



District of Columbia  
Department of Human Services  
Family Services Administration (FSA)

## REQUEST FOR APPLICATIONS

Fiscal Year 2025  
Refugee Social Services  
(Short name: RSS)  
RFA #JA-FSA-RSS-2025

<b>Announcement Date:</b>	May 24, 2024
<b>RFA Release Date:</b>	May 24, 2024
<b>Pre-application Conference Date:</b>	June 6, 2024
<b>Application Submission Deadline:</b>	June 21, 2024 at 5:00 PM EST

Government of the District of Columbia  
Department of Human Services  
64 New York Avenue N.E.  
Washington, DC 20002  
(202) 671-4200

**LATE APPLICATIONS WILL NOT BE FORWARDED TO THE REVIEW PANEL**

## EXECUTIVE SUMMARY

The District of Columbia (District) Department of Human Services (DHS) Family Services Administration (FSA), hereinafter referred to as the “DHS” or “Grantor” is soliciting detailed proposals (also referred to as “applications”) from applicants (or “prospective Grantees”) for Fiscal Year (FY) 2025 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. §§ 1522, 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 is putting forth this RFA to identify one Grantee with a clear plan to establish a program inclusive of employment, case management, and community outreach services to assist with eliminating obstacles impacting successful resettlement.

<b>Funding Opportunity Title:</b>	Refugee Social Services
<b>Funding Opportunity Number:</b>	RFA #JA-FSA-RSS-2025
<b>Deadline for Applications:</b>	June 21, 2024 at 5:00 PM EST
<b>Total Estimated Available Funding:</b>	Up to \$478,596.48
<b>Total Estimated Number of Awards:</b>	One (1)
<b>Award Ceiling:</b>	Up to \$478,596.48
<b>Award Floor:</b>	\$100,000.00
<b>Period of Performance:</b>	<b>October 1, 2024 to September 30, 2025</b>
<b>Length of Award:</b>	One base year with up to two (2) option years, subject to funding availability
<b>Eligible Prospective Applicants:</b>	<input checked="" type="checkbox"/> Non-profit organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations; <input checked="" type="checkbox"/> Faith-based organizations; <input type="checkbox"/> Government agencies <input type="checkbox"/> Universities/educational institutions; and <input checked="" type="checkbox"/> Private Enterprises



District of Columbia  
Department of Human Services  
Family Services Administration (FSA)

## NOTICE

# PRE-APPLICATION CONFERENCE

ATTENDANCE IS RECOMMENDED

Fiscal Year 2025  
Refugee Social Services  
(Short name: RSS)  
**RFA #JA-FSA-RSS-2025**

**WHEN:** June 6, 2024

**WHERE:** Microsoft Teams Video Conferencing Platform

**TIME:** 11:00 AM – 12:00 PM EST

**CONTACT PERSON:** Danielle Royster  
Family Services Administration (FSA)  
Department of Human Services  
64 New York Ave NE, 5th Fl.  
Washington, DC 20002  
danielle.royster1@dc.gov

Please register by 5:00 PM EST on **Wednesday, June 5, 2024** to confirm your attendance at the Pre-Application Conference. You may RSVP by completing the registration [form](#). Prospective Grantees planning to attend the Pre-Application Conference must submit a registration form. Once the registration form is received, the registrant will receive a link with the meeting information.



## 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 Refugee Social Services grant and not the parent agency by using the approved logo, tagline, graphic design, or any other identifiers approved by DHS 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 Receipt Form [Attachment D].
- Applicant submitted the required attachments

The application must be submitted no later than **5:00 PM**, Eastern Standard Time (EST) by the deadline date of **June 21, 2024**, to DHS, c/o Danielle Royster at [danielle.royster1@dc.gov](mailto:danielle.royster1@dc.gov) . Applications accepted at or after 5:00 PM EST 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” or “Grantor” is soliciting detailed proposals (also referred to as “applications”) from applicants (or “Applicants”) for Fiscal Year (FY) 2025 to provide employment, case management and community outreach services for refugees through the Refugee Social Services Program.

### 1.2 Target Population

Individuals eligible for participation are aged 16 and older, meeting the criteria specified by the Office of the Administration for Children & Families (ACF), Office of Refugee Resettlement (ORR), and have resettled in the District:

- Refugees
- Asylees
- Amerasians
- Cuban/Haitian Entrants
- Victims of a Severe form of Human Trafficking (VOT)
- Special Immigrant Visa (SIV) holders from Iraq and Afghanistan
- Afghan Special Immigrant Parole SQ/SI\*
- Afghan Individuals with Special Immigrant (SI) Conditional Permanent Residence (CPR)\*
- Afghan Humanitarian Parolees\*
- Ukrainian Humanitarian Parolees\*\*
- Lawful Permanent Residents (who previously held one of the aforementioned statuses)

\*Afghanistan Supplemental Appropriations (ASA) Act, 2022, and effective September 30, 2021 ([ORR Policy Letter \(PL\) 22-01](#)), Congress has authorized ORR-eligibility for citizens or nationals of Afghanistan paroled into the United States between July 31, 2021, and September 30, 2022.

\*\*Additional Ukraine Supplemental Appropriations Act (AUSAA), 2022, and effective May 21, 2022, as extended by the Ukraine Security Supplemental Appropriations Act, 2024 (USSAA), effective May 7, 2024 ([ORR Policy Letter \(PL\) 22-13](#)). Congress authorized ORR-eligibility for specific Ukrainian populations and other non-Ukrainian individuals displaced from Ukraine between February 24, 2022, and September 30, 2024.

