# The United States Refugee Admissions Program (USRAP)

Iraqi Direct Access Program (DAP) Processing Frequently Asked Questions

Updated July 2023

# Q1: Who is eligible to be considered for the United States Refugee Admissions Program (USRAP)?

In general, a refugee is a person who is across an international border and is unwilling or unable to return to home because of persecution in the past, or has well-founded fear of persecution based on race, religion, citizenship, belonging to a specific social group, or political opinion. Individuals who have left Iraq and believe they have been persecuted or have a fear of persecution which they can articulate must apply to the nearest office of the United Nations High Commissioner for Refugees (UNHCR) to gain protection and assistance. The UNHCR offices are processing refugee applications and might refer their resettlement applications to a third country, including the United States, especially those who are found most exposed to danger and are in dire need to be resettled.

For more information regarding the standards and of the United Nations High Commissioner for Refugees (UNHCR) and the criterion for resettlement decision as the best solution for refugees, refer to the UNHCR Resettlement Handbook, available online: <http://www.unhcr.org/4a2ccf4c6.html>

# Q2: Who is eligible to apply to the USRAP Iraqi P-2 Direct Access Program (DAP)?

Individuals who fall under the categories mentioned below and who believe they are at risk or have experienced serious harm due to their affiliation with the United States government since March 20th 2003, and who wish to be considered for resettlement in the United States as refugees may do so by initiating a case by contacting the Resettlement Support Center (RSC) using the contact information below. This program is known as Priority 2 (P-2) Direct Access Program (DAP).

The following individuals and their derivatives (spouse and children under 21) who provide verifiable evidence of their employment affiliation with a United States entity/ government may access the program:

1. Iraqis who work/worked on a full-time basis as interpreters/translators for the U.S. government or Multi-National Forces in Iraq (MNF-I).
2. Iraqis who are/were employed by the U.S. government in Iraq.
3. Iraqis who are/were employees of an organization or entity closely associated with the U.S. Mission in Iraq that received U.S. government funding through an official and documented contract, award, grant, or cooperative agreement.
4. Iraqis who are/were employed in Iraq by a U.S.-based media organization or NGO in Iraq.
5. Spouses, sons, daughters, parents and siblings, nieces, and nephews unmarried under 21 of individuals described in the four categories above, or of an individual eligible for a Special Immigrant Visa because of their employment by or on behalf of the U.S. government in Iraq, including if the individual is no longer alive, provided that the relationship is verified.
6. Iraqi beneficiaries of the approved I-130 Petition for Alien Relative. Please note that applicants who are qualified for the Direct Access Program (DAP) under this 6th category will be directly contacted by the Department of State in regards of initiating their application, they must not contact the Resettlement Support Center (RSC) directly.

Individuals can apply to the Iraqi DAP at [RSC MENA’s Refugee Information Website](https://www.jordan.iom.int/refinfo/) by completing all necessary fields and providing clear copies of all requested documents.

There is no cost associated with the application for the USRAP. Any requests to solicit funds for referral or access to the USRAP are illegitimate and not associated with the U.S. government. Please see question 9 on how to report suspected fraud.

# Q3: What if I am an Iraqi still residing in Iraq?

It is possible for Iraqis who have United States affiliation (see Q2) and still resides in Iraq to apply for consideration to the United States Refugee Admission Program (USRAP) Priority 2 DAP, rather than having to cross an international border.

# Q4: How can I find out the status of my resettlement case?

All inquiries regarding the status of a case that was referred by the United States Refugee Admissions Program (USRAP) must be addressed to the Resettlement Support Center (RSC) which is processing your case. Arab language speakers are available to answer questions.

If your case is being processed in Algeria, Bahrain, Egypt, Iraq, Jordan, Kuwait, Morocco, Oman, Qatar, Saudi Arabia or the United Arab Emirates, please contact your Resettlement Support Center for the Middle East and North Africa (RSC MENA) operated by the International Organization for Migration (IOM), at [IC@IOM.int](mailto:IC@IOM.int) or by calling the hotline at +962 79 320 6130. You can also inquire about your case status through the following

website: <http://www.jordan.iom.int/refinfo>

If your case processing is in Lebanon or Türkiye, please contact the Resettlement Support Center for Türkiye and the Middle East (RSC TuME) which is operated by the International Catholic Migration Commission (ICMC), at [info.rsc@icmc.net](mailto:info.rsc@icmc.net)  or by calling +(961) 1 612245 / +(961) 1 612246 if you are in Lebanon, or +90 212 219 2055  if you are in Türkiye.  You may also check the status of your case on the website:

[ICMC RSC TuME](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Frsc.icmc.net%2Fmaintenance&data=05%7C01%7Cdalasali%40iom.int%7Cb073c7f2a0644a6e8bb908db964321cd%7C1588262d23fb43b4bd6ebce49c8e6186%7C1%7C0%7C638268987301130743%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=oJ%2F6ejO%2BgHo120oD%2BHG6%2BfN2qK2wNLDLl85cmd1kiZw%3D&reserved=0)

Individuals (excluding I-130 applicants) who reside in Israel may contact RSC Austria, which is operated by HIAS, at caseinquiries@hias-vienna.at.

Please be prepared to provide the Resettlement Support Center (RSC) with your complete name, date of birth, and your case number. The RSC will not share information about your case status with any other entity including your family members due to strict confidentiality guidelines.

