



---

**Frequently Asked Questions (FAQs)**  
**About Resettlement Benefits for Iraqi and Afghan**  
**Recipients of Special Immigrant Visas (SIVs)**

**Q: I am an Afghan/Iraqi SIV recipient. Am I eligible for any resettlement benefits?**

**A:** Afghan and Iraqi SIV recipients are eligible for the same transportation and resettlement assistance, entitlement programs, and other benefits as refugees admitted under the U.S. Refugee Admissions Program (USRAP). The U.S. Department of State funds resettlement agencies to provide reception and initial integration services during SIV recipients' first three months in the United States through the Reception and Placement (R&P) Program. This program constitutes a small part of the overall refugee benefits package. Beyond the Department of State's R&P Program, SIV recipients are eligible to receive up to eight months of cash and medical assistance through the Department of Health and Human Services Office of Refugee Resettlement (ORR). ORR-funded benefits are independent of Department of State benefits. More information about ORR-funded benefits can be found on the ORR website [here](#).

**Q: What is the difference between U.S. Department of State benefits and ORR benefits? Are they part of the same package?**

**A:** The Department of State's R&P Program and the Cash and Medical Assistance (CMA) Program administered by ORR are two separate and distinct programs, administered by two different U.S. government agencies. SIV recipients may enroll in the Department of State's R&P Program prior to or after their arrival to the United States. Enrollment in the R&P Program does not result in automatic enrollment in the ORR CMA Program. The CMA Program is administered by individual states, and individuals can apply upon arrival to the United States, whether or not they are enrolled in the Department of State's R&P Program.

SIV recipients who elect to participate in the Department of State's R&P Program are sponsored by a resettlement agency. Each resettlement agency participates in the R&P Program under a cooperative agreement with the Department of State. The sponsoring agency is responsible for placing SIV recipients with one of its affiliated offices and for providing initial services. These initial services include housing, essential furnishings, food, necessary clothing, cultural

orientation, and assistance with access to other social, medical, and employment services during the visa recipient's first 30 to 90 days in the United States. There are affiliated R&P offices across the United States.

ORR-funded benefits are administered by each state and are available through benefit-granting agencies within each state. After arrival in the United States, SIV recipients may apply for ORR-funded benefits in the state in which they reside. SIV recipients who elect to participate in the Department of State's R&P Program will be assisted in applying for ORR-funded benefits by the resettlement agency providing their R&P services. SIV recipients who do not elect to participate in the Department of State's R&P Program must apply for these benefits on their own by contacting the State Refugee Coordinator [here](#) in the state in which you live.

**Q: Do I receive R&P benefits automatically, or do I have to apply for them?**

**A:** Resettlement benefits are not automatic. SIV applicants should declare their intention to participate in the U.S. Department of State R&P Program by filling out and returning electronic copies of the Resettlement Benefits Election Form and the DS-0234 Biodata Form to Click here to enter text. RSC MENA at [siv\\_ope@iom.int](mailto:siv_ope@iom.int). Click here to enter text. as soon as possible while still overseas or to the nearest resettlement agency upon arrival in the United States. The DS-0234 form can be found [here](#).

**Q: What if I have to travel immediately and cannot arrange travel through the International Organization for Migration (IOM)?**

**A:** Under certain circumstances you may not have time to declare your intention to participate in the R&P Program while still overseas. If you elect to arrange your own flight, you may still be eligible for Department of State resettlement benefits or benefits funded by the Department of Health and Human Services Office of Refugee Resettlement (ORR). **To determine if you qualify, please contact a resettlement affiliate as soon as possible after your arrival in the United States as your eligibility is time limited.** We recommend you contact a resettlement affiliate within 30 days after your arrival. For a list of resettlement affiliates please contact [prm-a-rpc-siv@state.gov](mailto:prm-a-rpc-siv@state.gov).

**Q: How do I obtain a travel loan?**

**A:** Only SIV recipients who elect to participate in the R&P Program while still overseas are eligible to receive a travel loan to cover the costs of his/her transportation to the United States.

To receive the travel loan, SIV recipients must travel on a flight arranged by IOM. IOM will prepare each individual's travel loan and arrange his/her travel to the United States.

**Q: What are the repayment conditions of the travel loan and what is the interest rate incurred?**

**A:** The travel loan is interest-free. Repayment of the loan generally begins within six months after arrival and must be paid in full in 42 months. The recipient should repay the loan in the monthly payments set forth in the loan note. The monthly payments should be sent to the resettlement agency designated on the loan note. Repaying the travel loan helps to establish an individual's good credit rating in the United States and avoids having the loan returned to IOM or the Department of State for further collection action.

