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U.S. Resettlement Terms Glossary

The resettlement community uses a wide range of terminology and abbreviations. Use this glossary to understand the terms used in Switchboard resources and other resettlement-related materials.

Term & Common Abbreviation	Definition
adjustment of status (AOS)	The process of applying for lawful permanent resident status while physically present in the United States.[1]
Administration for Children and Families (ACF)	A division of the U.S. Department of Health and Human Services (HHS) that promotes the economic and social well-being of families, children, youth, individuals, and communities.[2]
admission	The process by which a non-citizen is permitted lawful entry into the U.S. *Note: parole does not constitute admission.*
advance booking notification (ABN)	The notification sent to a resettlement provider before a refugee arrives in the U.S.
Affidavit of Relationship (AOR)	A form filled out by an eligible newcomer resettled in the U.S. seeking to reunite with family members who are still overseas. The AOR provides information about a relative overseas and helps establish USRAP processing eligibility. It may inform the geographic location and local resettlement provider for the relative, if they are approved for resettlement.
allocations	The process the Office of Refugee Resettlement (ORR) uses to assign refugee cases to initial resettlement providers (IRPs) in the U.S..
Amerasian	An individual born in Vietnam after January 1, 1962, and before January 1, 1976, who was fathered by a U.S. citizen; this paternity establishes the basis for immigration to the U.S. Amerasians are eligible for ORR benefits.[3]

[1] U.S. Citizenship and Immigration Services. (2026, July 24). *Adjustment of status.* https://www.uscis.gov/green-card/green-card-processes-and-procedures/adjustment-of-status

[2] Administration for Children and Families. (2025, September 4). *About.* https://acf.gov/about

[3] Office of Refugee Resettlement. (2026, April 2). *Status and documentation requirements for the ORR Refugee Resettlement Program.* https://acf.gov/sites/default/files/documents/orr/ORR-PL-16-01-Documentation-Guide_0.pdf

assurance	The agreement of a local resettlement provider to sponsor a refugee.[4]
Asylee	A person who has been granted asylum under U.S. law after being determined, among other requirements, to satisfy the U.S. statutory definition of a refugee. Asylees are eligible for ORR benefits.[5] *Note: Asylees are different from asylum seekers. Seeking asylum does not make a person eligible for ORR benefits, but an asylum seeker may have other statuses that make them ORR eligible while their asylum application is pending.*
best interest determination (BID)	A process that caseworkers use to assess what is in the best interest of an unaccompanied or separated refugee minor when making decisions about their resettlement plan.[6]
Biodata	An individual's basic biographical information—including name, sex, date of birth, country of origin, language, education, medical information, and employment history—which informs refugee placement and services.
Bureau of Population, Refugees, and Migration (PRM)	A part of the U.S. Department of State that manages the U.S. Refugee Admissions Program overseas and leads in proposing admissions ceilings and processing priorities.[7]
capacity plan	A plan that assesses how many refugees a particular local resettlement provider, community, and/or state can support. This number is informed by community consultation and is revisited annually to ensure new arrivals have the support needed for integration into their new community.[8]
case groups (CGP)	A way of linking separate refugee cases together during overseas processing so family members on different cases may be screened, processed, and resettled at the same time or in the same location.
case management	Support tailored to a client's needs. Duration varies and typically ends when goals are met or a program's service period ends. The

[4] U.S. Department of State. (2026, November 13). *9 Foreign Affairs Manual § 102.3 (U) Definitions. 9 FAM 102.3 (U) DEFINITIONS*. https://fam.state.gov/fam/09FAM/09FAM010203.html

[5] Office of Refugee Resettlement. (2026, September 18). *Benefits and services available for asylees*. https://acf.gov/orr/programs-services/refugees/eligibility/benefits-asylees

[6] United Nations High Commissioner on Refugees. (2003, June 18). *Current challenges in the resettlement of minors through UNHCR and the Best Interest Determination (BID) process.* https://www.unhcr.org/sites/default/files/legacy-pdf/3ee6dbab4.pdf

[7] U.S. Citizenship and Immigration Services. (2026, April 26). *The United States Refugee Admissions Program (USRAP) consultation and worldwide processing priorities.* https://www.uscis.gov/humanitarian/refugees-and-asylum/usrap

[8] Office of Refugee Resettlement. (2024, April 24). *Revised state plan template for grants to states and replacement designees for refugee resettlement.* https://acf.gov/orr/policy-guidance/dear-colleague-letters/24-09

	level and type of case management services depends on the program. Generally, best practice principles include services that uphold human dignity, do no harm, are client-centered and strengths-based, reflect a client's context and communication needs, and are trauma-informed.[9]
Cash & Medical Assistance (CMA)	An ORR reimbursement grant to cover states and replacement designees' programs (e.g., Refugee Cash Assistance and Refugee Medical Assistance) that support refugees who do not qualify for other forms of public benefits.[10]
client-centered	A social work approach that treats individuals as the experts on their own lives and, whenever possible, builds services to meet the individual's needs and goals.[11]
client feedback	Data and input collected from clients to improve service delivery.[12]
community advisory board (CAB)	A group of individuals from a specific community who come together to provide guidance, feedback, and support to organizations, projects, or initiatives impacting their community.[13]
community-based organization (CBO)	A local organization focused on addressing the needs of a particular community.
community needs assessment	A process for identifying the needs and assets of a community (e.g., newcomer populations) to inform program planning and service delivery.[14]
community orientation (CO)	The post-arrival resettlement provider process of providing information and guidance on U.S. laws, customs, services, and communities to support a newcomer's integration.

