

**REQUEST FOR APPLICATIONS FOR**

**The PA Refugee Resettlement Program**

**ISSUING OFFICE**

**Commonwealth of Pennsylvania  
Department of Human Services  
Bureau of Procurement and Contract Management  
Room 402 Health and Welfare Building  
625 Forster Street  
Harrisburg, PA 17120**

**RFA NUMBER**

**21-18**

**DATE OF ISSUANCE**

**November 13, 2018**

**REQUEST FOR APPLICATIONS FOR  
THE PA REFUGEE RESETTLEMENT PROGRAM**

**TABLE OF CONTENTS**

<b>CALENDAR OF EVENTS</b>	<b>4</b>
<b>Part I – GENERAL INFORMATION</b>	<b>5</b>
<b>Part II – CRITERIA FOR SELECTION</b>	<b>17</b>
<b>Part III – TECHNICAL SUBMITTAL</b>	<b>20</b>
<b>PART IV – COST SUBMITTAL</b>	<b>42</b>

**APPENDICES**

**APPENDIX A, APPLICATION COVER SHEET**

**APPENDIX B, GRANT AGREEMENT SIGNATURE PAGE**

**APPENDIX C, COST SUBMITTAL WORKSHEET**

**APPENDIX D, MONTHLY PERFORMANCE REQUIREMENT REPORT (REFUGEE SUPPORT SERVICES)**

**APPENDIX E, ORR-6 TRIMESTER REPORT (REFUGEE SUPPORT SERVICES)**

**APPENDIX F, ANNUAL ACTUAL PERFORMANCE REPORT (REFUGEE SUPPORT SERVICES)**

**APPENDIX G, FORM ORR-3, UNACCOMPANIED REFUGEE MINOR PLACEMENT REPORT**

**APPENDIX H, FORM ORR-4, UNACCOMPANIED REFUGEE MINOR OUTCOME REPORT**

**APPENDIX I, TRADE SECRET CONFIDENTIAL PROPRIETARY INFORMATION NOTICE FORM**

**APPENDIX J, REFUGEE STATE PLAN FFY 2018**

**APPENDIX K, GRANT AGREEMENT, including:**

<b>RIDER 1</b>	<b>PAYMENT PROVISIONS</b>
<b>RIDER 2</b>	<b>WORK STATEMENT</b>
<b>RIDER 3</b>	<b>BUDGET</b>
<b>RIDER 4</b>	<b>STANDARD GRANT TERMS AND CONDITIONS</b>
<b>RIDER 5</b>	<b>DHS ADDENDUM TO STANDARD TERMS AND CONDITIONS</b>
<b>ATTACHMENT A</b>	<b>AUDIT CLAUSE A and B</b>
<b>ATTACHMENT L</b>	<b>LOBBYING CERTIFICATION FORM AND DISCLOSURE OF LOBBYING ACTIVITIES</b>
<b>RIDER 6</b>	<b>BUSINESS ASSOCIATE ADDENDUM</b>

## CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
Deadline to submit Questions via email to: <a href="mailto:RA-pwrfaquestions@pa.gov">RA-pwrfaquestions@pa.gov</a>	Potential Applicants	November 20, 2018 2:00 P.M. EST
Answers to Potential Applicant questions posted to the Department of General Services (“DGS”) website ( <a href="http://www.emarketplace.state.pa.us">http://www.emarketplace.state.pa.us</a> ) no later than this date.	DHS	November 30, 2018
Please monitor website for all communications regarding the RFA.	Potential Applicants	On-going
Sealed application must be received by the Issuing Office at:  Commonwealth of Pennsylvania Department of Human Services Bureau of Procurement & Contract Management Room 402, Health and Welfare Building 625 Forster Street Harrisburg, PA 17120	Applicants	December 13, 2018 12:00 P.M. EST

## PART I

### GENERAL INFORMATION

- I-1. Purpose.** This Request for Applications (“RFA”) provides to those interested in submitting applications for the subject procurement (“Applicants”) sufficient information to enable them to prepare and submit applications for the Department of Human Services’ (“DHS” or “Department”) consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for **PA Refugee Resettlement Services** (“Project”). This RFA contains instructions governing the requested applications, including the requirements for the information to be included; a description of the services to be provided; requirements that Applicants must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFA.
- I-2. Issuing Office.** The Department’s Office of Administration, Bureau of Procurement and Contract Management (“Issuing Office”) has issued this RFA on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFA shall be Karen Kern, [RA-PWRFAQUESTIONS@PA.GOV](mailto:RA-PWRFAQUESTIONS@PA.GOV), the Issuing Officer for this RFA. Please refer all inquiries to the Issuing Officer.
- I-3. Overview of Project.** The Office of Refugee Resettlement (“ORR”) within the U.S. Department of Health and Human Services provides funding to states to help refugees and other qualifying immigrant populations as authorized by Section 411 of the Immigration and Nationality Act, 8 U.S.C. § 1521. The Department operates the state Refugee Resettlement Program in accordance with Section 412(a) of the Immigration and Nationality Act, 8 U.S.C. § 1522(a), and the requirements outlined in 45 C.F.R. Part 400, Refugee Resettlement Program.

DHS’s Bureau of Employment Programs operates the Pennsylvania Refugee Resettlement Program (“PA RRP”), which coordinates all refugee programs through grant agreements with state and community agencies in Pennsylvania.

The Department has structured the services required by this RFA into three (3) separate Lots as described below. Applicants may submit Applications for more than one Lot, but must submit separate applications for each of the Lots. For Lots 1 and 3, Applicants must also submit separate applications for each Region for which they apply.

- A. Lot 1 - Refugee Support Services (“RSS”).** The purpose of these services is to increase economic self-sufficiency and to decrease dependency on public assistance among refugees. Historically, Refugee Social Services (45 C.F.R. Part 400, Subpart I), Targeted Assistance Formula and Targeted Assistance Discretionary (45 C.F.R. Part 400, Subpart L) program funds were awarded as distinct funding streams and made available to states to aid in the assimilation of refugees and other populations deemed eligible for services.

