



FAQ for Ukrainian Clients

Important Forms

AR-11: This form keeps your address current with the US Government. You are required to file this form within 10 days of changing your address. <https://www.uscis.gov/ar-11>

Selective Service: All males aged 18-25 are required to register with the Selective Service, a government agency that can call individuals for military service, usually in time of war. This applies to immigrant males as well. At present, all members of the U.S. military are volunteers. *Failure to register prior to age 26 has lifelong consequences, such as ineligibility for federal employment (and employment with state and local government in 31 states), federal student loans and grants (including state-based student aid in 31 states), and federally funded job training programs. Failure to register prior to reaching age 26 may delay naturalization proceedings by up to five years* Register here: <https://www.sss.gov/register/>

I-94: This is your entry document. Download yours at <https://i94.cbp.dhs.gov/i94/#/recent-search>

General Information

Ukrainian Humanitarian Parolee Information: Learn what benefits are available to Ukrainian Humanitarian Parolees: <https://www.acf.hhs.gov/orr/fact-sheet/benefits-ukrainian-humanitarian-parolees>

SettleIn for Ukrainians: This website provides general information for Ukrainian newcomers. <https://www.facebook.com/SettleInForUkrainians>

USPS Address Change: If you move, update your address so the post office can forward your mail. <https://moversguide.usps.com/>

Key Documents

Employment Authorization Document (EAD) allows you to legally work in the USA.

Social Security Card (SSC) This card/number is necessary for work as well as many other tasks, such as opening a bank account or receiving certain kinds of financial assistance. Keep this card safe and the number private.

RefugeeOne can help you apply for EAD/SSC, or you can apply yourself (learn more here: <https://www.uscis.gov/i-765>)

I-94: This entry document shows your status as a parolee. Bring it when you apply for a driver's license, bank account, etc. Find yours at <https://i94.cbp.dhs.gov/i94/#/recent-search>

English Classes

There are many free English Second Language (ESL) classes available in the community, with online and in-person options. RefugeeOne has online and in-person classes, or we can refer you to a class closer to your home. Talk to your case manager for more information.

Financial Assistance

There are many types of assistance programs you may be eligible for. Visit <https://www.acf.hhs.gov/orr/fact-sheet/benefits-ukrainian-humanitarian-parolees> to learn more.

Government Assistance

These programs are administered on a state level, so they may work differently in other states. In Illinois, you can complete an **ABE application** at <https://abe.illinois.gov/abe/access/> (or RefugeeOne can do it for you) to apply for the following programs:

- **Supplemental Nutrition Assistance Program (SNAP):** This provides a set amount of money monthly (amount dependent on household size and household income) that can be spent on grocery items in most grocery stores. It cannot be used in restaurants or to buy ready-to-eat food. The funds are placed on your LINK card and used like a debit card.
- **Temporary Assistance for Needy Families (TANF) or Refugee Cash Assistance (RCA):** these two programs both provide cash assistance that is also deposited monthly on the LINK card, where it can be used as a debit card or withdrawn at an ATM. Like SNAP, it is dependent on household size and income. TANF is for families with children under 18; RCA is for adults without dependent children.
- **Medicaid:** This is the government health insurance program for low-income individuals. You receive an insurance card that you should take to all medical appointments.



Note: All of these programs have income limits, and you are required to report any changes in income (by submitting pay stubs). Do not forget to report changes of income or you may be asked to repay money that you received but were no longer qualified for.

Women, Infants, and Children (WIC)

There is another government program aimed at getting nutritious food to pregnant women and children under five years old. It issues a card (refilled monthly) that can pay for certain grocery items. Learn more/apply here: https://www.benefitsapplication.com/program_info/IL/WIC

SSI / SSDI

Supplemental Security Income/Supplemental Security Disability Income. These programs (related to the Social Security program, but not the same) for those who cannot work due to their age (65 and older) or disability. The application process can take some time. Visit your local office to learn more or begin the application: - <https://www.ssa.gov/benefits/ssi/>

IFSP Cash Grant: Only an agency (such as RefugeeOne) can apply—you cannot apply yourself. Contact your case manager for more information.

Low Income Home Energy Assistance Program (LIHEAP)

This program provides financial assistance for utility costs, like heating during the winter.

