



SFY 2023 Contracts Kick Off Training Refugee Support Services (RSS) and Youth Mentoring (YM)

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August 3, 2022

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Purpose

- The purpose of this training is to review the terms and requirements for the contracts beginning on July 1, 2022.
- These contracts include Refugee Support Services and Youth Mentoring funding

This training is not all inclusive, please refer to your agency's contract for all terms and conditions.

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Topics

- **Contract time period**
- **Allowable Expenses**
- **Amendments and Realignments**
- **Confidentiality**
- **Termination of Contract**
- **Additional Contract Performance Requirements**
- **Communication**
- **Key Personnel / New Hire Checklist**
- **RIS Access Non- Key Personnel**
- **RIS Reporting**
- **REPORTS**
- **File Maintenance, Forms, Record Retention and Oversight**
- **Closeout Contract**
- **Monthly Reports Discussion**
- **Outstanding Invoices**

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Time period

- **Effective Period:** This contract shall be effective on 7/1/2022 and shall terminate on 6/30/2023.

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Allowable Expenses (Some examples)

- Reasonable and necessary for the performance and administration of the award/grant
- Authorized under the contract
- Not included in another grant as a cost
- Types of Costs:
 - Direct costs are expenses that can be traced directly to are expenses that directly go into producing goods or providing services
 - Indirect costs are general business expenses that keep you operating

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Allowable Expenses (Cont.)

- Mileage reimbursement rate increased from 56 cents per mile to 58.5 cents per mile.
- Do not include sales taxes
- No shipping expenses
- No gratuity

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Amendments / Realignment

- Any changes to the budget must be requested in writing by the Contractor, and written approval granted by the Division.
- All amendment requests must be submitted to the Division Contracts Office no later than the third quarter. In this case, March 31, 2023.

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Confidentiality

- Any information, data, or documents given to or prepared by the Contractor under this agreement shall be kept as confidential.
- Health Insurance Portability and Accountability Act (HIPAA)
- Data breaches are to be reported to the Division's Contract Administrator within twenty-four (24) hours after the breach is first discovered.

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Termination of Contract

- **The Division may terminate a contract with written notice to the Contractor**
 - Performance
 - Lack of funding
- **Agencies can terminate a contract as well.**

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Other Contract Performance

- To ensure benefits are adjusted or terminated in a timely manner, when applicable, contractors 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 Refugee Cash and Refugee Medical Assistance by completing appropriate DSS forms.
- The DSS forms must also be uploaded to RIS.

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Other Contract Performance (cont.)

- Participate in the Refugee Advisory Council and relevant subcommittees
- Attend meetings and trainings arranged by the Division.
- Duty to update our office on changes
 - Office relocates, then submit a new lease
 - Automobile Liability Insurance
 - Annual state and federal certifications (if there are changes during the year then resubmit)

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Annual state and federal certifications – change to procedure

- Agencies will begin receiving state and federal certifications during the third quarter of a calendar year (October – December). The certifications will be used the upcoming year for all contracts.

(Examples: Conflict of Interest Acknowledgement and Policy, Conflict of Interest Verification (Annual), IRS Tax Exemption Verification (Annual), IRS Tax Exemption Letter, State Grant Certification - No Overdue Tax Debts)

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Consultant Contract Assignments RSS and YM

Rachael Borowy

Refugee Support Services

Catholic Charities Diocese-Asheville
 Catholic Charities Diocese-Charlotte
 Church World Service-Durham
 Church World Service-Greensboro
 International House of Metrolina
 Interfaith Refugee Ministry
 Refugee Support Services
 New Arrivals Institute
 World Relief - Durham

RAP- Refugee Support Services/ Youth Mentoring

African Services Coalition

Alyssa Mozingo

Refugee Support Services

Carolina Refugee Resettlement Agency
 Central Piedmont Community College
 Cross Cultural Resources Inc
 Elon University School of Law
 Lutheran Services Carolina
 Montagnard Dega Association Inc

RAP- Refugee Support Services/ Youth Mentoring

U.S. Committee for Refugees and
 Immigrants

Kim Saunders

RAP- Refugee Support Services/ Youth Mentoring

World Relief-Triad

Youth Mentoring

World Relief-Durham

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Communication

• Service Provider Tasks and Listserv Contact Information form

- Forms are to be completed at the beginning of the contract year and when necessary due to Key Personnel changes. Several listservs have been added to the new form.
- Return the Listserv forms on or **by August 12th**. Send to Scott Phillips, Karen Pemberton, and the consultant(s) assigned to your contract(s).
- Each listserv allows for a Director, Regional Director, and one alternate. Ultimately, it is the responsibility of the Director to pass along the information.
- Inform us when Key Personnel are no longer working with your organization.

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Service Provider Tasks and Listserv Contact Information (Cont.)

