**REQUEST FOR APPLICATIONS**

**North Carolina Refugee Support Services**

|  |  |  |  |
| --- | --- | --- | --- |
| RFA Posted | February 7,2023 | | |
| Letter of Intent Due | February 13, 2023 by 5:00p.m. | | |
| Bidders Workshop | n/a | | |
| Questions Due | n/a | | |
| Applications Due | February 20, 2023, by **5:00 p.m.** | | |
| Anticipated Notice of Award | March 10, 2023 | | |
| Anticipated Performance Period | July 1, 2023 through June 30, 2025 | | |
| Service | Refugee Support Services | | |
| Issuing Agency | NC DHHS/DSS/Economic and Family Services/ State Refugee Office | | |
| E-mail Applications  and Questions to: | P. Scott Phillips  Rachael Borowy | Email | [Scott.Phillips@dhhs.nc.gov](mailto:Scott.Phillips@dhhs.nc.gov)  [Rachael.borowy@dhhs.nc.gov](mailto:Rachael.borowy@dhhs.nc.gov) |
| Submission Instructions | Late applications will not be accepted. Only electronic applications will be accepted. | | |

**THIS REQUEST FOR APPLICATIONS (RFA)** advertises the Division of Social Service (DSS) need for the services described herein and solicits applications offering to provide those services pursuant to the specifications, terms and conditions specified herein. All applications received shall be treated as offers to contract. If the Division decides to accept an application, an authorized representative of the North Carolina Department of Health and Human Services (NC DHHS) will sign in the space provided below. Acceptance shall create a contract that is effective as specified below.

**\*\*AWARD PENDING ON FUNDING\*\***

**THE UNDERSIGNED HEREBY SUBMITS THE FOLLOWING APPLICATION AND CERTIFIES THAT:** (1) the Applicant is authorized to bind the named Contractor to the terms of this RFA and Application; (2) the Contractor hereby offers and agrees to provide services in the manner and at the costs described in this RFA and Application; (3) this Application shall be valid for sixty (60) days after the end of the application period in which it is submitted.

**To Be Completed by Contractor:**

|  |  |
| --- | --- |
| Contractor Name: |  |
| Contractor’s Street Address: | E-Mail Address: |
| City, State & Street Address Zip: | Telephone Number: |
| Name & Title of Authorized Representative: | Unique Entity Identification Number (formerly DUNS #): |
| Signature of Authorized Representative: | Date: |

**Unsigned or Incomplete Applications Shall Be Returned Without Being Reviewed**

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# 1.0 INTRODUCTION

The purpose of this Request for Application (RFA) is to secure services from public and non-profit organizations across the state via the North Carolina Division of Social Services- State Refugee Office to ensure services exist for designated eligible populations. Services are to be designed to address the barriers refugees and other eligible populations typically face, and assist refugees in achieving economic self-sufficiency, stability, and integration as soon as possible after arrival, with social adjustment, supportive case management, and employment services.

# 1.1 PURPOSE

The Refugee Support Services Program (RSS) supports refugees and other ORR populations to gain economic independence by helping them find and maintain employment, preferably within a year of being enrolled in the program. Furthermore, this program provides services that address barriers to employment, such as social adjustment, English language acquisition, interpretation and translation, day care for children, and citizenship and naturalization. Lastly, these core services also build community partnerships with organizations and businesses, helping refugees successfully integrate into local communities. The RSS program focuses on holistic service delivery for refugees and their family members enrolled in RSS to achieve economic self-sufficiency and longer-term integration.

RSS eligible populations include individuals from the following the following ORR-Eligible groups:

* Refugees
* Asylees (granted Asylum)
* Amerasians
* Cuban/ Haitian Entrants
* Victims of Human Trafficking
* Special Immigrant Visa (SIV) Holder from Iraq and Afghanistan
* Afghan Special Immigrant Parole SQ/SI
* Afghan Individuals with Special Immigrant (SI) Conditional Permanent Residence (CPR)
* Afghan Humanitarian Parolees (AHP)
* Ukrainian Humanitarian Parolees (UHP)

The purpose of the RSS program is to provide employment services along with holistic supportive social services such as Case Management, Day Care/Child Care Services, English Language Instruction, Citizenship and Immigration Services, Interpretation and Translation Services, and other RSS services to ORR-eligible populations to achieve economic self-sufficiency and longer-term integration.

Core Employment Services include Pre-Employment, Job Development, Job Placement- Initial and Current and Employment Follow-Up.

