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**Division of Social Services**

**REQUEST FOR APPLICATION # -** **SFY 25 - 26 RSS RFA**

**State Fiscal year 2025-2026 Refugee Support Services**

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| RFA Issuing Agency | North Carolina Department of Health and Human Services,Division of Social Services, Economic and Family Services, State Refugee Office |
| Issue Date | November 20, 2023 |
| Application Deadline | January 19,2024, by 5:00 pm |
| Letter of Intent to Apply Due | December 10, 2023, by 5:00 pm |
| Deadline for Questions | December 23, 2023 |
| Response to Questions Posted | December 24, 2023 by 5 pm |
| Estimated Total Funding Available | $1,000,000 |
| Estimated Range of Awards | $150,000-$200,000 (capped at $200,000 per year)  |
| Anticipated Period of Performance | July 1, 2024 through June 30, 2026 |
| E-mail Applications and Questions to | P. Scott Phillips at scott.phillips@dhhs.nc.gov Rachael Borowy at rachael.borowy@dhhs.nc.gov  |

IMPORTANT NOTE: Indicate agency/organization name and RFA number on the front of each application envelope or package, along with the RFA deadline date. Late applications will not be accepted. Only electronic applications will be accepted.

**The Request for Application (RFA)** announces the availability of funding based on the Notice of Funding Opportunity (NOFO), authorizing legislation and/or the budget. The RFA requests all the pertinent information and requirements for an applicant to assess their eligibility, competency, and interest in the funding opportunity.

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**Section A -- Funding Opportunity**

# Purpose of Funding Opportunity

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 in a wide range of locations and counties. Services are to be designed to address the barriers refugees and other eligible populations typically face, and assist refugees in achieving holistic self-sufficiency, stability, and integration as soon as possible after arrival, with social adjustment, capacity building, education, training, supportive case management, and employment services.

1. **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 Refugee Support Services (RSS) Program. Activities funded through RSS should see positive outcomes in the lives of individuals, families and the community. Successful and effective resettlement is built on a variety of successes, many of which can be provided and supported through RSS.

1. **Scope of Services**

The desired outcome of the RSS is to provide support to refugees and other ORR eligible populations to achieve self-sufficiency. In order to achieve sustainable self-sufficiency the approach must acknowledge the importance of stability and integration of the entire family/household unit. This program is focused on the provision of services to facilitate opportunities to address the needs of children, their parents, and other family members in the household to achieve stability and facilitate upward mobility. Furthermore, ORR provides guidance and highlights the importance of identifying and addressing the needs and developing strategies for employable refugees and their family members to achieve economic self-sufficiency and long-term integration.

This program works hand in hand with initial resettlement programs to promote effective resettlement. Providers must ensure effective collaboration with the resettlement of refugees and the promotion of economic self-sufficiency. In addition, providers should assess and identify the needs of all members of the employable refugee’s household, including children, and provide services to address those needs.

Activities funded through RSS should see positive outcomes in the lives of individuals, families, and the community. Successful and effective resettlement is built on a variety of objectives and goals, many of which can be provided and supported through RSS.

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 United States for less than five years, except for citizenship and naturalization preparation services, and referral and interpreter services to refugees who have been in the United States for more than 60 months.

The SRO, through consultation and research, have identified the following Service Priority Areas:

1. English Language Training and Language Access
2. Community Capacity Building
	1. Civics and Citizenship
	2. Bridge Building, Community Connections, and Family Mentoring
	3. Community Capacity/ Leadership Support
3. Advanced Career Support
4. Family Sustainable Self-Sufficiency Programs

While some of these priority areas would be needed in the main counties we currently serve, there is an ongoing geographic dispersion of ORR eligible residents residing in NC. The SRO will focus funding in the following counties: Orange, Chatham Randolph, Catawba, Union, Yadkin, Wilkes, Wayne, Sampson, Cumberland, Hoke, Moore Lee, Harnett, Nash, and Johnston. The SRO may fund proposals serving other locations, if needed, and/or non-duplicative services offered by the current providers funded by the SRO. Please note that your application should clearly identify which Service Priority Area(s) you will be addressing, and in which counties you will provide those services. The application should provide a description of your experience and proposed impact and outcomes of your efforts.