The newly-rebranded RSS funding is comprised of both social services and targeted assistance funding, and replaces post-resettlement services. RSS funding is limited to eligible refugees, as outlined in **Part III, Section III-2.C**, who have been in the United States for sixty (60) months or less with the exception of a few services that may extend beyond that timeline. Selected Applicants must use funds primarily for employability services designed to enable refugees to obtain jobs within one (1) year of becoming enrolled for services that will aid in achieving economic self-sufficiency as soon as possible. Selected Applicants may continue to provide services after a refugee has entered a job to assist the refugee with job upgrading and stability.

DHS has designated five (5) primary service regions in the Commonwealth to work in tandem with refugee resettlement agencies located within the following primary service areas:

- Region 1 – Allegheny, Beaver, Washington, and Westmoreland Counties
- Region 2 – Central Pennsylvania, which consists of Adams, Centre, Cumberland, Dauphin, Franklin, Juniata, Lancaster, Lebanon, Perry, and York Counties
- Region 3 – Philadelphia area, which consists of Bucks, Chester, Delaware, Montgomery, and Philadelphia Counties
- Region 4 – Allentown/Scranton area, which consists of Lehigh and Lackawanna Counties
- Region 5 – Erie County

**B. Lot 2 - Services to Unaccompanied Refugee Minors.** The federal government operates the Unaccompanied Refugee Minor (“URM”) Program to address the needs of refugee children who have been identified abroad or post-arrival without a parent or guardian. Pennsylvania’s URM Program is part of a national effort to resettle youth deemed eligible for URM status in the U.S. or arriving to the U.S. from overseas.

The U.S. Citizenship and Immigration Service and the U.S. Department of State administer the process to select minors eligible for participation in the URM Program. Two (2) lead voluntary agencies, Lutheran Immigration Refuge Service and the United States Conference of Catholic Bishops, work jointly through their resettlement agencies to assign URMs to their respective state affiliates providing out-of-home care for children and youth. URMs, like refugees and other eligible immigrant statuses, file for permanent legal residence after one (1) year and are on a track for citizenship.

The URM Program establishes legal responsibility under state law to ensure that URMs receive the full range of culturally competent assistance, care, and services in parity with child welfare services available to domestic foster children in that state. Participating states may administer the budget and provide programmatic oversight, as is the case in Pennsylvania. Pennsylvania is among a minority of states that are classified as “private custody,” in which legal responsibility is awarded to the placing organization, rather than to the county children and youth agency. Some funds that are normally provided by the state to fund Independent Living Services and Educational Training vouchers are provided to URMs through ORR.

**Social Services for Substitute Care** – While most URM's in need of out-of-home care are initially placed in resource family homes approved by a licensed foster care agency or county children and youth agency, other licensed out-of-home care settings may be utilized according to a URM's individual needs. Out-of-home care settings used for URM's must comply with all applicable state and federal statutes, regulations, and ordinances for the health and safety of children. In all cases, URM's must be placed in the least restrictive placement appropriate for their individual needs. These licensed settings may include, but are not limited to, approved resource family homes, including those that provide intensive therapeutic supports for a child with behavioral health needs or specialized medical support services for a child with intensive health care needs; child residential facilities such as group homes, including those serving children with intensive physical or behavioral health care needs; and residential treatment facilities serving children with intensive behavior health needs based on medical necessity. If the licensed settings differ from those listed above, Applicants must explain how their proposed source satisfies the requirements.

Applicants are encouraged to conduct targeted resource family recruitment for categories of children who are representative of the population served, including, but not limited to, the age, gender, sibling status, race, culture, ethnicity, sexual orientation, gender identity, gender expression and the physical, social, behavioral and developmental needs of the population served. Applicants must provide URM's 14 years of age or older with the supports and services necessary to empower their participation in the development, planning, and implementation of their own case plan, facilitation of permanency, and their transition to adulthood.

As URM's mature and gain competence, semi-independent or independent living situations may be appropriate. URM's 16 years of age or older who are participating in semi-independent living arrangements must have a mentor vetted and approved by the placing agency or its affiliate, after considering the child's input, if any. The case manager cannot serve in this role. URM's in independent living settings should have at least one significant supportive adult connection who is willing to be consistently involved in the child's life into adulthood.

The Selected Applicant will provide this service statewide.

- C. Lot 3 - Services to Older Refugees.** The Older Refugee Program provides social and supportive services to refugees who are sixty (60) years of age and over.

Applicants may propose to provide services within the designated service regions outlined in **Part I, Section I-3.A.**

Please see Part III of this RFA for additional information.

#### **I-4. Objectives.**

**A. General.** The objective of this RFA is to help refugees, as well as other eligible immigrant populations, achieve self-sufficiency through an array of services as soon as possible after arriving to the United States.

**B. Specific.** The Department's specific objective is to secure the services of qualified Applicants to:

**Lot 1:**

- Strengthen and support the ability of a refugee individual or family to achieve and maintain economic self-sufficiency. Funds must be used primarily for employability services. Selected Applicants cannot use program funds for long-term training programs, such as vocational training that last for more than a year or educational programs, including English as a Second Language ("ESL"), that are not intended to lead to employment within one (1) year.

**Lot 2:**

- Help URM's develop appropriate skills to enter adulthood and to achieve economic and social self-sufficiency through the delivery of child welfare services consistent with State and Federal child welfare laws. These services must be provided in a culturally and linguistically appropriate manner.

**Lot 3:**

- Provide mainstream outreach, service enhancement, independent living, and naturalization for older refugees.

**I-5. Method of Award.** Applicants may propose on one, two, or all three of the Lots. Applicants must submit a separate Application (Technical and Cost) for each Lot for which it seeks to apply. Additionally, Applicants must submit a separate Application (Technical and Cost) for each Region for which it seeks to apply within Lots 1 and 3. The Department will evaluate all Applications separately, and will award agreements as described in Part III, Section III-6.

