



Kentucky Refugee Ministries, Louisville
Refugee Cash Assistance Caseworker
Full-time, 40 hours a week

The Refugee Cash Assistance (RCA) Caseworker is responsible for determining client eligibility and disbursement amounts for monthly federal cash assistance payments made to KRM's recently-arrived clients. Eligible clients include refugees from a range of countries including Congo, Syria and Afghanistan; Cuban Entrants; and Ukrainian humanitarian parolees. In federal Fiscal Year 2022, KRM disbursed \$8.5 million in RCA to over 4,000 clients at our main office in Louisville and sub-offices in Lexington and Covington.

The RCA Caseworker's responsibilities will include orienting new arrivals to RCA eligibility and compliance guidelines, verifying client income and program participation to determine eligibility, and reducing or terminating refugee cash assistance payments based on clients' income and/or time eligibility. RCA orientations are presented in group settings, online and in-person, in clients' native language, with the use of bilingual interpreters.

Refugee Cash Assistance is funded by the U.S. Department of Health and Human Services/Office for Refugee Resettlement (ORR). In Kentucky, RCA is awarded to the state refugee coordinator's office, the Kentucky Office for Refugees (KOR), who advances refugee resettlement agencies such as KRM for disbursements to clients. RCA is the primary financial support provided to recently-arrived ORR-eligible clients.

ORR-eligible clients can receive refugee cash assistance (RCA) payments for up to 12 months after their U.S. arrival based on income and other eligibility factors. KRM clients who receive Temporary Assistance for Needy Families (TANF) also receive an RCA supplemental payment. The RCA Caseworker will verify clients' TANF enrollment each month as a requirement for disbursement of the RCA TANF supplement. A third component of RCA are job incentive bonuses, which clients can receive after submitting proof of initial employment income.

Client receipt of RCA is tied to participation in other ORR-funded agency services, including case management, English language training, and employment readiness and placement. The RCA Caseworker will communicate with KRM case management staff each month to verify clients' participation and eligibility status for RCA payments. Non-compliant clients may face sanction and termination of RCA benefits, following a prescribed appeals process. RCA administration promotes the overall ORR program orientation of supporting refugees' transition from public support to employment and self-sufficiency with integrated agency services and support.

All orientations, RCA status verifications, RCA check requests and disbursements, reductions/terminations and incentive payments must be entered into ClientTrack, an online database maintained by the Kentucky Office for Refugees.

ORR and KOR compliance requirements for RCA emphasize thorough client orientation in clients' native language; ongoing monitoring of program status and RCA eligibility; coordination with other resettlement services; complete documentation of disbursements

and services; adherence to program guidelines for reduction/termination of benefits; and a due process procedure for client disputes or grievances.

The RCA Caseworker will be supervised by the senior agency Program Leader in charge of RCA administration and an RCA Case Manager. This position will expand KRM Louisville's RCA administration team to five full-time staff.

Essential Duties and Tasks

- Provide in-person and online RCA orientation to recently-arrived clients
- Process RCA check requests for clients
- Enter all check request and disbursement records in KOR ClientTrack database
- Documentation of all RCA case activities
- Assist in coordinating monthly RCA status checks via online survey, including maintaining documentation of client responses; casenote client responses to status-check survey
- Communicate with case management, ESL and employment staff regarding client status and ongoing eligibility for RCA
- Communicate with employed clients on obtaining paystubs needed to qualify for RCA job incentive bonuses
- Reduce or terminate RCA based on client income
- Process sanctioning and due process paperwork for non-compliant clients
- Work with accounting staff to troubleshoot cases where clients report not receiving their RCA check
- Generate and review program reports
- Other duties as assigned

Job Requirements

- Bachelor's degree required
- Strong computer and organizational skills (Proficiency in Microsoft and databases is required with a high level of data entry and accuracy)
- Good verbal and written communication skills
- Ability to work 40 hours per week during normal business hours

Specialized Skills

- Strong detailed-orientation; capacity to provide clear documentation of services
- Team-orientation; ability to work in coordination with agency RCA, Cuban office case management and other agency resettlement staff
- Commitment to ethical conduct and consistent, even-handed application of RCA program guidelines

Agency Profile

Founded in 1990 as a nonprofit agency in Louisville, Kentucky Refugee Ministries (KRM) is a local affiliate of Church World Service (CWS), one of nine national voluntary agencies

authorized to provide resettlement services to refugees admitted to the United States through the State Department's Refugee Admissions Program. KRM also has offices in Lexington and Covington, Kentucky.

In addition to refugees, KRM serves Afghan, Ukrainian and Cuban parolees, and individuals from various countries who have been approved for, or are applying for, asylum.

KRM secures housing and medical care for refugees and provides them with comprehensive case management including employment services, ESL and cultural orientation, and specialized programs for refugee youth and elders and the arts. KRM also offers citizenship classes for immigrants preparing to apply for U.S. citizenship. KRM's immigration legal services offices include six full-time immigration attorneys, who provide services to immigrants of all statuses. KRM also provides services to immigrant victims of crime.

KRM staff do not engage in any religious messaging in connection to delivery of client services.

Work Arrangements and Location

- KRM staff are currently required to work at least two-days a week, or 40% of scheduled hours, in-person, either in the office or the field. Remaining hours can be worked remotely. Immediate time-sensitive service requirements may require more than 40% in-office or in-person work. With further decreases in COVID-19 infection rates, more in-office and in-person services may be required on a regular basis.
- All KRM staff must provide proof of vaccination against COVID-19

Compensation and Benefits

- Non-exempt position, 40 hours per week, with a pay rate of \$20 per hour
- Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days; employee assistance program (EAP)

To Apply

Interested applicants should reply with a résumé and cover letter by Friday, January 20, to—

Semsudin Haseljic
Program Leader
Kentucky Refugee Ministries
969-B Cherokee Road
Louisville, KY 40204
Email: shaseljic@kyrm.org

Those who have previously applied for a position at KRM are eligible to reapply. Only applicants selected for an interview will be contacted.