# Eligibility

Applications are invited from public or private non-profit *501(c)(3) status* 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.**

# Federal Award Information

1. Federal Award Identification Number: 2401NCRSSS
2. Federal Award Title: Refugee and Entrant Assistance State Administered Programs
3. Federal Awarding Agency: Department of Health and Human Services, Administration for Children and Families, Office of Refugee Resettlement
4. Federal Award Project Description: Refugee and Entrant Assistance State Administered Programs
5. Federal Award Project Period of Performance: October 01, 2023, to September 30, 2026
6. Total Amount of the Federal Award: Estimated Total Funding Available - $1,000,000
7. Expected number of Awards: 6 (six)
8. Assistance Listing (formerly CFDA): 93.566
9. Cost Sharing or Matching: No cost sharing or matching required
10. Allowable Cost: 2 CFR 200, Subpart E - Cost Principles, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards applies to this program.
11. Allowable Indirect Cost
	* Federally Negotiated Indirect Cost Rate (FNICR)
	* De Minimis Indirect Cost Rate 10% of the Modified Total Direct Cost (MTDC)
	* Other
12. **Federal Funding Accountability and Transparency Act (FFATA)**

As an applicant for federal funds, each selected applicant will be required to provide certain information required by the Federal Funding Accountability and Transparency Act (FFATA), including the organization’s Unique Entity Identifier (UEI) number. Please see [www.sam.gov](http://www.sam.gov) for free registration. Additional information about FFATA is available at <https://www.fsrs.gov/>.

**Section B-- Application and Submission Specifications**

**1. How to Apply**

The RFA and instructions can be obtained by going to <https://www.ncdhhs.gov/about/grant-opportunities/social-services-grant-opportunities>. Applications must be typed and presented with the same topic headings and in the same order as set forth in Section C of this RFA. All applications must include a cover page. The cover page shall include:

* + 1. The applicant’s name and address;
		2. Title of the Project;
		3. Name and contact information of the authorized agency official; and
		4. The website of the agency (if any).

Applications must be received no later than 5:00 p.m. January 19, 2024. Applications received after 5:00 p.m. will be classified as late and will not be considered for funding.

**2. Letter of Intent to Apply**

Agencies that plan to submit an application must register its intent by 5 p.m. on December 10, 2023, to Scott Phillips (scott.phillips@dhhs.nc.gov) and Rachael Borowy (Rachael.borowy@dhhs.nc.gov). Information requested on the letter of intent shall include the following:

* The legal name of the agency;
* The name, title, phone number, mailing address, and email address of the lead agency administrator and the person who will coordinate the application submission;
* County(ies) where services will be offered;
* Targeted Populations to be served; and
* Priority Area(s).

**3.** **Written Questions**

Written questions concerning the specifications in this RFA will be received via email to: scott.phillips@dhhs.nc.gov and Rachael.borowy@dhhs.nc.gov by December 23, 2023. As an addendum to this RFA, a summary of all questions and answers will be placed on <https://www.ncdhhs.gov/about/grant-opportunities/social-services-grant-opportunities> on December 24, 2023.

**4. Who Can Apply**

Public or private nonprofit agencies may submit an application for this RFA.

**5. Contractual Services**

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. Agencies and organizations shall also ensure that subcontractors are not on the state’s Suspension of Funding List available at:

<https://www.osbm.nc.gov/stewardshipservices/grants/suspension-funding-memos>. The budget narrative should include justification for the contractual services or subawards.

**6. Application Selection and Scoring**

An evaluation/selection committee will review and score all applications received by 5 p.m. on January 19, 2024 This committee will be comprised of an independent panel of subject matter experts that work in the fields covered by this program.