**I-6. Type of Agreement.** The Department intends to award multiple grants as the result of this RFA. If the Department enters into agreements as a result of this RFA, they will be cost reimbursement agreements using the Grant Agreement attached to this RFA as Appendix K, including the attached Payment Provisions (Rider 1), Standard Grant Terms and Conditions (Rider 4), the DHS Addendum to the Standard Grant Terms and Conditions (Rider 5) and its attachments (Attachments A and L), and the Business Associate Addendum (Rider 6). Rider 2, Work Statement, will consist of this RFA and the selected Application, and Rider 3, Budget, will consist of the selected Applicant's cost submittal. Submission of a signed Grant Agreement with the Application does not guarantee selection for a project. The Grant Agreement's signature page (Appendix B) must be signed by individual(s) with authority to bind the Grantee to the terms of the Grant Agreement.

DHS, in its sole discretion, may undertake negotiations with Applicants whose Applications, in the judgment of the Department, show them to be qualified, responsible and capable of performing the Project.

- I-7. Rejection of Applications.** DHS may, in its sole and complete discretion, reject any application received as a result of this RFA.
- I-8. Incurring Costs.** The Department is not liable for any costs incurred by the Applicant in preparation and submission of its application, in participating in the RFA process or in anticipation of award of the agreement.
- I-9. Questions & Answers.** If an Applicant has any questions regarding this RFA, the Applicant must submit the questions by email (**with the subject line “RFA 21-18 Question”**) to the Issuing Officer named in **Part I, Section I-2** of the RFA. If the Applicant has questions, they must be submitted via email **no later than** the date indicated on the Calendar of Events. The Applicant shall not attempt to contact the Issuing Officer by any other means. The Department shall post the answers to the questions on the Department of General Services’ (“DGS”) website by the date stated in the Calendar of Events.

An Applicant who submits a question *after* the deadline date for receipt of questions indicated in the Calendar of Events assumes the risk that its application will not be responsive or competitive because the Department is not able to respond before the application receipt date or in sufficient time for the Applicant to prepare a responsive or competitive application. When questions are submitted after the deadline date indicated in the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Applicant to specific provisions in the RFA. To the extent that DHS decides to respond to a non-administrative question *after* the deadline date for receipt of questions indicated on the Calendar of Events, the answer will be provided to all Applicants through an addendum.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFA in accordance with RFA **Part I, Section I-10** of this RFA. The Department shall not be bound by any verbal information nor shall it be bound by any written information that is either contained within the RFA or formally issued as an addendum.

- I-10. Addenda to the RFA.** If the Department deems it necessary to revise any part of this RFA before the application response date, the Department will post an addendum to the DGS website at <http://www.emarketplace.state.pa.us/Search.aspx>. It is the Applicant’s responsibility to periodically check the website for any new information or addenda to the RFA.
- I-11. Response Date.** To be considered for selection, hard copies of applications must arrive at the Issuing Office **on or before** the time and date specified in the RFA Calendar of Events. The Department will **not** accept applications via email or facsimile transmission.

Applicants who send applications by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their applications. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which applications are to be returned is closed on the application response date, the deadline for submission will be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Applicants. The hour for submission of applications shall remain the same. The Department will reject, unopened, any late applications.

## **I-12. Application Requirements.**

**A.** To be considered, Applicants must submit a complete response to this RFA to the Issuing Office, using the format provided in **Part I-12.B**, providing **one (1) original and six (6) paper copies of the Technical Submittal and two (2) paper copies of the Cost Submittal**. In addition to the paper copies of the application, Applicants shall submit **two complete and exact** copies of the entire application (Technical and Cost, along with all requested documents) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. Additionally, on the CD-ROM or Flash Drive, include separate folders which contain a complete and exact copy of the entire Technical Submittal in a searchable PDF (portable device format). To the extent that an Applicant designates information as confidential, proprietary or trade secret protected in accordance with **Part 1, Section 1-17** of this RFA, the Applicant must also include one (1) redacted version of the Technical Submittal on CD-ROM or Flash Drive in Microsoft Office or Microsoft Office compatible format. Applicants may not lock or protect any cells or tabs. The CD-ROM or Flash drive should clearly identify the Applicant and include the name and version number of the virus scanning software that was used to scan the CD-ROM or Flash drive before it was submitted. Applicants should not reiterate technical information in the cost submittal. The Applicant shall make no other distribution of its application to any other Applicant or Commonwealth official or Commonwealth consultant. Each Application page should be numbered for ease of reference. An official authorized to bind the Applicant to its provisions must sign the application. If the official signs the Application Cover Sheet (**Appendix A**) and Grant Agreement Signature Page (**Appendix B**) and the Application Cover Sheet and Grant Agreement Signature page are attached to the Applicant's application, this requirement will be met. For this RFA, the application must remain valid for **120** days or until an agreement is fully executed. If the Department selects the Applicant's application for award, the contents of the selected Applicant's application will become, except to the extent the contents are changed through Best and Final Offers or negotiations, grant obligations.

Each Applicant submitting an application specifically waives any right to withdraw or modify it, except that the Applicant may withdraw its application by written notice received at the Department's address for application delivery prior to the exact hour and date specified for application receipt. An Applicant or its authorized representative may withdraw its application in person prior to the exact hour and date set for

application receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the application. An Applicant may modify its submitted application prior to the exact hour and date set for application receipt only by submitting a new sealed application or sealed modification which complies with the RFA requirements.

**B. Application Format.** Applicants must submit their Applications in the format, including heading descriptions, outlined below. To be considered, the application must respond to all Application requirements. Applicants should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Application. **All cost data relating to this application must be kept separate from and not included in the Technical Submittal.** Applicants should not reiterate technical information in the Cost Submittal. Applicants may submit Applications for more than one Lot; however, each Lot must be submitted as a separate Application. Additionally, Applicants must submit separate applications for each Region being applied for within Lots 1 and 3. Each Application shall consist of the following two (2) separately sealed submittals.

