



District of Columbia
Department of Human Services
Family Services Administration (FSA)
Office of Refugee Resettlement

REQUEST FOR APPLICATIONS

Fiscal Year 2022
Refugee Social Services
(Short name: RSS)
RFA #JA-FSA-RSS-2022

Announcement Date:	May 28, 2021
RFA Release Date:	June 4, 2021
Pre-application Conference Date:	June 18, 2021
Application Submission Deadline:	July 2, 2021 at 4:45 PM

Government of the District of Columbia
Department of Human Services
64 New York Ave. NE, 6th Fl.
Washington, DC 20002
(202) 671-4200

LATE APPLICATIONS WILL NOT BE FORWARDED TO THE PANEL FOR REVIEW

EXECUTIVE SUMMARY

The District of Columbia (District) Department of Human Services (DHS) Family Services Administration (FSA), hereinafter referred to as the “DHS/FSA” or “Grantor” is soliciting detailed proposals (also referred to as “applications”) from applicants (or “prospective Grantees”) for Fiscal Year (FY) 2022 to provide Refugee Social Services per the requirements pursuant to the United States Refugee Act of 1980, effective April 1, 1980 (Pub. L. No. 96-212, 8 U.S.C. §§ 1101, et seq., 45 C.F.R. §§ 400.1 et seq.), as amended (“The Act”); and the Victims of Trafficking and Violence Protection Act of 2000, as amended (Pub. L. No 106-386; 22 U.S.C. §7102) (TVPA) and Section 412(c)(1)(A)(iii) of the Immigration and Nationality Act (INA) (8 U.S.C. §1522(c)(1)(A)(iii) as amended.

The District seeks to provide effective and expeditious transition in the resettlement of refugees and to assist them to achieve economic self-sufficiency as quickly as possible through social and support services.

In that vein, DHS/FSA is putting forth this RFA to identify one Grantee with a clear plan to establish a program inclusive of services and supports to the refugee population to assist with eliminating obstacles impacting successful and expeditious resettlement.

Funding Opportunity Title:	Refugee Social Services
Funding Opportunity Number:	RFA #JA-FSA-RSS-2022
Deadline for Applications:	July 2, 2021 at 4:45 PM The District of Columbia Department of Human Services, Family Services Administration, Office of Refugee Resettlement 64 New York Ave. NE, 5th Floor Washington DC 20002 debra.crawford@dc.gov
Total Estimated Available Funding:	Up to \$100,000
Total Estimated Number of Awards:	One (1)
Total Estimated Award Amount:	Eligible organizations can be awarded up to \$100,000.00
Period of Performance:	October 1, 2021 to September 30, 2022
Length of Award:	Twelve (12) months with the option of two (2) additional option years, subject to the availability of funds.
Eligible Prospective Applicants:	<input checked="" type="checkbox"/> Non-profit organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations; <input type="checkbox"/> Faith-based organizations; <input type="checkbox"/> Government agencies <input type="checkbox"/> Universities/educational institutions; and <input type="checkbox"/> Private Enterprises



District of Columbia
Department of Human Services
Family Services Administration (FSA)
Office of Refugee Resettlement

NOTICE

PRE-APPLICATION CONFERENCE

ATTENDANCE IS RECOMMENDED

Fiscal Year 2022
Refugee Social Services
(Short name: RSS)
RFA #JA-FSA-RSS-2022

When: June 18, 2021

Where: Cisco WebEx Video Conferencing Platform

Time: 1:00 PM – 2:00 PM

Contact Person: Debra Crawford
Family Services Administration (FSA)
Department of Human Services
64 New York Ave NE, 5th Fl.
Washington, DC 20002
202-299-2153

Please RSVP to attend the Pre-Application Conference no later than June 11, 2021. You may RSVP via e-mail to Debra Crawford, State Refugee Coordinator by email at debra.crawford@dc.gov.



CHECKLIST FOR APPLICATIONS

Refugee Social Services

- Application proposal format follows the “Application Format” listed in Section 6 of the RFA.
- Application is printed on 8½ by 11-inch paper, 1.5 line spacing, double sided, using 12-point type with a minimum of one inch margins, with all pages numbered. The entire Application must not exceed 60 pages (not including attachments).
- Applicant Profile [Attachment A], contains all the information requested and is attached as the Face Sheet.
- Table of Contents comes after the Applicant Profile.
- Applicant Summary (must not exceed 3 pages) and Project Narrative (must not exceed 12 pages). Note: Attachments and appendices do not count toward the page limit.
- Program Budget and Budget Narrative Justification are complete and comply with the budget form [Attachment G]. The line item budget narrative justification describes the categories of items proposed. Indirect costs must not exceed 10% of the total grant budget.
- Proposed Work Plan [Attachment E] is complete and complies with the work plan form.
- Proposed Staffing Plan [Attachment F] is complete.
- Collaboration Commitment Form(s) [Attachment I] are complete.
- Appendix 1: Certifications and Assurances [Attachment B and Attachment C] are signed and dated.
- Appendix 2: Articles of Incorporation, if applicable.
- Appendix 3: Bylaws, if applicable.
- Appendix 4: IRS letter of non-profit corporation status, if applicable.
- Appendix 5: List of current board of directors, if applicable. Include their mailing and e-mail addresses and phone numbers. Also include board titles of officers.
- Appendix 6: Most recent annual audit. If audited financial statements have never been prepared due to the size or newness of the organization, Applicant must submit an organizational budget, an income statement (or profit and loss statement), and a balance sheet certified by an authorized representative of the organization.
- Appendix 7: Form 990, Return of Organization Exempt from Income Tax, if applicable.
- Appendix 8: Proposed organizational chart.
- Appendix 9: Memoranda of Understanding from key community partners documenting their specific support for the delivery of services for the Refugee Social Services grant.
- Appendix 10: Proposed staff resumes.
- Appendix 11: Proposed staff job descriptions.
- Appendix 12: Signed letter stating that the Applicant will market the initiatives as a DHS/FSA Refugee Social Services grant and not the parent agency by using the approved logo, tagline, graphic design, or any other identifiers approved by DHS/FSA for the Refugee Social Services grant.
- Appendix 13: District of Columbia Business License.
- Appendix 14: Annual report or other documentation of a history of supporting the refugee population.
- Appendix 15: Certificates of Good Standing.
- Application is submitted electronically. Organization, RFA number, and project name must be clearly identified using the DHS/FSA Receipt Form [Attachment D].
- Applicant submitted the required attachments

The application must be submitted no later than 4:45 PM, Eastern Standard Time (EST) by the deadline date of July 2, 2021, to DHS/FSA, c/o Debra Crawford. Applications accepted at or after 4:45 PM will not be forwarded to the Review Panel for funding consideration.



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SECTION 1. GENERAL INFORMATION

1.1 Introduction

The District of Columbia (District) Department of Human Services (DHS) Family Services Administration (FSA), hereinafter referred to as the “DHS/FSA” or “Grantor” is soliciting detailed proposals (also referred to as “applications”) from applicants (or “Applicants”).

In accordance with the United States Refugee Act of 1980, effective April 1, 1980 (Pub. L. No. 96-212, 8 U.S.C. §§ 1101, et seq., 45 C.F.R. §§ 400.1 et seq.), as amended (The Act); and the Victims of Trafficking and Violence Protection Act of 2000, as amended (Pub. L. No 106-386; 22 U.S.C. §7102) (TVPA), the District seeks to provide effective and expeditious transition in the resettlement of refugees and to assist them to achieve economic self-sufficiency as quickly as possible through social and support services.

In that vein, DHS/FSA is putting forth this RFA to identify one or more prospective Grantees with clear plans to create and implement a program inclusive of services and supports to the refugee population to assist with eliminating obstacles impacting successful and expeditious resettlement.

The legal requirements for services to be provided in this program are contained in 45 C.F.R. §400, et seq.

1.2 Target Population

The target population(s) for this initiative is as follows:

Eligible individuals regardless of national origin, who are admitted to the United States under specific conditions as refugees, asylees, and certified victims of severe forms of human trafficking; refugee or asylee parolees, Cuban/Haitian Entrants, Iraqi and Afghan Immigrants (Special Immigrant Visa holders), and Amerasian immigrants who resettle in the District. An applicant for assistance under title IV of the Act must provide proof, in the form of documentation issued by the Immigration and Naturalization Service (INS) showing statuses under the Act as a condition of eligibility. Eligible refugees and are age eighteen (18) years or older who are not full time students in secondary school/college, and are residents of the District with an arrival or asylee eligibility date within five (5) years (sixty (60) months).

For convenience, the term “refugee” is used in this RFA to encompass all such eligible persons. Assistance and services must be provided to refugees without regard to race, religion, nationality, sex, or political opinion.

1.3 Eligible Organizations/Entities

Established public or private non-profit community organizations and/or service providers, including those with IRS 501(c)(3) or 501(c)(4) determinations, located in the District that have demonstrated experience working with the refugee population are encouraged to apply.

Continuing conditions of eligibility are that the information in the application is complete and truthful and that the Applicant at all times is able to meet any material conditions stated in its application. For instance, if an Applicant’s ability to fulfill the terms of the grant is based on the availability of skilled staff and those staff should leave after the application’s submittal or the grant award to the Grantee, the Grantee has the responsibility to advise DHS/FSA in writing of this change in material conditions. Another example of change in material conditions that could result in the loss of eligibility would be the loss of Grantee’s tax-exempt status.



1.4 Source of Funds

The source of funds for the grant is the United States Refugee Act of 1980, as amended (Pub.L. 96-212, 8 U.S.C. §1101 et seq., 45 C.F.R. §400 et seq.) (The Act). The Act authorizes the provision of assistance and service to eligible refugees in the United States without regard to race, religion, nationality, gender, or political opinion. Grants to cover the expense of providing these services are made to each of the states and the District of Columbia pursuant to the Act. Funding for grant awards is contingent upon availability of funds. Grant funds shall only be used to support activities specifically outlined in the scope of this RFA and included in the Applicant’s submission. DHS also reserves the right to, without prior notice, reduce or cancel one or more programs listed in this RFA, reject all applications, adjust total funds available, or cancel the RFA in part or whole.

1.5 Award Period

The grant is being offered from October 1, 2021 through September 30, 2022. The term of this grant period shall be for twelve (12) months beginning from the date of the award, with the option of two (2) additional years, provided the Grantee’s performance is satisfactory and funding is available. Funding shall begin from the date of signature on the grant agreement by the Director of DHS, and the Grantee (the Parties). The Grantee shall begin performance, effective on the date the grant agreement is signed by the Parties.