Scoring chart is provided below:

1. Proposal Summary 5 POINTS
2. Organization Background and Qualifications 15 POINTS
3. Program Objectives & Performance Requirements 40 POINTS
4. Organizational Capacity 20 POINTS
5. Budget and Narrative 20 POINTS

**TOTAL 100 POINTS**

Applications are reviewed by a multi-disciplinary committee of public and private Subject Matter Experts. Staff from applicant agencies may not participate as reviewers. Applications will be evaluated by the committee according to completeness, content, experience with similar projects, ability of the agency's or organization's staff, cost, etc. The award of a contract 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. 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. Required Documentation and Other Requirements**

Additional Documentation to Include with the Application

All applicants are required to include documentation of their tax identification number. Those applicants which are private nonprofit agencies are to include a copy of an IRS determination letter regarding the agency’s 501(c)(3) tax-exempt status. (This letter normally includes the agency’s tax identification number, so it would also satisfy that documentation requirement.)

Federal Certifications

Agencies or organizations receiving federal funds are required to execute Federal certifications regarding non-discrimination, Drug-Free Workplace, Environmental Tobacco Smoke, Debarment, Lobbying, and Lobbying Activities.

System for Award Management Database (SAM)

All contractors receiving federal funds must be actively registered in the federal government’s System for Award Management (SAM) database or be willing to complete the registration process in conjunction with the award (see [www.sam.gov](http://www.sam.gov)). To maintain an active SAM record, the record must be updated no less than annually.

Additional Documentation Prior to Contract Execution

Contracts will require additional documentation prior to contract execution. After the award announcement, agencies will be contacted about providing the following documentation:

* A completed and signed letter from the agency’s Board President/Chairperson identifying individuals authorized to sign contracts;
* A completed and signed letter from the agency’s Board President/Chairperson identifying individuals authorized to sign expenditure reports;
* Documentation of the agency’s UEI number. To register for a UEI number please follow the instructions on the [www.SAM.gov](http://www.SAM.gov) website;
* Contracts with private non-profit agencies require additional documentation prior to contract execution. After the award announcement, private non-profit agencies will be contacted about providing the following documentation:
* A completed, signed statement which includes the agency’s Conflict of Interest Policy; and
* A completed, signed, and notarized form certifying that the agency has no overdue tax debts on the agency’s letterhead. The form must be dated.

All contractors receiving funds through the State of North Carolina are required to execute Contractor Certifications Required by North Carolina Law.

**Contractor Certifications should NOT be generated, signed or returned with application.**

Registration with North Carolina e-Procurement

Upon award, all agencies are required to be registered as a vendor (at no cost) in the NC e-Procurement system. Please visit [https://eprocurement.nc.gov](https://eprocurement.nc.gov/) , click on Vendor Login and scroll down to “Register”. For questions/guidance, please contact the e-Procurement Help Desk at 888-211-7440.

Upon award, all agencies will be required to comply with the NC DHHS Privacy and Security Office Terms and conditions.

Audit

Please be advised that successful applicants may be required to have an audit in accordance with G.S. 143C-6-22 and G.S. 143C-6-23 as applicable to the agency’s status. G.S. 143C-6-23 requires every nongovernmental entity that receives State or Federal pass-through grant funds directly from a State agency to file annual reports on how those grant funds were used. There are 3 reporting levels which are determined by the total direct grant receipts from all State agencies in the entity’s fiscal year: Level 1: Less than $25,000 Level 2: At least $25,000 but less than $500,000 Level 3: $500,000 or more Level 3 grantees are required to submit a "Yellow Book" Audit done by a CPA. Only Level 3 grantees may include audit expenses in the budget. Audit expenses should be prorated based on the ratio of the grant to the total pass-through funds received by the entity.

