**DATE:**  August 4, 2023

**January 14, 2025**

**OPERATIONS MEMORANDUM #23-08-01**

**SUBJECT:** Updates to Refugee Employment and Training (E&T) Provider Coverage Areas **Revised**

**TO:** Executive Directors

**FROM:** Robert Hixon

Director

Bureau of Operations

**PURPOSE**

To inform County Assistance Offices (CAOs) of updates to coverage areas provided by refugee employment program providers contracted by the Department.

**BACKGROUND**

Office of Refugee Resettlement (ORR)-eligible populations receiving Cash Assistance [including Refugee Cash Assistance (RCA) and Temporary Assistance for Needy Families (TANF)] are referred to refugee employment providers.

**DISCUSSION**

Due to federal changes in the refugee resettlement program, ORR-eligible populations continue to arrive outside of traditional refugee resettlement service areas. The Department is committed to ensure all eligible newly arriving Pennsylvanians are provided with benefits, services, and supports to facilitate successful integration into communities across the commonwealth. The Department continues to strengthen partnerships with refugee E&T programs to expand service areas and maximize the specialized supports and services they provide.

**Refugee E&T Expanded Service Areas**

The CAO will refer mandatory or voluntary ORR-eligible populations to refugee E&T providers contracted to serve the county or region. The table below identifies the areas that providers currently and will continue to cover as well as their expanded service areas.

**NOTE:** In areas covered by multiple providers, the CAO will utilize local referral procedures, based on proximity to the client, capacity of the providers, and services offered.

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| --- | --- | --- |
| **Provider/Project ID** | **Current Service Area** | **Expanded Service Areas** |
| AJAPO  X2075 | 02- Allegheny  04- Beaver  63- Washington  65- Westmoreland | 10- Butler  37- Lawrence |
| Bethany Christian Services of Allentown  X2076 | 39- Lehigh | 13- Carbon  45- Monroe  52- Pike |
| Bethany Christian Services of Lancaster  X2071 | 1. Adams   14- Centre  21- Cumberland  22- Dauphin  28- Franklin  34- Juniata  36- Lancaster  38- Lebanon  50- Perry  67- York | 06- Berks |
| Catholic Social Services of Scranton  X2042 | 35- Lackawanna | 08- Bradford  40- Luzerne  41- Lycoming  57- Sullivan  58- Susquehanna  59- Tioga  64- Wayne  66- Wyoming |
| Church World Service of Harrisburg  X2091 | 1. Adams   14- Centre  21- Cumberland  22- Dauphin  28- Franklin  34- Juniata  36- Lancaster  38- Lebanon,  50- Perry  67- York | 31- Huntingdon  44- Mifflin |
| Church World Service of Lancaster  X2070 | 1. Adams   14- Centre  21- Cumberland  22- Dauphin  28- Franklin  34- Juniata  36- Lancaster  38- Lebanon  50- Perry  67- York | 06- Berks  15- Chester  39- Lehigh  46- Montgomery  54- Schuylkill |
| Hello Neighbor  X2092 | 02- Allegheny  04- Beaver  63- Washington  65- Westmoreland, | 03- Armstrong  10- Butler |
| JEVS Center for New Americans  X2030 | 09- Bucks  15- Chester  23- Delaware  46- Montgomery  51- Philadelphia | 06- Berks  **NOTE**: Only accepting referrals from the following zip codes: 19543, 19518, 19504, 19505, 19512, 19508, 19540, 19607, 19606, and 19547 |
| Jewish Family & Community Services  X2073 | 02- Allegheny  04- Beaver,  63- Washington  65- Westmoreland | 10- Butler  26- Fayette  30- Greene |
| Multicultural Community Resource Center  X2050 | 25- Erie | 20- Crawford  43 -Mercer  61- Venango  62- Warren |
| Nationalities Service Center  X2061 | 09- Bucks  15- Chester  23- Delaware  46- Montgomery  51- Philadelphia | 06- Berks  **NOTE**: Only accepting referrals from the following zip codes: 19543, 19518, 19504, 19505, 19512, 19508, 19540, 19607, 19606, and 19547 |
| USCRI Erie  X2072 | 25- Erie | 04- Beaver  10- Butler  16- Clarion  27- Forest  37- Lawrence  43- Mercer  61- Venango  62- Warren |

**NOTE**: The system only limits referrals by county. When referring Berks County residents to JEVS or Nationalities Service Center, the individual must have an address that corresponds to one of the specified zip codes listed for Expanded Service Areas. For counties not covered above, contact [RA-PWREFUGEEPROGRAM@pa.gov](mailto:RA-PWREFUGEEPROGRAM@pa.gov)

**NEXT STEPS**

1. Share and review this information with appropriate staff members.
2. Direct questions regarding this Operations Memorandum to Area Managers.