[9] Switchboard. (2025, August 20). *Comprehensive case management for working with newcomers in the U.S.* https://www.switchboardta.org/resource/comprehensive-case-management-for-working-with-newcomers-in-the-u-s/

[10] Office of Refugee Resettlement. (2025, April 30). *Cash & Medical Assistance.* https://acf.gov/orr/programs/refugees/cma

[11] Switchboard. (2024, August 5). *Demystifying client-centered services.* https://www.switchboardta.org/resource/demystifying-client-centered-services/

[12] Switchboard. (2026, March 11). *Client feedback fundamentals.* https://www.switchboardta.org/resource/client-feedback-fundamentals/

[13] Boston College. (2025, April 30). *How to develop and run a community advisory board (CAB) meeting.* https://www.switchboardta.org/how-to-develop-and-run-a-community-advisory-board-cab-meeting/

[14] Switchboard. (2023, June 12). *Community needs assessments with newcomers.* https://www.switchboardta.org/resource/community-needs-assessments-with-newcomers/

community resource mapping	A strategy for strengthening refugee services by systematically identifying and documenting available community resources for newcomer populations.[15]
condition affecting the public health	A contagious disease that could affect the health of the broader public as identified by the U.S. Centers for Disease Control and Prevention (CDC), an Executive Order, or the World Health Organization.[16]
core maintenance assistance	The financial or in-kind support provided to meet the subsistence needs of a client because they are not receiving public cash assistance and are not yet self-sufficient.
country of origin	A refugee's home nation of nationality (or, in the case of stateless refugees, their former habitual residence) that they were forced to flee.
Cuban and Haitian Entrant (CHE)	A Cuban or Haitian national lawfully present in the U.S. that has been granted parole as a Cuban/Haitian Entrant, is in removal proceedings, or with an application for asylum pending. CHEs qualify for ORR benefits.[17]
de-escalation	Strategies and practices for reducing tension and preventing crises when supporting newcomers who are escalated, distressed, or overwhelmed due to traumatic experiences and/or resettlement stress. The goals include restoring calm and assisting clients in coping.[18]
Department of Health and Human Services (HHS)	A department of the U.S. government that oversees offices and programs that enhance the health and well-being of all Americans. HHS includes ORR.[19]
Department of Homeland Security (DHS)	A department of the U.S. government that works to improve the security of the United States. It is responsible for customs, border, and immigration enforcement; emergency response to natural and manmade disasters; antiterrorism work; and cybersecurity.[20]

[15] Switchboard. (2025, September 18). *Strengthening refugee services through community resource mapping.* https://www.switchboardta.org/resource/strengthening-refugee-services-through-community-resource-mapping/

[16] U.S. Centers for Disease Control and Prevention. (2024, May 15). *Addendum to the technical instructions for medical examination of aliens: Communicable diseases of public health significance.* https://www.cdc.gov/immigrant-refugee-health/hcp/panel-physicians/communicable-diseases-addendum.html

[17] Office of Refugee Resettlement. (2026, September 18). *Benefits for Cuban/Haitian Entrants.* https://acf.gov/orr/programs-services/refugees/eligibility/benefits-cuban-haitian-entrants

[18] Switchboard. (2023, May 10). *A trauma-informed approach to de-escalation and crisis response.* https://www.switchboardta.org/resource/a-trauma-informed-approach-to-de-escalation-and-crisis-response/

[19] U.S. Department of Health and Human Services. (n.d.). *About HHS.* https://www.hhs.gov/about/index.html

[20] Department of Homeland Security. (2026, February 19). *About DHS.* https://www.dhs.gov/about-dhs

Department of State (DOS)	A department of the U.S. government that advises the President and leads the U.S. in foreign policy issues. It negotiates treaties and agreements with foreign entities and represents the U.S. at the United Nations.[21] It also manages the U.S. Refugee Admissions Program (USRAP) in cooperation with the Department of Homeland Security (DHS) and the Department of Health and Human Services (HHS).[22]
digital access	The ability of individuals to connect to and effectively use the Internet and digital technologies.[23]
direct assistance (DA)	The financial assistance provided under some ORR programs to help meet a refugee's needs. The needs covered and amount of direct assistance will vary by program.
domestic health screening	The initial, post-arrival medical screening designed to help identify health concerns and connect refugees with routine and specialty care.[24]
dual enrollment	Enrollment in multiple ORR-funded programs at the same time.[25]
eligible population	A population that can access the Refugee Resettlement Program and other ORR-funded services.[26]
employable adult	An individual who is considered able and available to work. The age range for employable status and exemptions vary by program and state.
Employment Authorization Document (EAD)	A document issued by the U.S. government that demonstrates an individual is authorized to work within the U.S.[27]
English language learner (ELL)	A person learning English whose preferred or first language is not English.

