



Prepared by the  
Maryland Office for Refugees and Asylees (MORA)  
Family Investment Administration (FIA)  
Department of Human Services (DHS)

# MARYLAND RESETTLEMENT WELCOME GUIDE

A Guide for Community Partners,  
Sponsors, and Supporters





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# A Letter from the State Refugee Coordinator

Dear Community Partner,

Welcome to the Maryland Refugee Program network! Through your participation as a community partner or Private Sponsor Group (PSG) through the Welcome Corps program, you have committed to providing safety, support, and guidance to newly arrived refugees from around the world. You join a broad network of refugee-serving organizations that includes resettlement agencies, health care providers, community colleges, state and local government entities, employers, volunteers, religious and cultural organizations, and so many others active in welcoming refugees to the community and providing them with needed support. The goal of the Maryland Office for Refugees & Asylees (MORA) is to create an inclusive and welcoming environment in which refugees thrive by achieving self-sufficiency and social integration, and now you are a part of making this vision a reality. We are grateful for you!

This Guide is prepared for you by our office, MORA, the organization that administers state refugee resettlement programming. There are some unique features of the Maryland Refugee Resettlement Program addressed by this guide. The first part lays out the structure of Maryland's resettlement network and the various entities involved, including descriptions of the benefits and services that MORA administers to support refugees and other eligible populations for up to five years after arrival. The second part provides guidance for ensuring the families you work with can access the temporary cash and medical benefits and medical screening services they are eligible for as soon as possible after arrival.

We encourage you to access the resources on our [website](#) for more information about who we are, what we do, and who we serve. This includes materials in languages common to refugee populations, such as Burmese, Dari, French, Haitian Creole, Pashto, Spanish, Swahili, Russian, Tigrinya, and Ukrainian. MORA contact info is on the website and this guide, please reach out with any questions or needs you may have.

Thank you for joining us in this incredibly important and rewarding work. Everyone in this vibrant, statewide network comes to the work of refugee resettlement for the same reason – we all believe that everyone deserves safety, dignity, and a chance to build a new life. You are the face of welcome and home for someone looking for these. It is a privilege and an honor to work together.

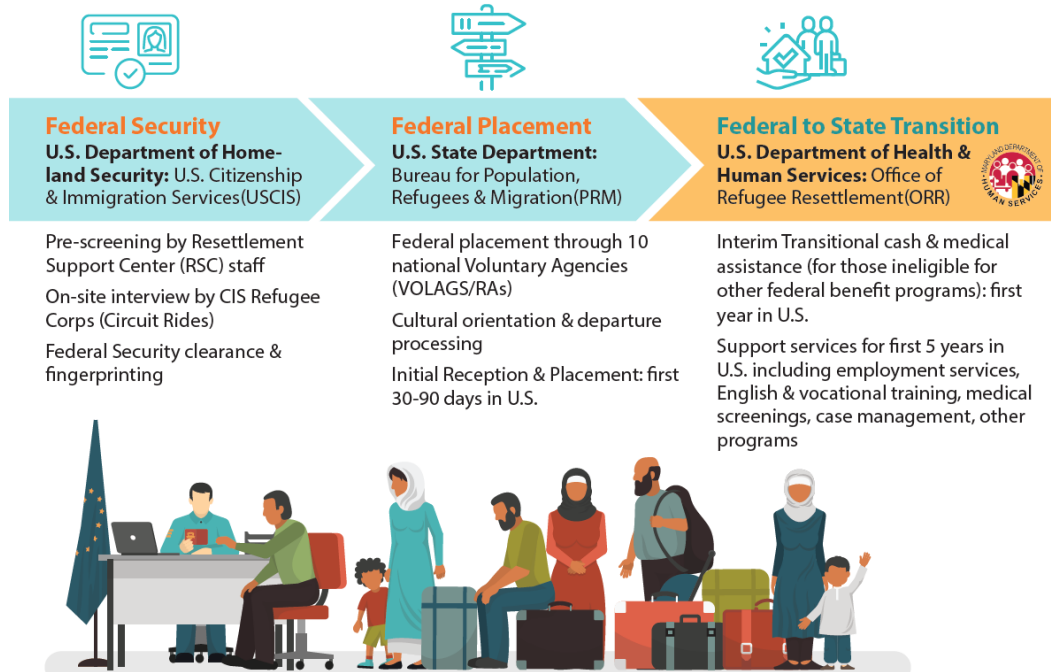
Sincerely,  
Myat Lin  
State Refugee Coordinator