Subject to fund availability, additional Services which may be provided include: Vocational Skills Training and Assessment, Vocational Education, On-the Job Training, Skills Recertification, Automobile Driver’s Training, English Language Instruction, Transportation, Interpretation and Translation, Information and Referral and Emergency Services and Immigration Assistance for refugee adults so that they may attain stability, self-sufficiency and integration as soon as possible after arrival in the United States. Refer to Services, Codes and Description which is attached.

A full list of services along with other RSS policies and procedures may be found in the NC DHHS/DSS Refugee Assistance Manual.

The manual may be found online at: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals>. In addition, ORR federal regulations may be found at <http://www.acf.hhs.gov/programs/orr/policy/>.

**PRIORITY PROVISION OF SERVICES**

Among the population of eligible refugees, support services are provided based on the following client priorities, except in certain individual extreme circumstances:

* Newly arrived refugees within their first year in the United States, who apply for services;
* Refugees who are receiving cash assistance;
* Unemployed refugees who are not receiving cash assistance; and
* Employed refugees in need of services to retain employment or to attain economic independence

NOTE: 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.

RSS services are targeted to refugees who have been in the USA for less than five years. Applications from agencies working specifically/only with populations whose US residence or status is greater than 60 months will not be accepted.

**Outcome Accountability and Evaluation**

All funded programs will be performance and outcome-based. Outcome accountability is demonstrating that the expenditure of staff time, funding, and other resources result in tangible positive changes for program participants. Proposals should include specific activities, measures and standards for achieving expected outcomes.

Any submission must describe how the proposed services will adequately address all the areas for which funding is being requested. See below for more detail on each source requirements as well as funding ceilings for each area.

The Refugee Support Services Program (Ceiling Funding Available: $180,000/year): 2 years

Submissions should provide a clear picture of how funding sources will be funding programmatic approaches and how the proposed services fit within the structure/ requirements of the funding source.

# 1.2 BACKGROUND

NC DHHS Mission Statement:

In collaboration with our partners, the North Carolina Department of Health and Human Services provides essential services to improve the health, safety, and well-being of all North Carolinians.

The State Refugee Office (SRO) was established via federal funding from the US Office of Refugee Resettlement (ORR) to provide refugee-specific social services defined and designated by federal regulation for eligible populations.

The NC DHHS has designated the Division of Social Services (DSS) to administer Refugee Support Services Program under the parameters of the NC State Refugee Plan and Annual Goal Plan which are approved each year by the ORR.

The term “refugee” is used in this notice to encompass all such persons, as described above, who are eligible to participate in the RSS Program.

# 1.3 ELIGIBILITY

Applications are invited from public or private non-profit agencies that can provide direct services in accordance with the RSS program policies and procedures.

Potential applicants must have the administrative capacity and financial stability to administer the funds if awarded as evidenced by your most recent financial statement/audit. Recipients of funds are expected to have written, established general agency policies.

**Private for-profit agencies are excluded from funding.**

# 2.0 AWARD INFORMATION: PENDING ON FUNDING

**Estimated Range of Awards: $100,000-$180,000**

**Ceiling on Amount of Individual Awards: $180,000 (per YEAR)**

**Award Term: The grant cycle will be for two-years from July 1, 2023 until June 30, 2025. With option to extend one (1) year depending on funding availability and performance. The Division retains the right to extend the performance period of this contract for two (2) additional one (1) year periods. An RFA will be required SFY 2025.**

When determining final award decisions, DSS staff will consider overall factors involving pursuit of proposed outcomes and service delivery such as geographic distribution, proposed programmatic goals, services and units proposed, cost per participant, history of agency collaboration and partnership development, past performance, ethnic populations served, and numbers to be served.

The final decision on funding entities rests with the Division Director or Designee.

After qualified applications are evaluated, all agencies approved for funding will be notified on or before

March 10, 2023.

Applicants may be required to reduce the scope of work and budget to reflect the actual amount of funds available. The notification will include the amount of funding available as well as contract application instructions should the applicant accept the level of funding offered.

# 3.0 ABBREVIATIONS AND DEFINITIONS

DSS - Division of Social Services

EFS - Economic and Family Services

NC DHHS - North Carolina Department of Health and Human Services

ORR - U.S. Office of Refugee Resettlement

RSP- Refugee Services Programs

RSS – Refugee Support Services Program

RIS - Refugee Information System

RSS - Refugee Support Services

SRO - State Refugee Office

Additional abbreviations and definitions, regarding the Refugee Services Programs can be found in the NC DHHS manual <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-assistance-background/refugee-assistance-background>

Refugee Support Services Codes, Services, Description and Units [https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-appendices/raxc.pdf](https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-appendices/raxc.pdf%20).