Indirect Cost

Indirect cost is the cost incurred for common or joint objectives which cannot be readily identified but are necessary to the operations of the organization, e.g., the cost of operating and maintaining facilities, depreciation, and administrative salaries. Per NC Session Law 2023-65: *For Grantees, including nonprofit grantees, that (i) are receiving financial assistance and do not have a* *federally approved indirect cost rate from a federal agency or (ii) have a previously negotiated but expired rate, the Department may allow the grantee, in accordance with 2 C.F.R. § 200.332(a)(4) or 2 C.F.R. § 200.414(f), to use the de minimis rate or ten percent (10%) of modified total direct costs. Alternatively, the grantee may negotiate or waive an indirect cost rate with the Department. If State or federal law or regulations establish a limitation on the amount of funds the grantee may use for administrative purposes, then that limitation controls, in accordance with 2 C.F.R. § 200.414(c)(3).*

If the applicant is claiming federally approved indirect cost rate (FINCR), the FINCR letter needs to be provided. If the applicant does not have an FNICR and no indirect cost rate is currently established by a CPA, then the applicant may claim indirect cost up to the limit as defined above or the de minimis indirect cost rate of 10%, whichever is less. The applicant may elect to claim a lesser portion of the allowed indirect cost rate. If claiming the de minimis or some portion thereof, it may not exceed the limit of the modified total direct costs in the proposed budget as defined by 2 CFR 200.1 “Modified Total Direct Cost (MTDC)”. Applicants must indicate in the budget narrative that they wish to use the de minimis rate, or some part thereof. Applicants who do not wish to claim any indirect cost must enter “No indirect cost requested” in the indirect cost line item of the budget narrative.

**8. Division of Social Services reserves the right to:**

1. Modify the application and budget after consulting with the applicant. Items that may be modified to include, but are not limited to goals, costs, performance, and reporting requirements.
2. Allow or disallow budget amendments during the performance period of the project.
3. Monitor the program based on the Division’s Subrecipient Monitoring plan.
4. Implement any change or requirement mandated by the State or Federal government during the life of the project.

**9. Applicant Financial Capacity**

Applicants must have the financial capacity to operate without reimbursement for at least 90 days of the project period. Applicants funded through this grant must submit all requests for payment and expenditure reports by the 10th of each month following the month of service.

**11. Period of Performance**

Anticipated contract dates are July 1, 2024 - June 30, 2026.

**13. Costs**

Allowable and appropriate costs must be reasonable and necessary to provide the services. 2 CFR 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, Subpart E, Cost Principles, applies to this program.

**14. Cost Reimbursement**

Upon execution of 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 SRO.

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.

**Section C -- Programmatic Requirements**

All applicants must meet the following program requirements to be eligible. Applicants must demonstrate their ability to meet the following requirements in their applications.

1. **Services to be Provided**

ORR has highlighted that RSS programs should provide employability services designed to enable refugees to obtain jobs within one year of becoming enrolled in services in order to achieve economic self-sufficiency. It must also be noted that services may continue to be provided after a refugee has entered a job to help the refugee retain employment or move to a better job. NOTE: Funds may not be used for long-term training programs such as vocational training that last for more than a year or educational programs that are not intended to lead to employment within a year.

1. **Services to be Provided to the Target Population**

SRO, through consultation and research have identified Priority Areas (described below) as well as noted a targeted geographic need in Eastern NC, as well as the Sandhills region, but other regions/counties of the state may be funded if applicant fills an identified gap in services in that area. Funding will be used to ensure the delivery of services in these Priority Areas. Below are the Priority Areas to use when considering/compiling your application. Please note that your application should clearly identify which Priority Area(s) you will be addressing and in which counties you will provide those services, as well as contain a description of your experience and proposed impact and outcomes of your efforts.

RSS funding can be used for a number of Services, which can be divided into Employability Services or non-Employability Services.

Employability services — can include development of a family self-sufficiency plan and an individual employability plan, world-of-work and job orientation, job clubs, job workshops, job development, referral to job opportunities, job search, and job placement and follow up. Other services categorized as Employability Services include: Vocational training, Skills recertification, and Assistance in obtaining Employment Authorization Documents (EADs).