# Glossary

<b>AHP</b>	.....	Afghan Humanitarian Parolee
<b>CHE</b>	.....	Cuban or Haitian Entrant, including Cuban/Haitians paroled, seeking asylum, or in release
<b>DOS</b>	.....	United States Department of State, also called State Department
<b>DHS</b>	.....	United States Department of Homeland Security, differentiated from Maryland DHS
<b>DSS/LDSS</b>	...	Department of Social Services, which may vary by county in Maryland as local DSS
<b>MDHS</b>	.....	Maryland Department of Human Services
<b>MORA</b>	.....	Maryland Office for Refugees & Asylees, under the MD Department of Human Services
<b>ORR</b>	.....	Office of Refugee Resettlement, United States Department of Health & Human Services
<b>PPP</b>	.....	Public/Private Partnership, a model of refugee resettlement administered in Maryland
<b>PRM</b>	.....	Bureau of Population, Refugees, and Migration (PRM), U.S. Department of State
<b>R&amp;P</b>	.....	Reception and Placement program, a refugee resettlement program administered by PRM
<b>RA</b>	.....	Resettlement Agency affiliates
<b>RCA</b>	.....	Refugee Cash Assistance, which in Maryland's PPP area is a program called Refugee Transitional Cash Assistance (RTCA) administered by MORA
<b>RMA</b>	.....	Refugee Medical Assistance, a federal program for individuals ineligible for other forms of medical assistance such as Medicaid (MA)
<b>RSS</b>	.....	Refugee Support Services, a grant by DHHS/ORR, including employability services
<b>SIV</b>	.....	Special Immigrant Visa, an Afghan or Iraqi national with an SIV is called an SI or SIV holder
<b>SSA</b>	.....	Social Security Administration
<b>TCA</b>	.....	Temporary Cash Assistance, the state of Maryland's Temporary Assistance for Needy Families (TANF) or "welfare" program
<b>UHP</b>	.....	Ukrainian Humanitarian Parolee
<b>USCIS</b>	.....	U.S. Citizenship & Immigration Services, U.S. Department of Homeland Security
<b>USRAP</b>	.....	United States Refugee & Admission Program, the federal refugee admissions program
<b>VOLAG</b>	.....	Voluntary agency, including all national Resettlement Agencies
<b>VOT</b>	.....	Victim of a Severe Form of Human Trafficking, as certified by ORR