# 4.0 **Application Summary**

**Proposal Summary (**1-page limit)

Please provide a clear and concise description and purpose of the program. Summarize the major points including: the region/county to be served, the number of individuals who will be served for the entire contract period, the activities proposed (intensity, duration, and content) and who will administer the program. Include steps taken to ensure future successes or continuing the project beyond the awarded period, e.g. future financial support, staff requirements, continued community interest.

**SCOPE OF WORK- Template Page 14**

4.1 Background **- Impact/Outcomes and Evaluations/Performance Measure Data Collection Plan**

Applicants must describe the goals of the proposed program and identify objectives. When forming the programs goals and objectives applicants should be aware of the required development, documentation and tracking of performance measures that will be included in a successful application.

# 4.2 PURPOSE

Applicant must define *specifically, within framework of program funding, how they will accomplish proposed outcomes*. They should include here the counties in which they will deliver services as well as proposed outcomes of their efforts. It is also critical to explain how you will collaborate with other service providers and stakeholders to accomplish these goals.

# 4.3 Performance Requirements

Applicants shall describe a reasonable and well-developed proposal for the implementation of the projects(s) proposed that fits into the overall mission/goals/objectives, values, and strategies of the program as outlined for you. This section must provide a clear picture of the activities and events that are scheduled to occur.

*Defines* ***When*** *(brief synopsis of timeframes)*

*Defines* ***Where*** *(what is the service area(s))(within the framework of the program)*

*Defines* ***Who*** *(population served or impacted: define the number of unduplicated participants) : As defined by the State*

*Defines* ***What*** *(activities, tasks, services, deliverables, outputs and outcomes) (within those outlined as necessary by the state)*

*Defines* ***How*** *and* ***How Often*** *(how and how often is the service provided or activities carried out)*

# 4.4 PERFORMANCE STANDARDS

Defines the expectations and standards to which the provider will be held.

Details any reporting due, timeframes, methods

**Applicants must also provide answers below to demonstrate agency’s best practices of services provided, outcomes achieved, data reporting, accurate and complete documentation, program success and participant satisfaction**

1. What staff position will enter service data into the Refugee Information System (RIS) database?
2. What staff position will ensure that data is entered in a timely, accurate manner?
3. How will your agency evaluate participant and program success formally and informally?
4. How will your agency measure participant satisfaction?
5. How will your agency ensure outputs are tracked and outcomes are measured accurately?
6. What type of follow-up will your agency provide to participants?

# 4.5 PERFORMANCE MONITORING / QUALITY ASSURANCE PLAN

Defines how performance will be monitored.

Defines what happens if performance is below expectations.

Defines corrective action plans designed to address performance.

# 4.6 Reimbursements

Defines plan for reimbursement of services.

# 4.7 CONTRACTOR RESPONSIBILITIES

Each applicant whose proposal is approved for funding will enter into a contractual agreement with the Division for implementation of the funded activities to include a detailed work plan, output and outcome measures, and budget as part of the contract.

The Division will process the RFA application.

State contracts are executed for two-year period.

Continuation is subject to the availability of funds AND successful completion of project goals.

Contracts will become effective beginning July 1, 2023, or other times thereafter within the State Fiscal Year.

Service delivery will begin on the effective date of the executed contract.

4.8 BUDGET AND BUDGET NARRATIVE **(Located in Contract Package)**

Refugee Support Services (RSS) funding does not require a local match. Funds from this grant may not be used to supplant other funds. Expenditures for travel and daily subsistence must be in accordance with state approved rates. The Office of State Budget and Management (OSBM) prepares the Budget Manual which includes current state approved travel and daily subsistence rates and can be located on the Contract Package in the Instructions Tab. Budget Narrative should clearly outline what expenditures correspond to each line item.

A **Cost Allocation** plan for applicant agency.

**Job descriptions** for all positions included in the proposal budget

# 4.9 CONTRACTOR QUALIFICATIONS AND CAPACITY

**Organizational Capacity**

Successful agencies have strong organizational capacity to help achieve their goals. Organizational capacity includes but is not limited to, sound programmatic and fiscal policies and procedures, adequate staff, professional development opportunities, meaningful staff supervision time, engaged board and community stakeholders, sufficient resources, and a strong documentation, data and evaluation process.

This section should include, but not be limited to the following (do not mention staff names, only position titles):

* State the mission of the organization and how it relates to programming.
* Describe the history of your organization within the community and provide evidence that it has the capacity to serve and reach the target population.
* Will any of the proposed services be outsourced to a subcontractor? If so, describe how the services will regularly be monitored and performance evaluated.
* Who will oversee the administration and supervision of the proposed services and what are their qualifications?
* Include an **organizational chart** of your agency showing how the program fits into the organization’s structure
* Who will be responsible for submitting all financial forms and the individual’s experience with submitting budget modifications and monitoring agency/grant spending?