#### ***Proof of Eligibility:***

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 Alien Number and status under the Act, and proof of District of Columbia residency as conditions of eligibility. A list of ORR-eligible populations and documentation requirements as per ORR Policy Letter (PL) 16-01 may be reviewed under the applicable documents in Section 2.1. Asylum applicants (those in the application process but have not yet received a final grant), and Nicaraguan and Venezuelan parolees admitted to the U.S. via the CHNV parole process are not eligible for ORR-funded assistance and services.

#### ***Limitations on Eligibility:***

- A five-year time limit exists for program participants based on either of two dates: Date of arrival in the USA for those granted immigration status prior to arrival in the US, such as refugees; or 60 months from the date immigration status was granted while in the US such as for asylees.





- Individuals determined eligible based on age and status must not be full-time students in formal schooling unless they intend to obtain part-time or temporary (e.g., summer) employment while a student or full-time permanent employment upon completion of schooling.

For convenience, the term “refugee” will be used in this RFA for convenience to encompass all such eligible persons.

### 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. Applications are also encouraged from collaborating community-based and faith-based organizations.

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 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. §1522 et seq., 45 C.F.R. §400 et seq.) (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. The source of funding for this Grant is funds received from the federal government. ORR uses a formula to determine awards: Each is based on the number of refugees in that state during the past year.

### 1.5 Award Period

The grant is being offered from **October 1, 2024** through **September 30, 2025**, for one base year, with up to two (2) option years, subject to funding availability and Grantee performance. No Eligible Costs subject to reimbursement by the Department under the Application may be incurred prior to **October 1, 2024**, unless previously approved in writing by the Department.

### 1.6 Projects and Funds Available

Project Name	Amount
Refugee Social Services	Up to \$478,596.48

### 1.7 Purpose of the Grant

The purpose of this grant is to support refugees and other ORR-eligible populations upon their resettlement in the District of Columbia, facilitating their transition to life in the United States and fostering economic self-sufficiency. The selected Applicant will develop and execute a comprehensive program offering services and support tailored to the refugee population. These efforts will focus on overcoming barriers that hinder successful and prompt resettlement. Key components of the program will include employment assistance, case management, and outreach services to eligible refugees.



### **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 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 at its sole discretion. Use of funds is governed by applicable administrative and cost requirements governing allocable, allowable, and reasonable costs in the U.S. Office of Management and Budget (OMB) Circular 200. Funding shall not be used to replace or supplant other funding sources.

### **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 grant will be awarded to the proposal with the highest score.

Specifically, grant awards will be made based on eligibility, 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 may use several methods to monitor the grant, including site visits, remote monitoring via review of program data, financial reports, observation of program operations, and interviews of staff and participants. During such visits, the Grantee is required to provide such access to its facilities, staff, clients, and records as may be necessary for monitoring purposes. 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. §§ 1522, 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).

### **1.14 Contact Person**

For further information, please contact:



Danielle Royster  
Family Services Administration (FSA)  
Department of Human Services  
64 New York Ave NE, 5th Fl.  
Washington, DC 20002  
danielle.royster1@dc.gov

### 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 Danielle Royster, Program Analyst at danielle.royster1@dc.gov:

- Name of Applicant organization
- Contact person
- Telephone
- 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 Danielle Royster. 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 **Thursday, June 6, 2024, from 11:00 AM to 12:00 PM**. Prospective Grantees planning to attend the Pre-Application Conference must submit a registration [form](#) to obtain access to the meeting information.

### 1.18 Explanation to Prospective Grantees

Applicants are encouraged to e-mail their questions to Danielle Royster at danielle.royster1@dc.gov on or before **June 19, 2024, at 5:00 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 **May 24, 2024**. The Pre-Application Conference will be held on **June 6, 2024** and the deadline for submissions of all applications is **June 21, 2024, at 5:00 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 5:00 PM on June 21, 2024.**

## SECTION 2. PROGRAM SCOPE

### 2.1 Overview

DHS administers the federal Refugee Resettlement Program (RRP) state grant in partnership with the United States Department of Health and Human Services (HHS), Administration for Children and Families (ACF), Office of Refugee Resettlement (ORR). The RRP provides funding to promote the health, well-being, and stability of refugees and other ORR-eligible individuals and families, through culturally responsive, trauma-informed, and strengths-based services and facilitate attainment of economic independence. 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.

As outlined in the District of Columbia’s State Plan for the Refugee Resettlement Program (RRP) the DHS, FSA, Office of Refugee Resettlement (DCORR) seeks to promote successful resettlement through its continued investment to provide quality Refugee Social Services (RSS) programming to refugees and other ORR-eligible populations who have resettled in the District of Columbia with a goal to help them achieve economic self-sufficiency within the shortest possible time. The RSS program will foster economic self-sufficiency through planned and coordinated use of support services, such as employment, case management, and outreach services to ensure the successful integration of refugees into the workforce and their new communities. The Grantee will be tasked with developing and implementing tailored programs aimed at addressing employment barriers for refugees.

The program's employment services component will focus on placing employable clients into suitable jobs, with a strong emphasis on self-sufficiency within a year. Grantees will provide job readiness and placement assistance, job development, post-placement support, and assistance with job upgrades and professional recertification. Case management services will ensure timely and effective delivery of services tailored to client needs, including preparation for employment, collaboration on family self-sufficiency plans, and post-employment support. Community outreach efforts will aim to promote engagement, increase awareness of available services, and empower refugees to rebuild their lives and contribute positively to their communities. Collaboration with local partners, adherence to federal mandates, provision of interpretation and translation services, and continuous evaluation and improvement of service delivery will be integral to program success. Performance goals will measure the program's effectiveness, including employment placement rates, retention rates, average hourly wages, community engagement activities, and access to health benefits for job placements.