STAFF POSITION RESPONSIBLE FOR SPECIFIC TASKS

Effective 07/2022 - 06/2023
 Effective 10/2022 - 09/2023
 Revised/Change/Update

2021-2022 SERVICE PROVIDER TASKS AND LISTSERV CONTACT INFORMATION

Agency Name: _____

Agency Address: _____

Agency Executive Director's Name: _____

Agency Executive Director's email: _____

AREA	TASKS	DESIGNEE RESPONSIBLE FOR COMPLETING THE TASKS IN COLUMN B <small>-Please include the position (title only) -If a task does not apply, write "not applicable" or "N/A" in the space.</small>
Column A	Column B	Column C
Immigration Documentation	<ul style="list-style-type: none"> Responsible for uploading immigration documents into RIS. 	
Form DSS-6247	<ul style="list-style-type: none"> Responsible for completing DSS-6247 and uploading the form into RIS. 	
Form DSS-5022	<ul style="list-style-type: none"> Responsible for completing DSS-5022 and uploading the form into RIS. 	
Support Services Responsibilities	<ul style="list-style-type: none"> Responsible for accompanying a recipient to the local Department of Social Services (DSS) office to apply for benefits. Responsible for adding notes into RIS. Responsible for uploading forms into RIS. 	
Reporting Changes	<ul style="list-style-type: none"> Responsible for informing local DSS that a recipient is receiving Supplemental Security Income (SSI) benefits. Responsible for informing local DSS that a recipient has entered employment and completing Part C of DSS-5022. 	

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Service Provider Tasks and Listserv Contact Information Page 2

DESIGNATED STAFF MEMBER ON LISTSERV

Currently, there are seven Listservs: Director's Announcements, Advisory Council, Employment Subcommittee, Semi-Annual Performance (SAP-6) Report, and Youth and Education Subcommittee, Health and Well-Being Subcommittee, and Immigration Subcommittee. Listservs will include an executive director, area director (if applicable), and one alternate. Please add the name and email address for one staff member who will serve as an alternate in the appropriate columns below. Individuals on each listserv will be responsible for sharing upcoming events and important information with others in their agency.

NOTE: Updates to the listserv will take place upon receipt of a revised form from an agency director.

Return this form to Karen M. Pemberton, Program Assistant Karen.Pemberton@dhhs.nc.gov, and copy P. Scott Phillips, Coordinator Scott.Phillips@dhhs.nc.gov, along with the consultant(s) assigned to your agency's contract(s):

Alyssa J. Mozingo Alyssa.mozingo@dhhs.nc.gov
 Rachael K. Borowy Rachael.k.borowy@dhhs.nc.gov
 Kimberly R. Saunders Kimberly.saunders@dhhs.nc.gov

LISTSERV	CONTACT <small>(Included on listservs, automatically)</small>	NAME AND EMAIL ADDRESS OF Executive Director and Area Director	NAME OF ONE (1) ALTERNATE STAFF MEMBER ON LISTSERV	EMAIL ADDRESS OF THE ONE (1) ALTERNATE STAFF MEMBER <small>(designated in column D)</small>
Column A	Column B	Column C	Column D	Column E
Director's Announcements	Executive Director and Area Director			
Advisory Council	Executive Director and Area Director			
Employment Subcommittee	Executive Director and Area Director			
Semi-Annual Performance (SAP-6) Report	Executive Director and Area Director			
Youth and Education Subcommittee	Executive Director and Area Director			
Health and Well-Being Subcommittee	Executive Director and Area Director			
Immigration Subcommittee	Executive Director and Area Director			

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Key Personnel

- The Contractor shall not replace any key personnel assigned to the performance of the contract without the prior written approval of the Division.
- Send Coordinator and consultant the resume to review and approve.
 - If Approved, then we will send an Approval Memo
 - If the person has limited experience, then the candidate will receive provisional approval.
- Return the New Hire Checklist
- Inform us when key personnel leave your organization.

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New Hire Checklist

Obtain user ID for North Carolina Identity (NCID) and Refugee Information System (RIS)
 (See RIS Manual)
 Refugee Program Services (Overview)
 NC DHHS Division of Social Services Refugee Program: www.ncdhhs.gov/assistance/refugee-services
 Refugee Programs Training Webinar: www.youtube.com/watch?v=zBXooo42c_M
 Refugee Manual: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals>
 RIS User Manual (located in RIS under HELP tab) <https://ris.dhhs.state.nc.us>
 TPR/Semi Annual Report Instructions
 Local DSS Directory: www.ncdhhs.gov/divisions/social-services/local-dss-directory
 DSS-Forms: <https://policies.ncdhhs.gov/divisional/social-services/forms>
 Service Codes Descriptions (located in RIS under HELP, as well as in individual contract)
 Dates and Deadlines *Monthly Reports, TPR/Semi-Annual Reports, Final Invoice*
 Contract(s)
 Recent Monitoring Report
 Specific RAP Program
 Submit an updated Listserv Contact form if the new employee is replacing an employee currently on a listserv. (Listserv Contact forms must be completed by Directors.)

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Refugee Information Systems (RIS) Access Non-Key Personnel

- Submit form requesting access to RIS
- The form can also be used to terminate RIS access for a former employee.
- These requests should be made by the Director.
- Access to RIS will be terminated within thirty (30) days of notifying our office that an employee is no longer with an agency.

