USCIS) will verify citizenship. A dependent of a U.S. citizen includes a spouse or minor children, and under certain circumstances a family member who is financially dependent on an adult U.S. citizen either temporarily or permanently. Additionally, a dependent family member refers to a person who lives with the adult U.S. citizen, is related through blood, marriage, adoption or other legal family relationship and is properly documented with proof of ability to legally reside in the U.S.
2. Identification by the U.S. DOS – Under normal conditions, cases are referred to ORR's grantee on an individual basis by DOS. In an emergency situation, DOS will determine those individuals eligible for repatriation from overseas to the U.S. Upon arrival to the U.S., responsibility relies on ACF/ORR to implement national repatriation procedures and to determine eligibility under established HHS laws.

3. Without Available Resources – Resources to be considered will be only those which are immediately accessible for use at the time temporary assistance and services are required at the POE, or when arrangements are made for onward transportation to final destination. Resources are considered as immediately accessible only when they are in possession of and under the control of the evacuee and can be drawn upon to meet immediate or temporary needs. The individuals without available resources will be accepted unless the interview reveals that resources are available. Many of the evacuees will have their own resources at their final destination or through their public or private employing organizations or agencies, which are not immediately accessible to them at the POE. Such persons will be eligible for temporary assistance as needed at the POE and for onward transportation. However, such individuals will be required to repay to the U.S. Government the cost of such assistance and services once their own resources become accessible.

Types of Services

1. Briefing – Briefing of repatriates will include an informational briefing by ERC personnel in a designated facility or inside the plane.
2. Individual Interviews – Individual interviews will be conducted upon the completion of the briefing by designated state personnel, who will determine individual needs, including any medical evaluations, utilizing the HHS Repatriation Assessment form. The ACF/ORR staff will review and approve these individual cases by signing the HHS Repatriation Assessment form.
3. Temporary Shelter – Temporary shelter will be available if the repatriate is unable to continue to his/her final destination on the date of arrival and cannot make his/her own arrangements. Temporary shelter could be provided at commercial establishments (hotels and motels) or it may be necessary to provide shelter on a congregate basis.
4. Transportation – Transportation may include school buses public transit buses, or airport shuttles to temporary shelters, airports and other locations.
5. Feeding – Mass feeding may be provided to repatriates in conjunction with, and following, their arrival at the ERC and/or temporary shelter location. Consideration must be given to culture and special feeding requirements of many repatriates such as diabetics, infants and those who are re hypertensive. Planning should involve consultation with clinicians and dieticians/ nutritionists. Mobile disaster canteens may be needed for those repatriates who are unable to leave immediately. In some cases, standby catering contracts for augmentation of existing congregate feeding capabilities may be indicated.
6. Child Care – Child care in age appropriate groups for the children of repatriates will be arranged while the parent/escort processes through the ERC.

7. Cash Assistance – Cash assistance will be provided to eligible repatriates in a form of a loan. Cash assistance will be nominal if the repatriate’s need for temporary shelter and food are being met on a congregate basis, with cash provided only for personal items. If there is a need for longer term cash assistance, repatriates will be referred for individual repatriation assistance through the state of final destination.
8. Banking Services – Banking services will be provided by making phones and internet services available to the repatriates as well as providing names and contact information for banks and other financial services in the area. Provision for the exchange of foreign currency will also be made.
9. Temporary Boarding of Service Animals – Temporary boarding of service animals and veterinary care will be available for those animals returning with repatriates while repatriates go through ERC processing. Support, if needed, can be requested to ORR for HHS’ U.S. Office of the Assistant Secretary for Preparedness and Response (ASPR), National Veterinary Response Team (NVRT), under the National Disaster Medical System (NDMS) to assist repatriates. Repatriates may leave their service animals in temporary boarding for a maximum of three days while they await onward transportation or make living arrangements.
10. Care of Unaccompanied Minors – Care of unaccompanied minors may include children who have returned to the U.S. without their parents or become separated from family or a designated guardian during an evacuation operation from overseas. The goal during future emergencies is to receive timely passenger lists from DOS or other authorized agency identifying this information. In the absence of such information, Customs and Border Protection (CBP) will hold the unaccompanied minors in an area until child protective services arrives to provide appropriate services. If there is reasonable cause that prevents the legal guardian from traveling to the ERC or designated state location, and the legal guardian is not able to coordinate for somebody else to pick-up the unaccompanied minor, the state may coordinate, in consultation with ACF/ORR representatives, the reunification which may include onward travel for the unaccompanied minor with an escort service (e.g. some airlines provide these services). The legal guardian will be responsible for completing and signing the necessary HHS forms (e.g. repayment agreement form) prior to providing services. When releasing the unaccompanied minor to the legal guardian, appropriate procedures must be followed including ensuring proper documentation of legal guardian prior to releasing the unaccompanied minor. It will be important to keep copies of the legal guardian proof of identity. Established state child welfare policies will be followed if permanent arrangements are deemed necessary, such as placement in a foster home or institution.