Complete the **Board Member Profile**, listing your current board members, their board position and contact information.

# 4.10 LOCAL COORDINATION AND COLLABORATION

Each proposal should describe collaboration with other agencies and organizations.

Applicants must answer the following questions:

* How does your agency collaborate with local organizations, coalitions, and/or partners that focus on employment, family well-being, and integration including your County Department of Social Services?
* How will your agency conduct community outreach, recruitment and consultation?
* How does your agency solicit, process, serve and track external referrals?

# 5.0 TERM OF CONTRACT, OPTIONS TO EXTEND

The performance period for contracts resulting from this RFA is July 1, 2023 and ends June 30, 2025. The Division retains the right to extend the performance period of this contract for two (1) additional one (1) year periods.

# 6.0 THE SOLICITATION PROCESS

The following is a general description of the process by which agencies or organizations will be selected to complete the goal or objective.

1. RFAs are being sent to prospective agencies and organizations. As well as publicly posted on DSS Public Notices website, [Public Notices | NCDHHS](https://www.ncdhhs.gov/divisions/social-services/public-notices)
2. Applications will be received from each agency or organization. The original must be signed and dated by an official authorized to bind the agency or organization.
3. All applications must be received by the funding agency not later than the date and time specified on the cover sheet (page 1) of the RFA. Faxed applications will not be accepted.
4. At that date and time, the applications from each responding agency and organization will be logged in.
5. At their option, the evaluators may request additional information from any or all Contractors for the purpose of clarification or to amplify the materials presented in any part of the application. However, agencies and organizations are cautioned that the evaluators are not required to request clarification: therefore, all applications should be complete and reflect the most favorable terms available from the agency or organization.
6. Applications will be evaluated according to completeness, content, experience/performance with similar projects, ability of the agency's or organization's staff, cost, etc. The award of a grant to one agency and organization does not mean that the other applications lacked merit, but that, all facts considered, the selected application was deemed to provide the best service to the State.
7. Agencies and organizations are cautioned that this is a request for applications, and the funding agency reserves the unqualified right to reject any and all applications when such rejections are deemed to be in the best interest of the funding agency.

# 7.0 GENERAL INFORMATION ON SUBMITTING APPLICATIONS

1. **Award or Rejection**   
   All qualified applications will be evaluated, and awards made to those agencies or organizations whose capabilities are deemed to be in the best interest of the funding agency. The funding agency reserves the unqualified right to reject any or all offers if determined to be in its best interest. Successful Contractors will be notified by July 6, 2022.
2. **Cost of Application Preparation**  
   Any cost incurred by an agency or organization in preparing or submitting an application is the agency's or organizations sole responsibility; the funding agency will not reimburse any agency or organization for any pre-award costs incurred.
3. **Elaborate Applications**  
   Elaborate applications in the form of brochures or other presentations beyond that necessary to present a complete and effective application are not desired.
4. **Oral Explanations**  
   The funding agency will not be bound by oral explanations or instructions given at any time during the competitive process or after awarding the grant.
5. **Reference to Other Data**  
   Only information that is received in response to this RFA will be evaluated; reference to information previously submitted will not suffice.
6. **Titles**  
   Titles and headings in this RFA and any subsequent RFA are for convenience only and shall have no binding force or effect.
7. **Exceptions**  
   All applications are subject to the terms and conditions outlined herein. All responses will be controlled by such terms and conditions. The attachment of other terms and condition by any agency and organization may be grounds for rejection of that agency or organization's application. Funded agencies and organizations specifically agree to the conditions set forth in the Performance Agreement (contract).
8. **Advertising**   
   In submitting its application, agencies and organizations agree not to use the results therefrom or as part of any news release or commercial advertising without prior written approval of the funding agency.
9. **Right to Submitted Material**   
   All responses, inquiries, or correspondence relating to or in reference to the RFA, and all other reports, charts, displays, schedules, exhibits, and other documentation submitted by the agency or organization will become the property of the funding agency when received.
10. **Competitive Offer**   
    Pursuant to the provision of G.S. 143-54, and under penalty of perjury, the signer of any application submitted in response to this RFA thereby certifies that this application has not been arrived at collusively or otherwise in violation of either Federal or North Carolina antitrust laws.
11. **Agency and Organization's Representative**   
    Each agency or organization shall submit with its application the name, address, and telephone number of the person(s) with authority to bind the agency or organization and answer questions or provide clarification concerning the application.
12. **Subcontracting**  
    Agencies and organizations may propose to subcontract portions of work provided that their applications clearly indicate the scope of the work to be subcontracted, and to whom. All information required about the prime grantee is also required for each proposed subcontractor.
13. **Proprietary Information**   
    Trade secrets or similar proprietary data which the agency or organization does not wish disclosed to other than personnel involved in the evaluation will be kept confidential to the extent permitted by NCAC TO1: 05B.1501 and G.S. 132-1.3 if identified as follows: Each page shall be identified in boldface at the top and bottom as "CONFIDENTIAL." Any section of the application that is to remain confidential shall also be so marked in boldface on the title page of that section.
14. **Participation Encouraged**   
    Pursuant to Article 3 and 3C, Chapter 143 of the North Carolina General Statutes and Executive Order No. 77, the funding agency invites and encourages participation in this RFA by businesses owned by minorities, women and the disabled including utilization as subcontractor(s) to perform functions under this Request for Applications.