1.6 Projects and Funds Available

Project Name	Amount
Refugee Social Services	\$100,000

1.7 Purpose of the Grant

The purpose of this grant is to assist eligible refugees who resettle in the District of Columbia with transition to life in the United States and help them reach economic self-sufficiency as quickly as possible. The Applicant will be responsible for developing and implementing a program inclusive of services and supports to the refugee population to assist with eliminating obstacles impacting successful and expeditious resettlement. The Applicant will provide employment and case management services to eligible refugees. The Applicant will be required to adhere to reporting requirements, state and federal rules, guidelines, policies and regulation.

1.8 Anti-Deficiency Considerations

The commitment to fulfill financial obligations of any kind pursuant to any and all provisions of a grant award, or any subsequent award shall remain subject to the provisions of (i) the federal Anti-Deficiency Act, 31 D.S.C. §§1341, 1342, 1349, 1351, (ii) the District of Columbia Anti-Deficiency Act, D.C. Official Code §§ 47-355.01-355.08 (2001), (iii) D.C. Official Code § 47-105 (2001), and (iv) D.C. Official Code § 1-204.46 (2006 Supp.), as the foregoing statutes may be amended from time to time, regardless of whether a particular obligation has been expressly so conditioned.

1.9 Permissible Use of Grant Funds

- a) The total Grant shall not exceed \$100,000.
- b) The source of funding for this Grant is funds received from the federal government.
- c) A Grantee may use grant funds only for allowable grant project expenditures. Grant funds related to work performed will be provided on a reimbursement basis, except that an advance of funds may be provided for grant administration expenses in limited circumstances for good cause approved by DHS/FSA at its sole discretion.



- d) Only Eligible Costs as identified in the Budget are costs reimbursable by the Department. Deviations from the Budget can only be made in accordance with the terms of the Grant Agreement. The Department shall not be required to reimburse the Grantee for expenditures that exceed the Grant Amount.
- e) The Department will collect and the Grantee shall remit all unexpended and/or unsubstantiated funds within ten (10) business days following conclusion of the Grant Performance Period. Unexpended grant dollars that have not been returned to the Department represent a debt to the District of Columbia.
- f) No Eligible Costs subject to reimbursement by the Department under the Application may be incurred prior to October 1, 2021, unless previously approved in writing by the Department.
- g) Use of funds is governed by applicable administrative and cost requirements governing allocable, allowable and reasonable costs in OMB Circular 200.

1.10 Competition for a Grant Award

This RFA is competitive. Each Applicant must demonstrate its ability to carry out the activities for the grant for which it applies (called a “project”). A review panel will evaluate the applications for each advertised grant according to the stated list of criteria in each project’s description. The proposal/s with the highest score/s will be awarded the grant.

Specifically, grant awards will be made based on eligibility (see Section 1.3), the extent to which the proposed project fits within the scope and available funding of the grant, strength of the application, and the organization’s capacity to achieve the grant’s goals.

1.11 Grant Monitoring

In its sole discretion, DHS/FSA may use several methods to monitor the grant, including site visits, periodic financial reports and the collection of performance data. Each grant is subject to audit.

1.12 General Terms and Conditions

“Appendix: General Terms and Conditions” is incorporated by reference in this RFA. Applicants and Grantees must comply with any and all applicable terms and conditions outlined in the appendix.

1.13 DHS’ Authority to Make Grants

DHS has grant-making authority under:

- Title 1, Chapter 50 of the District of Columbia Municipal Regulations; and any other applicable local and federal laws, regulations and policies.
- The Refugee Resettlement Program established pursuant to the United States Refugee Act of 1980, effective April 1, 1980 (Pub. L. No. 96-212, 8 U.S.C. §§ 1101, *et seq.*, 45 C.F.R. §§ 400.1 *et seq.*), as amended; and the Victims of Trafficking and Violence Protection Act of 2000, as amended (Pub. L. No 106-386; 22 U.S.C. §7102).



1.14 Contact Person

For further information, please contact:

Debra Crawford
Family Services Administration (FSA)
Department of Human Services
64 New York Ave NE, 5th Fl.
Washington, DC 20002
202-299-2153

1.15 Updates

In order to receive updates and/or addenda to this RFA, or other related information, applicants are advised to immediately email the following information to Debra Crawford, State Refugee Coordinator at debra.crawford@dc.gov:

- Name of Applicant organization
- Contact person
- Mailing address
- Telephone and fax number
- E-mail address

1.16 Notice of Intent

Organizations that anticipate submitting an application in response to this request should send a brief letter via e-mail to Debra Crawford. The Notice of Intent is not mandatory nor does it provide any specific obligation with regard to the review or award process.

1.17 Pre-Application Conference

The Pre-Application Conference will be held virtually on **June 18, 2021**, from 1:00 PM to 2:00 PM via WebEx Conferencing Platform. The WebEx link will be disclosed after the RSVP deadline.

1.18 Explanation to Prospective Grantees

Applicants are encouraged to e-mail their questions to Debra Crawford at debra.crawford@dc.gov on or before **June 30, 2021, at 4:45 PM**. Questions submitted after the deadline date will not receive responses. Please allow ample time for emails to be received prior to the deadline date.

1.19 Deadline Date

The RFA will be issued on **June 4, 2021**. The Pre-Application Conference will be held on **June 18, 2021** and the deadline for submissions of all applications is **July 2, 2021, at 4:45 PM**. Applications must be received by the deadline. Applications that are received by the deadline date will receive an acknowledgment.

NO SUBMISSIONS WILL BE ACCEPTED AFTER 4:45 PM on July 2, 2021.

SECTION 2. PROGRAM SCOPE

2.1 Overview

The District of Columbia Office of Refugee Resettlement (DCORR) seeks to assist newly arrived refugees with the opportunity to maximize their potential in the United States. The grant solicitation will be used to



fund a competitive grant to promote economic self-sufficiency through planned and coordinated use of support services. Social Services focus on: employability assessment, training and job development, vocational training and skills recertification, job placement and job retention. The Refugee Social Services Program also seeks to address barriers to employment such as social adjustment, English language instruction, interpretation and translation, day care for children and citizenship and naturalization. These core services also build community partnerships with organizations and businesses, helping refugees successfully integrate into local communities.

The overall objective is to assist the refugee population in achieve economic self-sufficiency within the shortest possible time.

2.2 DHS Responsibilities

DHS/FSA shall be responsible for the following:

- A. Establish, manage, and revise (as necessary) the eligibility requirements for the Program;
- B. Disburse funds to the Grantee;
- C. Execute the monitoring and oversight of the Grantee to assess performance according to the scope of work and related service delivery standards set forth in the grant agreement; and
- D. Assign a staff person to monitor the project. The DHS/FSA State Refugee Coordinator or his/her designee shall review all written policies and procedures applicable to the project, review all monthly reports, conduct site inspections, and hold periodic conferences with Grantee to assess the Grantee's performance in meeting the requirements of the grant agreement.

2.3 Grantee Responsibilities

The Grantee is responsible for the quality of all required services and for ensuring that services are provided in a manner that is culturally and linguistically compatible with a client's language and cultural background. In particular, the agency will ensure that language assistance is provided to Limited English Proficiency (LEP) clients in accordance with Title VI of the Civil Rights Act of 1964 and District policy.

In the application, the applicant must specify the activities and budget amounts for which funds are being requested. Grantees will be responsible, at minimum, for the following:

- 1) Creating and implementing an employment program inclusive of services and supports to the refugee population to help address and/or eliminate barriers to employment.
 - a) Services provided should be designed to improve the employability and/or work skills of refugees to enable them to obtain jobs within one year of becoming enrolled in services in order to achieve economic self-sufficiency as soon as possible.
- 2) Specify program start up tasks and time frames for the program to begin.
- 3) Execute the application process for refugee services and submit copies of immigration eligibility to DCORR monthly.
- 4) Provide services only to refugees with eligibility documentation noted in Section 1.2 in accordance with federal regulations and District policy. Services should be provided to D.C. residents in the following priority (except in emergency circumstances):
 - a) All newly arriving refugees during their first year in the U.S., who apply for services;
 - b) Refugees receiving cash assistance;
 - c) Unemployed refugees not receiving cash assistance; and
 - d) Employed refugees in need of services to retain employment or to attain economic independence.



- 5) Develop a solid plan to execute outreach to potential clients with a high likelihood of meeting the eligibility requirements for the Program
 - a) This includes communication that shall provide potential participants with information on the enrollment process, available benefits, responsibilities of the Grantee, and participation requirements
- 6) Adhere to reporting requirements, state and federal rules, guidelines, policies and regulation.
- 7) Provide a safe and welcoming environment for clients.

PROGRAM REQUIREMENTS

The following must be defined as a part of the proposed program and included in the application:

Employment Services

Objective: To place employable clients as quickly as possible into appropriate jobs so that the household unit becomes self-sufficient as quickly as possible within one year.

Employment services are to be provided to employable adult clients beginning upon enrollment in the Program and continuing as needed. The level of employment services received by each client should reflect the skills, needs, and barriers determined in their Family Self-Sufficiency Plan (FSSP) and Individual Employment Plan (IEP). All adult case members are entitled to the full complement of RSS Program services and will benefit from work readiness training, even if immediate employment is not planned.

Federal policy requires that, if necessary, clients accept “entry level” employment (45 CFR 400.81(a) for criteria for appropriate employment). Grantees will communicate to employable clients with Limited English Proficiency (LEP) that they must exert a good faith effort to obtain employment while acquiring English competency to facilitate self-sufficiency and to retain employment. Grantees will work with clients to obtain job upgrades where appropriate and direct clients to information on professional recertification, if requested. Grantees will make every effort to find employment for all employable members of the case unit. The RSS service provider site must have a designated paid staff member who is responsible for providing or overseeing the provision of employment services.

