Routine Repatriation Case Management



→

 Notification sent from OHSEPR's grantee to the State Routine Repatriation Coordinator.



details.



agencies.

4. Development of response plan for repatriate(s).

plan: type of transportation needed, who will meet repatriate at

Phase II: Reception, Intake & Assessment

6. Greet repatriate(s) at airport upon arrival and implement a Response Plan that is appropriate for the repatriate(s).













6f. Repatriates Without Disabilities

- Conduct applicable assessment
- ✓ Assist in the completion of applicable Repatriation form(s)
- ✓ Assist repatriate(s) in arranging transportation and shelter
- ✓ Provide resource information for services such as temporary shelter and other state and federal benefits such as Medicaid and SNAP

6e. Unknown Needs

- ✓ Arrange for state repatriation staff and/or healthcare provider(s) to meet the repatriate at the airport
- Conduct applicable assessment
- ✓ Determine appropriate Response Plan and provide appropriate response

6d. Repatriate(s) with Support

- ✓ Conduct applicable assessment
- Assist in the completion of applicable Repatriation form(s)
- ✓ Provide repatriate and/or case manager, relative, etc. information about state and federal benefits

6c. Behavioral Health Needs

- ✓ Arrange for healthcare provider to meet the repatriate at the airport
- Conduct applicable assessment, including behavioral healthcare needs
- ✓ Assist in the completion of applicable Repatriation form(s)
- Arrange for transportation to hospital or other appropriate medical facility
- Provide information about state and federal public assistance benefits

6b. Medical Care Needed

airport, etc.

- ✓ Arrange for healthcare provider to meet repatriate at the airport
- ✓ Conduct applicable assessment, including healthcare needs
- ✓ Assist in the completion of applicable Repatriation form(s)
- Arrange for transportation to hospital or other appropriate medical facility
- Provide information about state and federal public assistance benefits

6a. Unaccompanied Minor(s)

- ✓ Child Protective Services (CPS) meets child(ren) at airport
- ✓ CPS arranges placement
- ✓ CPS coordinates healthcare and other state and federal public assistance benefits
- ✓ CPS provides case management

7. Case Management (CM) and Referrals

- ✓ Support provided by the State's Repatriation staff until other agencies are engaged
- ✓ Connect repatriate(s) with employment opportunities, housing resources, other supports, and make referrals as needed
- Assist in the completion of applicable Repatriation forms
- ✓ CPS communicates with State Repatriation staff and other CM agencies in cases involving child(ren), as needed
- Ongoing communication between occurs between State Repatriation staff and nongovernmental organizations, volunteers, etc. providing CM
- Communication continues between State Repatriation staff and OHSEPR Grantee
- ✓ Explain state and federal benefit programs and assist in the application process
- ✓ Determine if Loan Waiver and Deferral Application is applicable

Phase IV: Post
Participation
Stabilization &
Case Closure

8. Case Closure

- ✓ Ensure the repatriate is connected to available benefits and services, such as food, housing, clothing, medical care, and any additional wraparound services they may be eligible to receive
- ✓ The 90-day eligibility period for the Program has ended
- State Repatriation staff submits reimbursement requests to OHSEPR's Grantee within 30 days of case closure



Additional Case Management Process Mapping Details

Pre-Arrival Key Staff/People

- Executive Leadership: Designated agency for the Repatriation Program
- State Repatriation Team, which may include:
 - State Routine Repatriation Coordinator
 - Department of Mental Health
 - Child Protective Services
 - Department for public benefits (Medicaid, TANF, SNAP, etc.)
 - Others as needed
- Repatriate escort, if applicable

Reception/Intake and Assessment Staff at airport (as needed)

- Healthcare and EMS staff
- Airport staff
- State Police and security staff
- Child Protective Services
- Department of Mental Health
- Department for public benefits (Medicaid, TANF, SNAP, etc.)
- Non-Governmental Organizations
- Local Service Providers
- Translation/Interpretation Service Providers