



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

Office of Refugee Resettlement | 330 C Street, S.W., Washington, DC 20201  
[www.acf.hhs.gov/programs/orr](http://www.acf.hhs.gov/programs/orr)

September 29, 2022

Dear Mina,

The Office of Refugee Resettlement would like to thank you and acknowledge all the hard work you and your staff have done over the past year and a half. The past several years have been unprecedented for the U.S. resettlement program, and as partners in our shared mission of welcoming newcomers, we have worked to create new capacity and services to support Afghan and Ukrainian Humanitarian Parolees even while navigating the lasting impacts of a global pandemic. ORR is incredibly grateful for the resilience of our stakeholder network and appreciates everything the USCRI team has done to support refugees and parolees in the past year.

As you are aware, the COVID-19 pandemic has placed immense strain on health systems throughout the United States. Thank you for your hard work and support to ensure that newcomers get the physical and mental health services they need. USCRI was on the frontlines of healthcare as you enrolled clients in health coverage while at the various Safe Havens across the country. It is not an exaggeration to state that providing medical coverage for arriving Afghans under Operation Allies Welcome would not have been possible without your incredible and resilient support. Your ability to quickly mobilize and rise to the task is highly recognized and commended. Operation Allies Welcome also brought challenges to health systems as we supported populations with unique health challenges. Your collaboration and support were critical to serving these populations in a timely and culturally appropriate manner. Even in times of crisis, USCRI always maintained constant communication and professionalism. As always, it has been a pleasure working with you and your team.

As we approach FY23, ORR is committed to continuing communication, listening to your feedback, and focusing on mental health initiatives. This work would not be possible without partnership and collaboration. Thank you!

Sincerely,

Margaret Brewinski Isaacs  
Director Division of Refugee Health  
Office of Refugee Resettlement

Kenneth Tota  
Deputy Director  
Office of Refugee Resettlement