Employment Services are comprised of the following required components:

Job Development and Placement -

- a) **Job Development**: The Applicant shall describe the strategy and techniques to develop and maintain an ongoing network with employers and others to secure employment for RSS Program clients which may include:
 1. Unsubsidized employment opportunities with private employers
 2. Subsidized Employment/On the Job Training (OJT) opportunities that lead to full-time, permanent, unsubsidized employment with the employer who is providing the training.
- b) **Job Readiness and Placement Assistance**: Ensure that the RSS Program client is prepared to seek early employment and has the skills necessary to succeed in a U.S. work environment. The Grantee shall educate RSS clients on the need and advantages (e.g. the Earned Income Tax Credit, Social Security, unemployment compensation, etc.) of early employment and job retention.
 1. The Applicant shall describe how it will develop and implement a program orientation designed to introduce and explain RSS program services, the world of work, financial



- literacy, etc. and other areas to facilitate adjustment to American culture in clients' language or in partnership with a translator.
2. The Grantee shall provide employability assessment services for each client, which may include aptitude and skills testing.
 3. The Grantee shall complete with each client and/or family an FSSP and IEP.
 4. The Applicant shall demonstrate how it shall make employment referrals based on refugees' skills, aptitudes, experience and interests.
 5. The Applicant shall demonstrate how its program shall be designed to include weekly participation by refugees in a Job Club. Discuss the proposed curriculum for the Job Club, the projected schedule and length of each session.
 6. The Applicant shall describe the methodology to address the language needs of clients with LEP, such as development of on-site English Language Instruction classes or referral to community agencies providing this resource.
 7. Should the Grantee place a client in vocational training or educational program to learn specific job related skills, the Grantee shall ensure the program is short-term (not longer than one year i.e. driver training, nurse aide, etc.) and/or intends to lead to employment within a year.
 8. The Grantee shall provide RSS clients with assistance in obtaining Employment Authorization Documentation (EAD) and citizenship and naturalization.
 9. The Applicant may also discuss their ability and/or plans to provide the following: social adjustment, transportation/transportation assistance, translation and interpreter services, and daycare for children (or referrals) for the purposes of gaining/retaining employment.
- c) Post-Placement Assistance: Post-placement assistance is required to ensure that employment is maintained. When the Grantee is responsible for placing the client in a job, the Grantee will contact both the employer and the employed client within two weeks of the start date to identify any adjustment problems and to assist in resolving those problems to promote retention. If the client secures employment on his/her own, the Grantee will follow-up with the client to identify any adjustment problems and to assist in resolving those problems. Similar post-placement follow-up should occur throughout the RSS service period. The Applicant shall describe in detail its employment follow-up activities to ensure retention for at least 90-days.
- d) Job Upgrades/Professional Recertification: For clients with specialized, advanced skills or vocations who have been placed in entry-level employment, the Applicant shall discuss how it will work with clients to help them obtain job upgrades. In addition, the Grantee shall discuss how it will direct clients to information on professional recertification, if requested (see 45 CFR 400.81(b) for criteria).
- e) Special Considerations:
1. Self-Employment: Grantees should determine self-sufficiency of the self-employed client (i.e. ride sharing or food delivery) based on the client's net income, which is gross income less expenses and applicable local, state and federal taxes, as compared to the basic



budgeted living expenses for the case. Note that self-sufficiency must not be counted without documented proof of compliance with all local, state and federal tax laws governing self-employment. The Applicant shall discuss its methodology to ensure adherence to these guidelines.

2. Subsidized Employment/On the Job Training (OJT): Subsidized employment and on-the-job training employment for RSS Program purposes may be counted only when all subsidies end and the client retains employment. Self-sufficiency may not be counted based on income from a subsidized position.
- f) Record Keeping and Documentation: The Applicant shall describe the in-house record keeping procedures that will ensure documentation of the following employment information for reporting to DCORR:
1. Refugee demographic information to include Alien Number and Date of Arrival (DOA)
 2. Refugee Cash Assistance Recipient Case Number and Referral Date
 3. The date the refugee began employment
 4. Employer Name, address, and phone number
 5. Salary, position, employment status (full-time/part-time, permanent/temporary), health benefits
 6. Date and results of 30-day, 60-day, and 90-day employment retention follow-up

The Applicant shall provide in this application the following expected performance outcomes:

- 1) To provide employment services and case management for up to 300 eligible refugees residing in the District;
- 2) To provide at least 55% with unsubsidized employment opportunities;
- 3) To ensure that at least 75% of employed clients have full-time (35+ hours) status;
- 4) To ensure that at least 75% of employed clients are employed within one (1) year of program enrollment;
- 5) Ensure the average hourly wage at placement is at or (preferably) above the District's minimum wage;
- 6) Ensure 30-day, 60-day, and 90-day employment retention follow-up;
- 7) At least 50% of full-time job placements should include health benefits offered within the first six months of employment.

Case Management Services

Objective: To ensure that services are (1) provided in a planned, effective, and timely manner to eligible clients; (2) appropriate to the needs of the clients; and (3) contribute to the client's community orientation, early employment, and self-sufficiency. From the first contact, Grantee interaction with adult case members will reinforce their motivation and ability to become and remain self-sufficient. RSS Program clients should be advised that they are eligible for Refugee Social Services for up to five (5) years.

Case management services include preparing refugees for work in the U.S. as quickly as possible, providing support to meet the needs of client prior to becoming self-sufficient, collaborating with job developers to match refugees with positions aligned with IEP goals, tracking refugee involvement in agency services,



follow-up on referrals provided, and providing a variety of other refugee services as needed. Case management services may continue to be provided after a refugee has entered jobs to assist the refugee with retain employment or move to a better job. The Applicant shall make the following assurances:

1. That a weekly case conference with all staff that worked with an individual shall be established to discuss the status of progress of refugee clients;
2. That the FSSP and IEP will be used as a guideline for the case conference;
3. That the goals in the FSSP and the IEP shall be assessed and appropriate changes made in agreement with the client, if indicated, based on the results of the case conference.

The Applicant shall demonstrate how it shall provide individualized and group career counseling to assist refugees in developing short and long-term career goals. The Applicant shall discuss how refugee clients shall receive assistance with acculturation challenges and a variety of case management services, i.e. referrals for public benefits, provision of clothing, food, interpretation and translation assistance, travel training/directions, mental health referrals, etc.

The Applicant shall describe the language groups that it has the capacity to serve. The Applicant shall describe how it plans to deliver the services in the language(s) of the refugees it plans to serve.

The Applicant shall describe its provisions for childcare referral while refugees are participating in program activities.

The Applicant shall demonstrate strong community involvement by discussing the strategy that will be used to elicit volunteers to assist refugee participants with donations of clothing and other items and services that may be needed.

The Applicant shall demonstrate community partnerships by discussing its connections and collaborations with community stakeholders with a vested interest in offering service and support to the refugee population.

The Applicant shall demonstrate case management and supervisory staff is familiar with, and employ the use of the “SMART system” to develop goals that are clear and reachable.

Case Files:

The Applicant must describe its proposed record keeping system. A separate RSS Program case file must be maintained for each client. Electronic case file systems are permitted for documenting all or part of the Program required processes and services provided information storage is secure and data readily accessible for the purposes of client services and DHS/FSA monitoring.

The Applicant must describe how it will ensure all documents requiring client signature will be translated into languages of the primary caseloads and interpreted into the languages of those clients, if necessary, to ensure a complete understanding of the program. The appropriate translated documents must be given to the client at the time of enrollment, even if the client chooses to sign the English language versions. The Grantee must ensure case files include the following documents:

- a) Program Application for Services (includes client demographics)
- b) Comprehensive Employability and Self-sufficiency Assessment



- c) Signed Rights and Responsibilities document
- d) Signed Grievance policy information document
- e) Eligible client Immigration Documentation showing status and date of arrival
- f) Family Self Sufficiency and Individual Employment Plan (signed by client and staff)
- g) Copy of referral forms and applications submitted on behalf of, or provided to client
- h) Case notes documenting:
 - a. Job readiness services, job leads, job workshop participation, interview/job referrals and job placement
 - b. Information, referrals, supportive services and provided
 - c. Follow-up on training completion, job placement and upgrade
 - d. Employment retention follow-up at least 30, 60 and 90 days

STAFF REQUIREMENTS

For the purposes of this project, the Grantee shall employ at least a Program Manager, Job Developer, and Case Manager throughout the duration of the grant. The applicant must ensure adequate staff at all times to meet program outcomes. The Job Developer(s) and the Case Manager(s) position shall not be filled by one staff person. This, however, does not mean these duties must be filled by two separate (2) full-time employees. The Applicant can demonstrate the capacity to fulfill these duties in a number of creative ways including but not limited to: combining a full-time case manager position with a job placement position of a minimum of twenty (20) hours per week, utilization of volunteer staff, interns, etc. The applicant shall attempt to employ staff that is linguistically and culturally compatible with the refugee population they intend to serve. Most importantly, the Applicant must demonstrate that their staff has the capacity to fulfill the duties of job placement and development and case management services.

COVID-19 Response

The Grantee shall have a COVID-19 Preparedness Plan which follows industry guidance that will establish and explain the policies, practices and conditions the Grantee will implement to meet the industry guidance for the business that are based on Centers for Disease Control and Prevention (CDC) and District of Columbia health guidelines and Mayor's Orders, federal Occupational Safety and Health Administration (OSHA) standards and applicable executive orders related to safety and health in their workplaces. Please visit <https://coronavirus.dc.gov/healthguidance> for additional information.

2.4 Additional Grantee Responsibilities

- A. Participate freely with the Grant Administrator for monitoring purposes, providing information as requested;
- B. Provide data monthly to DHS/FSA in a manner conducive to detailed independent verification of research results and findings;
- C. Utilization of the DC Language Line when language barriers exist and staff cannot accommodate translation and/or interpretation, as appropriate;



- D. Obtain approval from DHS/FSA for any informational materials prior to printing to ensure that appropriate citations are included and the focus of the materials meet the public information and education needs for which they are designed to address. Where appropriate, Applicant(s) must translate its program information into the languages of the target populations that it serves or, at a minimum, into the four of the six languages required by the Language Access Act of 2004. These languages include Amharic, Chinese, French, Korean, Spanish, and Vietnamese; and
- E. Provide information such as positive outcome stories, information about special events, issues/concerns, etc., to the DHS/FSA Grant Administrator, as needed.