[21] Department of State. (n.d.). *About the U.S. Department of State.* https://www.state.gov/about/

[22] U.S. Citizenship and Immigration Services. (2026, April 26). *The United States Refugee Admissions Program (USRAP) consultation and worldwide processing priorities.* https://www.uscis.gov/humanitarian/refugees-and-asylum/usrap

[23] Switchboard. (2026, May 19). *Introduction to digital literacy.* https://www.switchboardta.org/resource/introduction-to-digital-literacy-three-tips-for-supporting-newcomers-digital-skills-development/

[24] Centers for Disease Control and Prevention. (2024, May 15). *Refugee health domestic guidance.* https://www.cdc.gov/immigrant-refugee-health/hcp/domestic-guidance/index.html

[25] Office of Refugee Resettlement. (2025, January 23). *Dual enrollment involving ORR-funded refugee programs.* https://acf.gov/orr/policy/policy-letters/25-02

[26] Office of Refugee Resettlement. (2026, April 13). *Eligible populations.* https://acf.gov/orr/programs/refugees/factsheets

[27] U.S. Citizenship and Immigration Services. (2025, October 30). *Employment Authorization Document.* https://www.uscis.gov/green-card/green-card-processes-and-procedures/employment-authorization-document

English language training (ELT)	Education provided to newcomers to support their acquisition of English speaking, listening, reading, and writing skills. *Also known as English as a second language (ESL) or English for speakers of other languages (ESOL).*
ethnic community-based organization (ECBO)	A community-based organization led by and serving a specific ethnic community, including refugee and immigrant populations.[28]
Fair Housing Act (FHA)	A federal law prohibiting discrimination in housing based on race, color, national origin, religion, sex, familial status, and disability.[29]
family reunification	The process that allows a refugee or asylee adult based in the U.S. to be reunited with eligible family members, such as spouses or unmarried children under 21 years of age.[30]
family self-sufficiency plan (FSSP)	The plan that identifies all the needs within a household and what services will be provided to meet those needs to promote the family's economic self-sufficiency.[31]
family violence	Any form of harm or abuse that occurs between family members, intimate partners, or persons living within the same household.[32] *Related terms: domestic violence (DV); intimate partner violence (IPV).*
federal fiscal year (FFY or FY)	The federal budget period from October 1 through September 30.[33]
food insecurity	A condition in which access to food is limited, inadequate, or unsafe.[34]
food security	Consistent access to enough food for a healthy, active lifestyle.[35]

[28] Karen Organization of San Diego. (2024, September 26). *Quick FAQs for forming a 501(c)(3) ECBO.* https://www.switchboardta.org/resource/quick-faqs-for-forming-a-501c3-ecbo/

[29] Refugee Housing Solutions. (2022, October 14). *What is the Fair Housing Act?* https://www.switchboardta.org/resource/what-is-the-fair-housing-act/

[30] United Nations High Commissioner on Refugees. (n.d.). *U.S. family reunification.* https://www.unhcr.org/us/what-we-do/resettlement-united-states/u-s-family-reunification

[31] Office of Refugee Resettlement. (2024, December 20). *Family self-sufficiency plan requirements to promote self-sufficiency and integration.* https://acf.gov/orr/policy/policy-letters/21-06

[32] Switchboard. (2025, July 16). *Family violence: Core concepts for newcomer-serving organizations.* https://www.switchboardta.org/resource/family-violence-core-concepts-for-newcomer-serving-organizations-2/

[33] U.S. General Services Administration. (2026, March 2). The *federal budget process.* https://www.usa.gov/federal-budget-process

[34] Switchboard. (2026, January 13). *Measuring household food security in the United States.* https://www.switchboardta.org/resource/measuring-household-food-security-in-the-united-states/

[35] Switchboard. (2020, June 25). *Three steps you can take to support clients' food security.* https://www.switchboardta.org/three-steps-you-can-take-to-support-clients-food-security/

grievance	A formal complaint about services.[36]
home visit (HV)	A service meeting that occurs within a client's home.[37]
host country	A nation that receives and shelters refugees.
humanitarian parolee	A person granted temporary permission to enter or remain in the U.S. for urgent humanitarian reasons. Some humanitarian parolees are eligible for ORR benefits.[38]
hybrid services	Programs or services that have both in-person and remote elements.[39]
I-94	The arrival/departure record that documents the arrival and authorized stay of certain noncitizens in the United States. For refugees, it is typically generated at the point of entry upon arrival in the United States.[40]
Immigrant & Refugee Information System (IRIS)	The web-based application designed to assist in the processing and management of client cases between select initial resettlement providers (IRPs), local resettlement providers (LRPs), and the Refugee Processing Center (RPC).
informed consent/decisions	The process of obtaining meaningful agreement from newcomer clients before enrolling clients in programs, collecting data, or conducting research, taking into account literacy, language, and cultural considerations.[41]
initial resettlement provider (IRP)	A national agency that provides instruction and oversight to local resettlement providers (LRPs) implementing the ORR-funded Program of Initial Resettlement (PIR).
in-kind	Non-cash contributions, like goods and services. In the Matching Grant program, in-kind contributions must come from non-federal sources and for goods and services allowable under the grant.