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Refugee Information Systems (RIS) reporting

- Enter Services data in RIS on a weekly
- Remember to only use Service Codes that are included in your agency's contract. (submitting the monthly reports is a good time to double-check entries.)

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REPORTS

- Monthly Reporting (DSS 1571 III Administrative Costs)
- Report ORR 6 Semi-annual (SAP-6)
- Annual Outcome Goal Plan

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Monthly Reporting

Contractors are to submit the following reports on a monthly basis.

- DSS 1571 III Administrative Costs Report by the 10th of each month. Agencies with subcontracts must include a 1571 report completed by the subcontractor. (Exception is the Final June invoice)
- DSS-1571 Reports must be submitted monthly, even if no costs are incurred.

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Additional Reports

- Report ORR 6 Semi-annual (SAP-6) (due in October and April)
- Annual Outcome Goal Plan (Return to Scott Phillips by **noon on October 31, 2022.**)

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File Maintenance

- Contractors must maintain documentation providing the client's eligibility, along with other required service documents in the client's case file.
- No Substitution and/or editing of DSS forms
 - EXCEPTION Language assessments such as Comprehensive Adult Student Assessment Systems (CASAS) can be used. However, the top portion (participant demographics) of the DSS-6234 ELT Learner Initial Assessment must be completed and attached to the assessment used.
 - Forms are located on NC DHHS Policies and Manuals website:
<https://policies.ncdhhs.gov/divisional/social-services/forms>

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Record Retention and Oversight

- **Record Retention**

- State basic records retention policy requires all grant records to be retained for a minimum of five years or until all audit exceptions have been resolved, whichever is longer. If the contract is subject to federal policy and regulations, record retention may be longer than five years. Records must be retained for a period of three years following submission of the final Federal Financial Status Report, if applicable, or three years following the submission of a revised final Federal Financial Status Report.

- **Oversight**

- The State Auditor and the State funding authority, the Department of Health and Human Services shall have access to persons and records as a result of this contract entered into.

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Closeout Contract

- Agencies will have up to sixty (60) days to submit a final DSS-1571.
- This is the last year of the three-year award. Look for additional information regarding the next Request for Applications (RFA) later this year.

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Monthly Reports Discussion

Expenses and Supporting Documentation

- Do the expenses and services reflect the terms of the contract?
- Does the DSS-1571 invoice include expenses that occurred during the contract year, only?
Expenses are to be reported during the month incurred. Are any expenses included for a month other than the month of the DSS-1571 explained?
- If salary and fringe benefits expenses are included, have these staff members been approved by the SRO?
- Are the salary and fringe benefits expenses for each position reflective of the terms in the contract?
- Are expenses related to staff development, if allowed in the contract, being submitted after the event? (Prepayment is not permitted.)
- Is the destination, mileage, and purpose for travel clearly identified?
- Have taxes and gratuity been excluded from the expenses being submitted?
- Are copies of receipts for all expenses (except rent) included? (Please organize in a manner that is easy to follow). (This is required for the first month of the contract and final invoice).

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Monthly Reports Discussion

Service Reports

- Have you included a Monthly Service Delivery Summary Report and Schedule C: Service Report: Employment Services (if applicable) for the current month?
- Have you included a cumulative Schedule C: Service Report: Employability Services (either July XX – current month or October XX – current month depending on start date of your contract)?

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Monthly Reports Discussion

Completion of the DSS-1571 (Administrative Costs Report) form and Submittal

- Has the Authorized Provider signed and dated the DSS-1571?
- Is the name and telephone number of the person responsible for completing the report included?
- For contracts with multiple funding sources (Support Services and Youth Mentoring), Have you prepared a separate DSS-1571 form for each funding and supplemental source?
- Have you added the number of clients, job placements (if applicable), and cost per participant on the actual DSS-1571, or alternatively, in the email to the Consultant?
- Has all client identifiable information been redacted? If not, send documents using an encrypted email.
- Are you submitting the DSS-1571 on or before the 10th of the month? If not, please notify our office prior to the 10th. The notification should be on the Contractor's letterhead and be prepared by the finance manager (or a similar role). Service reports should still be submitted on or by the 10th of each month.

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Monthly Reports Discussion

Email Submission

- Are you sending the DSS-1571, reports, and expense back up documentation (if applicable) to the consultant assigned to the contract, and copying the Coordinator and Program Assistant on the email? The email Subject line should reflect the following format: *Agency Funding Source (RSS, YM), Contract # DSS-1571 Month Year*

Example: Agency RSS #12345 DSS-1571 July 2022

Provide a brief explanation in an email if you have answered "No" to any of the questions, above, or contact our office to discuss them prior to submitting the DSS-1571.

Final Reminders

Do not send the invoice or supporting documentation via U.S. Mail.

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Outstanding Invoices

- There have been some delays since the onset of COVID-19
- Report outstanding invoices sooner rather than later!

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QUESTIONS

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THANK YOU!

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