**Q: If I elect to participate in the R&P Program, who will process my application for resettlement benefits?**

**A:** As of April 2020, the entity responsible for processing your Department of State benefits will depend on the location of your visa issuance post. If you are an Iraqi applicant and your visa is being processed by the U.S. Embassy in Turkey, or Lebanon, your application for benefits will be processed by the Department-funded Resettlement Support Center (RSC) based in Istanbul, Turkey. If you are an Iraqi or Afghan applicant and your visa is being processed by any other U.S. Embassy, your application for resettlement benefits will be processed by the RSC based in Amman, Jordan

**Q: At what point should I begin to sell property and/or give up my job?**

**A:** An applicant should NOT sell property and/or give up employment until the U.S. Embassy or Consulate General has issued a visa and your case has been referred to IOM for travel arrangements.

**Q: What does the basic living assistance provide in the R&P Program? Does this include housing and meals?**

**A:** Resettlement agencies participating in the Department of State's R&P Program are required to provide basic needs support for the first month after arrival. This includes housing and food items or a food allowance until other forms of assistance (public cash assistance and food stamps) can be accessed by the SIV recipient.

**Q: Is the basic living assistance provided for the first 30 days also a loan?**

A: No. The R&P Program of the U.S. Department of State provides funding to the resettlement agency assigned to assist the SIV beneficiary. The funds are to be used to provide necessary items, including payment of rent.

**Q: What type of housing assistance is offered if I choose to participate in the R&P Program? Will I be required to live with other immigrants in the same building?**

A: Housing varies from one location to another. In general, the housing provided is a modest apartment furnished with items that have been donated by other members of the local community. It is quite common for the apartment buildings in which SIV recipients are placed to house a wide variety of people representing diverse races and ethnicities, cultures, religions, and socio-economic backgrounds. Due to restrictions based on cost and housing availability, R & P program recipients will not likely be able to choose the housing unit provided by the resettlement agency.

**Q: What is the difference between the Virtual R&P Program and the R&P Program? How can I elect to participate in Virtual R&P**

A: Virtual R&P is a way to provide SIV recipients with case management services “virtually” by phone, email, video calls, and texts, rather than in-person through a resettlement agency. The case manager may not be physically located in the same area as you and you will not meet them in-person. Virtual R&P provides direct assistance while empowering you to make your own decisions about housing and other matters. There is no provision of furniture or housing in Virtual R&P.

**Q: How can I elect to participate in the Virtual R&P Program? What are the eligibility requirements?**

A: During your prescreening discussion with a Department-funded Resettlement Support Center (RSC), you will be provided information about the Virtual R&P Program and have an opportunity to opt-in or out of the program. To be eligible for Virtual R&P, you must have a U.S. tie, and the U.S. tie must be willing and able to provide housing upon your arrival to the U.S.

**Q: Will opting into Virtual R&P allow me to depart for the U.S. earlier?**

**A:** Virtual R&P may allow you to be resettled more quickly in the same location as your U.S. tie if your U.S. tie is willing and able to provide you with housing. However, you will still be resettled and your resettlement case will not be negatively affected if you choose not to take part in the Virtual R & P program.

**Q: If I choose not to participate in the U.S. Department of State's R&P Program, can I apply for a social security card at any office without assistance?**

**A:** Yes. An SIV recipient may apply for a social security card at a Social Security Administration Field Office without assistance. Please click [here](#) to find the Social Security Administration Field Office that is closest to you.

SIV applicants who request a social security card on their DS-260 Form (Immigrant Visa Electronic Application) will receive their social security cards in the mail. The card will be mailed to the address provided by the applicant on the DS-260 Form shortly after arrival in the United States.

**Q: If I choose not to participate in the Department of State's R&P Program, will I be allowed to visit any local doctor for treatment and have it be funded by ORR?**

**A:** No. An individual must apply for ORR-funded medical benefits called Refugee Medical Assistance (RMA) and be found eligible to have ORR pay for any medical treatment.

**Q: How long does it take to receive assistance from ORR upon arrival in the United States?**

**A:** Application processing times vary from state to state. An individual can access ORR benefits by applying for benefits in the state in which he/she is residing. ORR will provide a contact in the individual's state of residence who can assist him/her with information about where to apply for ORR benefits.