# 8.0 APPLICATION CONTENT AND INSTRUCTIONS

Contractors shall populate all attachments of this RFA that require the Contractor to provide information and include an authorized signature where requested. Contractor RFA responses shall include the following items and those attachments should be arranged in the following order. Number each page consecutively. The proposal must be submitted through email in a word document except for signed Attachments that can be submitted in a pdf. Document by the required deadline.

1. **Cover Page** (1st page of RFA) with all fields completed, signed by an authorized official of the Contractor organization
2. **Proposal Summary**
   1. **Scope of Work** – See 4.0 ( template on page 14)
3. **Direct Client Services Contract**

a. The Contractor’s name and principal place of business.

b. The Contractor’s legal status; i.e. whether the Contractor is an individual, a corporation, a general partnership, a limited partnership, a joint venture or some other legal entity. The state in which the Contractor is incorporated or organized Scope of Work – See 4.0 (to include the following)

**Background**: Describes the organization and its qualifications for funding.

**Purpose:** Assessment of Need/s (Problem Statement)

**Performance Requirements**: A written description of the Contractor’s approach to the project, including identification of key partners and proposed outcomes.

- A description of how the Contractor will meet each of the requirements and

deliverables described in the scope of work (The Plan of Action).

- Project Implementation Plan (Work plans, timelines, schedules, and transition

plans for the project)

**Standard language is provided for Performance Standards, Performance Monitoring/Quality Assurance Plan and Reimbursements.**

5. **Contractor Qualifications and Capacity**

**Face Sheet, Budget & Required Documents**

Applicants must complete the Contractor Package Excel worksheet that includes:

* Contractor Face Sheet;
* Budget for SFY 2023 and 2024; and
* Performance Measures

The line-item budget is for State Fiscal Year 2023 and 2024.

***Read the Excel workbook Budget Worksheets Instructions tab carefully*** because it contains all the information required to develop a budget, including entering salary and fringes. Make sure that all expenses are clearly explained and justified in the Narrative column.

The budget is subject to the following requirements:

* All funds are distributed on a reimbursement after expenditure basis.
* Funds from this grant may not be used to supplant other funds.
* Expenditures for travel and daily subsistence may not exceed state approved rates, which are listed in the DSS Contractor Package instructions.
* Equipment (e.g. computers, printers, televisions, video cameras, etc.) may be purchased if it is required by the program model or supports the contract goals and outcomes. Contractors that received funding in previous years to purchase equipment must submit a clear justification of need in order to purchase duplicate equipment under this grant.
* Cost allocation plan, if sharing costs across multiple funding streams.

* Proof of insurance and a copy of the policy is needed if an agency is planning on providing transportation.

**Required Application Attachments**

* **Application Checklist** helps ensure that Applicants have completed all the required elements.
* **Authorized Signature Template** lists the staff and board members who are authorized to sign for contractual and/or fiscal documents, including invoices.
* **Board Member Profile** that lists your agency’s current board members, their board position, phone number, and email address. Applicants must use template provided in the link in Appendix B.
* **Job Descriptions** for all positions listed in your proposed Budget. (***Do not include individual names, only position titles)***
* **DSS Contractor Package** – Face Sheet, Budget, and Required Documents (see below)
* **Organizational Chart** is a visual illustration of the agency’s staff positions that show how the proposed programs fit into the overall agency’s structure (***Do not include individual names, only position titles)***.