<https://dceo.illinois.gov/communityservices/utilitybillassistance/howtoapply.html>

Child Care Assistance Program (CCAP)

Childcare in the US can be difficult to find and expensive. Action For Children helps you find a childcare facility. They can also help apply for government assistance through CCAP to bring down the cost. This application is submitted jointly by you and the childcare facility, so you will need to find the childcare facility first and make sure they have space for your child/children in their program. Learn more at

<https://www.actforchildren.org/child-care/finding-care>

Food Pantries

There are a variety of food pantries available in the Chicago Metropolitan Area.

- **GREATER CHICAGO FOOD DEPOSITORY:** <https://www.chicagosfoodbank.org/find-food/>
- **FOOD PANTRIES ILLINOIS:** <https://www.foodpantries.org/st/illinois>

Transportation

Public Transportation



The City of Chicago has an extensive public transit system, operated by the Chicago Transit Authority (CTA). The transit card (Ventra) can be loaded with all-you-can ride passes or cash value for pay-as-you-go service. The same card is used on the buses and “L” trains. A commuter rail network, called Metra, serves many suburban areas. This system also uses Ventra to pay the fare, but additional purchase is required. Visit ventrachicago.com for more information.

Driver’s License

A driver’s license is issued by the state you live in. It is also a very common form of government ID. If you have a driver’s license, you do not need a separate State ID. You can get a drivers’ license if you are 16+ years old and can provide the necessary documents. You will need a photo ID like a passport, your I-94, proof of address such as a utility bill, and your social security card. (See a full list of documents here: https://www.ilsos.gov/publications/pdf_publications/dsd_x173.pdf)

To get a driver's license, bring the necessary documents and fee to a Department of Motor Vehicles (DMV) office. Some offices require an appointment, while others are walk-in. (Find a location near you at <https://www.ilsos.gov/facilities/facilitylist.html>.)

You will have to pass a written test for a learner's permit, followed by a driving test, which when passed gives you the full license. You must provide the car for the exam. You do not have to take both tests the same day; if you want to take them together, book two appointment slots. Some DMV offices provide the tests in other languages. If you wish to have an interpreter present, you will need to make an appointment.

Housing & Utilities

Finding an apartment can be challenging; some potential landlords will require a certain credit score (a number based on your US lending history), or may ask for a higher deposit or cosigner in order to rent an apartment/house. You will sign a lease that shows the rent amount, duration (typically 1 year), and rules of the building, such as if pets are allowed. Rent is always due on the first of the month.

Some rentals come with utilities included, but typically the tenant pays at least cooking gas and electricity (your lease states which utilities are your responsibility). ComEd (<https://www.comed.com/>) provides electrical service to most of the Chicagoland area. Natural gas is provided by Nicor (<https://www.nicorgas.com/>) or Peoples' Gas (<https://www.peoplesgasdelivery.com/>), depending on your location. Contact these utility companies in advance to transfer/cancel your service.

Health Screenings

Ukrainians arriving as humanitarian parolees can get a **free** health screening within the 90 days of arrival, including a free TB screening, which is required for Uniting for Ukraine Program.

Humanitarian parolees through Uniting for Ukraine **must** complete an medical attestation form with USCIS (<https://myaccount.uscis.gov/>) within 90 days of arrival, showing that they have completed the mandatory health screening and TB test. Even those exempt from the test itself (such as children under 2 years old) must complete the form, stating that they are exempt. If you do not complete this form within 90 days, your parole could be revoked.

If you want to schedule an appointment at Antillas Clinic, RefugeeOne can schedule the appointment. For other locations, schedule it yourself and bring the following documents: I-94, passports, and vaccination records.

Antillas Family Medical Center

<https://www.sinaichicago.org/en/find-a-location/results/smg-antillas/>
3109 W. Armitage Ave., Chicago IL 60647
773-384-4933

877-692-8686

Champaign Urbana Public Health District

<https://www.c-uphd.org/>
201 W. Kenyon Rd., Champaign IL 61820
217-352-7961

Aunt Martha's Aurora Health & Outreach Center

<https://www.auntmarthas.org/am-finder/aurora-health-outreach-center/>
680 S. River St., Aurora IL 60506

Hamdard Health Bensenville

<https://www.hamdardhealth.org/>
1240 IL Route 83, Bensenville IL 60106

224-414-1390

Heartland Health Center

<https://www.heartlandhealthcenters.org>
1300 W. Devon Ave., Chicago IL 60660
773-751-7850

Rock Island County Health Department

<https://richd.org/>
2112 25th Ave., Rock Island IL 61201
309-793-1955

Winnebago County Health Department

<https://www.wchd.org/>
555 N. Court St., Rockford IL 61103
815-720-400