11. Those with Disabilities and others with Access and Functional Needs – Those with disabilities and others with access and functional needs, including aging adults, who have returned to the U.S. without their families, or become separated from family or a designated guardian during an evacuation operation from overseas. The goal during future emergencies is to receive timely passenger lists from DOS or other authorized agency identifying this information. In the absence of such information, CBP will hold those with disabilities and others with access and functional needs in an area until adult protective services arrive to provide appropriate services. Established state adult protective service policies will be followed if permanent arrangements are deemed necessary, such as placement in a licensed community care facility or institution.
12. Essential Clothing and Comfort Kits for Immediate Needs – Essential clothing and comfort kits will be available at the ERC to individuals evacuated from foreign countries under emergency circumstances who may be unable to secure adequate clothing or comfort kits before departure
13. Information and Inquiry Service – Information and inquiry services will be offered to repatriates who request assistance in contacting relatives, friends, employers or in locating family members from whom they have become separated, and making personal transportation arrangements to their final destinations. Additional telephone and telecommunication services will be required at the ERC or temporary shelter locations to provide the needed communication services.
14. Family Reunification – Family reunification for family members who may become separated during the evacuation from overseas and may be transported to different U.S. POEs. When such problems are identified, assistance will be provided in determining the whereabouts of the separated family member(s), coordinating communication and directing the individual for assistance with onward travel to the repatriate’s final place of destination.
15. Transportation to the Final Destination –Transportation to the final destination will be assessed by designated state personnel, who will refer the repatriate to the onward travel area to book their transportation needs. The ACF/ORR staff will review and approve individual repatriate’s assessments by signing the HHS Repatriation Assessment form. Additionally, state personnel will identify the final destinations of repatriates at the time they are interviewed and will assist those repatriates with sufficient available resources, or who are eligible for repatriation assistance by calling the identified ORR travel agency. Eligible repatriates travel cost will be charged directly to ORR, through the Repatriation Program. The ORR will provide in-time authorization to state identified personnel to assist with booking of travel through the contracted federal travel agency. For those repatriates who request help in making transportation arrangements or who are not eligible for repatriation assistance, travel arrangements may be booked through this contracted ORR agency, but the repatriate will need to utilize their own payment/resources. Additionally, a self- booking area will be available and equipped with computers, telephones and travel information for those individuals who want to make their own arrangements.

16. Counseling and Other Services – Counseling and other services will be available as circumstances permit. These services may include counsel on travel and transportation arrangements, determination of suitable community of destination and care and protection of children.
17. Medical Assistance – Medical assistance will be available for repatriates that may have minor medical/psychological needs which may occur prior to or following their arrival at the ERC. Those individuals will be referred to the appropriate medical stations. When there is a medical emergency that cannot be handled at the ERC, the local emergency medical service or medical team will make arrangements for tracking and transporting the repatriate to a hospital or other suitable facility in the vicinity for care. Other services include:
- Medical Assistance – Medical assistance will be coordinated and provided at the ERC, and located within the health screening area. This medical assistance may be provided by the American Red Cross (ARC), if requested by the state. Additional medical assistance by federal staff may be provided if requested by the state to ACF/ORR.
 - Emergency Medical Services – Emergency medical services will be coordinated and provided at the ERC. Repatriates requesting or requiring medical attention will be directed to the health screening area, which will perform a more in-depth medical assessment or examination.
 - Hospitalization – Hospitalization will be coordinated by the ERC and CBP, with the identification, records and follow-up with those repatriates who require hospitalization to a local hospital prior to arriving to the ERC. ERC staff will ensure that the appropriate HHS forms are signed by eligible repatriates and their dependents. The Repatriation Program will be billed for all hospitalization cost for eligible repatriates, and will be reimbursed at the Medicaid/Medicare rate, and not the private rate. Those who are determined to be ineligible will have to pay their hospital cost utilizing their own resources and/or available assistance.
 - Quarantine – Quarantine conditions will be coordinated if warranted, and CDC will act as the lead agency to treat the condition according to statutes and regulations in coordination with the County Health Officer.
 - Pharmaceuticals –Pharmaceuticals whenever necessary will be identified by medical staff, who will arrange for pharmaceuticals and a resting area for those requiring such assistance.
 - Medical Staffing – Medical services will be staffed and coordinated at the ERC. Upon request from the state, HHS will assume responsibility for medical management and staffing at POEs utilizing resources of the NDMS and Commissioned Corps Readiness Force. If a determination is made by ACF/ORR that more medical assistance is needed, ACF/ORR will consult with the appropriate HHS agency and the state to request additional medical staff.