**Electronic Submission:**

Applicants Submit complete application packages by 5:00 p.m. on February 20, 2023, to the following email addresses: [Scott.Phillips@dhhs.nc.gov](mailto:Scott.Phillips@dhhs.nc.gov) and [Rachael. Borowy@dhhs.nc.gov](mailto:Rachael.%20Borowy@dhhs.nc.gov) . Each document in the Appendix must be returned in a separate file. Documents requiring signature must be returned as a PDF file. All other documents must be returned in the original format (Excel, Word). The application may not fit in one email and may require multiple emails. Please include the name of the agency and “Email X of X” in the email subject line.

Each attachment must be named with the **name of agency** followed by **name of attachment.**

* Example: Best Refugee Provider: Cover Letter
* Example: Best Refugee Provider: Board Member Profile
* Example: Best Refugee Provider: Federal Certifications

*SCOPE OF WORK TEMPLATE*

**Background**

Applicants must describe the goals of the proposed program and identify objectives and outcomes. When forming the programs goals and objectives applicants should be aware of the required development, documentation and tracking of performance measures that will be included in a successful application.

* *Defines the primary goal or mission of the program.*
* *Provide national, state, and local statistics to demonstrate program need*

*.*

***For current providers, data MUST be pulled from RIS Performance Report (Schedule C-Services Report) for the period October 1, 2022 through month of application*** *If not currently providing these services this is not necessary.*

**PURPOSE**

Applicant must define *specifically, within framework of program funding, how they will pursue proposed outcomes*. They should include here the counties in which they will deliver services as well as proposed outcomes of their efforts. It is also critical to explain how you will collaborate with other service providers and stakeholders to accomplish these goals.

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**Performance Requirements**

Applicants shall describe a reasonable and well-developed proposal for the implementation of the projects(s) proposed outcomes that fits into the overall mission/goals/objectives, values, and strategies of the program as outlined. This section must provide a clear picture of the services, activities and events that will contribute to achieving proposed outcomes.

*Defines* ***When*** *(brief synopsis of timeframes)*

*Defines* ***Where*** *(what is the service area(s))(within the framework of the program)*

*Defines* ***Who*** *(population served or impacted: define the number of unduplicated participants) : As defined by the State*

*Defines* ***What*** *(activities, tasks, services, deliverables, outputs and outcomes) (within those outlined as necessary by the state)*

*Defines* ***How*** *and* ***How Often*** *(how and how often is the service provided or activities carried out)*

**(For each service listed, follow the example provided below)**

***Use numbers and not bullets.***

***Do not include Service Code numbers.***

During the period of July 1, 2023, and June 30, 2025 in the designated service areas, the Contractor, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, shall:

*This is an example of how to capture the last three items:*

1. *Provide Assessment Services to 75 clients* ***(Who)*** *that will contribute to the development of an appropriate plan outlining needed services and referrals. Staff will conduct an intake meeting* ***(How)*** *prior to enrollment for services* ***(How Often)*** *with the individual that include, conducting a comprehensive assessment* ***(What)*** *that identifies aptitude, skills and goals for needed services and potential barriers, obtaining and recording in-depth information* ***(What)*** *and completing the plan* ***(What)****.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SERVICES TO BE PROVIDED** | | | | | | |
| (1)  Service | (2)  Service  Code | (3)  Number of Program Participants  Served By Time in Country\*\* | | | (4)  # of Units of Service | (5)  Definition of Unit of Service |
| TOTAL Number**\*** | 0 – 12 Months | 13 – 60 Months |
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\*Duplicated Participants - Clients may receive any combination of services listed above.

\*\* 0-12 Months - Indicates Refugee’s first 12 months living in the United States

13-60 Months - Indicates Refugee has been in the United States for more than 1 year (up to 5 years)

**Applicants must also provide answers below to demonstrate agency’s best practices of services provided, outcomes achieved, data reporting, accurate and complete documentation, program success and participant satisfaction**

1. What staff position will enter service data into the Refugee Information System (RIS) database?
2. What staff position will ensure that data is entered in a timely, accurate manner?
3. How will your agency evaluate participant and program success formally and informally?
4. How will your agency measure participant satisfaction?
5. How will your agency ensure outputs are tracked and outcomes are measured accurately?
6. What type of follow-up will your agency provide to participants?

Performance Standards

1. The Contractor has the responsibility for intake, initial determination and re-determination of eligibility for service(s) provided under this contract in accordance with Federal and State regulations. This includes:

A. Taking applications for services; and

B. Determining the eligibility status of an individual for the service(s) requested; and

C. Determining the time-period for which service(s) are authorized; and

D. Notifying the client of the decision regarding eligibility.

Contractors must maintain documentation proving the client’s eligibility, along with other required service documents in the client’s case file.