[36] Office of Refugee Resettlement. (2026, May 11). *Concerns about ORR services.* https://acf.gov/orr/programs/refugees/concerns-about-orr-services

[37] Switchboard. (2020, August 5). *Safety during client home visits checklist.* https://www.switchboardta.org/resource/safety-during-client-home-visits-checklist/

[38] U.S. Citizenship and Immigration Services. (2025, December 15). *Humanitarian or significant public benefit parole for aliens outside the United States.* https://www.uscis.gov/humanitarian/humanitarian_parole

[39] Switchboard. (2026, September 9). *Remote case management with newcomers.* https://www.switchboardta.org/resource/remote-case-management-with-newcomers-strategies-for-effective-virtual-and-hybrid-service-delivery/

[40] Customs and Border Protection. (2025, September 30). *Arrival/Departure Forms: I-94 and I-94W.* https://www.cbp.gov/travel/international-visitors/i-94

[41] Switchboard. (2025, October 20). *Obtaining meaningful informed consent from newcomers.* https://www.switchboardta.org/resource/obtaining-meaningful-informed-consent-from-newcomers/

Integration	The longer-term process through which newcomers become active participants in U.S. society—economically, socially, and civically.
intensive case management (ICM)	ORR-funded specialized and comprehensive support designed to assist the integration of newcomers who have significant barriers to self-sufficiency.[42]
International Organization for Migration (IOM)	A leading intergovernmental organization in the field of migration. As part of its work, IOM manages refugees' overseas medical exams and travel arrangements.[43]
Interpretation	The conversion of a spoken (or signed) message in one language into a corresponding spoken (or signed) message in a different language.[44]
lawful permanent resident (LPR)	A status issued by the U.S. government that allows immigrants to live and work permanently in the United States.[45] *Also known as a "green card" holder.*
limited English proficiency (LEP)	Having a limited ability to read, write, speak, or understand English.[46]
local resettlement provider (LRP)	A local organization that provides resettlement services to clients located in that community.
lump sum payments	The payout of any direct assistance to a refugee that remains unspent at the end of the service period.
mandated reporter	A person who is legally required to report when they know or reasonably believe that a child or vulnerable adult has been abused, neglected, exploited, or abandoned.[47]
mandatory reporting	A legal obligation for certain professionals to report suspected child abuse, neglect, or other harm to authorities.[48]

[42] Office of Refugee Resettlement. (2026, July 30). *Preferred Communities.* https://acf.gov/orr/programs/refugees/pc

[43] International Organization for Migration. (n.d.). *Who we are.* https://www.iom.int/who-we-are

[44] Switchboard. (2026, August 19). *Working with interpreters.* https://www.switchboardta.org/resource/working-with-interpreters/

[45] U.S. Citizenship and Immigration Services. (n.d.). *Green Card.* https://www.uscis.gov/green-card

[46] Department of Health & Human Services. (2024, December 5). *Language access provisions of the final rule implementing section 1557 or the Affordable Care Act*. https://www.hhs.gov/sites/default/files/ocr-dcl-section-1557-language-access.pdf

[47] Switchboard. (2026, August 5). *Foundations of mandatory reporting.* https://www.switchboardta.org/resource/foundations-of-mandatory-reporting/

[48] Switchboard. (2026, August 5). *Foundations of mandatory reporting.* https://www.switchboardta.org/resource/foundations-of-mandatory-reporting/

Matching Grant (MG)	An ORR-funded case management and employment program to support newly arrived ORR-eligible populations in achieving economic self-sufficiency.[49]
McKinney-Vento program	Support available through public schools to students and families experiencing homelessness.[50]
Medicaid	A public health insurance program for low-income individuals, including some ORR-eligible newcomers.[51]
mental health and psychosocial support (MHPSS)	A wide range of activities designed to address and improve the psychological and social well-being of individuals and communities.[52]
monitoring & evaluation (M&E)	A process for tracking how a program is running (monitoring) and measuring whether it is working (evaluation). It includes collecting data and learning from results to improve services.[53] *Also known as Monitoring, Evaluation, & Learning (MEL).*
needs assessment	1) An evaluation of a client's vulnerabilities, barriers to self-sufficiency, and goals, which helps determine support services. Usually conducted as part of a self-sufficiency plan. 2) Gathering and analyzing input from a certain group or population on their specific needs in order to tailor or improve an organization's programs and services.
newcomer	An umbrella term that includes refugees and those who have recently arrived in the U.S. with other statuses, such as parolees.
Office of Refugee Resettlement (ORR)	An office within the U.S. Department of Health and Human Services (HHS), Administration for Children and Families (ACF), that helps new populations maximize their potential in the U.S. by linking them to critical resources that assist them in becoming integrated members of American society.[54]