2.5 Confidentiality of Records

The Applicant must demonstrate an ability to maintain the confidentiality of participant information and to report the information specified below to the DHS/FSA. Specifically, the Applicant must agree to and abide by the following conditions:

- A. The Applicant(s) awarded contracts through this RFA must keep information concerning clients strictly confidential, and the information shall not be divulged to unauthorized persons. Prospective Applicants must demonstrate an ability to maintain the confidentiality of client information, and Prospective Applicants must adhere to all Federal and local laws related to confidentiality. Client information must be shared with the Department upon the request of the Department's staff.
- B. The Applicant(s) must ensure that all staff with access to confidential or sensitive information is aware of and trained on the relevant provisions of local and Federal laws and regulations regarding client information and confidentiality, including statutes addressing mental health, HIV/AIDS, substance abuse, domestic violence, and minors.
- C. The Provider(s) must establish clear policies and procedures to ensure and make clients aware of their right to privacy and confidentiality in case management service delivery and information dissemination. The Provider(s) must post a notice at its offices that the policies are available and make a copy available upon request by any client. The Provider(s) must allow any individual who provided protected personal information the right to inspect and receive a copy of the personal information collected about him/her.
- D. Participant records shall be kept confidential and shall not be open to public inspection, nor shall their contents or existence be disclosed to the public. Participant records may not be divulged to unauthorized persons.
- E. No person receiving information concerning a participant shall publish or use the information for any purpose other than that for which it was obtained, reviewed, or presented.
- F. All project staff and volunteers shall sign a confidentiality statement prior to engaging in work with participants.
- G. All records regarding children receiving services from a participant shall be subject to the confidentiality requirements.
- H. Prospective Applicants shall submit a signed confidentiality statement, provided by DHS/FSA, for each current staff person or volunteer who will be working on the Program prior to the execution of services.

This RFA requires that all information concerning: victims and potential victims of domestic violence; presence of a communicable disease or non-communicable disease such as HIV/AIDS; mental illness or treatment for mental illness; and substance or alcohol abuse, is to be held strictly confidential and shall not be divulged to unauthorized persons, in accordance with The District of Columbia Public Assistance Act of 1982, as amended, (D.C. Law 4-101; D.C. Official Code § 4-209.04); the Homeless Services Reform Act of

2005, as amended, effective October 22, 2005 (D.C. Law 16-35; D.C. Official Code § 4-754.11(7) and any other applicable District and federal confidentiality laws. The Applicant must demonstrate an ability to maintain the confidentiality of clients' information and to report the information specified below to DHS/FSA. Specifically, the Applicant must agree to and abide by the following conditions:

- A. Any client information shall be kept confidential and shall not be open to public inspection, nor shall their contents or existence be disclosed to the public. If client records are maintained, they may not be divulged to unauthorized persons.
- B. No person receiving information concerning a victim of domestic violence shall publish or use the information for any purpose other than that for which it was obtained, reviewed, or presented.
- C. The Applicant entity shall submit with the application a signed confidentiality statement, found in Attachment H, for each current staff person who will be working with the grant program. Each volunteer must also sign a confidentiality agreement prior to participation in a grant program covered by this RFA.

2.6 Reporting Requirements

Grantees should be prepared to report information to DHS in a manner conducive with the database management system to be utilized in this initiative.

Data Collection: Grantees must collect data that provides measurable indicators that will inform promising practices to improve services and programs for the target population. Applicants will be responsible for using appropriate technology and expertise to track outcomes, program participation data and progress of work plan and analyze results of the data collection for the duration of the performance period. Data collection must include: demographics of refugees served, new program enrollments for reporting period; enrollment rates since beginning of performance period; total current caseload size during the reporting period; average caseload size since beginning of performance period; number of clients enrolled in On-the-job training, English Language instruction, and Vocational Training for the reporting period; number of refugees who entered part time and full time employment, by cash recipient type and length of time in U.S. or asylum grant date for the reporting period; employment rates per reporting period and since beginning of performance period; average hourly wage for employment entry for both the reporting period and since beginning of performance period; number of positions secured with health benefits available; program participation rates for the reporting month; program drop-out rates; and employment retention rates.

Monthly Report: The applicant shall submit a monthly report to the DHS/FSA State Refugee Coordinator's Office by the tenth (10th) day after the end of each month of service regarding the progress towards performance outcomes. Such reports must contain the following information in a format approved by the Grant Administrator, including but not limited to:

- a) Demographics of the population served
- b) Collaboration if any with other organizations serving the target population
- c) Program enhancements, job development and case management activities, challenges encountered, advocacy issues and actions taken, success stories, trainings attended, outreach activities, Language access utilization, etc.
- d) Progress toward program outcomes and status of work plan, indicating the extent to which established milestones for the reporting month have been accomplished.
- e) Also included in the report should be a summary of the results of the evaluation of service under the Applicant's quality assurance unit/team.
- f) A monthly aggregate narrative, and financial expenditure invoice.

Final Report: The Grantee shall submit to DHS/FSA, a final report no later than the 30th day after expiration of the Grant Agreement, summarizing: all data collection, data analysis, findings, and recommendations. The specific sections of the Report will be developed in consultation with DHS/FSA.

2.7 Certifications and Assurances

Security Certifications: The Grantee must provide certifications herein that if funded, as applicant it shall conduct routine pre-employment criminal record background checks of all the Prospective Applicants' staff that will provide services under this/these contact(s) as permitted by D.C. Official Code §§ 4-1501.01, *et seq.*, and any other applicable District law. Except for professionals licensed in accordance with D.C. Official Code §§3-1201.01, *et seq.*, the Applicant(s) unless said persons has undergone a background check, to include a National Criminal Information Center Report and Child Protective Services Report (Abuse and Neglect). Any conviction or arrest identified in the background checks of the Grantee's employees will be reported to the DHS/Office of Inspection and Compliance, which will determine the employee's suitability for employment. **The Prospective Applicants shall complete and return the Certifications [Attachment B] and Assurances [Attachment C] with the application submission.**

SECTION 3. GENERAL PROVISIONS

3.1 Payment Provisions

The District shall make payments on approved invoiced amounts in accordance with the terms of the Grant Agreement which results from the RFA. All payment requests shall be accompanied by a copy of the report covering the period for which reimbursement is being requested. Payment requests shall be based on invoices with supporting source documentation, as may be required by DHS/FSA.

- a) The transfer of the Grant funding is contingent upon the transfer of sufficient funds from the Federal government to DHS to fully underwrite the award. No payments will be disbursed prior to October 1, 2021.
- b) The Grantee shall return to DHS any funds relating to the Grant paid to the Grantee in excess of the Eligible Costs of services and/or Budget provided under this Agreement (including advance payments as described in the Grant Agreement within ten (10) business days of completion of the Grant or upon notification of DHS in writing. If the Grantee fails to return excess funds, DHS may deduct the appropriate amount from subsequent payments due to the Grantee. DHS also reserves the right to recover such funds by any other legal means necessary.
- c) The Grantee shall be responsible for reimbursement to DHS for any disbursed funds to the Applicant that DHS determines have been misused or misappropriated. DHS may also require immediate reimbursement of Grant funds if, at any time, this Agreement is terminated or the Applicant's reporting obligations are not being fulfilled. Any reimbursement of funds that is required by DHS, with or without termination, shall be due within ten (10) days of DHS giving written notice to the Applicant unless notified in writing by DHS.

3.2 Insurance

The Grantee, when requested, must be able to show proof of all insurance coverage required by law. All Prospective Applicants that receive awards under this RFA must show proof of insurance prior to receiving funds.

3.3 Audits

At any time before final payment and up to three years thereafter, DHS/FSA and other respective jurisdictional administrative agencies of DC may audit the Grantee's expenditure statements and source documents.

3.4 Non-discrimination in the Delivery of Services

In accordance with the DC Human Rights Act of 1977, as amended, (D.C. Law 2-38; D.C. Official Code §§ 2-1401.01, et seq.), the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family status, family responsibilities, matriculation, political affiliation, genetic information, disability source of income, status as a victim of an intra-family offense, and place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary actions.

In accordance with the DC Language Access Act of 2004 (D.C. Law 15-167; D.C. Official Code §§ 2-1931, et seq.), District government programs, departments, and services must assess the need for, and offer, oral language services and provide written translation of vital documents into any non-English language spoken by a limited or non-English proficient population that constitutes 3% or 500 individuals, whichever is less, of the population served or encountered, or likely to be served or encountered.

3.5 Conflicts of Interest

Grantees must avoid apparent and actual conflicts of interest when administering grants. A conflict of interest may arise when, among other things, the Grantee or a person participating in an administrative decision regarding a project is likely to profit or otherwise receive undue benefit from the decision or his or her immediate family member is likely to profit or otherwise receive undue benefit from the decision.

3.6 Staff Requirements

The Grantee shall employ adequate administrative, professional, and paraprofessional staff to meet the specifications of the scope of work and shall maintain documentation that all staff possess adequate training and continued competence to perform the duties, which they have been assigned. Programmatic staff should have experience in case management and working with the refugee population. The Grantee must provide evidence that all personnel involved in the provision of services are properly trained and qualified to carry out these services.

Proposed staff assigned to the grant should be running the grant and carrying out the responsibilities outlined in Section 2.3 Grantee Responsibilities and Section 2.4 Additional Grantee Responsibilities. Proposed individuals should be named in Attachment F, Staffing Plan. Resumes and an organizational chart should also be provided in this attachment. Any changes in staffing patterns shall be approved in writing in advance by the DHS/FSA Grant Administrator.

The applicant must identify and provide resumes for all paid personnel who will have responsibility for performing the proposed work, as well as any qualification standards for volunteer staff and interns included in the proposal. Indicate the level of effort each staff person shall have on all relevant services (e.g. case management services). Indicate the organization of the proposed staff. If the proposal involves a team submission, explain how the team will be organized to ensure adequate communication and performance among the firms in the team arrangement.

All paid personnel must possess a good working knowledge of the services rendered by DHS, its activities, regulations, policies and procedures, especially in the area of social and refugee services. Demonstrates

ability to prepare reports effectively, analyze information, and make recommendations based on thoughtful and well-reasoned analysis, and communicates orally and in writing. Demonstrates ability to use the internet, Microsoft Office suite, Google Docs, Quickbase, Smartsheets and other modern technical conveniences.

The Applicant shall provide a complete written job description covering all positions proposed to be funded through this grant, which must be maintained on file and available for inspection upon request of the Grant Administrator. The job description shall include education, experience, and/or licensing/certification criteria, descriptions of duties and responsibilities, hours of work, salary rate and performance evaluation criteria. When hiring staff for this grant project, the Grantee shall obtain written documentation of work experience and personal references.

In accordance with the Living Wage Act of 2006 (D.C. Law 16-118, D.C. Official Code §§ 2-220.01 *et seq.*), grantees receiving grant awards in the amount of one hundred thousand dollars (\$100,000) or more shall ensure that employees who perform services under the grant-funded program shall be paid a living wage of no less than fifteen dollars (\$15.00) per hour. Grantees must provide a copy of the Living Wage Act Fact Sheet to each employee funded through the Grant Agreement. The Grantee shall cause the Living Wage Act Fact Sheet to be posted in plain view in a conspicuous site in its place of business.