When applicable, contractor must ensure that a change in situation of family unit (such as obtaining employment, receiving Supplemental Security Income (SSI) or pregnancy) that would affect eligibility for RCA and RMA is communicated to the proper County Department of Social Services (DSS) by completing appropriate DSS forms and uploading the forms in the Refugee Information System (RIS). This is to ensure benefits are adjusted or terminated in a timely manner.

Contractors are required to participate in the Refugee Advisory Council and Sub-committees; and attend meetings and training arranged by the Division.

**Performance Monitoring / Quality Assurance Plan**

**Invoice Reviews:** Invoices and expenditures will be compared with terms in the contract for the line item budget and budget narrative to ensure that costs or payments being charged are within the contract parameters. Invoices will be reviewed monthly.

**Contractor Reporting:** Submit an ORR-6 Semi-annual Performance Report due on April 30th and October 31st.

**Progress reports** from the contractor will be submitted monthly by the **10th of each month** for services provided in the prior month. Services provided, and progress being made toward expected outputs, results and outcomes as identified in the scope of work will be verified by the contract administrator.

Submit, upon request, an Annual Outcome Goal Plan demonstrating program goals and performance outcomes for the purposes of improving services to refugees.

**Contact with Contractor**: The contract administrator and/or Division staff will engage in continuous dialogues as well as make appropriate site visits to the contractor to review progress on a periodic basis.

Contractor will participate in monitoring by the State Refugee Office and representatives of other state and federal agencies.

Substandard performance will be identified and addressed timely and appropriately. Contractor will submit, within 30 days of receipt of the monitoring report, a Corrective Action Plan, if required, to be implemented upon approval of the Plan.

The contractor administrator and/or Division staff will follow up on any areas on non-compliance to ensure that performance requirements and corrective action plans are fully implemented.

The Division shall monitor the Contractor according to the NC DHHS/NC DSS Sub Recipient Monitoring Plan, which may be accessed at <https://www2.ncdhhs.gov/dss/Monitoring/>. This includes compliance with the CFR Title 2 Part 200 specifying federal areas of compliance: <http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl>

Program Compliance Supplement: <https://www.nctreasurer.com/slg/lfm/audit_acct/single_audit/compliance_supplements/Pages/default.aspx>

The Contractor shall submit the following reports at the following intervals:

Monthly

* DSS 1571 III Administrative Costs Report by the **10th of each month**. Agencies with subcontract(s) must include monthly 1571 report(s) completed by the subcontractor(s); 1571 report(s) must be submitted monthly even if no costs are incurred.

Quarterly - **(Division will complete)**

* Completed Performance Status Report. First quarter report is due October 10th. Second quarter report is due January 10th. Third quarter report is due April 10th.

Annually –

* Contractors must comply with NC State Auditors GS 143-6.22 & 23 Grant Compliance Report.

**(Division will complete)**

* Completed Performance Status Report with cumulative end-of-year data. End of year report is due by December 10th.

**Reimbursements**

Upon execution of this contract, the Contractor shall submit to the Division Program Administrator, a monthly reimbursement request for services rendered the previous month and, upon approval by the Division, receive payment within 30 days. Monthly payment shall be made based on actual expenditures made in accordance with the approved budget on file with both parties and reported on the monthly expenditure report submitted by the Contractor.

The monthly expenditure report must be submitted even when no expenses are incurred in any month.  Copies of back-up documentation shall accompany each expenditure report along with a monthly report of services provided.  Failure to submit timely will delay receipt of reimbursement.

Contractors shall not be reimbursed under the contract for any services to clients to whom initial documentation and re-determination of eligibility for service(s) is not maintained.

Each week, service data shall be entered in the Refugee Information System (RIS). The Contractor cannot be reimbursed until service data has been exported via the RIS System to the State Refugee Office.

The Contractor must submit one signed original DSS-1571 III (Administrative Costs Report) to NC DSS Program Consultant by the 10th of each month for services provided in the prior month. DSS-1571 III reports must be submitted even when no services are provided in a month.

Monthly payment shall be made based on actual expenditures made in accordance with the approved budget on file with both parties and reported on the monthly expenditure report submitted by the Contractor.

Additionally, Contractors are expected to submit the following reports each month:

1. Administrative Costs Report (DSS-1571, Part III) signed by the Authorized Agency Official. (Must be submitted even when no expenses are incurred in a month)
2. A Monthly Report of Service Delivery (MRSD) generated from the Refugee Information System (RIS), also referred to as the DSS 1571, Part IV.
3. A year-to-date performance progress report, starting with the first month of the contract, which summarizes cumulative year-to-date accomplishments.