18. Registration and the Process of Evaluation – The registration and the process of evaluation will be designed to determine whether the repatriate is eligible for repatriation assistance, ensure signature on appropriate HHS forms, obtain authorized ACF/ORR signatures on documents and direct the eligible person(s) to appropriate ERC service areas. Some U.S. citizens may not qualify for repatriation assistance because they have resources immediately accessible to meet their needs. Non-eligible evacuees will be able to access some of the services available at the ERC. These services may include clothes and toiletries, food, information, child care, etc. It does not include medical service and/or pharmaceuticals provided outside the ERC (e.g. hospitals), cash, transportation, hotel accommodation, etc.
19. Referral to State of Final Destination – Referral to states of final destination for repatriates that are determined to be eligible for repatriation services, and need assistance at their state of final destination.
20. Public Affairs – Public affairs will be coordinated at the ERC, through the Joint Information Center (JIC) for all media activities.
21. Religious and Pastoral Care – Religious and pastoral care may be available based on the POE and the services available in that county.
22. Interpretation and Translation Services – Interpretation and translation services will be provided and designated with identifiable and appropriate signage.
23. Security and Safety – Security and safety will be coordinated with the local airport security/fire departments. The appropriate county law enforcement and county fire departments will be notified to respond to any immediate threats and/or medical emergencies outside the scope of the local airport services.

(THIS PAGE INTENTIONALLY LEFT BLANK)

PART II. ROLES AND RESPONSIBILITIES

FEDERAL AGENCIES AND DEPARTMENTS

The ORR is assigned as the lead federal agency for emergency repatriation and the link between the federal government and California. Within the federal government there are multiple agencies or departments that will support the state in a repatriation effort. NIMS will be used to manage command and control and resource requests.

U.S. Office of Refugee Resettlement (ORR)

The ORR is the primary agency within ACF, which is within HHS, and has the responsibility for planning, assessing and coordinating. The ORR will be leading the Emergency Repatriation responsibilities and response activities of HHS. Lead responsibilities of ORR are supported by other programs or support agencies within ACF and HHS. The ORR and/or authorized state personnel will be the first contact repatriates have once they arrive within the U.S. Repatriates will be issued an ORR welcome letter (see sample letter Appendix D, currently under revision).

U.S. Department of Health and Human Services (HHS)

- U.S. Office of the Assistant Secretary for Preparedness and Response (ASPR) – ASPR is responsible for assisting in the coordination of the provision of appropriate federal medical personnel and equipment and the provision of health care services at repatriate sites. This role will become active only if requested by an authorized state representatives, who coordinates through ORR or upon a reasonable assessment performed by an authorized federal staff that indicates the state does not have the necessary medical resources to respond to such an event.
- U.S. Centers for Disease Control and Prevention (CDC) – CDC is responsible for providing public health services, including disease control, epidemiology, medical assessment for infectious diseases and if required to quarantine operations.
- U.S. Substance Abuse and Mental Health Services Administration (SAMHSA) – SAMHSA is responsible for coordinating the provision of behavioral health care for repatriates. This role will become active only if requested by an authorized state representative through ORR or upon a reasonable assessment performed by an authorized federal staff that indicates the state does not have the necessary mental health resources to respond to such an event.
- U.S. Program Support Center (PSC) – PSC is responsible for budgetary assistance in the procurement and administration of funds for emergency repatriation operations.

U.S. Department of State (DOS)

All notifications and/or communication will be provided from DOS to ORR designated staff. The DOS will also determine who is eligible to be evacuated from overseas to the U.S.

U.S. Department of Defense (DOD)

When civilian or charter transportation is unavailable, DOS may request for DOD to assist with the evacuation of U.S. citizens from overseas to the U.S. Under these circumstances, DOS, HHS/ORR, DOD, CBP and other applicable federal agency will consult to identify the POEs in the U.S. If the POE is at a military base, ORR in coordination with the POE State (e.g. CA) will work with DOD to allow access to the area of the base where evacuees will be arriving. Access will be provided to the necessary personnel to provide the resources needed to assist the evacuees. In addition, ORR will work with DOD to identify and determine the type of support that might be provided by DOD at the base.

U.S. Customs and Border Protection (CBP)

The CBP is responsible for performing required customs clearances at POE. Authorized CBP staff will keep the ERC federal site manager informed of any unusual situation with arriving repatriates (e.g. criminals, unaccompanied minors and those with disabilities and others with access and functional needs, etc.) and performs required security clearances at POEs. In cooperation with the POE airport, CBP establishes and directs the operation of the screening area.

U.S. Federal Bureau of Investigation (FBI)

Whenever necessary, the FBI is responsible for performing required security clearances at POEs.

U.S. Federal Emergency Management Agency (FEMA)

The FEMA is responsible for assisting in the coordination of emergency communication systems to notify national and local partners of the need for assistance.

