

Administration for Children and Families (ACF)/Office of Refugee Resettlement (ORR) Unaccompanied Children (UC): Emergency Operations

Contents

Site Operations	2
<i>A LOCATION</i>	2
1. In what locations are support personnel (e.g., federal detailees, volunteers, contractors) needed?	2
2. What is the physical environment of the facilities like?	2
<i>B COVID</i>	2
1. Will support personnel interact with COVID-19 positive children at the facility?	2
2. What kind of COVID protocols are in place at the facility?	2
<i>C WORK SHIFTS</i>	3
1. How long are support personnel’s work shifts each day?	3
2. Is there a greater need for support for specific shifts?	3
3. Can a support personnel work a different shift schedule (i.e., not 7am to 7pm or 7pm to 7am)?	3
<i>D POPULATIONS ON-SITE</i>	3
1. What population of children are being served at each facility?	3
2. What groups of people will be onsite at this facility?	3
3. Is any consideration given to proximity of familial ties/relationships with the support personnel and the child? Will this be considered?	3
Personnel	4
<i>E STAFFING REQUIREMENT</i>	4
1. What is the long-term capability needed? Other locations?	4
<i>F DUTIES</i>	4
1. What roles will support personnel be fulfilling onsite?	4
2. When will support personnel be provided information about cost reimbursement, transportation in and around site, hotels, points of contact upon arrival, supervision on site, reception to site, and orientation?	4
3. Will case management interviews be recorded or are writing skills also important?	5
4. How many interviews are approximated per person per day?	5
5. Are interview skills required?	5
6. What kind of training will support personnel receive?	5
<i>G COVID AND HEALTH AND WELL-BEING</i>	5
7. Is a negative COVID-19 test required of support personnel prior to deployment?	5
8. Are vaccines available to support personnel who are being deployed?	5
9. Are vaccines only available to support personnel performing certain responsibilities (e.g., case management)?	5
10. Will the second vaccine shot be available to support personnel?	5
11. Will personal protective equipment (PPE) will be provided to support personnel?	6
<i>H PAY</i>	6
1. Will the details be reimbursed?	6
2. How will timekeeping work?	6

Application	6
<i>I SUBMISSION</i>	6
1. How would an interested applicant apply for this opportunity?	6
2. What security checks are required of support personnel?	6
3. What sections of OFI Form 86C do support personnel need to complete?	6
4. What is the average time between support personnel application submission and time to deployment?	6
<i>J QUESTIONS</i>	7
1. Where can additional questions be sent?	7
Travel	7
<i>K TRAVEL [only applies to federal support personnel]</i>	7
1. Will travel, lodging and per diem expenses be reimbursed by ACF?	7
<i>L LODGING</i>	7
1. Will support personnel be asked to share lodging accommodations and/or rental cars?	7

Site Operations

LOCATION

1. In what locations are support personnel (e.g., federal detailees, volunteers, contractors) needed?

Support is needed along the southern border states currently; however, given the rapidly and continuously changing needs, additional geographic locations may continue to be identified. This section will be updated to include information for each additional site, as it becomes available.

2. What is the physical environment of the facilities like?

Because the children are housed in a variety of facilities of differing sizes, support personnel should be prepared to potentially cover long distances to reach the facilities and during assigned shifts. Support personnel may request a reasonable accommodation, as necessary, from the Human Resources Management Specialist which whom he or she has contacted in connection with the application process.

COVID

1. Will support personnel interact with COVID-19 positive children at the facility?

Children are tested prior to traveling to a facility. COVID-19-positive children are being housed at a separate location(s). Additionally, ACF has partnered with federal agencies to provide health and medical personnel onsite. These personnel are conducting routine physical checks and testing of the children and are actively isolating COVID-19 positive children in a separate facility.

2. What kind of COVID protocols are in place at the facility?

All facilities are operating in accordance with all CDC guidelines, which includes a requirement to wear a mask while in the facility regardless of vaccination status. Support personnel must be prepared and willing to undergo a temperature screening in order to gain access to the facility.