**Q: Can I apply for ORR benefits and services as soon as I arrive in the United States?**

**A:** Yes. Eligibility is time-limited by law. Therefore, individuals should apply for ORR- funded benefits and services as soon as they arrive in the United States.

**Q: I would like to be resettled in a particular city or state. What should I do?**

**A:** SIV recipients overseas who declare their intention to participate in the R&P Program have two options to influence where they will be placed in the United States.

They may allow a resettlement agency to choose a location based on biographical information about them and their family, as well as considering the need for a reasonable cost of living, housing availability, employment opportunities, and strong resettlement services and support. The agencies have much information and experience in finding favorable resettlement environments that will help SIV recipients successfully transition to life in the United States.

They may also designate a resettlement preference for other cities in the United States if they have family or friends (a U.S. tie) living in those locations, but it is very important to be aware of the cost of living and housing availability. Please note that while SIV recipients may provide a preference of someone near whom they would like to resettle, it may not always be possible to place them nearby, and they are strongly encouraged to consider other factors, particularly housing, when considering locations. In some areas of the country such as Sacramento and Northern Virginia, housing is very expensive and limited. At times, it is necessary to live in temporary housing including hotels.

Applicants may include this information on the DS-0234 SIV Biodata Form under the Section entitled “U.S. Ties.” If an applicant has a U.S. tie, he/she should provide the full name, address, telephone number, and email address of the individual(s) he/she desires to be resettled near, including the nature of his/her relationship to this individual(s) (i.e. mother, daughter, brother, etc.). If more than one individual is provided and they live in different locations, applicants should indicate their order of preference. Please note that the U.S. tie must be currently living in the United States (not living or working overseas) and must be willing to discuss the applicant’s case with a resettlement agency.

**Q: What is the resettlement environment like in Sacramento and Northern Virginia? How can I research housing costs in different locations in the U.S.?**

**A:** Sacramento (Including locations such as Elk Grove, Yuba City, North Highlands, and Carmichael, etc.): Due to recent high numbers of SIV arrivals and limited housing availability, please be advised that the current resettlement environment in Sacramento is extremely challenging. Recent SIV arrivals are staying in hotels for several weeks or months while

permanent housing solutions are identified. Since available and reasonable housing options are extremely limited, you may be placed farther away from your U.S. tie. Due to a critical shortage of housing availability, both temporary and permanent, only those with the following relationships to the principal applicant (PA) or the PA's spouse will be placed in the Sacramento area: child, parent, spouse, grandparent, grandchild, sibling, aunt/uncle, and cousin. Other relationships may be accepted if the PA is a child under the age of 18 with no other relatives in the United States.

*Northern Virginia (Including locations such as Alexandria, Falls Church, Arlington, Manassas, Stafford, Woodbridge, Dale City, Fairfax, Fredericksburg, etc.):* The greater Northern Virginia area is also facing a significant housing shortage. **It is strongly recommended that only those reuniting with a close family member resettle in the area due to the lack of housing.** Those who decide to resettle in Northern Virginia and who are unable to live with their U.S. tie may be placed in a hotel or other temporary housing. Due to a critical shortage of housing availability, both temporary and permanent, only those with the following relationships to the principal applicant (PA) or the PA's spouse will be placed in the Northern Virginia area: child, parent, spouse, grandparent, grandchild, and sibling. Other relationships may be accepted if the PA is a child under the age of 18 with no other relatives in the United States.

A website that SIVs have found useful is Living Wage Calculator website, which provides cost of living, expenses, and typical wages: <https://livingwage.mit.edu/>.

**Q: How will I know which agency is responsible for providing services?**

**A:** If an SIV applicant overseas chooses to participate in the R&P Program or Virtual R&P, the applicant's case will be assigned to a resettlement agency before departure to the United States. Prior to departure, the entity responsible for processing the applicant's case for R&P benefits - the RSC - will provide the applicant with information about the affiliate office that will provide services upon arrival.

**Q: Is there anyone I can contact to find out more about SIV resettlement benefits and post-arrival services?**

**A:** Additional questions regarding the SIV post-arrival benefits program should be directed to the RPC at [prm-a-rpc-siv@state.gov](mailto:prm-a-rpc-siv@state.gov).