Other services, that are considered both Employability Services and non-Employability Services include, Day care for children, English language instruction, Translation and interpreter services, Case management and Transportation.

The following services are considered non-Employability Services:

(1) Information and referral services,

(2) Outreach services,

(3) Social adjustment services,

(4) Emergency services (including 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),

(5) Health-related services (includes: information; referral to appropriate resources; assistance in scheduling appointments and obtaining services; and counseling to individuals or families to help them understand and identify their physical and mental health needs and maintain or improve their physical and mental health),

(6) Home management services (includes: 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), and

(7) Citizenship and naturalization preparation services, including English language training and civics instruction to prepare refugees for citizenship, application assistance for adjustment to legal permanent resident status and citizenship status, assistance to disabled refugees in obtaining disability waivers from English and civics requirements for naturalization, and the provision of interpreter services for the citizenship interview.

Refer to Services, Codes and Description available here: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-appendices/raxc.pdf>.

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/>.

The following chart should be included showing which services are provided to accomplish the goals and outcomes of the proposal. Additionally, the chart includes how many proposed individuals will receive these services and the total number of service units.

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| --- |
| **SPECIFIC SERVICES TO BE PROVIDED** |
| (1)Service | (2)ServiceCode | (3)Number of Program ParticipantsServed 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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NOTE:

* Services must be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background.
* Services must be provided to the maximum extent feasible in a manner that includes the use of bilingual/bicultural women on service agency staff to ensure adequate service access by refugee women.
1. **Refugee Support Services Priority Areas**
2. English Language Training and Language Access

English Language Training (ELT) is important and effective for achieving community integration as well as achieving self-sufficiency. This Priority Area will include programs that are aimed at direct delivery of ELT, as well as ongoing support for building capacity and facilitating access to robust and sufficient opportunities for English learning.

Furthermore, this Priority Area includes efforts to improve Language Access. Organizations can undertake efforts to build the capacity and inform policies of organizations to more effectively provide linguistically appropriate access. The funding could also be utilized to develop and share resources and information to help expand and improve language assistance services for individuals with limited English proficiency.

1. Community Capacity Building

This is critical to achieving sustainable self-sufficiency as well as long term integration. Efforts must be undertaken to support new arrivals ability to navigate the systems of the society in which they live. Agencies should provide pathways to build connections with the wider community as well as grow their abilities to directly provide services. Refugee voices should be empowered to play an active role in those processes. could be done through identifying and responding to the diverse needs of refugees and deciding what activities to plan that will best benefit the communities they serve. The priority areas are broken down into three parts:

* + Civics and Citizenship

Working with members of ORR eligible populations, to continue to grow refugees understanding of their new homes through continued opportunities at cultural orientation, community events and mapping. In addition, many local governments offer supportive opportunities, such as Citizenship Academies, that could greatly benefit newly arrived members of the community. Through efforts in this area, organizations should support the clients to be more informed, engaged, comfortable and confident in their new home. This is a critical step towards self-sufficiency and long-term integration. Building non-crisis relationships with dedicated partners who can provide service to the newly resettled families as they work to build their new lives here in NC.

* + Bridge Building, Community Connections, and Family Mentoring

The engagement with the community, beyond the process and policies, is critical to successful resettlement. With that in mind, it is encouraged that RSS funding could be used to create systems/ opportunities for connecting newly arrived families with vetted community mentors. These connections would provide an opportunity to establish deeper and broader relationships within the community and would contribute to long term integration efforts as well as one’s ability to achieve self-sufficiency. Building non-crisis relationships with dedicated partners who can provide service to the newly resettled families as they work to build their new lives here in NC. Furthermore, this Priority Area would represent a clear opportunity for organizations to engage and support private sponsors who are part of some of the new alternative resettlement pathways.