1. Technical Submittal, consisting of the following:

a. Applicants must format their responses as outlined in **Part III** and address all requirements of **Part III**. **Do not include cost data, or the Payment Provisions, in the Technical Submittal.** The Technical Submittal must include the following:

A. Application Cover Sheet (**Appendix A**)

B. Table of Contents

C. Project Summary (1-page limit)

D. Project Narrative, which consists of the following sections (40-page limit)

1. Organizational Capacity

2. Logic Model

3. Approach

4. Results and Benefits

5. Geographic Location

b. Complete, sign and include **Attachment L – Lobbying Certification Form** and, if needed, the **Disclosure of Lobbying Activities**; and

c. Complete the top section, sign and include **Appendix B – Grant Agreement Signature Page**. Applicants must have an individual with authority bind the Applicant to the Grant Agreement and its Riders and Attachments sign the Grant Signature Page. Please note that **THREE (3)** original signature pages must be submitted with each application. The submission of the signed grant agreement with the Application does not guarantee selection of the Applicant's application.

2. Cost Submittal, in response to **Part IV** of this RFA.

Applications must adhere to the following format:

- a. Pages must be eight-and-one half (8.5) by eleven (11) inches with right and left margins of one (1) inch; and be single-sided and double-spaced.
- b. Must use Arial or Times New Roman font with a type size of twelve (12).
- c. Tab and Section headings, shown in this **Part I, Section I-12, MUST** be used.
- d. Each page of the application must include a page number and identification of the Applicant in the page footer.
- e. Materials provided in any appendix must be specifically referenced by page numbers in the body of the application.
- f. Each hard copy of the Technical Submittal must be bound in a binder with tabbed dividers, according to the format described in **Part I, Section I-12.B**.
- g. Exceptions for paper and font size are permissible for project schedule (Microsoft Project) or for graphical exhibits and materials in appendices which may be printed on white paper with dimensions of eleven (11) by seventeen (17) inches.

The Department may request additional information, which, in the Department's opinion, is necessary to assure that the Applicant's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFA.

The Department may make investigations as deemed necessary to determine the ability of the Applicant to perform the Project, and the Applicant shall furnish all requested information and data. The Department may reject any application if the evidence submitted by, or investigation of, such Applicant fails to satisfy the Department that the Applicant is properly qualified to carry out the obligations of the RFA and to complete the Project as specified.

- I-13. Economy of Preparation.** Applicants should prepare applications simply and economically, providing a straightforward, concise description of the Applicant's ability to meet requirements of the RFA.
- I-14. Alternate Applications.** The Department has identified the basic approach to meeting its requirements, allowing Applicants to be creative and propose their best solution to meeting these requirements. The Department will not accept alternate applications.
- I-15. Discussions for Clarification.** Applicants may be required to make an oral or written clarification of their applications to the Department to ensure thorough mutual understanding and Applicant responsiveness to the solicitation requirements. The Department will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process, prior to the award of an agreement.

**I-16. Prime Applicant Responsibilities.** The grant will require the selected Applicants to assume responsibility for all services offered in its application whether it produces them itself or by sub-grant. The Department will consider the selected Applicants to be the sole points of contact with regard to all agreement matters.

**I-17. Application Contents.**

- A. Confidential Information.** The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Applicants' submissions in order to evaluate applications. Accordingly, except as provided, Applicants should not label applications as confidential or proprietary or trade secret protected. Any Applicant who determines that it must divulge such information as part of its application must submit a signed written statement described in Subsection C and must provide a redacted version of its application in accordance with **Part I, Section I-12** of this RFA, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.
- B. Commonwealth Use.** All material submitted with the application shall be considered the property of the Commonwealth and may be returned only at the Department's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any application regardless of whether the application becomes part of a grant. Notwithstanding any copyright designations, the Commonwealth shall have the right to make copies and distribute applications internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.
- C. Public Disclosure.** After the award of a grant pursuant to this RFA, all application submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101, et seq. If an application submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix I** of the RFA for a **Trade Secret Confidential Proprietary Information Notice Form** that may be utilized as the signed written statement, if applicable.

**I-18. Best and Final Offers ("BAFOs").**

- A.** While not required, the Department may conduct discussions with Applicants for the purpose of obtaining BAFOs. To obtain BAFOs, the Department may do one or more of the following, in any combination and order:

  - 1.** Schedule oral presentations;
  - 2.** Request revised applications; and

3. Enter into pre-selection negotiations.

**B.** The following Applicants will **not** be invited by the Department to submit a BAFO:

1. Those Applicants, which the Department has determined to be not responsible or whose applications the Department has determined to be not responsive.
2. Those Applicants whose score for their Technical Submittal is less than 75% of the total amount of raw technical points allotted to the technical criterion.

The Department may further limit participation in the BAFOs process to those Applicants that the Department has, within its discretion, determined to be within the top competitive range of responsive applications.

**C.** The Evaluation Criteria found in **Part II, Section II-4** of this RFA, shall also be used to evaluate the BAFOs.

**D.** Price reductions offered shall have no effect upon the Applicant's Technical Submittal.

**I-19. News Releases.** Applicants shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of DHS, and then only in coordination with DHS.

**I-20. Restriction of Contact.** From the issue date of this RFA until the Department selects application(s) for award for each Lot, the Issuing Officer is the sole point of contact concerning this RFA. Any violation of this condition may be cause for the Department to reject the offending Applicant's application. If DHS later discovers that the Applicant has engaged in any violations of this condition, DHS may reject the offending Applicant's application or rescind its grant award. Applicants must agree not to distribute any part of their applications beyond DHS. An Applicant who shares information contained in its application with other Commonwealth personnel and/or competing Applicant personnel may be disqualified.

**I-21. DHS Participation.** Applicants shall provide all services, supplies, facilities, and other support necessary to complete the Project. The selected Applicants will have access to a Human Services Program Specialist ("HSPS") from DHS. This HSPS will be the selected Applicant's primary contact and resource for issues related to the PA RRP as well as any general questions.