#### APPLICABLE DOCUMENTS

Item No.	Document Type	Title	Date
1	District Document	<a href="#">District of Columbia Refugee Resettlement FY24 State Plan</a>	2024
2	D.C. Law	<a href="#">District of Columbia Code - Grant Administration</a>	2023
3	Federal Document	<a href="#">Office of Refugee Resettlement (ORR) Policy Letter (PL) 16-01 - Documentation Requirements for the Refugee Resettlement Program</a>	2022
4	Federal Document	<a href="#">Office of Refugee Resettlement</a>	-
5	Federal Document	<a href="#">Refugee Support Services</a>	-
6	Federal Regulation	<a href="#">CFR 45 Part 400 - Refugee Resettlement Program</a>	2011
7	Federal Document	<a href="#">ORR PL 21-06 - Family Self-Sufficiency Plan Requirements to Promote Self-Sufficiency</a>	2021
8	D.C. Law	<a href="#">Language Access Act of 2004</a>	2004
9	D.C. Law	<a href="#">DC Human Rights Act of 1977</a>	2007
10	District Document	<a href="#">District Document Mayor’s Order 2017-313 Sexual Harassment Policy Guidance and Procedures</a>	2017
11	District Document	<a href="#">District of Columbia Social and Economic Indicators</a>	2024



12	D.C. Law	<a href="#">Living Wage Act of 2006</a>	2006
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## 2.2 DHS Responsibilities

DHS 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 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

Applicants shall articulate in their application how they plan to address/fulfill the requirements listed below.

### **GENERAL REQUIREMENTS**

The Grantee shall at minimum:

- Specify program start up tasks and timeframes for the program commencement.
- Facilitate the application process for refugee services, review documentation of immigration status, and submit documents to DHS no less than monthly.
- Ensure services are limited only to the target population in accordance with federal regulations and District policy.
- Ensure services are provided in accordance with the following priorities:
  - Newly arrived refugees during their first year in the United States;
  - Refugees receiving cash and medical assistance;
  - Unemployed refugees not receiving cash assistance; and
  - Employed refugees in need of services to retain employment or to attain economic independence.
- Comply with Federal statute regarding the provision of services and service priorities as set forth in 45 CFR 400.1 – 400.300.
- Collaborate with local partners and stakeholders to maximize resources, avoid duplication of services, and enhance service coordination.
- Provide interpretation and translation in the languages of those clients as needed to ensure a comprehensive understanding of the program and requirements.
- Comply with all related Federal and local confidentiality laws.



- Comply with all federal and local laws, regulations and requirements and subsequent directives issued by ORR to the DHS that are subsequently issued by the DHS to the Grantee. Federal mandates imposed on DHS apply to the Grantee.
- Participate in all recommended and/or required ORR and DHS trainings and meetings.
- Continuously evaluate and improve service delivery based on client feedback, performance data, and best practices.
- Comply with the UIR procedure as prescribed by the DHS Office of Performance Review Monitoring and Investigation (OPRMI) to facilitate reporting and resolution of all unusual incidents.
- Participate in the Quarterly Refugee Consultations as per 45 CFR 400.5(h) to plan and coordinate local refugee resettlement processes.
- Certifying to the DHS, on a monthly basis, that recipients receiving Refugee Cash Assistance (RCA) are following their IEP and continuing to meet the requirements for RCA eligibility. If an individual is not in compliance with his or her IEP, the Grantee shall meet with the recipient within 7 days to assist the recipient to regain compliance. The Grantee shall utilize a procedure outlined by DHS to notify the Economic Security Administration (DHS/ESA) if a recipient remains in non-compliance. As a condition of receipt of RCA, a refugee who is not determined to be exempt must, unless good cause is determined:
  - Register with an appropriate agency providing employment services.
  - Go to a job interview which is arranged through such an agency or employment service provider.
  - Accept an offer of employment that is determined to be appropriate by the agency or employment service provider.
  - Participate in any employability service program which provides job or language training.
  - Not have voluntarily quit employment within 30 days prior to his/her application for RCA.
  - Not voluntarily quit employment or fail to meet the requirements listed above
- Ensure that funding and services are not used to replace or supplant other funding sources.
- Demonstrate strong community involvement by detailing the strategy for engaging volunteers to support refugee participants through services and provision of donations (clothing and other items) that may be needed.
- Demonstrate understanding of the nature/needs of the refugee population. Experience working with refugees will be considered, as well as the Grantee(s)' articulated plan to administer culturally competent and culturally sensitive services for refugee individuals aged 16 and older.

### **PROGRAM REQUIREMENTS**

The following services and corresponding components are required and must be defined in detail as a part of the proposed program:

#### **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.

Job Development and Placement – Grantees will be required to facilitate successful integration into the local workforce by (1) identifying suitable employment opportunities that align with refugee skills, qualifications,





experiences, and interests; (2) building partnerships with employers to create job openings; (3) providing personalized support and guidance to refugees throughout the job search process, including; (4) offering ongoing assistance and advocacy to ensure refugees secure and retain employment, addressing any barriers or challenges they may encounter in the workplace, and; (5) empowering refugees to become self-sufficient and economically independent, fostering their sense of dignity, belonging, and contribution to their new community.