U.S. Department of Housing and Urban Development (HUD)

The HUD is responsible for identifying available HUD-assisted housing at or near the POE, which may be used for some repatriates who cannot be moved in a timely manner to a final destination. It also identifies available HUD-assisted housing at or near the POE for longer stays, commercial housing facilities and congregate facilities.

U.S. Department of Agriculture (USDA)

The USDA is responsible for the provision of food to authorized distributing relief agencies, such as the ARC and The Salvation Army (TSA). The USDA is also responsible for the regulatory clearance or quarantine of animal and plant products at the POEs.

U.S. Department of Transportation (DOT)

The DOT will add repatriates to the transportation priority list following notification by the ACF/ORR and advise the Federal Aeronautics Administration, the Interstate Commerce Commission and the Federal Railroad Administration of the priority of movement for repatriates and for inter-city motor services.

STATE AGENCIES AND DEPARTMENTS

Within the state, there are two primary agencies/departments, Cal OES and CDSS, that will provide direct assistance during an emergency repatriation event. The Cal OES will coordinate any additional state agencies that may have a supporting role during a repatriation effort and CDSS has the primary responsibility for coordinating the social services aspects of the event.

California Governor's Office of Emergency Services (Cal OES)

The Cal OES is responsible for the coordination of all state emergency activities and public information during disasters and emergencies, and is the liaison between the federal government, state government agencies and the local jurisdictions.

California Department of Social Services (CDSS)

The CDSS is responsible for support of the local governments and overall state coordination of the social services aspects of an emergency repatriation event through the POE county human service agency. The CDSS, in coordination with the local POE government will compile and submit one consolidated reimbursement claim to ORR. The CDSS also manages the Individual Repatriation Program.

Other State Departments

Other state departments may provide support during a repatriation event if needed in such areas as emergency medical services, public health or law enforcement.

NON-GOVERNMENTAL ORGANIZATIONS

American Red Cross (ARC)

The ARC assists in the temporary care of repatriates and provides other assistance identified and requested by the state or local government as per the Memorandum of Understanding (MOU) between ARC and CDSS, ARC and Cal OES, as well as the MOU between ARC and ORR. The ARC provides comfort kits, congregate sheltering, mass feeding and will provide inquiries and relatives contact services to repatriates. The ARC will also administer first aid, medical and disaster mental health services at congregate shelter sites. The ARC will coordinate with other volunteer agencies, including TSA if further assistance is required.

(THIS PAGE INTENTIONALLY LEFT BLANK)

PART III. OPERATIONAL FUNCTIONS

The Cal OES and CDSS, in coordination with the lead jurisdiction for the Operational Area (OA) and the local responsible jurisdictions, will provide direct assistance and ensure the operational functions listed below are supported in the event of an emergency repatriation. Although this is a multi-jurisdictional effort, CDSS is the designated lead department and works in coordination with Cal OES during an Emergency Repatriation event.

FUNCTIONS AND TASKS BY OBJECTIVE

1. Emergency Management

- Facilitate the overall planning process and response if an emergency repatriation event occurs, coordination of services outlined in the operational functions section of this plan. Services will be provided by the participating federal, state, region, OA, city or non-governmental organization during a repatriation event.
- Alert and notification of appropriate parties and initiate the activation of the ERC and oversee coordination of all activities during the repatriation event.
- Plan for, and participate in, the public information/media messaging process during an event, these messages may include issuing press releases, interviews with various media outlets, written/oral communication for the repatriates and the review of the welcome letter.
- Ensure authorized staff are provided with information regarding how and when to participate at scheduled federal and state meetings. Emergency management staff will communicate with representatives from participating federal, state, region, OA, city and non-government organizations in regards to attendance in planning meetings during the event. Ensure participating federal, state, region, OA, city and non-governmental organizations have a clear understanding of their roles and responsibilities.
- The CDSS is responsible to facilitate the coordination of the final billing of the departments' eligible expenditures.
- The CDSS, in coordination with Cal OES will provide liaison support to federal, state, region, OA, city and non-governmental organization agency officials.

2. Logistics

- Coordinate supplies and office equipment, including ensuring that telecommunications and information systems equipment are available for use by repatriation event staff and repatriates at the ERC.
- Coordinate arrangements for ground transportation.

3. Public Information

- Interface with media representatives in coordination with ORR in the Joint Information Center (JIC).

4. Social Services

- In coordination with ORR, identify needed social services to determine authorized financial assistance and establish an accounting tracking system.
- Plan for providing and overseeing the provision of essential social services during an event.
- Establish and maintain state repatriate case files, if necessary.
- If requested, provide social services staff to shelters.
- Coordinate care and supervision of unaccompanied minors and those with disabilities and others with access and functional needs.