* + Community Capacity/ Leadership Support

Funding in this Priority Area would be focused on assisting ORR eligible individuals to access support and training to become leaders within their community. It could also assist them in becoming more effectively engaged in the communities they live in and thus more successful in their workplace. It would be expected that these efforts would contribute directly to long term integration, as well as aid in supporting individuals’ professional pursuits. It is anticipated that one outcome of these training and support opportunities would be the ability to access to a broader range of employment opportunities.

Included within this Priority Area would be funding to help support the development of ethnic community-based organizations (ECBO). It is believed that through facilitating greater access to capacity building including helping the ECBOs’ assess needs, gaps, core competencies, performance and impact, as well as reviewing best practices and developing implementation strategies would create a more vibrant and robust set of engaged and capable community leaders. These organizations are particularly skilled in identifying and responding to the diverse needs of refugees and have a unique insight in deciding what activities to plan that will best benefit the communities they serve. The greater community also benefits by learning about the culture, strengths, and needs of the local refugee population the organization is serving.

1. Advanced Career Support

The SRO will provide funding to enable providers to support refugees in pursuing self-sufficiency by obtaining the means to secure professional or skilled employment drawing upon previously acquired knowledge, skills, and experience. Assist refugees in learning about career pathways and developing individualized plans to gain employment and advance within their chosen career field. Funding may also provide refugee participants with financial assistance for costs related to the establishment or re-establishment of credentials, such as obtaining educational credits or enrollment in required certification programs. Grantees are required to collaborate with professional associations, universities, and others with expertise in this area to facilitate career opportunities in ways that supplement, rather than supplant, existing services. NOTE: Funds may not be used for long-term training programs such as vocational training that last for more than a year or educational programs that are not intended to lead to employment within a year.

1. Family Sustainable Self-Sufficiency Programs

This Priority Area is aimed at supporting holistic approaches to address needs of families striving to achieve employment, as well as ensuring that there is a holistic case management approach that addresses the wide range of support needs a family may need. Funding can be used to strengthen program oversight and ensure that refugees accessing services are advancing on their path to self-sufficiency and longer-term integration, provide a better indication of refugee successes and challenges, and support more informed resource mapping and referral to services. This could include but is not limited to ORR-funded programs, other state and federally-funded programs, and community programs. The holistic approach will intentionally and meaningfully engage with each individual member of the family in the household, including children and/or any other member of the family in the household to facilitate economic self-sufficiency, family stability and community integration for the household. The funded programs should identify needed services and seek to reduce barriers to access these services.

A broad range of support services could aid families in maintaining a stable environment, which facilitates self-sufficiency, educational pursuits, and community integration. Funding can be used to help support efforts to ensure a strong stable housing and homelife. Quality, stable housing is a foundation for self-sufficiency. A lack of available and affordable housing can create additional barriers to helping refugee populations find and retain employment, achieve self-sufficiency, and fully integrate into their new communities. Housing instability can also create additional barriers to the educational success and development of children. Funding can be used to facilitate stability in housing in critical situations.

1. **Participant Eligibility Requirements**

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) (dependent on date of entry and/or familial ties)
* Ukrainian Humanitarian Parolees (UHP) (dependent on date of entry and/or familial ties)
1. **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. except for citizenship and naturalization preparation services and referral and interpreter services to refugees who have been in the United States for more than 60 months.

1. **Reporting and Monitoring Requirements**

DSS will monitor the Contractor according to the NC DHHS/DSS Subrecipient Monitoring Plan. This includes compliance with federal regulation under the CFR Title 2 Part 200. After the review, the NCDSS Program Consultant will send a formal written monitoring report letter to the Contractor’s Executive Director and Board Chair which contains recommendations and corrective action findings, if applicable. If the Contractor remains in non-compliance status, the contract may be terminated due to failure to meet the terms and conditions of the contract.

In addition, the following documents may be used to monitor the contract:

1. Organizational Chart

2. Board Member Profile

3. Job Descriptions for Refugee Support Services Program staff

1. Audit Requirements:

The Contractor is responsible for meeting the following audit requirements.

• 2 CFR Part 200—Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards

• § 159-34. Annual independent audit; rules and regulations.