- a) Job Readiness and Placement Assistance: Ensure that the RSS Program client is prepared to seek employment and has the skills necessary to succeed in a U.S. work environment.
  1. Orientation - The Grantee shall provide orientation sessions aimed at explaining RSS program services, educating clients on the need for and advantages of early employment and job retention, and introducing clients to American work culture and expectations and other topics to aid in clients' adjustment to American culture, either in their native language or utilizing interpretation/translation services. Describe the proposed curriculum, schedule, and duration of each session.
  2. Family Self-Sufficiency Plan (FSSP) Development - The Grantee shall ensure completion of an FSSP with each family. The FSSP must address the employment-related service needs of the employable members in a family for the purpose of enabling the family to become self-supporting through the employment of one for more family members. The Grantee must utilize an Individual Employability Plan (IEP) for every employable member of the family that receives services funded under this grant. The plan must:
    - i. Be completed within 30 days of program enrollment.
    - ii. Include a comprehensive initial assessment for each family member in the household (including children) that includes strengths/assets, stressors/barriers to employment, and strategies for overcoming barriers.
      - a. Applicants may consider discuss the use of skills frameworks to be used which may incorporate areas such as cognitive/analytical language learning aptitude, literacy skills, numeracy skills, mechanical, technical, interpersonal, organizational, and entrepreneurial skills.
    - iii. Include short- and long- term goals for the client, including action steps, target dates, and responsible parties.
    - iv. Be developed in collaboration with the family or employable client(s).
    - v. Include a household budget.
    - vi. Define at least one definitive employment goal, attainable in the shortest time period and consistent with the employability of the refugee in relation to available job openings in the area.
    - vii. Be updated every six months from the date of enrollment, or more frequently if the family's and individual's circumstances change such that it would be warranted.
    - viii. Be maintained in the client file for federal and state monitoring evaluations.
  3. Job Club - The Grantee shall establish a job club which incorporates the following: job readiness training, resume building, job search assistance, job application assistance, referral for short-term occupational training, interview preparation. Describe the proposed curriculum, schedule, and duration of each session.



4. The Grantee shall make employment referrals based on refugees' skills, aptitudes, experience, and interests.
5. The Grantee shall discuss the provision of translation and interpreter services as necessary in connection with employment or participation in an employment service and refer 100% of all recipients receiving these services to ESL classes.
6. The Grantee shall only place a client in vocational training or educational program to learn specific job related skills which are *short-term*, lasting no longer than one year (i.e. driver training, nurse aide certification, etc.) and designed to facilitate employment within one year.
7. The Grantee shall provide assistance in obtaining citizenship and naturalization and Employment Authorization Documentation (EAD) as needed.

b) Job Development:

1. The Grantee shall develop and maintain an ongoing network with employers and others to secure employment for RSS clients which may include:
  - i. Unsubsidized employment opportunities with private employers
  - ii. Subsidized Employment/On the Job Training (OJT) opportunities that lead to full-time, permanent, unsubsidized employment with the employer who is providing the training.
2. The Grantee must establish an appropriate ratio of clients to Job Developer/Employment Specialist (i.e. 30-40:1) to ensure manageability and effective provision of support.

Post-Placement Assistance: Post-placement assistance is required to ensure that employment is maintained. Intensive follow up should be provided during the first week of employment to identify any adjustment problems and assist in resolving those problems. Mediation should be provided as needed to assist in resolution of significant problems at work between employer and employee to promote retention. The Grantee shall ensure retention on a 7-, 30-, 60-, 90-day schedule. (Note: The retention rate is a measure of retention of employment – not necessarily retention of a specific job. As long as the refugee remains employed in a job for 90 days after employment entry, it is considered a retention even if it is not the same job started during the previous baseline quarter.)

- c) Job Upgrades/Professional Recertification: The Grantee shall provide job follow-up services aimed at upgrading employment of underemployed refugees with specialized, advanced skills/vocations. In addition, the Grantee shall direct clients to information on professional recertification, if requested (see 45 CFR 400.81(b) for criteria).

d) Special Considerations:

1. Self-Employment: The Grantee shall 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 application should incorporate a thorough discussion of the methodology





aimed at ensuring compliance with these guidelines. The Grantee may also provide referrals to short-term, small business initiative training programs.

2. Subsidized Employment/On the Job Training (OJT): Subsidized employment and On-the-Job Training (OJT) employment for RSS 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.

### **Case Management Services**

*Objective:* To ensure that services are (1) delivered 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.

The application shall outline the Applicant's approach to case management, detailing how services will be delivered and specifying activities. From the initial contact, the Grantee's interaction with adult case members shall aim to reinforce their motivation and capacity to achieve and sustain self-sufficiency. Case management activities must consist of the following:

1. Assist refugees in preparing for employment in the United States and promote the pursuit of early employment opportunities.
2. Collaborating with clients in the development and completion of their FSSP/IEP within 30 days of program enrollment.
3. Providing support to address clients' needs prior to achieving self-sufficiency.
4. Collaborating with job developers to align job placements with Individual Employment Plan (IEP) goals.
5. Provide information, make referrals, and offer follow-up services for accessing needed resources, including but not limited to public benefits enrollment, healthcare, behavioral health, and other supports necessary to achieve FSSP/IEP goals.
6. Ensure clients are enrolled in, receiving, or are engaged in ongoing financial benefits that they are eligible for, including Refugee Cash Assistance (RCA), TANF, and other income supports.
7. Monitoring refugee engagement in services.
8. Facilitating childcare arrangements, including before and after school care, through locally available programs.
9. Delivering a range of additional refugee services, including travel guidance and transportation/transportation assistance as needed.
10. Post-employment support in job retention or advancing to better positions.
11. Provide social adjustment services directly to clients (or referral to an appropriate agency for services) to include:
  - o Emergency services - Assessment and short-term counseling to persons or families in a perceived crisis; referral to appropriate resources; and the making of arrangements for necessary services.
  - o Home management services - Formal or informal instruction to individuals or families in management of household budgets, home maintenance, nutrition, housing standards, tenants' rights, and other consumer education services.
12. Case Load Ratio and Client Contact Standards -



- The Grantee must establish an appropriate ratio of clients to case manager (i.e. 30:1) to ensure manageability and effective provision of support.
  - The Grantee shall ensure clients receive face to face (in-person) case management sessions weekly throughout their duration in the program. Case Management sessions should be goal oriented and outcome driven, focusing on specific to goals outlined in the client's FSSP/IEP.
  - Case Managers should be available to help clients meet goals and to ensure continuity and effectiveness of service delivery. Case Management sessions shall be scheduled by the Case Manager and the client at a mutually agreeable time that does not conflict with a client's work schedule, health care appointments, school events, or other appointments.
  - The Grantee must continue to attempt to engage clients in case management who fail to make weekly sessions. Grantees are expected to work diligently to accommodate the schedules of the clients so that weekly face to face case management occurs, which may include virtual sessions only as needed.
  - The Grantee shall ensure that all client notes of engagement activities and client contacts are recorded in clients' electronic records within forty-eight (48) hours of occurrence.
13. Case management and supervisory staff shall have working knowledge and employ the use of the SMART goals framework to develop goals that are clear and reachable.
14. Encourage active engagement and participation in job readiness and placement services through creative methods, such as offering incentives.