**I-22. Term of Agreement.** The term of the agreement(s) will commence on the Effective Date and will be for a period of up to one (1) year. Subject to the performance of a selected Applicant and other considerations, DHS may renew the Agreement(s) on the same terms and conditions for up to four (4) one (1) year periods. DHS will fix the Effective Date after the grant(s) has been fully executed by the selected Applicant and by the Commonwealth and all approvals required by Commonwealth grant procedures have been obtained. The

selected Applicant(s) shall not start the performance of any work prior to the Effective Date of the Agreement(s) and the Commonwealth shall not be liable to pay the selected Applicant(s) for any service or work performed or expenses incurred before the Effective Date of the Agreement.

**I-23. Applicant's Representations and Authorizations.** By submitting its application, each Applicant understands, represents, and acknowledges that:

- A.** All of the Applicant's information and representations in the application are material and important, and the Department will rely upon the contents of the application in awarding the agreement. The Commonwealth may treat any misstatement, omission, or misrepresentation as fraudulent concealment of the true facts relating to the application submission, punishable pursuant to 18 Pa. C.S. § 4904.
- B.** The Applicant has arrived at the price(s) and amounts in its application independently and without consultation, communication, or agreement with any other Applicant or potential Applicant.
- C.** The Applicant has not disclosed the price, the amount of the application, nor the approximate price or amount of its application to any other firm or person who is an Applicant or potential applicant for this RFA, and the Applicant shall not disclose any of these items on or before the application submission deadline specified in the Calendar of Events of this RFA.
- D.** The Applicant has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting an application for this agreement, or to submit an application higher than this application, or to submit any intentionally high or noncompetitive application or other form of complementary application.
- E.** The Applicant makes its application in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive application.
- F.** To the best knowledge of the person signing the application for the Applicant, the Applicant, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last **four (4)** years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public agreement, except as the Applicant has disclosed in its application.
- G.** To the best of the knowledge of the person signing the application for the Applicant and except as the Applicant has otherwise disclosed in its application, the Applicant has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Applicant that is owed to the Commonwealth.

- H.** The Applicant is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Applicant cannot so certify, then it shall submit along with its application a written explanation of why it cannot make such certification.
- I.** The Applicant has not made, under separate contract with the Department, any recommendations to the Department concerning the need for the services described in its application or the specifications for the services described in the application.
- J.** Each Applicant, by submitting its application, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Applicant's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
- K.** Until the selected Applicant receives a fully executed and approved written agreement from the Issuing Office, there is no legal and valid agreement, in law or in equity, and the Applicant shall not begin to perform.
- L.** The Applicant is not currently engaged and will not during the duration of the agreement engage, in a boycott of a person or an entity based in or doing business with a jurisdiction which the Commonwealth is not prohibited by Congressional statute from engaging in trade or commerce.

**I-24. Notification of Selection**

- A. Negotiations.** The Department will notify all Applicants in writing of the selected Applicants after the Department has determined, taking into consideration all of the evaluation factors, the applications that are the most advantageous to the Department.
- B. Award.** Applicants whose applications are not selected will be notified when negotiations have been successfully completed and the Department has received the final negotiated agreement signed by the selected Applicant.

**I-25. Use of Electronic Versions of this RFA.** This RFA is being made available by electronic means. If an Applicant electronically accepts the RFA, the Applicant accepts full responsibility to ensure that no changes are made to the RFA. In the event of a conflict between a version of the RFA in the Applicant's possession and DHS's version of the RFA, the Department's version shall govern.

**PART II**  
**CRITERIA FOR SELECTION**

**II-1. Mandatory Responsiveness Requirements.** To be eligible for selection, an application must:

- A. Be timely received from an Applicant (see **Part I, Section I-11**); and
- B. Be properly signed by the Applicant (see **Part I, Section I-12A**).

**II-2. Technical Nonconforming Applications.** The two (2) Mandatory Responsiveness Requirements set forth in **Section II-1** above are the only RFA requirements that the Commonwealth will consider to be *non-waivable*. The Department, may, in its sole discretion, (1) waive any other technical or immaterial nonconformities in an Applicant's application, (2) allow the Applicant to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Applicant's application.

**II-3. Evaluation.** The Department has selected a committee of qualified personnel to review and evaluate timely submitted applications. The evaluation committee will evaluate Applications for each Lot separately. Additionally, the evaluation committee will evaluate Applications for each Region within Lots 1 and 3 separately. The Department will notify in writing of its selection for grant award those responsible Applicants whose applications are determined to be the most advantageous to the Commonwealth for each Lot as determined by the Department after taking into consideration all the evaluation factors.

**II-4. Evaluation Criteria.** The following criteria will be used in evaluating each application submitted for each Lot of this RFA:

**A. Technical:** The Department has established the weight for the Technical criterion for this RFA as **seventy-five percent (75%)** of the total points. Evaluation will be based upon the following:

- Project Abstract/Summary - Maximum Points: 75
- Organizational Capacity - Maximum Points: 110
- Logic Model - Maximum Points: 110
- Approach - Maximum Points: 265
- Results or Benefits Expected - Maximum Points: 190

The final Technical scores are determined by giving the maximum number of technical points available to the application with the highest raw technical score. The remaining applications are rated by applying the following formula:

$$\frac{\text{Raw Technical Score of Application Being Scored}}{\text{Highest Raw Technical Score}} \times A = \text{Final Technical Score}$$

A = Maximum number of Technical Points for technical criterion.

- B. Cost:** The Department has established the weight for the Cost criterion for this RFA as **twenty-five percent (25%)** of the total points. The cost criterion is rated by giving the application with the lowest total cost the maximum number of Cost points available. The remaining applications are rated by applying the following Cost Formula:

$$\frac{1 - (B - A) \times C}{A} = D$$

A—the lowest cost.

B—the Applicant's cost being scored.

C—the maximum number of cost points allotted to the cost criterion.