[49] Office of Refugee Resettlement. (2025, October 8). *Matching Grant program.* https://acf.gov/orr/programs/refugees/matching-grants

[50] Department of Education. (n.d.). *Education for Homeless Children and Youths program*. https://nche.ed.gov/wp-content/uploads/2018/12/ehcy_profile.pdf

[51] U.S. Department of Health and Human Services. (n.d.). *Category: Medicare and Medicaid.* https://www.hhs.gov/answers/medicare-and-medicaid/index.html

[52] Center for Adjustment, Resilience, and Recovery (CARRE). (2022, August 22). *Essential concepts and best practices in delivering MHPSS to people who have experienced forced displacement.* https://www.switchboardta.org/resource/essential-concepts-and-best-practices-in-delivering-mhpss-to-people-who-have-experienced-forced-displacement/

[53] Switchboard. (2019, March 27). *Monitoring & evaluation glossary.* https://www.switchboardta.org/resource/monitoring-and-evaluation-glossary-2/

[54] Office of Refugee Resettlement. (2026, March 30). *About.* https://acf.gov/orr/about



Office of Refugee Resettlement Service Enrollment (ORSE)	A function of the Placement and Coordination program serving as a single point of entry for ORR-eligible clients to receive benefits and services. Features include a standardized intake, assessment, and referral process that allows ORR-funded service providers to share basic information across programs for tracking, coordination, and enrollment.[55]
out-migration	A situation in which a client leaves a local resettlement provider's service area while engaged in an ORR program.
personally identifiable information (PII)	Personal information that can be used to identify a specific person, either by itself or when combined with other information connected to that person.[56]
placement	The assignment of a refugee case to a particular local resettlement provider for services. *Note: this does not include the definition of "placement" used within the Unaccompanied Refugee Minor (URM) program and defined in 45 C.F.R. § 410.1001.*
Placement and Coordination (PC) program	An ORR-funded program that coordinates the placement of refugee cases and delivers initial resettlement services and intensive case management. Program components include the Program of Initial Resettlement (PIR), Intensive Case Management (ICM), and ORR Service Enrollment (ORSE).[57] *Formerly known as "Preferred Communities"*
pocket money/allowance/assistance	Limited financial assistance provided to clients that allows for independent spending at the clients' discretion.
port of entry (POE)	A land, air, or seaport within the U.S. where immigrants will face screening by Customs and Border Protection.[58]
Presidential Determination (PD)	An official document that sets the maximum number of refugees allowed to enter the U.S. each year and identifies priority groups with specific needs. The President issues it after consultation with Congress.[59]

[55] Office of Refugee Resettlement. (2026, September 29). *Office of Refugee Resettlement state-centric pilot program*. https://acf.gov/orr/policy-guidance/refugees/policy-instructions/dcl-26-06
[56] Office of Refugee Resettlement. (2026, September 22). *Data sharing.* https://acf.gov/orr/policy-guidance/refugees/policy-instructions/pl-17-02
[57] Office of Refugee Resettlement. (2026, September 29). *Office of Refugee Resettlement state-centric pilot program*. https://acf.gov/orr/policy-guidance/refugees/policy-instructions/dcl-26-06
[58] Customs and Border Protection. (2026, June 29). *At ports of entry: Field operations.* https://www.cbp.gov/border-security/ports-entry
[59] U.S. Citizenship and Immigration Services. (2026, July 6). *Refugees.* https://www.uscis.gov/humanitarian/refugees-and-asylum/refugees

principal applicant (PA)	The primary person listed on a refugee admissions case who meets the definition of a refugee.[60]
Program of Initial Resettlement (PIR)	The ORR-funded program that coordinates the placement of refugees and provides initial resettlement services. PIR is part of Placement and Coordination.[61]
Protection from Sexual Exploitation & Abuse (PSEA)	A set of principles agreed upon by humanitarian organizations that help protect clients from sexual exploitation and abuse by an organization's staff members and volunteers.[62]
psychological first aid	An evidence-informed approach to supporting people affected by stress and trauma that facilitates coping and functioning in the immediate aftermath of disasters and other tragic events.[63]
quarterly consultation (QC)	A required consultation process between local resettlement providers, state refugee offices, and other stakeholders.[64]
refugee	Individuals admitted to the U.S. who experienced persecution or a well-founded fear of persecution for reasons of race, religion, nationality, membership in a particular social group, or political opinion and is unable or unwilling to return to their home country. Refugees are eligible for ORR-funded programs.[65]
Refugee Arrivals Data System (RADS)	ORR's web-based system for tracking information about the people it serves and creating reports on where clients live, their backgrounds, and other details that show what services and support they need.
Refugee Cash Assistance (RCA)	A time-limited federal program that provides temporary financial support to newly arrived refugees and certain ORR-eligible populations who do not qualify for mainstream welfare programs like Temporary Assistance for Needy Families (TANF).[66]