Case management services may also be provided when necessary for a purpose other than in connection with employment or participation in employability services. Refugee Social Service funding can be used specifically to support barrier mitigation efforts, such as emergency rental, mortgage, and/or utility assistance. The Grantee shall establish a procedure to define criteria governing the provision of such assistance.

Maintain Client Records:

The Applicant must describe its proposed management information system to include discussion of hard copy file retention if necessary. A separate RSS Program case file must be maintained for each client. The Applicant must detail its approach to ensuring that all documents requiring client signatures are translated into the languages most commonly encountered among the caseload. 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 client records include the following information:

- a) Program Application for Services (includes client demographics)
- b) Documented proof, issued by USCIS or certification from ORR, that the individual holds, or has held, one of the ORR-eligible refugee statuses.
- c) Verification of eligibility for services under this program, i.e. proof of residency, identity, and Alien Number, and date of arrival/eligibility.
- d) A copy of the enrollee's comprehensive initial assessment, and all subsequent assessments.
- e) A copy of the enrollee's signed IEP and FSSP and all subsequent updates and revisions.
- f) Documentation, which may be in the form of case notes of the following:
  - a. ESL referral for NEP/LEP enrollees.
  - b. Eight (8) employer contacts for each job ready enrollee; and



- c. All employment and case management services include, but are not limited to; career counseling, job-readiness training, referrals/applications submitted on behalf of, or provided to client; employment assistance post job-placement and follow up services.

### **Community Outreach Services**

*Objective:* To (1) promote community engagement; (2) ensure refugees resettled in the District are aware of and have access to essential services to facilitate successful integration; (3) empower refugees to rebuild their lives and contribute positively to their new communities; and (4) reduce gaps between refugee arrivals and those accessing services.

The application must include discussion of a comprehensive outreach plan that will:

1. Detail steps it will take to conduct a needs assessment within the community, identify refugee population trends, specific areas where support is needed the most, and guide the planning of events.
2. Clearly articulate the goals and objectives of the outreach plan, specifically outlining goals to achieve through outreach efforts. Goals may include increasing awareness of available services, facilitating access to resources, promoting cultural integration, fostering community engagement, and empowering refugees to advocate for their rights and interests, etc.
3. Outline specific strategies and activities that will reach and engage with the refugee population effectively. This may include:
  - a. Direct outreach through community events, workshops, and cultural activities.
  - b. Utilization of digital platforms and social media channels to disseminate information and engage with refugees online.
  - c. Collaboration with community organizations, faith-based groups, and refugee-serving agencies to leverage existing networks and resources.
  - d. Development of culturally and linguistically appropriate outreach materials, such as flyers, brochures, and videos.
  - e. Establishment of outreach teams or peer support networks to facilitate direct communication and relationship-building with refugees.
  - f. Training and capacity-building activities for outreach staff and volunteers to enhance cultural competency and communication skills.
4. Identify potential partners and stakeholders, including government agencies, nonprofit organizations, educational institutions, healthcare providers, employers, and community leaders involved in the provision of refugee services. The application should describe collaboration with these partners to maximize the impact of your outreach efforts and ensure a coordinated response to refugee needs.
5. Develop a timeline that outlines the sequence of activities and milestones for implementing the outreach plan. Realistic timelines should be established for each activity, taking into account factors such as planning, resource mobilization, implementation, and evaluation.
6. Describe how you will monitor and evaluate the effectiveness of outreach activities in achieving the stated goals and objectives. This may involve tracking attendance at events, conducting surveys and feedback sessions, collecting qualitative data through interviews or focus groups, and analyzing outcomes related to awareness, access, and participation.



DHS will utilize the following performance measures to assess the effectiveness of the Refugee Social Services program:

- No fewer than 70% of individuals who enter employment will enter employment within six months of program enrollment;
- No fewer than 65% of the clients who enter employment will enter full-time employment status working 35+ hours per week;
- The number of employment placements to result in terminations to the cash assistance benefit amount received by a family or individual, who are part of the caseload, due to earned income will be decided by the DHS based on item (1);
- No fewer than 75% for those placed during the performance period under this program will maintain employment for at least ninety (90)-day employment;
- The average hourly wage at employment placement will be no less than the District of Columbia's minimum wage;
- At least two (2) community events, workshops, and/or information sessions are organized each month to engage refugee communities; and
- No less than 50% of job placements made during the fiscal year will have health benefits available.

## 2.4 Additional Grantee Responsibilities

- A. Participate freely with the Grant Administrator for monitoring purposes, providing information as requested;
- B. Develop a Quality Assurance Plan designed to monitor and evaluate activities of staff performing services under this RFA, including staff working as part of a team to provide services related to the grant;
- C. Provide data monthly to DHS in accordance with the reporting requirements included in the Grant Agreement;
- D. Utilization of the DC Language Line when language barriers exist and staff cannot accommodate translation and/or interpretation, as appropriate;
- E. Attend meetings to obtain updates from DHS, participate in continuous improvement discussions, and provide or explain additional information regarding reports submitted. The Grantee(s) shall be required to send appropriate management staff to attend such meetings as required by DHS;
- F. Obtain approval from DHS 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
- G. Provide information such as positive outcome stories, information about special events, issues/concerns, etc., to the DHS 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. 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, 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. 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

**Data Collection:** The Grantee must collect data that provides measurable indicators that will inform promising practices to improve services and programs for the target population. The Grantee 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. The Grantee should be prepared to report information to DHS in a manner conducive with the database management system to be utilized in this initiative.