5. Health/Medical Services (Public Health/Emergency Medical Services)

- Coordinate emergency medical personnel and care at the ERC.
- Coordinate provision of medical services with the public health/health services, local medical providers or, if needed, the California Department of Public Health (CDPH) or the federal HHS/ASPR/NDMS.
- Coordinate provision of standby hospital services as needed.
- Coordinate with emergency medical services for emergency medical transport as required.
- Provide mental health teams at the ERC if not provided by social services.
- Ensure that medical facilities are aware of possible needs of arrivals and cost limits for providing services.
- Service animal screening for disease and quarantine if necessary.
- Transport service animals to a temporary animal care area.
- Temporary boarding of service animals (up to three days).
- Coordinate with non-profit organizations to provide pet care for pets that were transported separately while repatriates are transitioning.
- If requested, provide public health staff to shelters.

6. Behavior Health and Mental Health

- Provide onsite counseling services for repatriates in need, including children.
- Identify local mental health service providers.

7. Security Services

- Liaison with CBP/FBI to provide security at the POE airport and the ERC as needed.
- Coordinate with local law enforcement and request mutual aid as needed.

8. POE Airport

- Coordinate planning and preparedness activities for reception of flights.
- Provide adequate space for ERC.
- Coordinate with appropriate law enforcement for security.
- Facilitate transfer of baggage from the plane to the Federal Inspection Station.
- Arrange deplaning and transport of repatriates to the terminal in coordination with the Logistics section. Coordinate airport access and provision of transport vehicles for movement of repatriates within the airport.
- Assisting the CBP as needed in the establishment, operation and maintenance of the screening area.
- Provide facilities to establish a JIC.
- Provide directional signs in multiple languages.

9. Post-Operational Phase

- The ORR will provide the demobilization notification to close the ERC. The ERC will be on a stand-by mode for at least 24 hours after the receipt of the demobilization notice. The ERC will not be staffed, but will maintain the layout and connectivity readiness.

(THIS PAGE INTENTIONALLY LEFT BLANK)

PART IV. RESOURCES

PERSONNEL

The ACF/ORR will deploy an Emergency Repatriation Center Federal Officer (ERCFO), who will act as the Repatriation Program advisor at the ERC to all agencies and will maintain communication with the ACF Central Office Command Post; ORR designated staff, the ACF Regional office and the POEs State contacts. Additional ACF/ORR staff will review and approve individual cases by signing the HHS Repatriation Assessment forms, and designated state personnel will determine the individual repatriates needs and document their needs on the HHS Repatriation Assessment forms. The number of state and local personnel will be determined in consultation with ACF/ORR and may vary based on the emergency.

CONCURRENT EMERGENCIES AND DISASTERS

In the event that an emergency or disaster not related to the emergency repatriation event occurs at the same time as a repatriation event, the repatriation process shall be coordinated in accordance with SEMS/NIMS, in conjunction with the other disaster or emergency.

FINANCE AND BUDGET

The OA areas are required to submit their claims for the emergency repatriation event containing all supportive documentation to the state designated staff within 15 days after the emergency. The CDSS will provide direction and instructions regarding billing.

The CDSS will submit one compiled financial claim for the emergency repatriation event containing all supportive documentation to the ORR designated staff within 30 days after the emergency.

COST REIMBURSEMENT

States are responsible for reporting expenditures and requesting reimbursements for repatriation costs in accordance with federal procedures. During an Emergency Repatriation, ORR will assist states in determining what is reasonable, allocable and allowable and will reimburse for repatriation costs incurred by the state (including payments to repatriates). States are required to submit a claims packet requesting reimbursement utilizing the Expenditure Statement and Claim for Reimbursement form SSA-3955 (See Appendix E, currently under revision). The CDSS, in coordination with the local POE government will compile and submit one consolidated reimbursement claim to ORR. The per-diem cost will only be reimbursed for employees on travel status. The OA's have two alternatives to receive reimbursement.

1. The County can have the County Welfare Department serve as the Fiscal Intermediary for this process and collect all documentation and submit to CDSS for reimbursement and CDSS would reimburse all reasonable and allowable costs directly to the County Welfare Department, through an Inter-governmental Contract.
2. The County and CDSS may enter into a contract for the purposes of Emergency Repatriation. This will allow CDSS to reimburse the county through an inter-governmental contract after the services have been rendered.

Local governments may have internal procedures that may require an emergency board resolution authorizing the county and CDSS to enter into an emergency contract for reimbursement initiatives.

KEY RESOURCES

The CDSS is working with local OA's to identify a list of key resources which identifies equipment/supplies and essential personnel to activate an ERC (See Appendix F, Key Resources for specific details/**Under Development for later submission**). Future approval of the list of key resources will serve as authorization to purchase, rent, or acquire equipment/supplies without pre-approval by ACF/ORR.

All services provided directly to repatriates are given in the form of a loan which must be reimbursed to the U.S. Government.

