

Social Services Checklist Details

Social Services	Assist in applying for Social Security Card at SSA	2 nd – 5 th work day
	Assist in registering with Department of Social Services for Food Stamps, Medicaid, and Refugee Cash Assistance or Work First (if applicable)	6 th work day
	Assist with securing State ID from the DMV	10 days
	Assist in enrolling in WIC (if applicable)	
	Assist eligible refugees (males, ages 18 through 25) to complete Selective Service registration	

Assist in applying for Social Security Card at SSA

Our case workers apply for Social Security Cards within the first week a family arrives in Western NY. You should not have to worry about this.



Assist in registering with Department of Social Services for Food Stamps, Medicaid, and Refugee Cash Assistance or Work First (if applicable)

Our case workers apply for Electronic Benefit Transfer (EBT) Cards, also called a Common Benefit Identification Card (CBIC), for all of our clients within the first week after they arrive. *SNAP (formerly known as Food Stamps), Medicaid, and Refugee Cash Assistance, are all added onto the same NY State EBT Card.*

Once they are approved for benefits, clients will receive their EBT/CBIC card in the mail. The amounts will vary based on income, expenses, and number of members in the family. Here is some information about each aspect for your knowledge:

SNAP pays for food. The amount a family receives each month depends on their income and the number of members in the family. It typically takes three-four weeks for our clients to receive SNAP. During their time without SNAP, we provide cash to the family for purchasing food. For more information on how to use SNAP, check out our “How to Use SNAP” guide or click [this link](#) to find out more! **As a volunteer, you should not purchase groceries for the family after they arrive. As a volunteer, you should not purchase groceries for the family after they arrive.**

Refugee Cash Assistance (RCA) also known as Temporary Assistance (TA) pays a certain amount of housing each month. RCA provides temporary assistance for refugees and other eligible populations who are not eligible for other federal cash or medical assistance programs,

within twelve months of being granted an eligible status or date of arrival in the U.S. In New York State, RCA are provided by social services districts. It typically takes one-two months for our clients to receive cash assistance. During their time without it, we pay for the cost of housing for the family. *As a volunteer, you should not pay for housing for the family.*

Medicaid pays for medical needs. Each member of the family will have a separate Medicaid card, even though they might share the same Medicaid plan. Our clients need to reapply for Medicaid every year. Click [this link](#) to find out more! It typically takes up to one month for our clients to receive Medicaid. During their time without it, we give families cash to pay for their medications and doctors' visits, as well as paying for them with as an office. *As a volunteer, you should not pay for medications for the family. If you do, please submit your receipt to your WR contact to be reimbursed.*



Assist with utilities hook-up (electricity, gas, water)

Once we have procured housing for a family, our case workers work with RG&E to make sure utilities are hooked up. This should always be completed prior to a family moving into their first home. Sometimes RG&E requires someone from World Relief to be at the apartment prior to move-in to hook everything up. If this is the case, we will reach out to your GNT to see if someone from your team is able to be at the apartment during the technician's arrival window.

As a volunteer, you will likely be asked to help understand paying RG&E bills by the family you are partnered with. This is a great opportunity to empower families to lead the way in paying their bills. Click [this link](#) to find out more about paying options!

Assist with securing State ID from the DMV

Our case workers apply for state IDs from the DMV within the first ten days a family arrives in Western NY. You should not have to worry about this.

A family might desire to get learners permits and/or licenses while you are walking alongside them. When clients bring this up, we tell them to wait until after their first few months in Western NY. *While you are not allowed to have a client behind the wheel of your car at anytime as a World Relief volunteer, you can definitely help them apply for a permit and study to take*

their written test! The tests are not available in many languages, so learning English is an important step for our clients to take if they desire to get a license and drive a car. In the past, volunteers have run the English form of the test through Google Translate, with mixed results, to get the test in a client's language. Additionally, we have had volunteers drive clients around and take time to point out various road signs and laws to help clients learn the rules of the road.

Additionally, there are often [fees associated](#) with getting a Learner's Permit Driver's License. If the clients believe this is important to them, they pay for them with their own money. Click [this link](#) to find out more about getting a permit and license!

Assist in enrolling in WIC (if applicable)

The NY WIC program is open to pregnant women, breastfeeding women, postpartum women, and caregivers of infants and children up to age five. When a family is qualified for WIC, our case workers set up a WIC appointment and help them apply for an eWIC card. It usually comes within the first three months and works similar to a debit card. Click [this link](#) and [this link](#) to find out more!

Assist eligible refugees (males, ages 18 through 25) to complete Selective Service registration

Almost all men who are 18-25 years old and live in the United States must register for Selective Service. This includes immigrants (legal permanent residents and undocumented immigrants), refugees, and asylum seekers. Our case workers help eligible refugees register after they arrive.