The Applicant shall denote in the application that it will ensure it will keep accurate personnel records for each employee affiliated with the grant project, including the application for employment, professional and personal references, applicable credentials/certifications, records of required medical examinations, background checks and/or security clearances, personnel actions including time records, documentation of all training received, notation of any allegations of professional or other misconduct, and applicant's action with respect to all allegations, and date and reason if terminated from employment.

3.7 Facility Requirements

Applicants may include the costs related to a facility in their application, which can be new facility, a renovated facility, an expanded facility, or an existing facility. Any costs associated with the use of that space would be treated as operating overhead. However, if a provider wishes to use existing space, then the provider must demonstrate that RSS programs funded under this RFA are an expansion, not supplementation, of their existing service delivery model. For example, if a provider is already offering services in an existing facility, the District will not pay any operating overhead for facility costs unless the provider can demonstrate the additional funding creates an expansion of their existing service delivery and customer base.

Regulations: The Grantee's facilities and transportation used during the performance of the grant agreement shall meet all applicable Federal, state, and local regulations for their intended use throughout the duration of the grant agreement. The Grantee shall maintain current all required permits and licenses required for the facilities for the period(s) of operation for this grant agreement. The Grantee's failure to do so shall constitute a failure to perform under the agreement and become a basis for termination of the grant agreement for default.

Maintenance: All supplies and services routinely needed for maintenance and operation of the facility, such as security, janitorial services, or trash pickup shall be provided by the Grantee.

Handicapped Access: The Grantee shall ensure that all facilities offered for the provision of services under this grant are accessible to persons with mobility limitations, consistent with Title II of the Americans with Disabilities Act (ADA) of 1990 (Pub L. No. 101-336; 42 U.S.C. ch. 126 § 12101, *et seq.*), as amended, and Section 504 of the Rehabilitation Act of 1973 (Pub. L. No. 95-602; 29 U.S.C. §§ 701, *et seq.*), as amended.

3.8 Performance Standards and Quality Assurance

DHS/FSA expects that the Grantee's performance will result in measurable, quality improvements in the target population, which will be reported in the quarterly program performance reports. The Grantee will be expected to meet at least quarterly with DHS/FSA to share information and review reports related to the status of grant activities. In addition, the Grantee(s) will be required to meet performance standards and acceptable quality level to be determined by DHS/FSA and the Grantee.

The Grantee shall monitor and evaluate activities associated with completing this project. At a minimum, the Grantee shall have an internal quality assurance program which shall include a review of the timely completion of tasks and progress made toward achieving the goals of the project. The Grantee shall address issues and suggestions raised by the target populations when feasible.

3.9 Records

The Grantee shall keep accurate records of overall activities, evaluations of services provided and the ongoing progress of the program activities provided through this grant. Electronic case file systems are permitted for documenting all or part of the Program required processes and services provided information storage is secure and data readily accessible for the purposes of client services and DHS/FSA monitoring. The Grantee shall provide DHS/FSA such access to programs and financial records as may be necessary for monitoring purposes. To ensure confidentiality and security, both open and closed records should be securely maintained by appropriate Grantee staff. The Grantee must demonstrate an ability to ensure the confidentiality and security of records in their proposal(s) in accordance with applicable District and Federal confidentiality laws. The Grantee shall retain all records for at least three (3) years following final close-out of the grant.

3.10 Evaluation

The Applicant shall describe the plan that will be used to evaluate the effectiveness of the RSS program, per the requirements of the Grant Agreement, including the extent to which efforts are made to assure the continual improvement of quality as evidenced by completion of work plan activities and prompt receipt of deliverables.

The Applicant shall indicate the criteria to be used to assess the results of the evaluation process. The Applicant shall describe the kinds of data to be collected and analyzed, explaining how it will provide the basis of an evaluation that is appropriate, objective and quantifiable. The Applicant shall explain the methodology that will be used to determine if the needs of the project designed are being met. At a minimum the Applicant shall describe:

- Total number of clients served by the RSS program (monthly, quarterly, and annually)
- Number of clients referred for any service through the RSS program and client follow through
- Number of clients employed through the RSS program
- Length of days between each client date of arrival and attainment of employment
- Total average days between client date of arrival and attainment of employment
- Successful (employed and self-sufficient) exits from the RSS program

DHS/FSA shall be authorized to assess the Applicant's performance with respect to accomplishing the purpose of the Grant Agreement. Specifically, the Applicant's performance shall be assessed to determine the quality of the services delivered and the Applicant's ability to deliver services according to the deadlines established in the Agreement.

3.11 Monitoring

The Grant Administrator for the DHS/FSA Office of Refugee Resettlement will monitor and evaluate the performance of the Applicant(s) in accordance with the Grant Agreement. The Grant Administrator shall review all written policies and procedures applicable to the project, review all monthly reports, conduct site inspections, and hold periodic conferences with the Applicant to assess the Applicant's performance in meeting the requirements of the grant agreement. The Department will make periodic scheduled and unscheduled monitoring visits to review records and discuss the scope of work in relation to the services being rendered. During such visits, the Applicant is required to provide such access to its facilities, transportation, records, clients and staff as may be necessary for monitoring purposes. The Department will interview the RSS participants to get their feedback on the efficacy of the case management services being provided.

3.12 Faith-Based Organizations

On the same basis as any other Applicants, religious organizations are eligible to participate as long as the services funded by the Refugee Social Services Grant are provided consistent with the Establishment Clause and the Free Exercise Clause or the First Amendment to the United States Constitution, in accordance with United States Executive Order 13279 of December 12, 2002.

3.13 Termination of the Grant

This grant is being issued from the date of award and is expected to continue until the project is completed or through September 30, 2022, whichever comes first. The FY 2022 grant award indicates that all funds must be expended by September 30, 2022, so carry-over may not be an option, if funds cannot be completely expended by September 30, 2022. Any costs that are incurred either before the start of the grant period or after the expiration of the grant period are not allowable.

DHS/FSA may exercise an option to renew the grant for up to two (2) additional years if services are satisfactory, if it is determined that it is in the best interests of the District of Columbia to extend the grant, and funds are available.

Should a Grantee intend to discontinue the provision of services prior to the conclusion of the grant period, the Applicant must notify the DHS/FSA in a written statement at least sixty (60) days prior to the abatement of services.

3.14 Rights to Data

All data produced in the performance of this grant shall be the sole property of the District of Columbia. The Grantee shall not publish or reproduce such data in whole or in part or in any manner or form, or authorize others to do so, without written consent of the District until such time as the District may have released such data to the public.

3.15 Compliance with Tax Obligations

Prior to execution of a grant agreement an Applicant must be in compliance with tax requirements in the District or other eligible jurisdiction and with federal tax laws and regulations. Non-profit organizations must register annually to meet tax exemption requirements and must provide a Certificate of Good Standing prior to execution of the grant agreement.

3.16 Award Process

DHS/FSA will make the funds available through a competitive process to identify organizations interested in offering and administering the Refugee Social Services. Applications that meet all eligibility and application requirements will be evaluated, scored, and rated by a DHS/FSA designated review panel.



The final decision to fund applicants rests solely with DHS/FSA. After reviewing the recommendations of the review panel and any other relevant information, DHS/FSA shall decide which Applicant to fund.

SECTION 4. APPLICATION SUBMISSION

4.1 Submission Date and Time

In order to be considered for funding, applications must be received no later than 4:45 PM on July 2, 2021. All applications will be recorded upon receipt. Applications received after 4:45 PM on July 2, 2021 will not be considered for funding. Supplements, deletions or changes to the application will not be accepted after submission.

4.2 Number of Copies

One (1) electronic copy of the scanned application must be submitted to Debra Crawford, DHS/FSA, State Refugee Coordinator, debra.crawford@dc.gov in PDF format. A copy of the Applicant Profile (Attachment A) must be the first page of the package. Faxed applications will not be accepted.

4.3 Location to Submit Application

Applications must be received electronically at or before the deadline date and time:

Contact Person: Debra Crawford
debra.crawford@dc.gov

4.4 Mail/Courier/Messenger Delivery

Due to the current public health emergency, applications will not be accepted via messenger/courier service or at the physical office of the District of Columbia Department of Human Services. Application packages must be submitted electronically as noted above. **LATE APPLICATIONS WILL NOT BE ACCEPTED.**

SECTION 5. REVIEW AND SCORING OF APPLICATIONS

5.1 Review Panel

The review panel will be composed of qualified, professional individuals who have been selected for their unique experiences in human service, data analysis, evaluation, and social services planning and implementation. The review panel will review, score, and rank each applicant's proposal. Upon completion of its review, the panel shall make recommendations for awards based on the scoring process. DHS/FSA shall make the final funding determinations.

5.2 Scoring Criteria

Executive Summary (Maximum 5 Points)

- Overview: Briefly describe the applicant organization and its proposed methodology for implementing the Program.

Information about the Organization (Maximum 20 Points)

- Mission and Vision: Provide the organization's mission and vision statement, a description of its core programs, and explain the relevance of the organization's prior experience to the requirements of the grant. (5 points)



- Logic Model: In an attachment, describe the activities, inputs, outputs, and outcomes for the Program. (5 points)
- Organizational Capability and Relevant Experience: Describe your organization's experience and expertise in providing employment and case management services for the refugee population. (5 points)
 - The Applicant provides documented community ties, experience (e.g. linkages with other community-based organizations) working with the target population, and the capacity to successfully meet the responsibilities associated with this grant.
 - Past experience and knowledge in providing employment and case management services for the target population in the District.
 - Past experience and knowledge in presenting findings and making specific recommendations based on these findings.

In reviewing the elements of the paragraph above, DHS/FSA will consider:

- The knowledge and experience of the proposed project director and/or staff, including the day-to-day program manager, consultants and/or contractors in planning and managing the proposed activities. The applicant will be evaluated in terms of recent, relevant and successful experience of staff in undertaking comparable activities.
- How proven linkages to the community will prove beneficial in this undertaking.
- Cultural competency and appropriateness (racial, ethnic, economic, gender, age, disability, etc.) of services are demonstrated. (5 points)
 - Applicant has identified and demonstrated an understanding of issues affecting the target population.
 - Letters of support from community-based organizations and/or advocacy groups are provided.