# Maryland's Resettlement Network

## Role of Federal and State Government Agencies

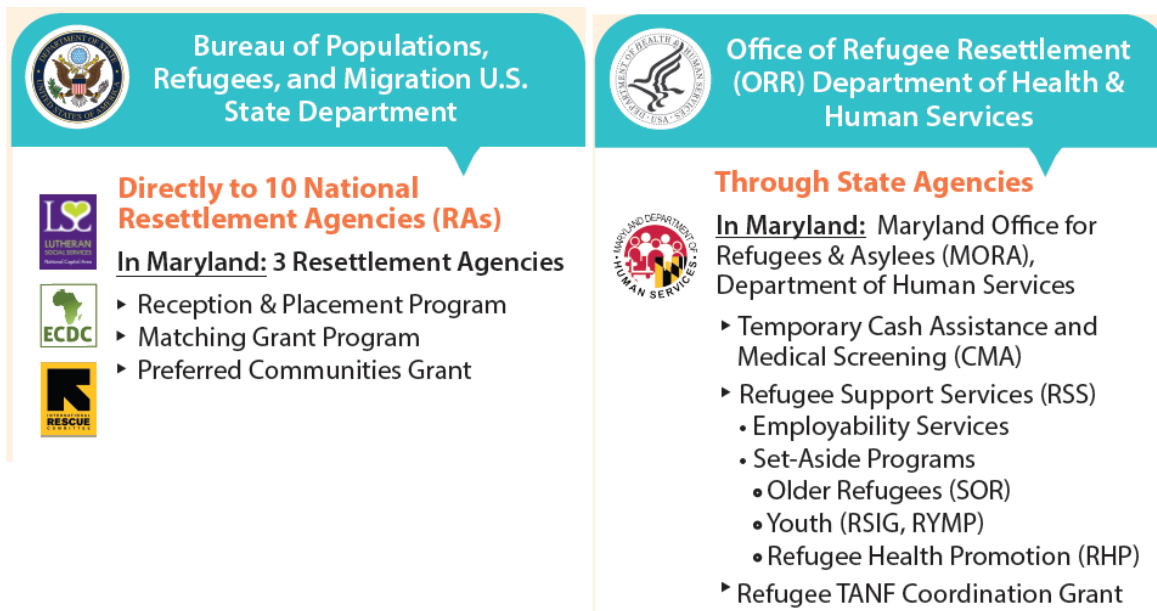


Refugee resettlement is a collaborative process between multiple federal and state agencies, with support from a network of non-governmental organizations. All resettlement begins on the federal level, led by the U.S. Departments of Homeland Security (DHS), State (DOS), and Health & Human Services (DHHS). State government agencies, including MORA, have no role in these processes until refugee populations have received an eligible immigration status from a federal authority and established residence in the state. The table above illustrates which services are provided on the federal level, and then on the state level.

Note that the process may vary for different populations, such as refugees and Special Immigrant Visa (SIV) holders who begin these processes overseas, while asylees, Victims of Trafficking, and humanitarian parolees may begin these after arriving in the United States.

Maryland is one of 7 states in the United States which administers refugee resettlement programming through a Public-Private Partnership (PPP) model, whereby refugee services are funded to a state agency (such as the Maryland Department of Human Services) who administers these funds to providers across the state, such as resettlement agencies (RAs) and community colleges. These organizations also receive separate funds from federal, state, and private sources to support resettlement of newcomers to the U.S.

The table below illustrates which funds and services flow directly from federal agencies to resettlement agencies, and which go to states to administer and coordinate:



There are currently 10 National Resettlement Agencies in the United States, also known as Voluntary Agencies or VOLAGs. These agencies have cooperative agreements with the State Department’s Bureau of Population, Refugees, and Migration (PRM) to provide reception and placement services for refugees arriving in the United States after being processed overseas. In Maryland, there are 3 primary Resettlement Agency affiliates in 6 locations:

- Ethiopian Community Development Council (ECDC) African Community Center
  - Silver Spring
- International Rescue Committee (IRC)
  - Baltimore
  - Silver Spring
- Lutheran Social Services of the National Capital Area (LSSNCA)
  - Arbutus/Baltimore
  - Frederick
  - Greenbelt

In 2024 there may be additional resettlement providers in Maryland, including Global Refuge (formerly Lutheran Immigration & Refugee Service) and World Relief, both in Baltimore.

Among the services provided by RAs are initial resettlement services through the DOS/PRM Reception & Placement (R&P) program for newly arrived refugees and SIV holders. Certain other populations,

including Cuban/Haitian Entrants, Ukrainian Humanitarian Parolees (UHPs), victims of trafficking, and asylees, may access RA services as “walk-ins” but are not eligible for these initial placement programs. While RAs provide the majority of services to refugees and other eligible populations, they rely on other partners including community sponsors to provide support to newcomers.