• NCAC, Subchapter 03M – Uniform Administration of State Awards of Financial Assistance

• DHHS-58 Program Compliance Supplement

All non-governmental Contractors that receive $500,000 or more in total financial assistance must submit a single or program-specific audit to NCGrantsReporting@dhhs.nc.gov within 9 months of the Contractor's fiscal year end. Audits governed by 2 CFR 200.512 must be posted to the Federal Audit Clearinghouse (FAC) within 30 days of audit completion.

1. 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 contract 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.

1. Contract Monitoring

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](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>

1. Reporting

The following are required reporting for all Contractors:

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. 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.

• Monthly Outcomes Report

• Performance reports, including: Schedule C, Monthly Service Delivery Detail (these are subject to change). 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 Division contract administrator.

Quarterly

* Completed Performance Monitoring Quarterly Report by October 15th, January 15th, April 15th, and July 31st. These quarterly reports include cumulative data on agency functions, program outputs and outcomes.

Annually

* Contractors must comply with NC State Auditors GS 143-6.22 & 23 Grant Compliance Report.
* Completed Performance Status Report with cumulative end-of-year data. End of year report is due by December 10th.
* Submit, upon request, an Annual Outcome Goal Plan demonstrating program goals and performance outcomes for the purposes of improving services to refugees.
* If applicable, submit single or program-specific audit to NCGrantsReporting@dhhs.nc.gov within 9 months of the Contractor's fiscal year end. If applicable, as governed by 2 CFR 200.512 report to the Federal Audit Clearinghouse (FAC) within 30 days of audit completion.
* Submit an ORR-6 Semi-annual Performance Report due on April 30th and October 31st.
* Maintain an active record in the federal government’s System for Award Management (SAM). This record must be updated annually.
* Federal Funding Accountability and Transparency Act (FFATA) Data Reporting Requirement form due with annual renewal materials.

**Section D – Application Contents and Instructions**

1. **Proposal Summary** **(One page limit)**

The summary encompasses all the key points necessary to communicate the objectives of the project. It is the cornerstone of the proposal, and the initial impression of the plan. Applicant must define specifically, within framework of program funding and the identified priority areas, 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 summarize how you will collaborate with other service providers and stakeholders to accomplish these goals.

In many cases, the summary is the first part of the proposal package seen by DSS and can play an important role in the acceptance or the denial of the application.

1. **Organization Background and Qualifications. (Describe the organization and its qualifications for funding)**
2. Mission and goal of the Organization.
3. A brief overview of the history of the organization.
4. A brief overview of the organization’s experience with providing the service (organization’s past achievements and accomplishments and evidence of its impact).
5. Brief overview of organization’s experience of working with DHHS or other funding agencies including:
	* + The length of time the organization received Federal or State funding;
		+ The services that the organization provided;
		+ Successes and some challenges.
6. Qualifications/background on organization’s Board of Directors and Key Staff:
* Brief bio of all board members and the key staff;
* Any criminal convictions of any of the board members and key staff;
* Any regulatory sanctions levied against any of the board members and key staff;
* Any regulatory investigations pending against of any of the board members and key staff; *Note: The Department may reject a proposal solely on the basis of this information*;
* Any of the Contractor’s directors, partners, proprietors, officers, or employees or any of the proposed project staff that are related to any DHHS employees;

*Note: If such relationships exist, identify the related individuals, describe their relationships, and identify their respective employers and positions*;

* Assurance that the applicant is not debarred or on the suspension of funding list;
* Other major funding sources.
1. **Need/s Assessment (Problem Statement)**
2. Problem (explain why the service is necessary);
3. Describe what your organization is doing to address this need/problem;
4. Primary Counties Served;
5. Ethnicity, age, and gender of population served;
6. Target population or who do you plan on serving;
7. Statistical facts and figures (national, state, local);
8. Program Website.
9. **Applicant’s approach to the problem**

Provides an understanding and description of aligning the goals of the funding and the application. This section should also include the methods of achieving the set goals. Goals, objectives, and outcomes of the project shall be SMART (Specific, Measurable, Achievable, Realistic and Time-bound).