Capacity to Implement the Program (Maximum 50 Points)

- Plan to Implement the Program: Describe your plan to implement the Program. The plan should address all the aforementioned applicant responsibilities, including but are not limited to: Providing job placement and development and case management services to the refugee population which includes completion of an employability assessment with each client, development of a family self-sufficiency plan and an individual employability plan, world-of-work and job orientation, job clubs, job workshops, job development, referrals to job opportunities, development of on-the-job training opportunities, job search, job placement and follow-up and providing assistance with obtaining Employment Authorization Documents (EADs), assisting DHS/FSA with program evaluation activities, and other duties as assigned. (10 points)
- Program Design and Plan to provide Job Development and Placement and Case Management Services: Describe your plan to develop a program orientation, development of a job club and provide details of curriculum, projected schedule and session length. Describe your plan to provide program services in such a way to enable refugees to obtain jobs within one year of becoming enrolled in services in order to achieve economic self-sufficiency as soon as possible. Also, describe your methodology for providing grant deliverables, resource materials to be used, and equipment and facilities to be used. (10 points)
- Data Collection: Identify how data will be collected to assess and evaluate the implementation of the grant responsibilities on a regular basis. Include data collection methodology and frequency of data

collection. Describe the evaluation plan to regularly assess the outcomes of the Program participants and how all reporting requirements will be met. (10 points)

- Development of Work Plan: Using the Work Plan, list the critical milestones/tasks, staff responsible for the implementation of the milestones/tasks, and approximate timeline needed to address the requirements of this grant. (10 points)
- Staffing Plan: Using the staffing plan, describe the qualifications of the proposed staff to implement the Program. Uploaded documents in the Staffing Plan section should also demonstrate qualifications and their responsibilities on the grant. (10 points)

Detailed Planned Expenditures: Financial Management and Proposed Budget (Maximum 25 points)

- Financial Management: Describe the financial management and internal accounting procedures that will be used to ensure proper financial management, including the fiscal controls designed for accountability to administer the Program. The Applicant must agree to maintain its financial records in accordance with generally accepted accounting principles (as defined by the American Institute of Certified Public Accountants). (10 points)
- Proposed Budget: Provide a proposed budget and narrative description of the use of grant funds to address the requirements of this grant. (10 points)
- Leveraging Strategy: Describe your approach to securing a cash match or donations (including in-kind) for any goods or services that brings additional resources to this Program. If the Applicant is securing matching funds or donations, identify the dollar amount and explain how these funds will be applied to services under this Program. (5 points)

5.3 Decision on Awards

The recommendations of the review panel are advisory only and are not binding on the Department of Human Services. The final decision on awards rests solely with DHS/FSA. After reviewing the recommendations of the review panel and any other information considered relevant, DHS/FSA shall decide which Prospective Applicants to award funds and the amounts to be funded.

SECTION 6. APPLICATION FORMAT

6.1 Description of Application Sections

The purpose and content of each section is described below. Prospective Applicants should include all information needed to adequately describe their objectives and plans for services. It is important that applications reflect continuity among the goals and objectives, program design, work plan of activities, and that the budget demonstrates the level of effort required for the proposed services. Excluding attachments and appendices, the Application **must not exceed 60 pages**.

6.2 Applicant Profile

Each application must include an Applicant Profile, which identifies the Applicant, type of organization, project service area and the amount of grant funds requested. See Attachment A.

6.3 Table of Contents

The Table of Contents should list major sections of the application with quick reference page indexing.



6.4 Applicant Summary (Maximum 3 pages)

This section of the application should be brief and serve as the cornerstone of the application. The application summary should highlight the major aspects of the objectives that are discussed in depth in other sections of the application.

6.5 Project Narrative (Maximum 12 pages)

This section of the application should contain the narrative that justifies and describes the project to be implemented. The project narrative should include the following:

- Specific, measurable program objectives for the service area of the application;
- Specific service(s) to be provided;
- Detailed work plan for activities;
- Proposed impact of the project due to the involvement of your organization;
- History with the specified community in general; and
- Experience with outreach activities in this community. If no experience, describe how past linkages to the community will prove beneficial in this undertaking.

6.6 Program Budget and Budget Narrative

A standard budget form is provided in Attachment E. The budget for this application shall contain detailed, itemized cost information that shows personnel and other direct costs. The detailed budget narrative shall contain a justification for each category listed in the budget. The narrative should clearly state how the Applicant arrived at the budget figures.

Personnel: Show proposed salaries and wages for all project staff.

Fringe Benefits: Include in proposed benefits comparable to those paid to the other members of the Applicant's staff. Show fringe rate.

Supplies: List proposed supplies and educational materials.

Other: Show rental or leasing of space for the project. Rents proposed must be comparable to prevailing rates in the surrounding geographic area. Include utilities and telephone and maintenance services directly related to project activities. Include insurances, subscriptions and postage.

Indirect: Show calculation and indirect rate.

6.7 Certifications and Assurances

Prospective Applicants shall provide the information requested in Attachments B and C and return them with the application. If an Applicant is not incorporated, a representative from the incorporated, collaborating organization must sign the Certifications and Assurances.

6.8 Appendices

This section shall be used to provide technical material, supporting documentation and endorsements. Such items may include:

- Audited financial statement;
- Indication of organization status;
- Roster of the Board of Directors;
- Proposed organizational chart for the project;
- Organizational budget (as opposed to project budget);



- Letters of support or endorsements;
- Staff resumes (if applicable);
- Planned job descriptions (if applicable);
- Articles of Incorporation, if applicable;
- By-laws, if applicable;
- IRS letter of non-profit corporation status, if applicable; or
- Form 990, Return of Organization Exempt from Income Tax, if applicable;
- Minimum of two (2) Memoranda of Understanding from key community partners documenting their specific support for proposed Project;
- Signed letter stating that the Applicant will market the entity as a DHS/FSA Project and not the parent agency by using the approved logo, tagline, graphic design, and other identifiers approved by DHS/FSA for the Project;
- District of Columbia Business License;
- Certificate of Good Standing;
- Certificate of Occupancy; and
- Fire Inspection.

SECTION 7. LIST OF ATTACHMENTS

Attachment A	Applicant Profile
Attachment B	Certifications
Attachment C	Assurances
Attachment D	Original Receipt
Attachment E	Work Plan
Attachment F	Staffing Plan
Attachment G	Budget (separate attachment)
Attachment H	Definitions
Attachment I	Collaboration Commitment Form
Attachment J	Confidentiality Statement



Attachment A – Applicant Profile

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)**

**REFUGEE SOCIAL SERVICES
RFA #JA-FSA-RSS-2022**

Applicant Name: _____

Contact Person: _____

Office Address: _____

Ward(s): _____

Phone Number: _____

Fax Number: _____

Federal ID Number: _____

DUNS Number: _____

Program Descriptions: _____

Budget (Total funds requested): _____



Attachment B - Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and Drug-Free Workplace Requirements



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Chief Financial Officer



Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and Drug-Free Workplace Requirements

Prospective Applicants should refer to the regulations cited below to determine the certification to which they are required to attest. Prospective Applicants should also review the instructions for certification included in the regulations before completing this form. Signature of this form provides for compliance with certification requirements under 28 C.F.R. Part 69, "New Restrictions on Lobbying" and "Government-wide Debarment and Suspension (Non-procurement) and 28 C.F.R. §83.670, "Government-wide Requirements for Drug-Free Workplace (Grants)." The certifications shall be treated as a material representation of fact.

1. Lobbying

As required by Section 1352, Title 31 of the U.S. Code and implemented at 28 C.F.R. Part 69, for persons entering into a grant or cooperative agreement over \$100,000, as defined at 28 C.F.R. Part 69, the Applicant certifies that:

- (a) No Federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement;
- (b) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form - 111, "Disclosure of Lobbying Activities," in accordance with its instructions;
- (c) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers including subgrants, contracts under grants and cooperative agreements, and subcontracts) and that all sub-recipients shall certify and disclose accordingly.

2. Debarment, Suspension, and Other Responsibility Matters

As required by Executive Order 12549, Debarment and Suspension, and implemented at 28 C.F.R. Part 83, for prospective participants in primary covered transactions, as defined at 28 C.F.R. §83.670, for prospective participants in primary covered transactions:

A. The Applicant certifies that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;



- (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (c.) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default; and
- B. Where the Applicant is unable to certify to any of the statements in this certification, he or she shall attach an explanation to this application.

1. Drug-Free Workplace (Prospective Applicants Other Than Individuals)

As required by the Drug Free Workplace Act of 1988, as amended (Pub. L. No. 100-690; 28 C.F.R. Part 83):

- A. The Applicant certifies that it will or will continue to provide a drug-free workplace by:
- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Applicant's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
 - (b) Establishing an ongoing drug-free awareness program to inform employees about—
 - (1) The dangers of drug abuse in the workplace;
 - (2) The Applicant's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
 - (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
 - (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
 - (1) Abide by the terms of the statement; and
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
 - (e) Notifying the agency, in writing, within 10 calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title to: Office of Risk Management, 441 4th Street, NW, 800 South, Washington, DC 20001. Notice shall include the identification number(s) of each effected grant;
 - (f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted



- (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
- (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- (3) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (1), (c), (d), (e), and (f).

B. The Applicant may insert in the space provided below the sites) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

Drug-Free Workplace (Prospective Applicants who are Individuals)

As required by the Drug-Free Workplace Act of 1988, and implemented at 28 C.F.R. Part 67, subpart F, for Prospective Applicants as defined at 28 C.F.R. Part 83:

- A. As a condition of the grant, I certify that I will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant; and
- B. If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, I will report the conviction, in writing, within 10 calendar days of the conviction, to:

DC Department of Human Services, Office of Grants Management, 64 New York Avenue, NE, Washington, DC 20002

As the duly authorized representative of the applications, I hereby certify that the Applicant will comply with the above certifications.

1. Applicant Name and Address

2. Application Number and/or Project Name

3. Federal Tax Identification No.

4. Typed Name and Title of Authorized Representative

5. Signature

6. Date



Attachment C - Assurances

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)**

**REFUGEE SOCIAL SERVICES
RFA #JA-FSA-RSS-2022**

The Applicant hereby assures and certifies compliance with all Federal statutes, regulations, policies, guidelines and requirements, including OMB Circulars No. A-21,

A-110, A-122, A-128, A-87; E.O. 12372 and Uniform Administrative Requirements for Grants and Cooperative Agreements, 28 C.F.R. Part 66, Common Rule, that governs the application, acceptance and use of Federal funds for this federally-assisted project.

