



# FAQs: Virtual Reception & Placement (VR&P) Program

## Potential Clients

### What is the Virtual Reception and Placement Program?

Special Immigrant Visa holders are eligible for Reception and Placement Services. Some SIV holders elect to book their own travel and arrive in the US independently. They often find themselves on waitlists awaiting in-person R&P services at local resettlement agencies. The Virtual Reception and Placement (VR&P) program aims to support SIV holders who are in need of services. VR&P provides services through a remote call center, using texting, WhatsApp, video calls, email and phone calls. VR&P provides direct per capita financial assistance to each individual client.

If you are an eligible “walk-in” Special Immigrant Visa holder, you will be automatically referred to VR&P for services or you can contact **(201) 733-2748** or [Virtual.RP@rescue.org](mailto:Virtual.RP@rescue.org).

### How will you help me (how often)?

VR&P is here for you! You can always call the VR&P hotline (201) 733-2748 or email [Virtual.RP@rescue.org](mailto:Virtual.RP@rescue.org) with questions and requests for further assistance. **The hotline is open 9am – 5pm ET, Monday – Friday.** Trained virtual caseworkers will be assigned to your case and conduct an initial virtual meeting, including discussing your needs and goals during the R&P resettlement period. Virtual case managers will connect with you on a weekly basis during your first 30 days after joining the program to provide support on meeting your needs and goals. After your resettlement period ends, virtual case

managers will refer you to other programs that you may need to continue building your new life in the United States. For more information on the type of services you’ll receive, please see the box below.

### What kinds of services does VR&P provide?

- Walk-in SIV holders **receive personalized virtual case management throughout their R&P period such as:**
  - Assistance in applying for public benefits, including assistance in scheduling health screenings.
  - Assistance in enrolling school-aged children in school.
  - Referrals to job readiness and training programs and English language classes.
  - Referrals for immigration services.
  - Support in navigating resources in the client’s new community and providing cultural orientation.
- **Housing and other material goods are not provided in VR&P.** Instead, each adult will receive a debit card with their per capita **direct assistance funds of \$1,325** to pay for the needs they prioritize. Minors’ funds will be split between parents.
- Guidance on **completing the AR-11 and Selective Service registration**, as appropriate.
- **Safety and wellness checks** through at least two virtual meetings with the virtual case manager. VR&P staff are trained in addressing concerns around safety and well-being.

### Can I switch between programs (in-person and virtual)?

No. Once you access services in one program, you are ineligible for the other program.

**How do I get the money?**

After joining the program, you will receive a debit card loaded with your R&P program direct assistance of \$1,325 per person. The card will come by mail and your virtual caseworker will help you learn how to use it.

**How can I enroll in VR&P?**

If you are a Special Immigrant Visa (SIV) holder or any other R&P-eligible client who has **not received services from a Resettlement Agency** upon arrival you can call the VR&P hotline **(201) 733-2748** or email **Virtual.RP@rescue.org**.

**I moved to a new location after finishing R&P services, but I still need help. Can I call you?**

You can always call the VR&P hotline **(201) 733-2748** or email **Virtual.RP@rescue.org** with questions and requests for further assistance.

**Will I get the same services as someone who has an in-person caseworker?**

VR&P is a semi-independent case management program. Your virtual caseworker will provide you with information on how to access early resettlement services. **VR&P does not procure housing, furnishings or provide transportation.** Rather, you will navigate your new community with some guidance from your virtual caseworker.

**How can VR&P services be accessed?**

All VR&P services can be accessed by video, phone, email, or text message. We do conduct two meetings by video call in order to meet all case members and check in on your progress. To get started with VR&P, walk-in Special Immigrant Visa holders should call the VR&P hotline **(201) 733-2748** or email **Virtual.RP@rescue.org**.

**Who do I contact for more information about VR&P?**

Please call or email VR&P to receive answers to your questions at **(201) 733-2748** or via email at **virtual.RP@rescue.org**.