D—Applicant's cost score (points).

Note: If the formula results in zero or a negative number (which will occur when an Applicant's cost is more than twice the lowest cost), zero points shall be assigned.

- II-5. Applicant Responsibility.** To be responsible, an Applicant must submit a responsive application and possess the capability to fully perform the agreement requirements in all respects and the integrity and reliability to assure good faith performance of the agreement.

In order for an Applicant to be considered responsible for this RFA and therefore eligible for selection for best and final offers or selection for negotiations, the total score for the Technical Submittal of the Applicant's application must be greater than or equal to **75%** of the **available raw technical points**.

Further, the Department will award an agreement only to an Applicant determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, Contractor Responsibility Program.

**II-6. Final Ranking and Award.**

- A.** After any BAFO process is conducted, the Issuing Office will combine the evaluation committee's final technical scores and the final cost scores, in accordance with the relative weights assigned to those areas as set forth in this **Part II**.
- B.** For Lots 1 and 3, the Issuing Office will rank responsible Applicants by each Region within each Lot according to the total overall score assigned to each, in descending order. For Lot 2, the Issuing Office will rank responsible Applicants within Lot 2 according to the total overall score assigned to each, in descending order.

**C. Award.**

- a. Lot 1.** The Department will award agreements to responsible Applicant(s) with the highest-scoring Applications in each Region within Lot 1. The Department intends to award at least one (1) agreement in each Region. If the Department has funds remaining or receives additional funding after making initial awards, the Department may award remaining funds to the highest-scoring Applicants within Lot 1, regardless of Region.
  - b. Lot 2.** The Department will award an agreement to the highest-scoring Applicant within Lot 2. The Department intends to award at least one (1) agreement in Lot 2. If the Department has funds remaining or receives additional funding after making the initial award, the Department may award remaining funds to the highest-scoring Applicant(s) in Lot 2.
  - c. Lot 3.** The Department will award agreements to responsible Applicant(s) with the highest-scoring Applications in each Region within Lot 3. The Department intends to award at least one (1) agreement in each Region. If the Department has funds remaining or receives additional funding after making initial awards, the Department may award remaining funds to the highest-scoring Applicants within Lot 3, regardless of Region.
- D.** The award of agreements under this RFA is contingent on continued ORR funding.
- E.** The Department has the discretion to reject all Applications or cancel the RFA, at any time prior to the time an agreement is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the RFA file.

## PART III

### TECHNICAL SUBMITTAL

**III-1. Nature and Scope.** Through this RFA, the Department is seeking to partner with agencies serving refugees, the majority of which meet the program priorities, and to subsidize or supplement the budget of refugee service providers. With federal reductions a more common occurrence, Applicants are encouraged to seek other sources of funding and collaborate and coordinate services with other agencies in order to optimize the use of ORR funds. The Department's goal is to disburse available funds to Applicants that effectively administer quality projects that achieve results that meet the goals of the overall program and that can detail collaborative efforts with other partners with consideration given to the empowerment of refugee community groups through cooperative endeavors.

### III-2. Requirements.

#### A. General Requirements For All Lots.

1. The selected Applicants must comply with Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d by providing all persons with limited English proficiency with meaningful access to its services, including but not limited to the translation of material into other languages, as identified in collaboration with DHS Office of Income Maintenance.
2. The selected Applicants must comply with all federal and state laws related to the use and disclosure of information, including information that constitutes Protected Health Information as defined by the Health Insurance Portability and Accountability Act ("HIPAA") and its regulations. The selected Applicants must also comply with the Business Associate Addendum, **Rider 6**.
3. The selected Applicants must require the submission of Criminal History and Child Abuse Background Checks for individuals working as volunteers or employees whose duties involve direct contact with children under this grant. The selected Applicants will maintain an original copy of the required information. In no case shall the selected Applicants hire or maintain a volunteer or an employee where the Commonwealth has verified that the volunteer or employee is named in the central register as the perpetrator of a founded report of child abuse or if their criminal history record information precludes their employment by law.
4. The selected Applicants are responsible for following record retention procedures for all applicable federal, state, and local government agencies.
5. The selected Applicants must establish and maintain all archived files in an accurate, secure and confidential manner and for the required period of time, as mandated by applicable federal, state, and local rules and regulations. Client

information that is being maintained for audit and is not in active use, must be stored in a secure manner. Stored files must be kept in a dry, secure location and marked such that client information can easily be retrieved if necessary. Unless otherwise directed, grantees must store all program-related material for seven years or until audited. When disposing of client-related information, the documents must be appropriately destroyed.

**B. Monitoring Requirements For All Lots.** The selected Applicants must comply with all federal and state programmatic monitoring requirements, including 45 C.F.R. § 400.28 (relating to maintenance of records and reports) and the RRP State Plan (**Appendix J**).

**C. Federal Eligibility Requirements For All Lots.** The selected Applicants must comply with all federal eligibility requirements applicable to the services included in its application. Eligibility for refugee funding is limited to a person who is a refugee or entrant as defined by the ORR in 45 C.F.R. §§ 400.40-400.44, Immigration Status and Identification of Refugees; ORR State Letter #10-02; and ORR State Letter #01-13 if he or she meets any of the following:

- Paroled as a refugee or asylee under Section 212(d)(5) of the Immigration and Nationality Act (“Act”) (8 U.S.C. § 1182(d)(5));
- Admitted as a refugee under Section 207 of the Act (8 U.S.C. § 1157);
- Granted asylum under Section 208 of the Act (8 U.S.C. § 1158);
- Cuban and Haitian entrants, in accordance with requirements in 45 C.F.R. Part 401 Cuban/Haitian Entrant Program;
- Certain Amerasians from Vietnam who are admitted to the U.S. as immigrants pursuant to Section 584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act, 1988 (as contained in section 101(e) of Public Law 100–202 and amended by the 9th proviso under Migration and Refugee Assistance in Title II of the Foreign Operations, Export Financing, and Related Programs Appropriations Acts, 1989 (Public Law 100–461 as amended));
- Admitted for permanent residence, provided the individual previously held one of the statuses identified;
- Special immigrants of Iraqi or Afghan nationality; and
- Certified Adult Victims of Trafficking.