<sup>1</sup> For the purposes of this document, the term “refugee” is used to denote all eligible humanitarian immigrant populations, including refugees, asylees, Special Immigrant Visa (SIV) holders from Afghanistan or Iraq, Afghan or Ukrainian Humanitarian Parolees (AHPs or UHPs), Cuban or Haitian Entrants (CHEs), Victims of Trafficking (VOTs), and Certain Amerasians.





# Populations Eligible for Services

To receive federally funded services through MORA or its partners, prospective clients must meet immigration status and identification requirements by providing documented evidence of one of the following populations with an ORR-eligible status.. The full list of eligible groups is available on the ORR website in the [Documentation Guide](#) of Policy Letter 16-01.

## **Refugees**

A federally-recognized refugee is a person who has been granted protection by the U.S. government after fleeing their country and demonstrating they are unwilling or unable to return due to persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion.

## **Asylees**

An asylee is someone who travels to the U.S. with their own resources and has had their claim of asylum granted based on a credible fear of persecution or torture. After they have arrived in the country at a port of entry (whether on a visa, parole, or other means), they may apply for and receive a grant of asylum, which acknowledges that they meet the legal definition of a refugee and are permitted to stay in the U.S. indefinitely.

## **Cuban/Haitian Entrants**

A Cuban/Haitian Entrant (CHE) is a Cuban or Haitian national who is in the United States but has not yet received a permanent status. This includes those paroled into the U.S., those seeking asylum, and those in release or detention proceedings and not subject to a final, non-appealable removal order.

## **Certain Amerasians**

A child fathered by a U.S. citizen during the conflict in Vietnam and resettled in the U.S.

## **Special Immigrant Visa Holders**

A Special Immigrant Visa (SIV) holder is an Iraqi or Afghan national who had been employed by the U.S. Armed Forces, a U.S. Embassy, or a contractor of the U.S. government overseas. They are eligible for resettlement services when they have demonstrated they are in danger in their own country because they aided the U.S. government or Armed Forces.

## **Afghan and Ukrainian Humanitarian Parolees**

Humanitarian Parole is a form of temporary entry granted to individuals based on an urgent humanitarian need for safe haven. Currently, this status has been authorized for certain nationals from Afghanistan evacuated under Operation Allies Welcome (OAW), and nationals/those who resided in Ukraine resettled by independent sponsors through the Uniting for Ukraine (U4U) program. At the time of this writing this only includes those paroled before September 30, 2023 or family ties of previously paroled individuals (spouses, children, parents/caregivers), and only eligible for services while their parole is active.