(THIS PAGE INTENTIONALLY LEFT BLANK)

PART V. PLAN MAINTENANCE

PLAN MAINTENANCE

In order to maintain optimal preparedness for implementation of the Emergency Repatriation Plan, the OA will update, exercise and maintain the State Emergency Repatriation Plan.

UPDATE

The Cal OES and CDSS will review and update this Emergency Repatriation Plan periodically with all participating entities to keep the document current as well as operationally viable.

The following elements will be emphasized during the review:

1. Update and verify all partner and personnel contact information.
2. Review and update all MOUs to ensure their relevance.
3. Assess general readiness and evaluate available resources.

EXERCISE

The Cal OES and CDSS will coordinate with agencies at the federal, state, regional and local levels, as well as NGOs to participate in a joint exercise of this State Emergency Repatriation Plan and the supporting Concept of Operations.

The following elements will be completed after an exercise:

1. Hot wash/Debriefing
2. After Action Summary Report
3. After Action Final Report

MAINTENANCE

The Cal OES and CDSS will review this Emergency Repatriation Plan in the event of any significant changes or direction by the federal, state or local governments.

The following events may necessitate review of the Emergency Repatriation Plan:

1. A change in operational resources
2. A change in elected officials
3. Each activation
4. Major exercise
5. Enactment of new or amended laws or ordinances

(THIS PAGE INTENTIONALLY LEFT BLANK)

ACRONYMS

Appendix A

ACF	Administration for Children and Families
ARC	American Red Cross
ASPR	U.S. Office of the Assistant Secretary for Preparedness and Response
CBP	Customs and Border Protection
Cal OES	California Governor's Office of Emergency Services
CDC	Center for Disease Control
CDPH	California Department of Public Health
CDSS	California Department of Social Services
DHS	Department of Homeland Security
DOD	Department of Defense
DOS	Department of State
DOT	Department of Transportation
EO	Executive Order
ERC	Emergency Repatriation Center
ERCFO	Emergency Repatriation Center Federal Officer
FBI	Federal Bureau of Investigation
FEMA	Federal Emergency Management Agency
HHS	Department of Health and Human Services
HUD	Department of Housing and Urban Development
ICS	Incident Command System
ISS	International Social Services – USA Branch
JIC	Joint Information Center
LPR	Lawful Permanent Resident
MOU	Memorandum of Understanding
NDMS	National Disaster Medical System
NIMS	National Incident Management System
OA	Operational Area
ORR	Office of Refugee Resettlement
OTM	Onsite Repatriation Team Manager
POE	Port of Entry
PSC	Program Support Center
SAMHSA	U.S. Substance Abuse and Mental Health Services Administration
TSA	The Salvation Army
US	United States
USC	United States Code
USDA	U.S. Department of Agriculture

(THIS PAGE INTENTIONALLY LEFT BLANK)

Notice of Emergency Repatriation Activate State Emergency Repatriation Plan



DEPARTMENT OF HEALTH & HUMAN SERVICES

Appendix B

ADMINISTRATION FOR CHILDREN AND FAMILIES
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

**Department of Health and Human Services
Administration for Children and Families
Office of Refugee Resettlement
Repatriation Program**

IMPORTANT NOTICE

Pages	Date	Time	Classification	Agency	Type of response
			unclassified	HHS/ORR	immediate

Message Type

**Notice of Emergency Repatriation,
ACTIVATE STATE EMERGENCY REPATRIATION PLAN**

From:

To: State (name)

Subject: Emergency Repatriation

Based on notification from the State Department of (describe situation) in (country), the State of _____ is **requested to activate its Emergency Repatriation Plan**. Please provide notice to all State participating agencies (e.g. Red Cross, Salvation Army, city/state agencies, other partners).

1. We have scheduled a meeting on _____ at _____ to provide you with more information. Meeting calling information is as follows:

2. Please call _____ to verify receipt of this message. And fax this form to 202-401-6533.

If you have any questions or need a copy of the NERP, Operational Guide, please feel free to contact me at _____. All other inquiries and information should be sent to our designated Federal and State line at _____. **Please do not give this number to the public; it is only for our Federal and State partners.**

Thank you in advance for your cooperation.

State main contact name	24 hour contact information	Signature of receipt	date
-------------------------	-----------------------------	----------------------	------

Notice of Emergency Repatriation Asked to be on Stand-By



DEPARTMENT OF HEALTH & HUMAN SERVICES

Appendix B-1

ADMINISTRATION FOR CHILDREN AND FAMILIES
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

**Department of Health and Human Services
Administration for Children and Families
Office of Refugee Resettlement
Repatriation Program**

IMPORTANT NOTICE

Pages	Date	Time	Classification	Agency	Type of response
			unclassified	HHS/ORR	immediate

Message Type

ASKED TO BE ON STAND-BY

From:

To: State (name)

Subject: Emergency Repatriation

Based on notification from the State Department of (describe situation) in (country), the State of _____ is **asked to be on stand-by.** Please provide notice to all State participating agencies (e.g. Red Cross, Salvation Army, city/state agencies, other partners).