Also, the Applicant assures and certifies that:

1. It possesses legal authority to apply for the grant; that a resolution, motion or similar action has been duly adopted or passed as an official act of The Applicant's governing body, authorizing the filing of the application, including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of The Applicant to act in connection with the application and to provide such additional information as may be required.
2. It will comply with requirements of the provisions of the Uniform Relocation Assistance and Real Property Acquisitions Act of 1970 as amended (Pub. L. No. 91-646) which provides for fair and equitable treatment of persons displaced as a result of Federal and federally-assisted programs.
3. It will comply with provisions of Federal law which limit certain political activities of employees of a State or local unit of government whose principal employment is in connection with an activity financed in whole or in part by Federal grants. (5 U.S.C. §§ 1501, *et seq.*).
4. It will comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act if applicable.
5. It will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by a desire for private gain for themselves or others, particularly those with whom they have family, business, or other ties.
6. It will give the sponsoring agency of the Comptroller General, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the grant.
7. It will comply with all requirements imposed by the Federal-sponsoring agency concerning special requirements of Law, program requirements, and other administrative requirements.
8. It will ensure that the facilities under its ownership, lease or supervision which shall be utilized in the accomplishment of the project are not listed on the Environmental Protection Agency's (EPA), list of Violating Facilities and that it will notify the Federal grantor agency of the receipt of any communication from the Director of the EPA Office of Federal Activities indicating that a facility to be used in the project is under consideration for listing by the EPA.



9. It will comply with the flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973, as amended (Pub. L. No. 93-234; 87 Stat. 975). Section 102(a) requires, on and after March 2, 1975, the purchase of flood insurance in communities where such insurance is available as a condition for the receipt of any Federal financial assistance for construction or acquisition purposes for use in any area that has been identified by the Secretary of the Department of Housing and Urban Development as an area having special flood hazards. The phrase “Federal Financial Assistance” includes any form of loan, grant, guaranty, insurance payment, rebate, subsidy, disaster assistance loan or grant, or any other form of direct or indirect Federal assistance.
10. It will assist the Federal grantor agency in its compliance with Section 106 of the National Historic Preservation Act of 1966 as amended (16 U.S.C. § 470), Executive Order 11593, and the Archeological and Historical Preservation Act of 1966 (16 U.S.C. § §569a-1, *et seq.*) By (a) consulting with the State Historic Preservation Officer on the conduct of investigations, as necessary, to identify properties listed in or eligible for inclusion in the National Register of Historic Places that are subject to adverse effects (see 36 C.F.R. Part 800.8) by the activity, and notifying the Federal grantor agency of the existence of any such properties, and by (b) complying with all requirements established by the Federal grantor agency to avoid or mitigate adverse effects upon such properties.
11. It will comply with the provisions of 28 C.F.R. applicable to grants and cooperative agreements including Part 18. Part 22, Confidentiality of Identifiable Research and Statistical Information; Part 42, Nondiscrimination/Equal Employment Opportunity Policies and Procedures; Part 61, Procedures for Implementing the National Environmental Policy Act; Part 63, Floodplain Management and Wetland Protection Procedures; and Federal laws or regulations applicable to Federal Assistance Programs.
12. It will comply, and all its contractors will comply, with; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; Subtitle A, Title III of the Americans with Disabilities Act (ADA) (1990); Title IIX of the Education Amendments of 1972; and the Age Discrimination Act of 1975.
13. In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, sex, or disability against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, U.S. Department of Justice.
14. It will provide an Equal Employment Opportunity Program if required to maintain one, where the application is for \$500,000 or more.
15. It will comply with the provisions of the Coastal Barrier Resources Act (Pub. L. No. 97-348; 16 U.S.C. §§3501, *et seq.*) which prohibits the expenditure of most new Federal funds within the units of the Coastal Barrier Resources System.

Signature & Title

Date



Attachment D – Original Receipt

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)**

**REFUGEE SOCIAL SERVICES
RFA #JA-FSA-RSS-2022**

The Department of Human Services is in receipt of the original application submitted in response to the Request for Applications for Refugee Social Services

Submitted by: _____
(Contact Name/ Please Print Clearly)

(Organization Name)

(Address, City, State, Zip Code)

Phone Number)

(Fax Number)

For DHS Only:

Application and _____ copies

Received on this date: _____

At (time): _____

Received by: _____

PROPOSALS WILL NOT BE ACCEPTED AFTER 4:45 PM



Attachment E – Work Plan

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)**

**REFUGEE SOCIAL SERVICES
RFA #JA-FSA-RSS-2022**

Note: Begin proposed work plan at award date

The proposed work plan must detail measurable project objectives by fiscal quarter and month for the life of the project. These objectives should further be defined by key activities, milestones, and project deadlines. An example work plan for one objective is included below. Applicant(s) may use their own format.

Agency:								Submission Date:				
Services Area:								Project Manager:				
Budget:								Telephone #:				
Measurable Objectives	First Quarter			Second Quarter			Third Quarter			Fourth Quarter		
Objective 1:	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.
Activities:												
1.												
2.												
3.												
Milestones:												
1.												
2.												
3.												
Deadlines:												
1.												
2.												
3.												



Attachment F – Staffing Plan

DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)
REFUGEE SOCIAL SERVICES
RFA #JA-FSA-RSS-2022

Table with 6 columns: Name, Position Title, Filled/Vacant, Annual Salary, % of Effort, Start Date. The table contains 12 empty rows for data entry.

Director's Signature

Date



Attachment G - Budget

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)**

**REFUGEE SOCIAL SERVICES
RFA #JA-FSA-RSS-2022**

Below is an example of a high-level budget. In submitting the budget with the application package, Applicant(s) must also break out all expenses into the services they support (e.g. meal program, case management, etc.).

Agency:		Program Year:	
Service Area:		Project Manager:	
Budget:		Telephone Number	
CATEGORY	GRANT FUNDS	MATCHING FUNDS	TOTAL
Personnel			
Fringe Benefits			
Travel			
Equipment			
Supplies			
Contractual			
Other (specify)			
Subtotal Direct Costs			
Indirect/Overhead			
Total			

Attachment H – Definitions

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)**

**REFUGEE SOCIAL SERVICES
RFA #JA-FSA-RSS-2022**

Administrative Review: A legal process to determine a resolution as a result of a fair hearing request.

Administrative Support: Includes three direct services for clients participating in the RSS program: (1) invoice documentation; (2) invoice tracking; and, (3) data entry into required database system(s). These tasks are intended to directly support the providers' efforts to meet the deliverable requirements of the RSS program. Administrative Support is a direct service and does not include general administrative overhead like rent, insurance, or any other indirect services. In addition, Administrative Support does not include services paid for elsewhere in the grant agreement.

Adult: Any individual who has reached the age of majority under District law as defined in section 46-101 of the D.C. Code; or qualifies as an emancipated minor under District Law.

Amerasian Immigrant: Persons from Vietnam who are admitted to the U.S. as immigrants pursuant to section 584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act, 1988, are eligible to receive ORR assistance and services. This definition is contained in section 101(e) of Public Law 100-202 and amended by the 9th proviso under Migration and Refugee Assistance in Title II of the Foreign Operations, Export Financing, and Related Programs Appropriations Acts, 1989 (Pub. L. No. 100-461 as amended).

Asylee: An individual who, on their own, travel to the United States and subsequently apply for/receive a grant of asylum. Asylees do not enter the United States as refugees. They may enter as students, tourists, businessmen, or even in undocumented status. Once in the U.S., or at a land border or port of entry, they apply to the Department of Homeland Security (DHS) for asylum. To qualify for asylum status, the person must meet the definition of a refugee and meet an application deadline. Asylum status permits the person to remain in the United States. Individuals granted asylum status under §208 of the Immigration and Nationality Act (The Act) are eligible for ORR assistance and services. (Note: asylum applicants are not eligible for ORR assistance and services. The only exception is for certain Cubans and Haitians.) Asylees are eligible for ORR-funded benefits and services beginning on the date of final grant of asylum. Asylees can be granted asylum either by a DHS/U.S. Citizenship and Immigration Services (USCIS) Asylum Office, or by the Immigration Court of the Executive Office of Immigration Review (EOIR) of the U.S. Department of Justice.

Caseload: Can refer to the number of program participants a Case Manager could be handling at any one time. With the exception of extenuating circumstances, provider(s) must maintain a minimum 30:1 ratio of clients to Case Managers at all times (i.e. 30 clients a the day program for each Case Manager employed by the day program). Program participants are likely to have a range of needs and acuity levels.

Case Management: A service that engages refugee individuals who are considered employable for refugees who are considered employable under 45 CFR §400.76, provided that such services are directed toward a refugee's attainment of employment as soon as possible after arrival in the United States. This service provides assistance in: identifying barriers, needs and strengths; developing goals; identifying resources and support; and, connecting individuals and/or families to the needed resources, supports and



supportive services to achieve identified goals and tracking of the refugee's participation in such service(s). Case Management is:

- a. a process of progressive engagement;
- b. typically conducted on site;
- c. conducted weekly;
- d. conducted at a time agreed upon by the case manager and client.

Case Manager: A service professional that engages individuals and provides assistance in identifying barriers, needs and strengths; developing goals; identifying resources and support; and connecting individuals with the needed community resources, housing and/or economic security supports and supportive services to achieve identified goals.

Client: An eligible refugee individual or family seeking, receiving, or eligible for publicly funded services.

Cuban/Haitian Entrant: Any individual granted parole status by the Department of Homeland Security (DHS) as a Cuban/Haitian Entrant (Status Pending) or granted any other special status subsequently established under the immigration laws for nationals of Cuba or Haiti, regardless of the status of the individual at the time assistance or services are provided, and any other national of Cuba or Haiti who was paroled into the United States and has not acquired any other status under the INA; is the subject of exclusion or deportation proceedings under the Immigration and Nationality Act (INA); or has an application for asylum pending with DHS; and with respect to whom a final, non-appealable, and legally enforceable order of deportation or exclusion has not been entered [45 CFR § 401.2]. Cuban and Haitian Entrants, along with Cubans in certain other categories, are eligible to apply for adjustment of status after one year in the U.S.

Culturally Competent: The ability of a provider to deliver or ensure access to services in a manner that effectively responds to the languages, values, and practices present in the various cultures of its clients so the provider can respond to the individual needs of each client.

Department: The District of Columbia Department of Human Services or any successor organizational unit (in whole or in part).

Economic self-sufficiency: Earning a total family income at a level that enables a family unit to support itself resulting in less dependency on governmental support systems.

Engage: The act of identifying, locating and interacting with a client for the purposes of developing a relationship and providing case management or other supportive services.

Engagement: Engagement occurs when each of the following occurs:

- a. a person who is homeless is willing to interact with a homeless services or mental health worker;
- b. there are multiple contacts;
- c. there is continuity in the contacts of either a referral or connection to another provider or the homeless person has an awareness of the role of the homeless services or mental health worker; and
- d. there is a record of the contacts.