[60] Office of Homeland Security Statistics. (2025, August 20). *Refugees annual flow reports.* https://ohss.dhs.gov/topics/immigration/refugees/annual-flow-report

[61] Office of Refugee Resettlement. (2026, October 1). *Program of Initial Resettlement.* https://acf.gov/orr/programs-services/refugees/pir

[62] Inter-Agency Standing Committee. (2019, September 23). *IASC six core principles relating to sexual exploitation and abuse, 2019.* https://interagencystandingcommittee.org/inter-agency-standing-committee/iasc-six-core-principles-relating-sexual-exploitation-and-abuse-2019

[63] Switchboard. (2021, October 4). *Psychological first aid (PFA) to support clients affected by the crisis in Afghanistan.* https://www.switchboardta.org/resource/psychological-first-aid-pfa-to-support-clients-affected-by-the-crisis-in-afghanistan/

[64] Office of Refugee Resettlement. (2026, May 26). *ORR quarterly consultation requirements.* https://acf.gov/orr/policy-guidance/policy/policy-letters/25-03

[65] Office of Refugee Resettlement. (2026, October 9). *Benefits for refugees.* https://acf.gov/orr/programs-services/refugees/eligibility/benefits-refugees

[66] Office of Refugee Resettlement. (2025, April 30). *Cash & Medical Assistance.* https://acf.gov/orr/programs/refugees/cma

Refugee Council USA (RCUSA)	A coalition of resettlement stakeholders that focuses on issues impacting refugees and other forcibly displaced individuals.
Refugee Medical Assistance (RMA)	A federally funded transitional health care program in the United States that provides short-term medical coverage for newly arrived refugees and other eligible non-citizens who do not qualify for Medicaid.[67]
Refugee Processing Center (RPC)	A division of the U.S. Department of State's Bureau of Population, Refugees, and Migration (PRM) that manages data and technical support for the U.S. Refugee Admissions Program (USRAP).[68]
refugee status determination (RSD)	The legal or administrative process by which governments or the United Nations High Commissioner for Refugees (UNHCR) determine whether a person seeking international protection is considered a refugee under international, regional, or national law.[69]
Refugee Support Services (RSS)	The ORR-funded program that supports refugees in removing barriers to economic self-sufficiency, finding work, and integrating into their local community.[70]
refugee travel document	A U.S. Citizenship and Immigration Services (USCIS)-issued document that allows individuals with refugee or asylum status to travel internationally and seek readmission to the United States. Refugees and asylees who are not lawful permanent residents must have one to re-enter the U.S. Lawful permanent residents who obtained their green card through refugee or asylee status may also apply for one, though they can generally re-enter on their green card after an absence of less than one year.
release of information (ROI)	A document signed by a client that allows a resettlement provider to release specific information for a specified purpose to a specific entity.[71]

[67] Office of Refugee Resettlement. (2025, April 30). *Cash & Medical Assistance.* https://acf.gov/orr/programs/refugees/cma

[68] U.S. Department of State. (2024, March 20). *9 FAM 203.3-1. (U) Department of State.* https://fam.state.gov/FAM/09FAM/09FAM020303.html

[69] United Nations High Commissioner for Refugees. (n.d.). *Refugee status determination.* https://www.unhcr.org/us/what-we-do/protect-human-rights/protection/refugee-status-determination

[70] Office of Refugee Resettlement. (2026, January 12). *Refugee Support Services*. https://acf.gov/orr/programs/refugees/refugee-support-services

[71] Switchboard. (2024, June 2025). *Eight tips for service and health care provider collaboration.* https://www.switchboardta.org/eight-tips-for-service-and-health-care-provider-collaboration/

replacement designee (RD)	The ORR-approved organization that manages all or part of a state's refugee program when the state withdraws from all or part of refugee programming.[72]
Resettlement Support Centers (RSCs)	The U.S. State Department-funded organizations located overseas that perform case processing for eligible refugee applications for the United States based on geographic region.[73]
secondary migrant	A refugee who leaves their original city of resettlement and moves to a new location.
self-sufficiency	A goal of resettlement services in which clients are empowered to manage their own needs and navigate life in the U.S. independently. Some programs, such as MG, have their own definition.
self-sufficiency plan (SSP)	A document that lists a client's strengths/assets, stressors/barriers, and plan for overcoming barriers to self-sufficiency. The SSP guides services and is updated as services are delivered and goals are met.[74]
separated refugee minor	A child under the age of 18 who enters the U.S. with an adult who is not their parent or legal guardian. Under the U.S. Refugee Admissions Program, attached minor cases are assigned one of seven codes based on who they travel with to the U.S. and who they will resettle with after arrival. *Formerly known as "attached minor"*
service documentation	The written record of services and support provided to a client from start to finish. Programs must keep these records to meet funder requirements.
significant medical condition (SMC)	A medical condition that requires early follow-up care with a medical provider after arrival in the United States. Cases with such needs will include a significant medical condition form as part of the biodata.[75] *Also known as a special medical case.*
sit-down case	A case that enters the United States for resettlement and refuses onward travel to their final destination. The case will not receive PIR