1. Goals: A goal is something your organization is planning to achieve through this project. A goal should be realistic and measurable.
2. Objectives: Objectives describe how the goal is going to be achieved. The objectives must be specific, measurable, and achievable in a specified time.
3. Outcomes: Outcomes reflect what is the expected result at the end of the performance period.
4. **Example of goal, objectives, and an outcome**

|  |  |  |  |
| --- | --- | --- | --- |
| Purpose of Funding | Goal | Objectives | Outcome |
| Improve literacy skills for children and students from 1-12 grade in North Carolina.  | By June 30, 20##, the after-school program will help 200 economically unprivileged children to read at grade level.  | By August 31, 20##, test all children’s reading level.By September 30, 20##, identify children who are reading lower than grade level.During October 01, 20## - May 31, 20##, provide individual reading session for 30 minutes every day, provide age appropriate books to the children, and assist in comprehension.By June 30, 20## retest and identify children’s reading levels. | By June 30, 20##, 50% economically challenged children in Dare County will be reading at grade level. |

# Project Narrative

Explains the relevance of the project. It details the tasks and/or services that the applicant will provide. Applicant should include information like the implementation plan, schedule, and the desired outcomes.

* Each proposal should describe collaboration with other agencies and organizations.
* Applicants must answer the following questions:
* How does your agency effectively collaborate with local organizations, coalitions, and/or partners that focus on employment, family well-being, and integration including your County Department of Social Services, School District, Housing Provides, County and Municipal divisions?
* How will your agency conduct community outreach, recruitment, and consultation? Consultation must be carried out quarterly to ensure effective two-way communication and feedback from the wide range of community partners and stakeholders involved in serving this population.
* How does your agency solicit, process, serve and track external referrals?
* In short community consultation is a two-way process often conducted through a variety of mechanisms to gather information regarding community members’ attitudes and beliefs related to the appropriateness and acceptability of the design, risks, and benefits of the welcoming, serving and resettling refugees into a community. Through discussions and the solicitation of feedback from community consultation providers should develop plans of action and facilitate collaborative partnerships.

# Budget and Narrative

The RFA/ line-item budget shall constitute the total cost to provide the services. The line items should be necessary, allowable, and reasonable. For example, if setting a salary for a position, check the fair market value for the salary of the similar position in the similar area. The budget should indicate a clear relationship with the project.

Every line item should have a narrative. A budget narrative is the justification of how and why a line item is required to meet the goal of the project.

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 (within the Contract Package A) should clearly outline what expenditures correspond to each line item.

Include a copy of the items listed below, as applicable:

* A Cost Allocation plan for applicant agency.
* Job descriptions for all positions included in the proposal budget

# Supporting Documentation

The applicant has an opportunity to provide more information to help the Division understand the services they are proposing to provide. Some examples of supporting documentation are:

* An organizational chart identifying the personnel who will be assigned to work on this project,
* A description of how the applicant will staff the project, including the name, resume and qualifications of each of the proposed team members,
* Sustainability (Steps taken to ensure future successes or continuing the project beyond the awarded period, e.g., future financial support, staff requirements, continued community contribution),
* Resolution of Challenges: an analysis of the project’s risk and limitations, including how these factors will be addressed or minimized (regulatory, environmental, or other constraints),
* Line-Item Budget and Budget Narrative. Every item that appears in the budget should be explained clearly, so the evaluator/ reviewer will understand it. Administrative expenses may not be duplicated as direct and indirect costs, and
* Accomplishments of the agency.

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# ATTACHMENT A

NC DSS CONTRACTOR PACKAGE A- Year 1 and Year 2

NC DSS Contractor Package A, is posted with the RFA on DHHS website.

<https://www.ncdhhs.gov/about/grant-opportunities/social-services-grant-opportunities>