### Monthly Report:

1. The Grantee shall submit a monthly report to DHS by the tenth (10<sup>th</sup>) 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 DHS, including but not limited to:
  - a) A narrative description of new program initiatives, activities, services, accomplishments, difficulties, outreach efforts, and a client success story.
  - 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; and
  - e) Also included in the report should be a summary of the results of the evaluation of service under the Grantee's quality assurance unit/team.

### Annual Reports:

1. The Grantee must provide, for DHS approval, the Annual Service Plan (ASP) by October 30, 2025. Please Note: Funding for RSS services will be contingent upon the submittal and approval of its ASP. The report must contain the requirements listed below. DHS will provide guidance to Grantee about the information that is required by ORR and will forward additional instructional documents ORR provides to complete this report.
  - a. Previous Federal Fiscal Year (FFY) information:
    - i. The number of total participants who were served in each RSS service as well as the total participants who were in their first twelve months in the U.S. and the total number of participants who were in the U.S. longer than 12 months at the end of the FFY.
  - b. Current FFY estimates:
    - i. The target number of total RSS participants to receive each service as well as the estimated total participants who will be in their first twelve months in the U.S. and the estimated total number of participants who will have been in the U.S. longer than 12 months at the time of enrollment.
    - ii. The budgeted costs associated with the direct provision of services, specifically, the costs budgeted to the following areas: Employment, On-the-Job Training, Vocational Training, and Case Management Services.
2. The Grantee must provide DHS, the ORR-5 Data Collection Report by November 15, 2025. The report must contain the requirements listed below. DHS will provide guidance to Grantee about the information that is required by ORR and will forward additional instructional documents ORR provide to complete this report.





- a. Submit one file that includes initial enrollment and exit dates for all ORR-eligible populations that received services indicated on the ORR-5 form. (This form will be emailed to the service provider's Point of Contact (POC) by DHS.
- b. The report should be for the previous FFY (October 1 to September 30).
- c. The initial enrollment date can be outside of the FFY October 1 to September 30 window if an individual enrolled in a service prior to the reporting FFY and continued receiving that same service during the following FFY.
- d. At least one service enrollment date must be specified for every record submitted.
- e. Each participant's alien number, city, and county of residence; and
- f. DHS will forward the list of valid country names in reference to nationality.

### **Semiannual Reports:**

1. The Contractor must provide ORR-6 Performance Reports to DHS on April 30, 2025 for the reporting period of October 1, 2024 - March 31, 2025, and on October 30, 2025, for the reporting period of April 1, 2025 - September 30, 2025. The report must contain the requirements listed below. DHS will provide guidance to the Grantee about any additional information that is required by ORR and will forward available instructional documents from ORR to complete this report.
  - a. Description of services provided.
  - b. Record of employment placements to include date of employment, wage, whether the position is full-time or part-time, employer, job title, if health benefits are available, certification that 7, 30, 60, 90 day follow ups were completed and termination date if applicable.
  - c. The costs associated with the direct provision of services.
  - d. A narrative description of new program initiatives, activities, services, accomplishments, difficulties, outreach efforts, and a client success story.
2. The Grantee shall provide a master staffing list on October 30, 2024, and April 30, 2025, to DHS to include the following information:
  - a. Name, title, program name, supervisor's name, phone number, and email for all staff members employed by contractor. This information shall be updated and reported to DHS within 14 days of any staffing changes.

**Final Report:** The Grantee shall submit to DHS, a final narrative 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.

## **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.

- 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, 2024.
- 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 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 Applicant shall provide a complete written job description for each position proposed to be funded through this grant, which must be maintained on file and available for inspection upon request of the Grant Administrator. Any changes in job descriptions shall be approved in writing in advance by the DHS Grant Administrator. The job description shall include:

- a) Education, experience, and/or licensing/certification criteria,
- b) A description of duties and responsibilities,
- c) Hours of work,
- d) Salary rate, and
- e) Performance evaluation criteria.

The Grantee shall employ adequate 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. The Grantee shall seek to employ staff who possess experience supporting the refugee community and exhibit linguistic and cultural proficiency compatible with the refugee population. When hiring staff for this grant project, the Grantee shall obtain written documentation of work experience and personal references.

The Grantee, for all compensated positions and candidates for unsupervised volunteer positions shall complete the required criminal background screenings before any such applicant or candidate may be offered a compensated position or an unsupervised volunteer position. The Grantee shall obtain background check documents for all employees, including subcontracted staff or any volunteers with direct contact with program participants. All documents must be current (within two years of submission date). Background check documentation includes but is not limited to:

- a) A current government issued photo ID (e.g., driver's license, state ID, or passport)
- b) Federal Bureau of Investigations (FBI) fingerprint background check
- c) Metropolitan Police Department (MPD) background check
- d) DC Child Protection Register (CPR)
- e) National Sex Offender (NSO) Registry
- f) Drug Test Results
- g) Tuberculosis Test Results

Grantee shall ensure all employees are not adversely affected by alcohol, illegal drugs, or legal drug use during work hours. The Grantee shall ensure that, employees always carry out work duties in a safe manner. Mandatory drug testing shall be utilized to ensure that each applicant, appointee, unsupervised volunteer, are not under the influence of drugs or alcohol while working with the District's vulnerable population. The Grantee shall ensure each employee in a safety sensitive position is subject to random drug testing and shall consent to the testing listed in this RFA. Applicants are tested for the presence of drugs only. The Grantee shall have an active drug free workplace policy. The mandatory drug test is used to determine the presence of the following illegal drugs/controlled substances including, but not limited, to the following:

- a) cocaine;
- b) opiates;



- c) marijuana;
- d) amphetamines, phencyclidine;
- e) codeine; derivatives;
- f) methamphetamines; and
- g) other synthetic drugs.