The United States Department of State and its Resettlement Support Centers (RSCs) cannot provide information on cases still pending referral after approval by the UNHCR. Individuals must contact the UNHCR directly for their case status.

# Q5: How can I receive more information regarding the Special Immigrant Visa Program (SIV) for those who were employed with or on behalf of the United States Government?

Crisis in Iraq Act in 2008. The program in Iraq no longer receives new applications. Only Iraqis who applied prior September 30, 2014, can be considered for the Special Immigrant Visa (SIV). For more information regarding the SIV for Iraqis, please visit : <https://travel.state.gov/content/visas/en/immigrate/iraqis-work-for-us.html>

**Q6: When will my case be released from the suspension? Why is it taking so long for my case to be released from the suspension? My case is still suspended, when should I expect to hear from the RSC?**

After an extensive review, the Department of State (DOS) resumed case processing for a small number of Iraqi P-2 cases that had been previously suspended. In coordination with the Department of Homeland Security, DOS continues to review all other existing Iraqi P-2 cases to determine if the case is eligible for processing. Once the review of a case is completed, the applicant will be contacted regarding their eligibility for continued processing and provided information on next steps. This contact will be from the PRM-funded Resettlement Support Center for the Middle East and North Africa (RSC MENA), operated by the International Organization for Migration (IOM). Applicants should not communicate with organizations apart from RSC MENA regarding their case. The USRAP is still accepting new applications for Iraqi P-2 cases as outlined above.

<https://www.state.gov/ensuring-our-safety-and-security-through-a-90-day-suspension-of-the-direct-access-program-for-u-s-affiliated-iraqis/>

Please refer to the U.S. Department of State’s website for the latest information on the status of the Iraqi P-2 program at: <https://www.state.gov/ensuring-our-safety-and-security-through-a-90-day-suspension-of-the-direct-access-program-for-u-s-affiliated-iraqis/>

**Q7: Is the hold lifted from the suspended cases all at once?**

No, review of cases is being done in stages. After an extensive administrative review, processing has resumed for a small number of cases. Review is ongoing and more cases will be resuming as reviews are completed. Please refer to the U.S. Department of State’s website for the latest information on the status of the Iraqi P-2 program at: <https://www.state.gov/ensuring-our-safety-and-security-through-a-90-day-suspension-of-the-direct-access-program-for-u-s-affiliated-iraqis/>

**Q8: Can I check my case status on RSC MENA** **RefInfo website? How can I inquire about my case status if it was suspended?**

If your previously suspended case is still undergoing administrative processing, you will not be able check your case status on RefInfo or register for an account. RSC MENA will contact you once your case has been released from hold. You may call RSC MENA hotline numbers for case status update: +962 79 320 6130 (for all locations); +20 2 19472 (for cases located in Egypt).

Otherwise, you can check your case status by registering for and activating a RefInfo account. Please visit the following link for more information on how to register on RefInfo. [Refugee Information Website | Learn More (iom.int)](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fapp.jordan.iom.int%2Frefinfo%2FLearnMore.aspx&data=05%7C01%7Cyohong%40iom.int%7C47cff6478b4340da088c08db7bb40c70%7C1588262d23fb43b4bd6ebce49c8e6186%7C1%7C0%7C638239785452646636%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=lwnLFZwJOEkMLhN96gUFC63F5FdefRHX%2BWoNLIpM9k0%3D&reserved=0).

Please note: Cases undergoing administrative review may receive an email from [<IraqiP2noreply@state.gov](mailto:%3cIraqiP2noreply@state.gov)> or <[usrapprod@servicenowservices.com](mailto:usrapprod@servicenowservices.com)> requesting completion of a questionnaire. These email addresses are used by USRAP and are legitimate. The applicant should follow the instructions in the email.

**Q9: Someone has approached me on social media offering to check my case status for money. How can I know if it is coming from RSC MENA?**

RSC MENA is operated by IOM and does not use social media to contact P-2 Direct Access Program applicants/beneficiaries. Should you receive USRAP related inquiries or information through Facebook or WhatsApp, please report it to RSC MENA Fraud mailbox at rscmenafraud@iom.int immediately. You should not respond to or engage with senders who approach you on social media with information related to USRAP. Never pay anyone for updates on your case or to try to influence the process. Scammers do not have the ability to fast-track your case but will claim they do. There are numerous safeguards in place to ensure no one person can influence the process outside of normal processing.

RSC MENA only contacts P-2 Direct Access Program applicants using official email (ic@iom.int) and hotline numbers: +962 79 320 6130 (for all locations); +20 2 19472 (for cases located in Egypt). Before giving out your personal information, please check if emails and phone calls are coming from the above contacts.

Please remember that social media platforms are public. Do not share personal information such as your phone number, case number, passport copies, medical documents, identification documents (such as UNHCR certificates) on social media platforms.

**Q10: What other email addresses would USRAP be emailing me from?**

All official correspondence related to the Iraqi Direct Access Program (DAP) will come from a @state.gov, @wrapsnet.org, usrapprod@servicenowservices.com email address, or the email address of the Resettlement Support Center responsible for your case (<https://www.wrapsnet.org/resources/>). Please do not share your information with suspicious email addresses.

**The U.S. Refugee Admissions Program (USRAP) is free of charge. Any requests to solicit funds for referral or access to the USRAP are illegitimate and not associated with the U.S. government.**