Please call/e-mail _____ to verify receipt of this message. And fax this form to 202-401-6533.

If you have any questions or need a copy of the NERP, Operational Guide, please feel free to contact me at _____. **No further action is required from the State.**

Thank you in advance for your cooperation.

State main contact name	24 hour contact information	Signature of receipt	date

Notice of Emergency Repatriation Cancel Previous Notice of Stand-By



DEPARTMENT OF HEALTH & HUMAN SERVICES

Appendix B-2

ADMINISTRATION FOR CHILDREN AND FAMILIES
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

**Department of Health and Human Services
Administration for Children and Families
Office of Refugee Resettlement
Repatriation Program**

IMPORTANT NOTICE

Pages	Date	Time	Classification	Agency	Type of response
			unclassified	HHS/ORR	immediate

Message Type

Cancel Previous Notice of Stand-by

From:

To: State (name)

Subject: Emergency Repatriation

Thank you for your cooperation and prompt response during our most recent notice to be on-stand-by for possible activation of your State Emergency Repatriation plan. Please be advised that the mass evacuation did not materialize.

Once again, thank you for responding to our on-stand-by notice. Please call/e-mail _____ to verify receipt of this message. Please notify appropriate State agencies about this notice. **NO FURTHER ACTION IS REQUIRED FROM THE STATE.**

State main contact name	24 hour contact information	Signature of receipt	date

Notice of Emergency Repatriation Cancel Previous Notice of Stand-By



DEPARTMENT OF HEALTH & HUMAN SERVICES

Appendix B-3

ADMINISTRATION FOR CHILDREN AND FAMILIES
370 L'Enfant Promenade,
S.W. Washington, D.C.
20447

**Department of Health and Human
Services Administration for Children and
Families Office of Refugee Resettlement
Repatriation Program**

IMPORTANT NOTICE

Pages	Date	Time	Classification	Agency	Type of response
			unclassified	HHS/ORR	immediate

Message Type

Cancel Previous Notice of Stand-by

From:

To: State (name)

Subject: Emergency Repatriation

Thank you for your cooperation and prompt response during our most recent notice to be on-stand-by for possible activation of your State Emergency Repatriation plan. Please be advised that the mass evacuation has materialized and after looking at the totality of the circumstances, the following States were asked to activate their plan:

-
-
-
-
-

Once again, thank you for responding to our on-stand-by notice. Please call/e-mail _____ to verify receipt of this message. Please notify appropriate State agencies about this notice. **NO FURTHER ACTION IS REQUIRED FROM THE STATE**

State main contact name	24 hour contact information	Signature of receipt	date

HHS Repatriation Assessment Form

HHS REPATRIATION ASSESSMENT FORM Appendix C

HHS Repatriation Processing Form
Complete one Form Per Family/Traveling Unit

I. U.S. Citizen: Head of Family/Traveling Unit Are you a U.S. citizen under the age of 18 traveling without an adult? Yes No
Name Last First MI SSN

The Office of Refugee Resettlement requests your social security number in order to ensure it can contact you to receive reimbursement for expenditures made for your repatriation to the U.S. Disclosure of your social security number is voluntary. The statutory authority for this collection is 42 U.S.C. section 1313.

DOB Birth Place Gender M F U.S. Passport # Mo/Day/Yr

Are you a U.S. citizen under the age of 18 traveling with an adult? Yes No

Accompanying Adult Last First MI Passport (Country/#)

Repatriated From Repatriation Center (Airport) Date

II. Do you need assistance? Y N

Table with 4 columns: Name, Passport #, Relationship, DOB. Includes rows for accompanying dependents.

IV. Next of Kin/Emergency Contact in U.S.:

Name Address Phone Relationship

DO NOT COMPLETE BELOW

Repatriation Services Provided: This section should be completed by authorized staff. Assessment staff should initial the services needed. Cash authorizer should initial the amount authorized. Processing staff should write and initial the appropriate type of service and ensure repatriate's initials. Make sure you retain and attach to this form copies of all supportive documents.

Table with 3 columns: Transportation, Lodging, Medical. Includes rows for Total \$, Staff Initials, Repatriate Initials, Cash Advance \$, and Other (specify).

V. Exit from Processing Center: Designated staff should review this form before the repatriate leaves the center to ensure accuracy.