With few exceptions, the majority of services can only be provided to refugees who have been in the U.S. for less than 60 months. **The only services that may be provided to refugees that have been in the U.S. for more than 60 months are: referral, interpretation and translation, and services for citizenship and naturalization preparation.**

**D. Lobbying Certification and Disclosure of Lobbying Activities.** This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any

person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit applications in response to this RFA must sign the “Lobbying Certification Form,” (attached as **Attachment L**), and if applicable, complete the “Disclosure of Lobbying Activities” form (attached as **Attachment L**). The signed form(s) must be included in the Technical Submittal.

## Lot 1 – Refugee Support Services

RSS funds employment services and programs to address employment barriers such as social adjustment, interpretation and translation, childcare, and citizenship and naturalization. Though funding for other services will be considered, the Department intends to grant most of the funds to those entities providing program services that have a goal of expediting self-sufficiency.

### III-3. Lot 1 Requirements.

**A. RSS Requirements.** If providing employment services, selected Applicants must give priority to individuals applying for services in the following order:

- New arrivals in their first year in the U.S.;
- Cash assistance recipients, particularly long-term recipients (recipients who receive more than five years of continued assistance);
- Unemployed refugees not receiving cash assistance; and
- Employed refugees in need of services to retain employment or to attain economic independence.

It is expected that most new arrivals to Pennsylvania in the next federal fiscal year will continue to come from the Democratic Republic of the Congo, Bhutan, Ukraine, and Afghanistan. Selected Applicants must be able to serve these populations as well as all new arrival groups.

Under federal regulations, allowable activities for Refugee Support Services funding are categorized as Employability Services and Other Services. Federally allowable activities include the following:

#### 1. **Employability Services** (as defined by ORR, 45 C.F.R. § 400.154):

- Employment services, including 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;
- Employment assessment services, including aptitude and skills testing;
- On-the-job training, when such training is provided at the employment site and is expected to result in full-time, permanent, unsubsidized employment with the employer who is providing the training;
- ESL, with an emphasis on English, as it relates to obtaining and retaining a job;
- Vocational training, including driver education and training, when provided as part of an individual employability plan;
- Skills recertification, when such training is needed to qualify to practice in an individual's profession in the United States; the training may consist of full-time attendance in a college or professional training program, if such training is approved as part of the employability plan for the individual by PA RRP; does not exceed one (1) year in duration and is specifically intended to assist

the professional in becoming relicensed in his or her profession; and, if completed, can realistically be expected to result in such relicensing. This training may only be made available to individuals who are employed.

- Day care for children, when necessary for participation in an employability service or for the acceptance or retention of employment;
- Translation and interpreter services, when necessary in connection with employment or participation or retention of employment.
- Case management services for refugees who are considered employable and for recipients of Temporary Assistance to Needy Families (“TANF”) who are considered employable, provided that such services are directed toward the attainment of employment by the refugee as soon as possible after arrival in the United States.
- Assistance in obtaining Employment Authorization Documents.

**2. Other Services** (as defined by ORR, 45 C.F.R. § 400.155).

Applicants may offer the following services; however, the Department is more interested in services related to employment and will evaluate applications accordingly.

- Information and referral services.
- Outreach services, including activities designed to familiarize refugees with available services, to explain the purpose of these services, and facilitate access to these services.
- Social adjustment services, including:
  - Emergency services, as follows: 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.
  - Health-related services, as follows: information; referral to appropriate services; assistance in scheduling appointments and obtaining services; and counseling to individuals or families to help them understand and identify their physical and behavioral health needs and maintain or improve their physical and behavioral health;
  - Home management services, as follows: 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;
  - Daycare for children, when necessary for participation in a service other than an employability service;
  - Transportation, when necessary for participation in a service other than an employability service;
  - Translation and interpreter services, when necessary for a purpose other than in connection with employment or participation in employability services;
  - Case management services, when necessary for a purpose other than in connection with employment or participation in employability services.

- Any additional service, upon submission to and approval by the Director of ORR aimed at strengthening and supporting the ability of a refugee individual, family, or refugee community to achieve and maintain economic self-sufficiency, family stability, or community integration which has been demonstrated as effective and is not available from any other funding source;
- 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 refugees with disabilities in obtaining disability waivers from English and civics requirements for naturalization, and the provision of interpreter services for the citizenship interview.

Applicants interested in providing RSS must specify whether they plan to provide Employability Services or Other Services, and the specific activities that will be provided.

**III-4. Lot 1 Monitoring Requirements.** At a minimum, PA RRP staff will monitor selected Applicants on an annual basis by following the end of the federal fiscal year. PA RRF will review case records and reports and will conduct staff and client interviews and home visits, if deemed necessary.

**III-5. Lot 1 Tasks.** The selected Applicants will:

- A. Provide employability services that are comprehensive and assess a client's employability. The selected Applicants will prepare employment plans and assist refugees to obtain jobs within one (1) year of enrollment in services and achieve self-sufficiency as soon as possible.
- B. Prioritize services to new arrivals and cash assistance recipients.
- C. Provide ESL services to the fullest extent possible outside normal working hours in a concurrent, rather than sequential, time-period with employment or other employment-related services.
- D. Provide ESL services to the greatest extent possible in multiple sites and at times to promote easy access to refugees.
- E. Provide ESL services that focus on obtaining and retaining employment. New arrivals also may have a need for other information provided through ESL classes. Though employment will be the primary focus, other life skills topics may be included in the curriculum for new arrivals.
- F. Determine the English language level, both oral and written, utilizing a standardized assessment test.
- G. Prevent duplication of services through formalized collaboration and cooperation. Applicants must identify how they will collaborate with the local resettlement and other agencies that provide services to refugees to provide seamless, coordinated services that are not duplicative and lead to self-sufficiency.
- H. Provide refugee-specific services that are designed to meet refugee needs and are in keeping with the rules and objectives of the refugee program, except that vocational or