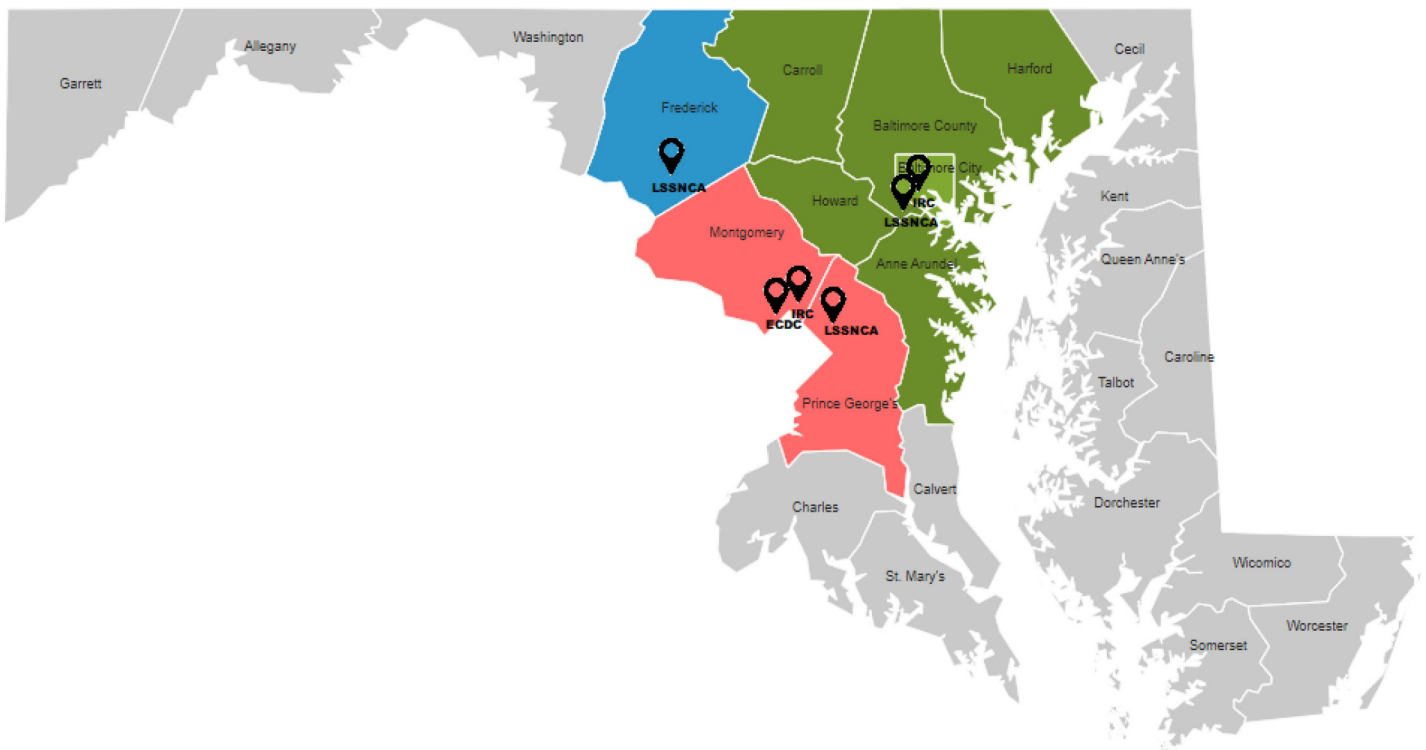
## **Victims of Trafficking**

A Victim of Trafficking (VOT) has been forced to work or provide services (labor trafficking) or forced to engage in commercial sex (sex trafficking) by force, fraud, or coercion, and who has been certified by ORR to be eligible for benefits. Minors induced in commercial sex are victims of human trafficking even if force, fraud, or coercion is not present.

Lawful Permanent Residents (LPRs) who previously held one of the statuses on the previous page may also be eligible for refugee services, as are Secondary Migrants who were originally resettled in a state other than Maryland and who have relocated. Additionally, U.S.-born children of any of the groups on the previous page may be eligible for services.

To be eligible for services in Maryland, clients must also provide evidence of residing in the state. Most refugee services are provided within the following areas where the majority of refugee populations have historically been resettled by MORA partners, illustrated in the map below along with the locations of Maryland's resettlement agency affiliates:

- Baltimore Metropolitan Area (BMA): Baltimore City and surrounding counties (Anne Arundel, Baltimore, Carroll, Hartford, and Howard counties)
- Suburban Washington Area (SWA): Montgomery and Prince George's counties
- Frederick Area: Frederick County



Programs may also have eligibility requirements related to household composition, age, and income, as described in the chart in the next section.

# Populations Ineligible for Services

The following populations are not eligible for refugee services:


- Afghan or Ukrainian Humanitarian Parolees paroled after September 30, 2023 with no family ties in the U.S. (subject to federal authorization)
- Asylum Seekers who do not have one of the statuses from the previous page
- Central American Minors (CAM parolees)
- LPRs who did not previously hold one of the statuses on the previous page, including those who arrive through family reunification
- Naturalized U.S citizens
- Temporary Protected Status (TPS) holders who do not have one of the statuses on the previous page
- Unaccompanied Minors
- Undocumented immigrants
- Visa holders (work, student, visitors, etc)

Resources and information for immigrants ineligible for refugee services may be found on the Asylum Outreach Project [website](#).