The proposed staff assigned to the grant will be responsible for managing grant activities and carrying out the responsibilities outlined in Section 2.3 Grantee Responsibilities and Section 2.4 Additional Grantee Responsibilities. Proposed staffing patterns should reflect the number and types of personnel required for the delivery of all services, within funding limitations. 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 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 percentage of effort each staff person shall have on all relevant services (e.g. case management services). Indicate the organization of the proposed positions. 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.

Grantees shall ensure qualified professional staff is available to provide training, technical assistance, financial management, quality assurance, oversight, and monitoring for all provided services. At a minimum, the program's key personnel shall include:

**Program Manager:** The Program Manager must have at a minimum, a bachelor's degree in social work or other health and human services related discipline and meet the additional requirements listed. A master's degree in social service and/or human services field is preferred. They must have professional knowledge of the theories, principles, techniques, and practices of social service delivery systems. They must have a minimum of four (4) years' professional, supervisory and/or managerial experience in the human services and/or social service delivery systems. They must have a minimum of three (3) years of refugee services experience. This person will be responsible for day to day program operations g, staff supervision and training, liaison with organizational executive leadership, community stakeholders, ORR, and DHS, reporting, and quality assurance for data compliance. They must maintain current knowledge of ORR-funded programs.

**Case Managers:** All Case Managers must meet minimum qualification standards. The minimum qualifications for Case Managers are a bachelor's degree in social work, Psychology, Sociology, Counseling, or social service and/or human service related discipline and two (2) year of experience providing case management services and understand case management principles and best practices. Case managers should have experience working with the refugee population.. Where necessary and appropriate, with pre-approval by DHS, a Case Manager without a bachelor's degree can meet minimum qualifications by substituting at least four (4) years of work experience in a social service and/or human service field in the area of case management. Case Managers should have experience in assisting clients with applying to benefit programs such as Supplemental Food Assistance Program, Social Security Benefits, and Medicaid. The Grantee must employ at least one bilingual Case Manager with spoken proficiency in at least one of the following languages: Ukrainian, Dari, Pashto, Haitian-Creole, Arabic, or Spanish.

**Job Developer/Employment Specialist:** All Employment Specialists must meet minimum qualification standards. The minimum qualifications for employment specialists are a bachelor's degree in human resources, business administration, social work, psychology, sociology, counseling, or related service/science disciplines. One (1) year of direct work experience involving actively engaging with individuals (especially



members of the refugee population or marginalized groups) to facilitate connections to employment and improve employability through orientation and training sessions, to include job interview and resume preparation and job skill development is required. Experience building relationships with employers for the purposes of hiring individuals is preferred. Knowledge of employment hiring practices, employment training resources, interviewing and resume building skills, as well as experience working with employers to secure employment for others is preferred. This role would also help clients review credentials and develop a pathway to achieve employment, as well as explore industry recognized credentials and/or vocational training as appropriate. Knowledge of government and private resources to support adult learners access no-or low-cost short term training programs is critical in this position. Where necessary and appropriate, an employment specialist without a bachelor's degree can meet minimum qualifications by substituting at least three (3) years of work experience in a social service and/or human service field, or experience involving engagement with employment hiring practices, employment training resources, interviewing and resume building skills, as well as experience working with employers to secure employment for others. Certification and/or licensure in relevant disciplines (e.g., certified addictions counselor) may also substitute for educational requirements.

Outreach Specialist: Preferred educational requirements for the Outreach Specialist are a bachelor's degree in social sciences, human services, marketing, public relations communications, or a related field. One (1) year of direct work experience involving actively engaging with individuals (especially members of the refugee population or marginalized groups) is required. At least one (1) to three (3) years of relevant work experience in developing, implementing, and working in a community outreach program is preferred as well as strong relationship building and networking skills. Spoken proficiency in at least one of the following languages shall be required: Ukrainian, Dari, Pashto, Haitian-Creole, Arabic, or Spanish.

The Grantee shall provide orientation sessions for each staff member and volunteer covering administrative procedures, program goals, and policies and practices to be followed under this award. 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, Smartsheet and other modern technical conveniences.

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 seventeen dollars and fifty cents (\$17.50) 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 post the Living Wage Act Fact Sheet in plain view in a conspicuous site in its place of business.

The Grantee shall keep accurate personnel records for each employee affiliated with the grant project(s), 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.

If volunteers or interns are used on this project, Grantee(s) shall maintain a personnel file for each volunteer that shall contain documentation of the volunteer's home address and email address or phone number, professional and personal references, applicable credentials/certifications, training completed, and information documenting skills which contribute toward the success of this project. All volunteers and interns whether directly hired by the grantee or placed by a third-party entity must have completed the required DHS background checks.



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 which will contain:

- a) The application for employment,
- b) Professional and personal references,
- c) Applicable credentials/certifications,
- d) Records of required medical examinations,
- e) Pre-employment Background Checks documentation to include:
  - i. Federal Bureau of Investigation (FBI) Background Clearance
  - ii. Metropolitan Police Department (MDA) Background Clearance
  - iii. State of Residency Background Clearance (if applicable)
  - iv. Child Protection and Sex Offender Registry Checks
  - v. Drug and Alcohol Screenings
- f) Documentation of all training history,
- g) Documentation of a current Tuberculosis Test,
- h) An annual evaluation for the current or preceding year,
- i) Personnel actions including time records,
- j) Notation of any allegations of professional or other misconduct,
  - i. The grantee's action with respect to these allegations, and
  - ii. The date and reason for the grantee's actions if staff member is terminated.

