

Minimum Required Client Goods and Services Provided within 90 Days

Required Goods

Housing Unit Requirements:

Safe, sanitary and affordable housing
Housing in accordance with locally accepted standards
Appropriate number of bedrooms or sleeping areas
Accessible emergency escape routes
Fire extinguishers where required
Working locks on all windows and outside doors
Working smoke detectors
Windows in working order
Adequate heat, ventilation, lighting and hot/cold running water; electrical fixtures
Stove, oven and refrigerator in good repair
Bathroom with sink, flush toilet and shower or bath
Easily accessible storage or disposal facility for garbage
No evidence of current rodent or insect infestation
To accommodate refugees with disabilities, to extent possible, housing should be free of barriers.

The following items should be provided:

Bedding - bed frame and spring, and mattress appropriate for age and gender composition of family. Only married couples or small children of same sex may be expected to share beds.
One set of drawers, shelves or other unit for clothing storage; unless closet has shelving.
One kitchen table
One kitchen chair per person
One couch per family or equivalent seating, in addition to kitchen chairs
One lamp per room, unless installed lighting is present
One fork, knife, spoon per person
One plate, bowl and cup per person
At least one sauce pan, frying pan and baking dish
Mixing/serving bowls
One set of kitchen utensils
Can opener
Baby items as needed
One towel per person
One set of sheets and blankets for each bed
One pillow and pillowcase for each person
Alarm clock
Paper, pens and/or pencils
Light bulbs
Dish soap
Bathroom/kitchen cleaner
Sponges or cleaning rags and/or paper towels
Laundry detergent
Two waste baskets
Mop or broom
Trash bags
Toilet paper
Shampoo

Soap
One toothbrush per person
Toothpaste
Personal hygiene items as appropriate
Culturally appropriate ready to eat food, plus one day's worth of food supplies
Food or food allowance at least equivalent to the food stamp allocation for family
Continued food assistance until receipt of food stamps or family is able to provide food for self
Appropriate amount of pocket money
Appropriate seasonal clothing
Transportation provided by the agency must be in compliance with local motor safety laws

Required Services

For cases without a relative: home visit within 24 hours of arrival
For cases with a relative: home visit within 5 calendar days of arrival
Intake within 5 working days of arrival
Housing and personal safety orientation with 5 working days
Orientation on other topics within 30 days

Within the extent possible:

Social security card application with 10 days of arrival
Cash and medical assistance application within 7 days of arrival
Food stamp application within 7 days of arrival
School enrollment and registration for children within 30 days
At least one additional home visit after initial visit, within 30 days of arrival
Enroll in employment and ESL services within 10 working days
Assist non-employable clients to enroll in other services within 10 working days
Health assessment within 30 days
Appropriate and timely medical care when needed
Immunizations within 30 days of arrival
Transportation to job training/job interviews as needed
Information on permanent resident status
Information on IOM loan payment
Assessments and home visits for minors joining parents