[72] Office of Refugee Resettlement. (2025, March 14). *Changes to ORR Refugee Support Services recipients beginning in FY2026.* https://acf.gov/orr/policy/policy-letters/25-04

[73] U.S. Department of State. (n.d.). *Frequently asked questions.* https://www.state.gov/frequently-asked-questions

[74] Office of Refugee Resettlement. (2024, December 20). *Family self-sufficiency plan requirements to promote self-sufficiency and integration.* https://acf.gov/orr/policy/policy-letters/21-06

[75] Centers for Disease Control and Prevention. (2025, August 5). *Guidance for overseas medical examinations for refugees with significant medical conditions*. https://www.cdc.gov/immigrant-refugee-health/hcp/panel-physicians/supplemental-guidance-significant-medical-conditions.html

	services but remains eligible for other ORR programs, where available.
Special Immigrant Visa (SIV) holder/recipient	An Afghan or Iraqi national who worked with the U.S. government or military and is at risk due to that service. Qualifying spouses and children may also receive derivative special immigrant status. Afghan and Iraqi SIV recipients are ORR eligible.[76]
state-centric resettlement	A coordinated approach across all levels of government (federal, state, and local) where the state government is the central entity that coordinates refugee placement and service delivery to advance successful integration and economic outcomes.[77]
State Refugee Coordinator (SRC)	The official who is responsible for carrying out a state's plan for resettlement. This individual is typically the head of a State Refugee Office.[78]
State Refugee Health Coordinator (SRHC)	The official who oversees refugee health within a given state. Responsibilities may include oversight of initial refugee health screenings and disease surveillance, ongoing health care, health education, partnerships, and outreach.[79]
strengths-based	An approach to services that recognizes clients as capable, resourceful, and resilient. Service providers incorporate these principles to empower clients to achieve their goals as they build a life in the United States.[80]
suitability determination	The process a local resettlement provider uses to confirm that placing certain refugee children with a caregiver is safe and appropriate. These assessments are used when a child will be cared for by a non-parental caregiver or in instances where a child arrives to the United States after his/her parent(s).
Supplemental Nutrition Assistance Program (SNAP)	A federal food assistance program for low-income individuals and families, including certain ORR-eligible newcomers.

[76] Office of Refugee Resettlement. (2026, September 18). *Benefits for Afghan and Iraqi Special Immigrant Visa (SIV) holders or SQ/SI parolees.* https://acf.gov/orr/programs-services/refugees/eligibility/benefits-afghan-and-iraqi-siv

[77] Office of Refugee Resettlement. (2026, September 29). *Office of Refugee Resettlement state-centric pilot program.* https://acf.gov/orr/policy-guidance/refugees/policy-instructions/dcl-26-06

[78] Switchboard. (2024, September 30). *Connecting with your State Refugee Office.* *https://www.switchboardta.org/resource/connecting-with-your-state-refugee-office-strategies-for-promoting-ecbo-sustainability-through-state-level-partnerships/*

[79] Office of Refugee Resettlement. (2019, February 8). *The role of Refugee Health Coordinators.* https://acf.gov/orr/policy-guidance/role-refugee-health-coordinators

[80] Switchboard. (2026, March 31). *Introduction to strengths-based services.* https://www.switchboardta.org/resource/introduction-to-strengths-based-services/



Supplemental Security Income (SSI)	A federal income supplement program for people who are age 65 or older, blind, or disabled and have limited income and resources. Accessible to certain ORR-eligible newcomers.[81]
Temporary Assistance for Needy Families (TANF)	A federal program providing cash assistance and support services to low-income families with children. Accessible to certain ORR-eligible newcomers.[82]
translation	The conversion of written content in one language into corresponding written content in a different language.
trauma-informed care (TIC)	A philosophy that guides service providers and organizations to create safe and supportive environments by recognizing and understanding trauma while protecting against re-traumatization.[83]
travel boarding letter	The document that allows refugees to travel into the U.S. in lieu of a passport. The letter includes all case members, their photo, date of birth, sex, and Alien Number (A-Number).[84] *Also known as a travel letter.*
travel notification	The alert received by a local resettlement provider indicating a refugee's upcoming arrival.
unaccompanied refugee minor (URM)	A child under the age of 18 who is in the U.S. without a parent or legal guardian and who holds an ORR-eligible status, such as refugee, asylee, victim of trafficking, or Special Immigrant Juvenile.
Unaccompanied Refugee Minors (URM) program	A state-administered program of specialized foster care for unaccompanied refugee minors. Care and services may be provided beyond age 18 in many states, depending on state extended foster care rules and other criteria. A child is eligible for services if they under the age of 18, is in the U.S. without a parent or legal guardian and who hold and ORR-eligible status, such as refugee, asylee, victim of trafficking, Special Immigrant Juvenile Status, or U status..[85]

[81] Switchboard. (2023, November 8). *Supplemental Security Income (SSI): An introduction for service providers.* https://www.switchboardta.org/resource/supplemental-security-income-ssi-an-introduction-for-service-providers/