WORK SHIFTS

1. How long are support personnel's work shifts each day?

Established shifts may change and vary between sites to accommodate need and account for the number of support personnel available at any given time. Support personnel are currently asked to work 12 hours per day (7am – 7pm or 7pm – 7am) on staggered work shifts, including weekends for the duration of their deployment. If support personnel need to work a shorter work shift, we ask that the individual please include this information as part of their application. However, we'd prefer if support personnel could work the 12-hour shifts for a 120-day deployment to optimize continuity of mission.

2. Is there a greater need for support for specific shifts?

No, support personnel are needed for both shifts, and ACF is willing to accommodate support personnel's shift preferences.

3. Can a support personnel work a different shift schedule (i.e., not 7am to 7pm or 7pm to 7am)?

We are asking support personnel to work the established shift hours to maintain seamless coordination during shift changes.

POPULATIONS ON-SITE

1. What population of children are being served at each facility?

Many unaccompanied children have experienced very difficult, sad, or scary things while they were in home country, or on the journey to the United States. These kinds of experiences are described as "traumatic," when the experience overwhelmed the child's ability to cope. This does not mean the child has done anything wrong, or that there is anything weak about the child, but that their body is having long-term physical responses to the bad experiences they had before. Common traumatic experiences that unaccompanied children report include gang violence, sexual abuse, domestic violence, physical abuse, being separated for a long time from parents, and witnessing the deaths or suffering of people they love. (from: <https://www.acf.hhs.gov/sites/default/files/documents/orr/sponsor-handbook-1-31-20.pdf>)

2. What groups of people will be onsite at this facility?

There are a variety of groups currently working onsite, possibly including contractors, American Red Cross volunteers, U.S. Public Health Service Officers, U.S. Customs & Border Protection, Federal Emergency Management Agency, and U.S. Department of Health and Human Service employees.

3. Is any consideration given to proximity of familial ties/relationships with the support personnel and the child? Will this be considered?

In the unlikely event that a support person has a pre-established relationship or connection with the children, the support personnel is unable to provide any supervision or have responsibility over that child.

Personnel

STAFFING REQUIREMENT

1. What is the long-term capability needed? Other locations?

ACF is not currently planning for a long-term support personnel need at any of the facilities, but the situation is incredibly fluid. It is possible there may be a longer-term need at one or more facility, as the situation evolves.

DUTIES

1. What roles will support personnel be fulfilling onsite?

Duties and responsibilities listed below are a guide, and support personnel may be asked to perform other duties, as required to meet mission requirements, and depending on the specific facility needs. Support personnel will primarily be used for two roles – youth care and case management. Support personnel will be trained for the responsibilities they are asked to perform after arriving onsite.

Youth Care

- Maintains line of sight supervision to ensure safety of all children and staff at all times.
- Observes and oversees all physical facilities to ensure safety of all children and staff at all times.
- Liaises with maintenance or other relevant personnel in the event of any suspected or confirmed safety issues.
- Maintains physical integrity of sites at all times.
- Monitors the direct care and safety of all staff and support personnel at all times.
- Liaises with other federal staff and agencies as appropriate to ensure the administration of all physical facilities

Additional requirements/considerations for the youth care role:

- Spanish proficiency is not required for the youth care role.

Case Management

- Conducts one-on-one interviews (60-90 minutes each) with the children
- Assesses the needs of unaccompanied children in care
- Facilitates the safe and timely release or discharge of children and youth, documents the provision of services in case files.

Additional requirements/considerations for the youth care role

- Child welfare and/or case management experience is strongly encouraged.
- Spanish proficiency is highly preferred for the case management role.

2. When will support personnel be provided information about cost reimbursement, transportation in and around site, hotels, points of contact upon arrival, supervision on site, reception to site, and orientation?

ACF will provide a briefing package to support personnel prior to deployment, which will cover all these items.

3. Will case management interviews be recorded or are writing skills also important?

Interviews are not recorded. Information being collected is entered into an online portal, so the ability to write clearly and concisely is helpful.

4. How many interviews are approximated per person per day?

Assessments of sponsors and children take approximately one hour, so support personnel serving in case management roles should expect to conduct approximately 8 – 12 interviews per day.