Date Time Destination/Address Street City State Zip Code Transportation Carrier Travel Date Estimated Arrival

VI. Signature Head of Family/Traveling Unit: Date

UNDER REVISION

HHS Repatriation Assessment Form

HHS REPATRIATION ASSESSMENT FORM Appendix C-1

HHS Repatriation Processing Form

Privacy Act Statement

The U.S. Repatriation Program provides funds for financial, medical, transportation and other assistance to individuals who are certified by the Department of State as repatriates in need. This assistance must be repaid to the U.S. Government by the repatriate. Section 1113 of the Social Security Act authorizes the collection of the information solicited on these repatriation forms for the purpose of determining your eligibility for such assistance.

The Department may disclose this information to other Federal, State or private organizations, if necessary to enable the Department of Health and Human Services to carry out its responsibilities under Section 1113 of the Act, or to enable another Federal agency to carry any functions related to your return from a foreign country and entry into the United States, or as otherwise expressly authorized by the Assistant Secretary for Children and Families. Furnishing the information on these forms is voluntary; however, if you fail to provide the requested information, such failure may result in your being found ineligible for repatriation assistance.

Repayment Agreement

I understand that all financial, medical, transportation and other assistance provided to me through the Repatriation Program must be repaid. I understand that I will be billed by the United States Department of Health and Human Services for the cost of this aid, and I agree to repay this amount in full. Repayment in full or my first installment payment is due 30 days after billing. If I pay by installment, or am delinquent in repayment, interest at the current rate fixed by the Secretary of Treasury for private consumer loans will accrue on the unpaid portion. Until I repay in full the aid received, I agree to report all changes in my address to PSC/HHS, Office of Family Services, 5600 Fishers Lane, Room 2B60, Rockville, MD 20857.

Payments should be made by check or money order payable to "PSC/HHS/Repatriate." **Payments should be mailed to:**

PSC/HHS
Office of Family Services
Attention: Repatriation Collections Officer
5600 Fishers Lane
Room 8B45
Rockville, MD 20857
Tel: 301-443-9250 (Richard Harris)
E-mail: Rharris@psc.gov

Name (print) Last _____ First _____ MI _____

US Address _____

Social Security Number _____ Phone Number _____

The Office of Refugee Resettlement requests your social security number in order to ensure it can contact you to receive reimbursement for expenditures made for your repatriation to the United States. Disclosure of your social security number is voluntary. The statutory authority for this collection is 42 U.S.C. section 1313.

I understand and agree to all terms and conditions of the Privacy Act Statement and the Repayment Agreement, and certify that the information provided by me is correct.

Signed _____ Date _____

UNDER REVISION

Sample Welcome Letter

Sample welcome letter

Appendix D



ADMINISTRATION FOR CHILDREN AND FAMILIES
370 L'Enfant Promenade, S.W.
Washington, DC 20447

WELCOME BACK TO THE UNITED STATES OF AMERICA

Dear fellow Americans,

On behalf of the President of the United States, _____, and The Secretary of Health and Human Services, _____, we welcome you back to the United States. We want to make your transition from [COUNTRY NAME] to your final destination as smooth as possible. This letter outlines the process of the Emergency Repatriation Center (ERC) at the [AIRPORT NAME] which is your initial port of entry into the United States. Please read this paper carefully so that we may assist you in getting to your final destination in the United States as quickly as possible.

You are being given a *Repatriation Processing Sheet* that you will need to complete during your time at the ERC. This sheet will ensure that we can efficiently identify any needs that you may have. If you need interpretation or other assistance in completing the Repatriation Processing Sheet, please inform any member of the ERC staff and we will try to assist.

At the ERC, you first will go through Immigration and Customs. If you require any immediate medical assistance, it will be provided to you at that point. After you pass through Customs, you will be greeted by staff from various Federal, State, and non-governmental agencies that will be ready to assist you in meeting your emergency needs. This may include food, shelter, clothing, transportation, and special services such as medical and psychiatric care. These services are available to all eligible repatriates, and the ERC staff will make arrangements for you to receive them.

If you have sufficient funds and **do not need** the repatriation services at the ERC, please place an "X" in Section II, of the Repatriation Processing Sheet. Return the sheet to a repatriation processing team official who will fill-out Section V as you exit the ERC.

If you are ill or without sufficient funds and you need certain repatriation services, authorized staff at the ERC will be able to assist you. **All services are in the form of a loan, which must be repaid to the U.S. Government, and you must sign repayment agreement papers.**

If you need assistance with getting reestablished in your home area, ERC staff will refer you to the local social services agency in your area. In addition, to temporary financial aid, the social services agency in your home area will be able to help you access vocational or occupational training as well as child welfare and medical services. Those agencies can also assist you in applying for benefits under other government programs for which you may qualify.

Once again, we welcome you back to the United States and wish you a successful return to your family and country. If there is anything you need while at the ERC, please do not hesitate to ask the staff.

Sincerely,

Director, Office of Refugee Resettlement

THIS PAGE LEFT BLANK INTENTIONALLY

THIS PAGE LEFT BLANK INTENTIONALLY

UNDER DEVELOPMENT
Key Resources

Appendix F