Family: An individual adult, married individuals without children, or parents, or custodial relatives, with minor children who are not eligible for TANF, who live in the same household.

Family Self-Sufficiency Plan: The Family Self-Sufficiency Plan (FSSP) addresses the employment-related service needs of the employable members in a family for the purpose of enabling the family become self-supporting, through the employment of one or more family members.



Household Member with a Disability: A member of the Applicant unit who is disabled, as documented by medical evidence provided by a qualified professional or by participation in a program which conditions its eligibility on the documentation of disability.

Individual: Any man or woman who has reached the age of majority under District law as defined in section 46-101 of the D.C. Code; or qualifies as an emancipated minor under District Law.

Individual Employability Plan (IEP): A written plan, developed and agreed upon by both the Service Provider and the client, consisting of time-specific goals and objectives designed to promote economic self-sufficiency; these goals and objectives are based on the client's individually assessed needs, desires, strengths, resources, and limitations.

Intake: How participants are admitted into the RSS program.

Iraqi and Afghan Immigrants (Special Immigrant Visa holders): For their service to the U.S. government in Iraq and Afghanistan, Iraqi and Afghan Special Immigrants (SIVs) are granted status overseas by the U.S. Department of State and are brought to the United States for resettlement by the U.S. Department of State. An SIV is eligible for ORR benefits and services same as a refugee and for the same time period as a refugee, from the first day the SIV arrives in the U.S.

Meaningful Engagement: Instead of simply creating a space for homeless clients to “hang out” indoors, *meaningful engagement* requires providers to create a safe, dignified, and protective atmosphere where homeless clients are encouraged, incentivized, and empowered to participate in services which enhance their wellbeing and promote their economic security. Case management, counseling, connecting people to housing and supportive services, conducting coordinated assessments, and providing employment training are all examples of *meaningful engagement*.

Minor child: A child, including those by adoption, eighteen (18) years of age or younger.

Performance Measures: A process that systematically evaluates whether your program's efforts are making an impact on the clients you are serving.

Personnel: The staff hired by the service provider to deliver case management and/or associated services in the RSS program.

Program Rules: The set of provider rules, client rights, and complaint and appeal procedures, including those enumerated in this chapter, proposed by a particular provider for the purpose of governing the behavior and treatment of its clients and approved by the Mayor subject to § 4-754.32.

Progressive Engagement: An approach to service delivery that starts with an understanding of the strengths and resiliencies that each person has, and works to leverage those in promoting housing and life stability. Case management, therefore, starts with a “light touch” and becomes more involved, intensive and frequent when a program participant demonstrates that without more assistance their tenancy would be in peril. Once the situation has been resolved or new skills have been learned, the intensity and frequency of case management services regresses back to a “light touch”.

Refugee: Any person who is outside the country of such person's nationality or, in the case of a person having no nationality, is outside the country in which such person last habitually resided, and who is unable or unwilling to return to, and is unable or unwilling to avail himself or herself of the protection of that country because of persecution or a well-founded fear of persecution for reasons of race, religion, nationality, membership of a particular social group, or political opinion. Individuals and their family members granted refugee status under §208 of the Immigration and Nationality Act (INA) overseas by the U.S. Department of Homeland Security are brought to the United States for resettlement by the U.S. Department of State. Through a wide range of programs and benefits, the Department of State, Voluntary agencies and ORR assist refugees' resettlement and integration into the U.S. Refugees are eligible to receive ORR benefits and services from their date of arrival in the U.S. The term “refugee” does not



include any person who ordered, incited, assisted, or otherwise participated in the persecution of any person or account of race, religion, nationality, membership in a particular social group, or political opinion (8 U.S.C. §1101(a)(42)).

Refugee Cash Assistance (RCA): Time limited cash assistance provided under section §412(e) of the Immigration and Nationality Act to refugees who are ineligible for TANF, OAA, AB, APTD, AABD, or SSI.

Resident of the District: An individual or family who is living in the District of Columbia voluntarily, not for a temporary purpose, and has no current intention of moving from the District. The term “resident of the District” shall be interpreted and applied in accordance with section 4-205.03 of the D.C. Code.

Service Provider: Contractor or subcontractor that provides social or related services.

Target Population: Eligible refugees, asylees, and certified victims of severe forms of human trafficking; refugee or asylee parolees, Cuban/Haitian Entrants, Iraqi and Afghan Immigrants (Special Immigrant Visa holders), and Amerasian immigrants who are resettled in the District.

Transportation: Defined as any mode of transportation used to assist the individual with housing and employment related services, such as Metro SmarTrip fare cards, mileage and/or rideshare.

Victim of Severe Form of Human Trafficking: Adult victims of severe forms of trafficking who are not U.S. citizens or Lawful Permanent Residents (LPRs) and who have been certified by the U.S. Department of Health and Human Services (HHS) eligible for benefits and services under any Federal or State program or activity to the same extent as refugees.

Welcoming Environment: A bright, positive, and person-centered atmosphere created by the staff through personalized greetings, respectful processes/procedures, furniture arrangements, room configurations, and decorations. All of these things add up to create either a welcoming environment for clients.



Attachment I – Collaboration Commitment Form

DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)

REFUGEE SOCIAL SERVICES
RFA #JA-FSA-RSS-2022

Please include information on this form about the activities and/or services that will be provided by the collaborating organization. Complete one Collaboration Commitment Form for each collaborating organization. The application must demonstrate the level of effort for each partner, proposed services, and provide the budget costs of the collaboration in the Applicant's application submission.

Collaborating Organization:

Name: _____

Address: _____

Tel & Fax No.: _____

Describe Collaboration: (Use additional blank sheets if needed.)

The signatures below indicate that these organizations have collaborated on the development of the application and agree to continue the partnership throughout the implementation of the project as described in this application submission.

Authorized Representative(s):

Name: _____ Tel.: _____

Signature: _____ Date: _____

Name: _____ Tel.: _____

Signature: _____ Date: _____



Attachment J – Confidentiality and Non-Disclosure Agreement

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)**

**REFUGEE SOCIAL SERVICES
RFA #JA-FSA-RSS-2022**

The District of Columbia (District), Department of Human Services (DHS), is accepting applications to create an employment services program for ORR eligible refugees. For purposes of this Confidentiality and Nondisclosure Agreement, clients of DHS and participating providers or Prospective Applicants who will create and/or expand daytime services for individuals experiencing homelessness are referred to as “RSS Clients.”

I, _____, am employed by: _____
(Name of organization)

I understand that in the Refugee Social Services Grant, I may receive or have access to DC refugee clients’ personally identifiable and confidential information (protected information). I further understand that such client protected information is highly sensitive, confidential, and/or otherwise protected from disclosure to the public. I understand that any divulgence of privileged, sensitive, and/or confidential information to unauthorized persons whether intentional or inadvertent may compromise the government and people of the District of Columbia.

Therefore, I agree that unless such actions are authorized by an Agreement and/or District or Federal law, I will not disclose, discuss, or divulge any client protected information that I have received or accessed pursuant to my duties and participation in the District of Columbia Refugee Social Services Grant. I further agree that I will take all reasonable affirmative steps to protect DC RSS Clients’ protected information in my possession from unauthorized use or disclosure.

I further agree to immediately notify the following District of Columbia Refugee Social Services Grant Privacy Point of Contact if I become aware of any unauthorized use, access, or disclosure of DC RSS Clients’ protected information: contact the DHS Office of Program Review, Monitoring and Investigation (OPRMI) by emailing a description of the incident and circumstances to OPRMI@dc.gov; calling the Unusual Incident Hotline at (202) 673-4464; or, Completing and submitting the online [Unusual Incident Form](#).

I understand that the unauthorized use and disclosure of privileged, sensitive, and or confidential information would be a violation of applicable District and Federal laws including, but not limited to the District of Columbia Self-Sufficiency Promotion Act of 1998, effective April 20, 1999 (D.C. Law 12-241; D.C. Official Code §§ 4-209.04(b) and (c)); and any and all applicable District and federal confidentiality laws.

By signing this document, I acknowledge that I have read and agree to abide by it. I also understand that any violation of this agreement may result in civil or criminal penalties, disciplinary action, which may include discharge if I am a District employee or termination of access rights if I am not employed by the District. Furthermore, I understand that I may be prosecuted if I knowingly and intentionally use DC RSS clients’ protected information for fraudulent purposes.

Signature & Title

Date



Appendix: General Terms and Conditions

The following terms and conditions are applicable to this and all Requests for Applications (RFA) issued by the District of Columbia Department of Human Services:

1. Funding for an award is contingent on continued funding from the DHS/FSA grantor or funding source.
2. The RFA does not commit DHS/FSA to make an award.
3. DHS/FSA reserves the right to accept or deny any or all applications, if DHS/FSA determines it is in the best interest of DHS/FSA to do so. DHS/FSA shall notify the Applicant if it rejects that Applicant's proposal.
4. DHS/FSA may suspend or terminate any RFA pursuant to its own grant-making rule(s) or any applicable federal regulation or requirement.
5. DHS/FSA reserves the right to issue addenda and/or amendments subsequent to the issuance of the RFA, or to rescind the RFA.
6. DHS/FSA shall not be liable for any costs incurred in the preparation of applications in response to the RFA. Applicant agrees that all costs incurred in developing the application are the Applicant's sole responsibility.
7. DHS/FSA may conduct pre-award on-site visits to verify information submitted in the application and to determine if the Applicant's facilities are appropriate for the services intended. In addition, DHS/FSA may review the fiscal system and programmatic capabilities to ensure that the organization has adequate systems in place to implement the proposed program.
8. DHS/FSA may enter into negotiations with an Applicant and adopt a firm funding amount or other revision of the Applicant's proposal that may result from negotiations.
9. DHS/FSA shall provide the citations to the statute and implementing regulations that authorize the grant or sub grant; all applicable federal and District regulations, such as OMB Circulars 2 CFR 200, 2 CFR 180, 2 CFR 225, 2 CFR 220, and 2 CFR 215; payment provisions identifying how the Applicant will be paid for performing under the award; reporting requirements, including programmatic, financial and any special reports required by the granting Agency; and compliance conditions that must be met by the Applicant.
10. If there are any conflicts between the terms and conditions of the RFA and any applicable federal or local law or regulation, or any ambiguity related thereto, then the provisions of the applicable law or regulation shall control and it shall be the responsibility of the Applicant to ensure compliance.

Additional information about RFA terms may be obtained at www.opgs.dc.gov (Citywide Grants Manual and Sourcebook).