Failure to submit by the due date will result in the reimbursement being held until the following month. Late submittal for several consecutive months may result in denial of cost reimbursement for expenditures greater than 60 days overdue.

These documents must be submitted together after review by the Project Director who signs the MRSD. Faxed copies will not be accepted.

The Division will have no obligation for payments based on expenditure reports submitted later than 60 days after termination or expiration of the contract period.

All payments are contingent upon fund availability.

**Board Member Profile**

*List your current board members, their board position and contact information.*

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| --- | --- | --- | --- | --- |
| **Name of Board Member** | **Title** | **Number of Years on the Board** | **Address** | **Phone Number** |
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**OrganizationAL Chart**

*Input your organization chart here. Position titles ONLY.*

**Job Description(s)**

*Input* ***all*** *required job description(s) here.*

# 9.0 EVALUATION CRITERIA AND SCORING

All qualified applications will be evaluated and awards made based on the following criteria considered, to result in awards most advantageous to the State.  Applications will be scored on the content, quality, and completeness of the responses to the items in the scope of work and to how well each response addresses the following core factors.  NC DHHS will consider scores, organizational capacity, and distribution among catchment areas, and variety of quality improvement plans in determining awards.  Please note that Contractors not meeting the eligibility requirements or any of the minimum or mandatory requirements will not be scored.

|  |  |  |  |
| --- | --- | --- | --- |
| **Funding Criteria** | **Clarification** | **Maximum Score Possible** | **Points Awarded** |
| **I. Proposal Summary** |  | **5 Maximum Points** | |
|  | Briefly describe |  |  |
| **II. Background and Purpose**  **(Section 5.01– 5.2)** |  | **10 Maximum Points** | |
| **Statement of problem** | Agency demonstrates clear evidence of an unmet need and presents data and analysis which proves a clear understanding of problem and provides a clear and concise summary of proposed programmatic activities, services and outcomes |  |  |
| Clearly demonstrate how the programs needs assessment and program design are linked to the required goals. |  |  |
| **III. Program Objectives and Performance Requirements** |  | **35 Maximum Points** | |
|  | Agency describes a reasonable and well-developed proposal for the implementation of the project(s) proposed that fits into the overall mission/goals/objectives, values, and strategies of the program as outlined by the Division. |  |  |
|  | * Describe how the program design is supported by evidence –based/well supported practices. |  |  |
|  | * Section provides a clear picture of the activities and events that are scheduled to occur. |  |  |
|  | * Community partners who are supporting service delivery are identified. * The agency’s collaboration and coordination plan with other organizations is clearly described articulated. |  |  |
|  | * The geographic reach of the organization to serve locations where participants reside. |  |  |
| **IV. Organizational Capacity (Section 5.9)** |  | **35 Maximum Points** | |
|  | * A brief description of the organization’s background/history and structure is provided. |  |  |
| * Organization’s mission clearly relates to programming. |  |  |
| * Organizations history and successes of service provision related to these program areas |  |  |
| * Organizations compliance with previous state contracts |  |  |
| * Capacity to serve and reach the target population is provided in equitable manner. |  |  |
| * Board Member Profile - completed. |  |  |
| * Organizational Chart is included and provides evidence that there is a support structure in place. |  |  |
| * Job descriptions are included for all RAP-SS staff positions. |  |  |
| **VII. Budget Accuracy**  **(Section 5.8)** |  | **15 Maximum Points** | |
|  | * The budget narrative provides justification for the projected expenses, is clearly articulated and is sufficient to support the goals and activities outlined in the proposal. |  |  |
| * The budget includes supplemental documents, as needed (Indirect Cost Plan, Lease, Copy of most recent Certified Financial Statement/Audit. |  |  |
| **TOTAL POINTS AWARDED** |  |  | |

# APPENDIX A: Checklist

**REQUEST FOR APPLICATION (RFA)**

**NORTH CAROLINA Refugee Support Services program**

**CHECKLIST**

|  |  |
| --- | --- |
| **Cover Page signed in blue ink, scan and Email** |  |
| **Proposal Summary (1 page limit) - Word Document** |  |
| **Scope of Work Document - Word Document** |  |
| **Contractor Package Year 1 and Year 2 –Excel Workbook** |  |
| **Contractor Qualifications and Capacity** |  |
| **Cost Allocation Plan** |  |
| **Additional Documents - signed in blue ink, scan and Email** |  |
| * Indirect Cost Plan |  |
| * Signature Authority Letter |  |