The chart on the following page describes the types of assistance programs and further eligibility criteria for a variety of refugee and mainstream benefits and services, including a limited number available to non-refugee groups.

# Primary Services & Benefits Available to Eligible Populations

Type	Programs & Funding	Eligible Groups	Household Composition	Age Requirements	Income Limits*	Where to access	Eligibility Period
<b>Initial Assistance</b> 	<a href="#">Reception &amp; Placement (R&amp;P)</a> USRAP, DOS, PRM	Refugees & SIV Holders	Any	None	None	RAs	First 90 Days in the U.S.
	<a href="#">Welcome Corps</a> DOS	Refugees	Any	None	None	Private sponsor groups	First 90 Days in the U.S.
<b>Financial Assistance*</b>  <i>*in order for refugees to continue receiving direct cash assistance, they must demonstrate engagement in work activities</i>	<a href="#">Matching Grant (MG)</a> DHHS, ORR	All ORR-eligible groups	Any	None	200% of FPL	RAs	First 240 days from arrival
	<a href="#">Temporary Cash Assistance (TCA)</a> , also known as TANF DHHS, Office of Family Assistance	All ORR-eligible groups	Families with at least 1 dependent child under 18 OR pregnant OR individuals 18 years of age or younger and head of the household	None	Cannot exceed benefit level paid for HH unit size (HH of 1 = \$373 /month)	Maryland DHS//LDSS myMDThink	5 years after arrival/eligibility
	<a href="#">Refugee Cash Assistance (RCA)</a> or Refugee Transitional Cash Assistance (RTCA) DHHS, ORR, MORA	All ORR-eligible groups <b>not eligible for other cash programs</b> such as MG, TANF, SSI	TANF-ineligible families, usually single or married adults without children	None	200% of FPL	Within PPP areas: RAs Outside PPP areas: MDHS/LDSS myMDThink	First 12 months from date of eligibility (entry, asylum grant, etc)
	<a href="#">Supplemental Security Income (SSI)</a> , SSA	All ORR-eligible groups	Any	65 or older OR >65 w/disability	135% of FPL	SSA	None
<b>Medical Assistance</b> 	<a href="#">Medicaid (MA)</a> CMS, MDH	All ORR-eligible groups	Any	None	Varies based on age, most adults 138% FPL	Maryland DHS and/or MD Health Connection	None
	<a href="#">Refugee Medical Assistance (RMA)</a> , DHHS, ORR, MORA	All ORR-eligible groups <b>not eligible for MA</b>	Any	None	200% of FPL	Maryland DHS myMDThink	First 12 months from date of eligibility
	<a href="#">Refugee Medical Screenings (RMS)</a> , DHHS, ORR, MDH	All ORR-eligible groups	Any	None	None	MDH via federal qualified health clinics	First 90 days from eligibility or else requires exemption
<b>Nutritional Assistance</b> 	<a href="#">Supplemental Nutrition Assistance Program (SNAP)</a> also known as "food stamps" USDA Food & Nutrition Service	All ORR-eligible groups	Any	None	Gross income 130% of FPL	Maryland DHS//LDSS myMDThink	None

	<a href="#">Special Supplemental Assistance for Women, Infants, &amp; Children (WIC)</a> , USDA, FNS	All immigrants	Must have children under 5 or pregnant	None	100% of FPL	Local Maryland WIC Agency	None
 <p><b>Support Services</b></p>	<a href="#">Refugee Support Services (RSS)</a> , DHHS, ORR, MORA - Employment Assistance - Vocational Training - English Language Classes - Extended Case Management - Youth Support Programs - Older Refugee Services - Health Promotion/Education	All ORR-eligible groups	Varies by program	Varies by program	None	RAs, community colleges, and other providers	First 60 months/5 years in the U.S.
	<a href="#">Preferred Communities (PC)</a> DHHS, ORR	All ORR-eligible groups with special needs	Any	None	None	RAs	First 60 months/5 years in the U.S.
	<a href="#">School/childcare programs</a> such as Head Start, Early Head Start, Child Care Subsidies, school-based programs Department of Education	All immigrants	Any	Varies by program	Varies by program	School systems	None
	<a href="#">Workforce and adult education services under Workforce Innovation &amp; Opportunity Act (WIOA)</a> Department of Labor	All immigrants except for Title I services which require work authorization	None	Varies by program	Varies by program	Community colleges, others	None

\*Updated U.S. Federal Poverty Level (FPL) guidelines may be found on the [DHHS website](#).