[82] Office of Planning, Research & Evaluation. (2026, September 1). *Understanding the intersection between TANF and Refugee Cash Assistance.* https://acf.gov/opre/report/understanding-intersection-between-tanf-and-refugee-cash-assistance

[83] Switchboard. (2023, December 29). *Trauma-informed care: A primer for refugee service providers.* https://www.switchboardta.org/resource/trauma-informed-care-movement-towards-practice-2/

[84] U.S. Citizenship and Immigration Services. (2026, August 14). *I-131, Application for travel documents, parole documents, and arrival/departure records.* https://www.uscis.gov/i-131

[85] Office of Refugee Resettlement. (2023, July). *The Unaccompanied Refugee Minors (URM) program 101.* https://www.switchboardta.org/resource/the-unaccompanied-refugee-minors-urm-program-101/

United Nations High Commissioner for Refugees (UNHCR)	An agency within the United Nations that ensures everyone has the right to seek asylum and find safe refuge in another nation, with the option to eventually return home, integrate, or resettle.[86] *Also known as the U.N. Refugee Agency.*
United States Citizenship and Immigration Services (USCIS)	The federal agency tasked with the administration of applications for immigration benefits, as well as naturalization (U.S. citizenship).[87]
United States Refugee Admissions Program (USRAP)	The federal interagency effort to identify, screen, vet, and admit approved refugees to the U.S. for resettlement.[88]
U.S. tie (UST)	A friend or family member identified by a refugee before arrival who may support the client with their integration into their new community.
verification	The process through which a local resettlement provider (LRP) indicates to their initial resettlement provider (IRP) the ability to serve a case for resettlement.
vicarious trauma	The transformation of one's world view due to exposure to traumatic images and stories (e.g., the traumatic stories a refugee may tell their caseworker). This is may be accompanied by intrusive thoughts and makes it difficult to rid oneself of the traumatic experiences that clients shared.[89] *Related term: secondary trauma.*
victim of trafficking	A person subjected to labor or sex trafficking as defined by the Trafficking Victims Protection Act. Foreign national victims may become eligible for ORR benefits through a Certification, Eligibility, or Interim Assistance Letter from the HHS Office on Trafficking in Persons (OTIP).[90] *Also known as a survivor of trafficking.*
virtual (V)	The provision of case management or other services through fully remote means using technology like phone and video calls. Example

[86] United Nations High Commissioner for Refugees. (n.d.). *What we do.* https://www.unhcr.org/what-we-do

[87] U.S. Citizenship and Immigration Services. (2020, February 27). *What we do.* *https://www.uscis.gov/about-us/mission-and-core-values/what-we-do*

[88] U.S. Citizenship and Immigration Services. (2026, April 24). *The United States Refugee Admissions Program (USRAP) consultation and worldwide processing priorities.* https://www.uscis.gov/humanitarian/refugees-and-asylum/usrap

[89] Switchboard. (2020, November 18). *"I was already burned out, and now this…" Strategies for staff and supervisors to mitigate burnout, vicarious trauma, and other occupational hazards.* https://www.switchboardta.org/resource/i-was-already-burned-out-and-now-this-strategies-for-staff-and-supervisors-to-mitigate-burnout-vicarious-trauma-and-other-occupational-hazards/

[90] Office of Refugee Resettlement. (2026, September 18). *Benefits for victims of human trafficking.* https://acf.gov/orr/programs-services/refugees/eligibility/benefits-vot

	programs include the Virtual Program of Initial Resettlement (VPIR) and Virtual Matching Grant (VMG).
virtual and information services (VIS)	A modality of service delivery for newcomers that uses digital and virtual tools to provide information and support remotely.[91]
visa foil	The document affixed to an immigrant's passport that permits the individual to request admission to the United States.[92]
walk-in SIV	A Special Immigrant Visa (SIV) holder who independently travels to the U.S. and walks into a local resettlement provider's office to seek resettlement services.
Wilson-Fish Bridge to Employment Program	A federally funded program administered by ORR that supports ORR-eligible clients and families. The program provides access to employment training, job placement services, and English language training to certain eligible individuals in participating states.[93]
Women, Infants, and Children (WIC)	A federally funded supplemental nutrition program administered by the U.S. Department of Agriculture aimed at providing healthy food to pregnant, postpartum, and breastfeeding women as well as infants and children under five.[94]

[91] Switchboard. (2025, December 23). *Delivering high-quality virtual and information services (VIS) to newcomers.* https://www.switchboardta.org/resource/delivering-high-quality-virtual-and-information-services-vis-to-newcomers/

[92] U.S. Department of State. (n.d.). *What is a U.S. visa?* https://travel.state.gov/content/travel/en/us-visas/visa-information-resources/frequently-asked-questions/what-is-us-visa.html

[93] Office of Refugee Resettlement. (2026, October 22). *Refugee Program Bureau*. https://acf.gov/orr/programs-services/refugees

[94] U.S. Department of Agriculture. (2026, April 2). *WIC benefits*. https://www.fna.usda.gov/wic/benefits