The Grantee shall provide and maintain staff documents in a locked file with access by senior management staff and DHS monitors. The Grantee shall make available all personnel materials to the Grant Administrator upon request. The District reserves the right to demand a change in or removal of any staff provided by the Grantee or the sub-grantees based on unsatisfactory performance at no additional cost to the District.

### 3.7 Facility Requirements

Applicants may include the costs related to a facility in their application, which can be a 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.

The Grantee shall be responsible for, at minimum, ensuring the following onsite services are offered on site: management of day-to-day site operations, case management and other supportive services. The Grantee shall have a designated Operations Manager responsible for ensuring the effective functioning of the site to provide an efficient and safe working environment for employees and clients by using best business practices to manage resources, services, and processes.

**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. The prospective grantee shall maintain the site in compliance with fire safety requirements and shall maintain the required documentation, including the Certificate of Occupancy. The prospective grantee shall provide the Grant Administrator with written procedures to ensure the health and safety of residents, staff, and visitors on a daily basis within thirty (30) days of award. The procedures must address such issues as fire safety,



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

**Accessibility:** The Grantee shall ensure that all facilities offered for the provision of services under this grant are accessible to persons with mobility and other limitations, i.e. persons who are blind, deaf, or hearing impaired, 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, which shall be incorporated in the grant agreement by reference.

### 3.8 Performance Standards and Quality Assurance

DHS expects that the Grantee's performance will result in measurable, quality improvements in the target population, which will be reported in the monthly, semi-annual, and annual program performance reports. The Grantee will be expected to meet at least quarterly with DHS to share status updates on grant activities, review performance data, etc. In addition, the Grantee(s) will be required to meet performance standards and acceptable quality level to be determined by DHS 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 procedure which shall include a review of the timely completion of tasks and progress made toward achieving the goals of the project. The Grantee shall develop and implement policies and procedures to evaluate the accuracy of data collection and reporting activities. At a minimum, the Grantee's quality assurance procedure shall include a review in QuickBase for data completeness, timeliness, and compliance with DHS and ORR data standards. 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 monitoring. The Grantee shall provide DHS 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
- Employment trends among clients receiving federal cash benefits
- 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
- Case closure trends

DHS 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 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 Grantee to assess the Grantee'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, 2025, whichever comes first. The FY 2025 grant award indicates that all funds must be expended by September 30, 2025, so carry-over may not be an option, if funds cannot be completely expended by September 30, 2025. 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 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 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 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 designated review panel.

The final decision to fund applicants rests solely with DHS. After reviewing the recommendations of the review panel and any other relevant information, DHS 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 5:00 PM on June 21, 2024. All applications will be recorded upon receipt. Applications received after 5:00 PM on June 21, 2024 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 Danielle Royster, DHS, [danielle.royster1@dc.gov](mailto:danielle.royster1@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: Danielle Royster  
[danielle.royster1@dc.gov](mailto:danielle.royster1@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 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 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 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. After reviewing the recommendations of the review panel and any other information considered relevant, DHS shall decide which 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 G. 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 Project and not the parent agency by using the approved logo, tagline, graphic design, and other identifiers approved by DHS for the Project;
- District of Columbia Business License;
- Certificate of Good Standing;
- Certificate of Occupancy; and
- Fire Inspection.



## **SECTION 7. LIST OF ATTACHMENTS**

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



**Attachment A – Applicant Profile**

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

**REFUGEE SOCIAL SERVICES  
RFA #JA-FSA-RSS-2025**

**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 - III, "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 4<sup>th</sup> 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)

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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

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2. Application Number and/or Project Name

3. Federal Tax Identification No.

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4. Typed Name and Title of Authorized Representative

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5. Signature

6. Date

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## Attachment C - Assurances

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

**REFUGEE SOCIAL SERVICES  
RFA #JA-FSA-RSS-2025**

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.

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Signature & Title

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Date



**Attachment D – Original Receipt**

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

**REFUGEE SOCIAL SERVICES  
RFA #JA-FSA-RSS-2025**

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 5:00 PM**



**Attachment E – Work Plan**

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

**REFUGEE SOCIAL SERVICES  
RFA #JA-FSA-RSS-2025**

*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.

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





**Attachment G - Budget**

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

**REFUGEE SOCIAL SERVICES  
RFA #JA-FSA-RSS-2025**

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.).

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



## Attachment H – Definitions

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

**REFUGEE SOCIAL SERVICES  
RFA #JA-FSA-RSS-2025**

**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. 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.

**Cash Assistance:** Financial assistance to refugees, including TANF, SSI, refugee cash assistance, and general assistance, as defined herein, under title IV of the Act.

**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 without dependence on a cash assistance grant.

**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. An refugee parent or two refugee parents and one or more of their children who are refugees or nonrefugees, including children who are United States citizens.



**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 to 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:** Requires providers to create a safe, dignified, and protective atmosphere where 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.

**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 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-2025

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-2025**

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](mailto: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 grantor or funding source.
2. The RFA does not commit DHS to make an award.
3. DHS reserves the right to accept or deny any or all applications, if DHS determines it is in the best interest of DHS to do so. DHS shall notify the Applicant if it rejects that Applicant's proposal.
4. DHS may suspend or terminate any RFA pursuant to its own grant-making rule(s) or any applicable federal regulation or requirement.
5. DHS reserves the right to issue addenda and/or amendments subsequent to the issuance of the RFA, or to rescind the RFA.
6. DHS 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 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 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 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 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](http://www.opgs.dc.gov) (Citywide Grants Manual and Sourcebook).**