The chart below summarizes which programs are through mainstream providers (such as the Department of Human Services and Social Services, and the Department of Health), which are through resettlement agencies directly, and which are funded by MORA:

Mainstream Programs	Refugee Programs via RAs (not MORA)	Refugee Programs via MORA PPP
TCA/TANF, SNAP, MA	Reception & Placement	Refugee Transitional Cash Assistance
WIC, SSI	Matching Grant	Refugee Medical Assistance
WIOA Programs	Preferred Communities	Refugee Medical Screenings
Education/childcare programs	Others	Refugee Support Services

The programs above are not exhaustive - there are many others refugee groups may be eligible for through a variety of providers.

# Services Funded by MORA

The Maryland Office for Refugees and Asylees contracts with local resettlement agency affiliates, community colleges, and other state and local agencies and non-profit organizations that provide direct services to refugees to provide services through programs that promote integration and early self-sufficiency. All of the services described in this section are funded and administered through program grants from the federal Office of Refugee Resettlement. Service provision is informed by an integrative approach: services are not meant to be isolated from each other but take into consideration all needs of the client and family unit. Programming includes:

## Financial Assistance

- Refugee Cash Assistance (RCA or RTCA)

## Health Assistance

- Refugee Health Screening Program (RMS)
- Refugee Medical Assistance (RMA)
- Refugee Health Promotion (RHP) program
  - Including Refugee Mental Health Initiative

## Employment Services

- Refugee Support Services (RSS)  
Employment Services
- Vocational Training and Employment Services (VTES)
- Refugee TANF Coordination Program (RTCP)

## Educational Services

- English for Speaking of Other Languages (ESOL)
- Refugee Family Education Program (RFEP)

## Targeted Case Management and Services

- Asylee Outreach Project (AOP)
  - Including Legal Assistance for eligible AHPs
- Extended Case Management Program (ECMP)
  - Including Legal & Housing Assistance for eligible AHPs and other Afghan populations
- Services to Older Refugees (SOR)
- Ukraine Supplemental Assistance Program (USAP)

## Youth Services

- Refugee School Impact (RSIG)
- Refugee Youth Mentoring Project (RYMP)
- Ukraine Refugee School Impact (RSI)
- Afghan Support to School Impact (AS2SI)

Descriptions of all programs may be found on the [MORA website](#). The following section has contact information for all MORA providers.

# MORA Service Providers

Please contact all service providers directly for more information about how to enroll in available services.

## Baltimore Metropolitan Area

### **International Rescue Committee (IRC) Baltimore**

Baltimore Resettlement Center  
1900 N Howard St #200, Baltimore, MD 21218  
410-327-1885  
<https://www.rescue.org/united-states/baltimore-md>

RTCA, RSS Employment, VTES, ECMP, RYMP,  
RSI, USAP

### **Baltimore City Community College (BCCC)**

BCCC-Harbor Site  
710 E. Lombard St.  
Baltimore, MD 21202  
410-986-3203  
<https://www.bccc.edu/Page/120>

ESOL, RSI, SOR

### **Lutheran Social Services of the National Capital Area (LSSNCA)**

1730 Twin Springs Road, Suite 213-214  
Baltimore, MD 21227  
<https://lssnca.org>

RTCA, RSS Employment, ECMP, RYMP,  
USAP

### **Baltimore Medical Systems, Inc**

Highlandtown Clinic  
3700 Fleet Street, Ste. 200, Baltimore, MD 21224  
[RefugeeHealth@bmsi.org](mailto:RefugeeHealth@bmsi.org)  
443-703-3404  
<https://bmsi.org/our-programs/refugee-health-screening-program>