**Q: Where can I find more information about life in the United States and what to expect when I get there?**

**A:** The Cultural Orientation Resource Exchange has cultural information that may be useful for your transition to life in the United States and can be found here:

<https://coresourceexchange.org/refugee-resources/>

Applicants are encouraged to watch the following orientation videos which have been produced for SIV applicants resettling to the United States: <https://coresourceexchange.org/refugee-stories/>

For more information about living in the U.S. go to: <https://coresourceexchange.org/>

**Q: Who are the U.S. Refugee Resettlement Agencies providing R&P services?**

**A:** There are several Resettlement Agencies that participate in the R&P Program under a cooperative agreement with the U.S. Department of State. These agencies have affiliated R&P offices across the United States. For more information on the resettlement agencies, please see their websites, listed below:

Bethany Christian Services (BCS)

<https://bethany.org>

Church World Service (CWS)

[www.churchworldservice.org](http://www.churchworldservice.org)

Episcopal Migration Ministries (EMM)

[www.episcopalchurch.org](http://www.episcopalchurch.org)

Ethiopian Community Development Council (ECDC)

[www.ecdcus.org](http://www.ecdcus.org)

HIAS

[www.hias.org](http://www.hias.org)

International Rescue Committee (IRC)



[www.rescue.org](http://www.rescue.org)

Global Refuge (GR)

[www.globalrefuge.org](http://www.globalrefuge.org)

U.S. Committee for Refugees and Immigrants (USCRI)

[www.refugees.org](http://www.refugees.org)

United States Conference of Catholic Bishops (USCCB)

[www.usccb.org/mrs](http://www.usccb.org/mrs)

World Relief (WR)

[www.wr.org](http://www.wr.org)

**Q: What does the R&P program offer that an American friend/colleague cannot?**

**A:** Local resettlement agencies offer a great deal of experience and knowledge in assisting newcomers to adjust to their local communities. In many cases they are multi-service agencies that can assist clients in easily accessing local programs and resources. They are experienced in partnering with friends and relatives to support resettlement and aid clients as needed and as appropriate. They can also provide additional support to newcomers should unforeseen circumstances make the burdens of resettlement too difficult to overcome on their own.

**Q: How do I apply for a SIV?**

**A:** Eligibility and application information for the SIV program is available on the U.S. Department of State's website: <https://travel.state.gov>.

- Specific information on the SIV Program for Iraqi and Afghan Translators and Interpreters can be found at <https://travel.state.gov/content/travel/en/us-visas/immigrate/siv-iraqi-afghan-translators-interpreters.html>.
- Specific information on the SIV Program for Iraqis Employed by or on Behalf of the U.S. Government can be found at <https://travel.state.gov/content/travel/en/us-visas/immigrate/special-immg-visas-iraqis-employed-us-gov.html>.

- Specific information on the SIV Program for Afghans Employed by or on Behalf of the U.S. Government can be found at <https://travel.state.gov/content/travel/en/us-visas/immigrate/special-immig-visa-afghans-employed-us-gov.html#top>.
- For additional questions about filing I-360 petitions with the Nebraska Service Center, individuals may send an email to [SIVTranslator.NSC@dhs.gov](mailto:SIVTranslator.NSC@dhs.gov).

**Q: I submitted a Special Immigrant Visa petition. How do I find out the status of my application?**

**A:** Individuals who have questions regarding filing requirements and instructions for an SIV petition should contact the Department of Homeland Security (DHS), at [SIVTranslator.NSC@dhs.gov](mailto:SIVTranslator.NSC@dhs.gov). When an approved petition reaches the National Visa Center, the applicant will be advised by e-mail and provided with instructions. Individuals who have questions about their SIV petition once it's been approved should contact the National Visa Center directly at [NVCInquiry@state.gov](mailto:NVCInquiry@state.gov) or 1-603-334-0700. Customer Service Representatives at the National Visa Center are available from 7:30 a.m. to midnight (EST).

**Q: I have already been referred to the USRAP or have been interviewed as a refugee, but I am also eligible for a Special Immigrant Visa. Which application should I pursue?**

**A:** It is up to each individual to decide which of the two programs to pursue. Both processes take several months to complete, if not longer. Registration and application for either program is not a guarantee of eventual admission to the United States. Applicants may pursue both applications simultaneously. The refugee and SIV programs differ in terms of process and eligibility.

**Q: What if someone already has a file with UNHCR or a UN number? What should they do?**

**A:** Applicants who meet the eligibility criteria of the Special Immigrant Visa (SIV) Program can apply, even if they are registered with UNHCR and/or have an application pending with the USRAP.

**Q: If admitted to the United States, do I get U.S. citizenship? If so, how long does it take?**

**A:** SIV recipients gain Lawful Permanent Resident (LPR) status upon entry to the United States. Once admitted, SIV recipients are eligible to apply for U.S. citizenship after residing in the United States for five (5) years.