5. Are interview skills required?

Support personnel will be trained onsite for this job responsibility.

6. What kind of training will support personnel receive?

Support personnel should not expect formal, classroom-based training classes up front as the need for help is immediate. Rather, support personnel can expect a three-step training process: 1) Badging, 2) Orientation, and 3) Shift Scheduling. More specific on-the-job training by role is planned but has not yet been deployed.

COVID AND HEALTH AND WELL-BEING

7. Is a negative COVID-19 test required of support personnel prior to deployment?

No, we do not require affirmative confirmation of a negative COVID-19 test. However, we ask that individuals who are considering volunteering for the detail to self-screen using the [CDC Coronavirus Self-Checker](#) for symptoms prior to application, and that support personnel self-screen prior to deployment, and each day while on deployment.

8. Are vaccines available to support personnel who are being deployed?

Yes, we are arranging for vaccines to be provided onsite (or at a nearby facility) to deployed support personnel, where available. When support personnel are identified, we ask that applicants identify their request for a vaccine to the Human Resources Management Specialist which whom he or she has contacted in connection with the application process, so we can ensure there is sufficient supply. Pre-deployment vaccines are available to support personnel in the Washington, D.C. area; we ask that applicants identify their request for a vaccine as soon as possible.

9. Are vaccines only available to support personnel performing certain responsibilities (e.g., case management)?

No, vaccine availability is not limited to support personnel performing certain responsibilities.

10. Will the second vaccine shot be available to support personnel?

We ask that applicants identify their request for the second dose of the vaccine to the Human Resources Management Specialist which whom he or she has contacted in connection with the application process, so that we can work to ensure there is sufficient onsite supply for a second dose when applicable. If a second dose of a vaccine is due when a support person is still detailed onsite, we can arrange for the second dose to be provided, if available. However, if the support person is no longer deployed to the

site, the availability of a second dose would be subject to the capacity of the local region in which he or she resides.

11. Will personal protective equipment (PPE) will be provided to support personnel?

ACF will provide PPE, such as KN95 masks and gloves, to personnel onsite, as needed.

PAY

1. Will the details be reimbursed?

Yes, these details will be fully reimbursed by ACF. For non-HHS federal employees, we will work with agencies to reimburse for support personnel's pay, likely through an interagency agreement (e.g., 7600s and Memorandum of Agreement).

2. How will timekeeping work?

Support personnel will be required to track and verify the hours worked while on detail, including overtime and premium pay hours, and to report these verified hours to their home organization's timekeeper and with ACF. Support personnel also will be required to sign in and out of the facility each day before and after their shift, respectively.

Application

SUBMISSION

1. How would an interested applicant apply for this opportunity?

Non-HHS federal employees should apply to the USAJOBS.gov posting available at the following link: <https://www.usajobs.gov/GetJob/ViewDetails/596318100>

2. What security checks are required of support personnel?

Support personnel will be required to undergo a childcare background check that will be initiated upon their arrival.

3. What sections of OFI Form 86C do support personnel need to complete?

Upon arrival, support personnel will be asked to provide the complete addresses for every place of residence within the last 5 years and their fingerprints will be collected in order to check criminal history records. In some instances, their paperwork will be notarized at the time of collection to comply with state requirements.

4. What is the average time between support personnel application submission and time to deployment?

We are processing applications as quickly as possible to meet this urgent need. Time from application to deployment ranges and will depend on agency-specific clearance, availability of the support personnel, and ability to book travel.

QUESTIONS

1. Where can additional questions be sent?

Please send any questions to ORRUCFederalVolunteerQuestions@acf.hhs.gov.

Travel

TRAVEL [only applies to federal support personnel]

1. Will travel, lodging and per diem expenses be reimbursed by ACF?

Yes, all travel, lodging, and per diem expenses for support personnel will be paid for by ACF/ORR consistent with the HHS Travel Policy Manual and Federal Travel Regulations (FTR).

LODGING

1. Will support personnel be asked to share lodging accommodations and/or rental cars?

No, support personnel will be in single occupancy hotel rooms. If rental cars are required, support personnel will individually be provided rental cars and will not be asked to share.