RMS

## Frederick Area

### **Lutheran Social Services of the National Capital Area (LSSNCA)**

92 Thomas Johnson Drive, Suite 260  
Frederick, MD 21702  
240-496-6841  
<https://lssnca.org>

RTCA, RSS Employment, ECMP, RYMP,  
USAP

## Suburban Washington Area

### **Ethiopian Community Development Council (ECDC) DC Metro**

The World Building  
8121 Georgia Avenue, Suite 720  
Silver Spring, MD 20910  
301-562-7303  
<https://acc-dc.org/>

RTCA, RSS Employment, ECMP, RYMP, SOR, USAP

### **Lutheran Social Services of the National Capital Area (LSSNCA)**

7474 Greenway Center Dr, Suite 1200  
Greenbelt, MD 20770  
240-714-4034  
<https://lssnca.org>

RTCA, RSS Employment, VTES, ECMP, RYMP, USAP

### **Montgomery College**

Takoma Park/Silver Spring Campus  
Cafritz Foundation Arts Center, CF 230  
930 King Street, Silver Spring, MD 20910  
240-567-8950  
<https://www.montgomerycollege.edu/workforce-development-continuing-education/english-language-skills/refugee/index.html>

ESOL, VTES

### **CCI Health & Wellness Services**

3 locations in Greenbelt, Silver Spring, and Takoma Park  
[RHA@cciweb.org](mailto:RHA@cciweb.org)  
301-979-7656  
<https://cciweb.org/programs-services/refugee-health>

RMS

### **International Rescue Committee (IRC)**

Suburban Washington Resettlement Center  
8737 Colesville Road, Suite 1200  
Silver Spring, MD 20910  
301-562-8633  
<https://www.rescue.org/united-states/silver-spring-md>

RTCA, RSS Employment, VTES, ECMP, RYMP, RSIG, USAP

### **Solutions in Hometown Connections**

Please contact for office address,  
Riverdale, MD 20737  
301-615-1034  
<https://www.shconnections.org>  
[info@shconnections.org](mailto:info@shconnections.org)

RFEP

### **Prince George's Community College**

301 Largo Rd., Largo, MD 20774  
301-546-8350  
<https://www.pgcc.edu/go/refugeeprogram>  
[adulthoodeducation@pgcc.edu](mailto:adulthoodeducation@pgcc.edu)

ESOL

### **HIAS**

Whatsapp: 240-284-3306  
[asyleeoutreach@hias.org](mailto:asyleeoutreach@hias.org)  
<https://asyleeoutreach.org>

AOP



To enroll in RMA, RCA in areas outside of MORA's PPP resettlement areas, or any other mainstream services (such as SNAP, MA, or TCA), contact local Departments of Social Services in the county where you or the individuals you support reside:

<https://dhs.maryland.gov/local-offices>



## Additional Information

For more information about MORA programming, see the MORA website:

<https://dhs.maryland.gov/mora>

For additional information about Maryland's health service programming, including medical services, see the website for and/or contact the Maryland Department of Health, Center for Global Migration & Immigrant Health (CGMIH): <https://health.maryland.gov/phpa/OIDPCS/OIH/pages/home.aspx>

For additional information about federal refugee resettlement policies, see the ORR website:

<https://www.acf.hhs.gov/orr>



# MARYLAND RESETTLEMENT WELCOME GUIDE

A Guide for Community Partners,  
Sponsors, and Supporters



[www.dhs.maryland.gov](http://www.dhs.maryland.gov)



Maryland Department of Human Services | 311 W. Saratoga St. | Baltimore, MD 21201  
Wes Moore, Governor | Aruna Miller, Lt. Governor | Rafael López, Secretary