- job skills training, on-the-job training, or ESL need not be designed specifically for refugees.
- I.** Reflect the ethnic diversity of refugees as reflected in the changing demography of the refugee population.
  - J.** Provide services to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background.
  - K.** Provide services to the maximum extent feasible in a manner that includes the use of bilingual and bicultural women on staff to provide adequate service access to refugee women.
  - L.** Participate in the local refugee quarterly consultations conducted by the PA RRP.
  - M.** Monitor and assess the success of services and make changes to improve when needed.
  - N.** Review immigration documentation and screen clients to determine client eligibility for services. Applicants must also take into consideration the priority groups when providing services.
  - O.** Maintain an individual case file for each client. The file must document all services provided from intake until the case is closed. At a minimum, each client case file must contain the following documents:

For Employability Services:

- Client eligibility documentation;
- Intake and assessment records;
- Family Self-Sufficiency Plan ("FSSP"); and
- Employability Plan ("EP")

Signed Acknowledgement by the client of:

- Notice of Grievance Procedures;
- Declaration of Status;
- Authorization for Release of Information;
- Client Confidentiality;
- Authorization to Document/Release Social Security Number;

Additional required inclusions:

- Interpretation/Translation Document;
- Agreement of Mutual Responsibility ("AMR") for Refugee Cash Assistance and TANF clients;
- Record of job referrals, placements, and follow-ups;
- Case notes – These must include the date and identification of author (name or initials), as well as supervisor review and identification (name or initials) every quarter. The federal fiscal year quarters are:
  - Q1 – October 1 through December 31
  - Q2 – January 1 through March 31
  - Q3 – April 1 through June 30
  - Q4 – July 1 through September 30

- Documented action on efforts to remove barriers to employment;
- Short and long-term goals;
- Attendance records for provided training;
- Documentation of direct purchases made on behalf of client, including the purchase of training, work items, on-the-job training (“OJT”) subsidies, or childcare and transportation subsidies;
- OJT agreements between client, contractor, and employer;
- Copies of certificates and other documentation of receipt of professional recertification;
- Proof of completion of termination of vocational training;
- Documentation of employment services to clients;
- Copies of any letters, post cards, or other correspondence with clients;
- Record of any pertinent information that affects the client’s participation or progress in employment and training services;
- Attendance information for Refugee Cash Assistance (“RCA”) and TANF clients;
- Employment verification forms for RCA and TANF clients; and
- Documentation/verification of retention.

Selected Applicants must keep all documentation with the client’s signature in the record in paper format but may scan or electronically store all other documentation.

- P.** Interpret or translate in the client’s language of origin, all documents requiring the client’s signature, according to Title VI of the Civil Rights Act, if they are unable to read and understand English. The interpreter must sign the document to acknowledge that it was interpreted for the client and that the client understood the contents of the document.

**III-6. LOT 1 PROJECT SUMMARY (1-page limit):** Provide a brief summary of the Applicant’s proposed project, including a description of the types of services to be provided. **Do NOT include cost data or the amount of funding being requested.**

**III-7. LOT 1 PROJECT NARRATIVE (40-page limit),** consisting of:

- A. ORGANIZATIONAL CAPACITY:** Describe your capacity and relevant experience in operating successful projects that address refugees. Describe your expertise in providing services to the current newly arriving refugee populations and the services the agency provides. Describe your capacity to adjust to newly arriving refugee populations as necessary. Provide a list and description of key project staff, including their job duties and percentage of time to be charged to the grant, their professional background or work experience and whether they have experience in providing services to the targeted newly arriving refugee populations. Discuss the steps the Applicant takes to employ bilingual and bicultural women. Describe how you will meet the interpretation needs of the anticipated newly arriving refugee populations. If proposing to expand services, provide information showing the Applicant’s capacity to do so.

Describe your history of partnering with resettlement and other agencies for the provision of seamless services to refugees. Provide evidence of activity in the local refugee task force. Describe the steps the Applicant takes for the timely submission of reports and your history of timely submitting reports. Provide data that indicates that the Applicant meets or exceeds goals in providing services and shows success in providing ESL and/or employment services to refugees. Describe any circumstances in which Applicant has failed to meet goals and the steps the agency has taken as a result.

Provide a list of current members of your Board of Directors, including their addresses and phone numbers. Provide a brief description of how the Board of Directors provides fiscal oversight for the agency; who is responsible; and the process for appropriate division of financial responsibilities.

Provide a copy of onboarding documentation or handbook that describes non-discrimination practices in both the hiring process and provision of services to beneficiaries.

**B. LOGIC MODEL:** Include a model that accurately depicts the resources, activities, outputs/outcomes, and impact of your proposed project.

**C. APPROACH:** Describe the type of services to be provided, the scope and detail of the proposed work for these services and your plan to accomplish the work, including how the Applicant will satisfy the work requirements set forth in this Part III. Demonstrate how the Applicant will provide the services to refugees meeting the program priorities. Demonstrate how the design reflects the ethnic diversity of newly arriving refugee populations and target population priorities. Describe how the project is refugee specific and is culturally and linguistically compatible to a refugee's language and culture. Discuss the need for services by providing information on the number of refugees in the community that fall within the 60-month criteria (if applicable to the application), the anticipated newly arriving populations, and how this will meet the priority population goal. As exact numbers of refugees in a community may not be available due to low arrivals, secondary migration, provide an explanation on how the estimated number of eligible refugees served in the community was determined.

Outline partnerships with other agencies for referrals between the agencies, as may be necessary and describe how the partnerships will provide seamless and coordinated services that are not duplicative. Attach agreements with partner agencies.

Clearly and logically develop and define program objectives. Provide a plan of action that includes reasonable strategies, activities, and timelines to meet the purposes of the programs for which an application is being submitted.

Discuss how the objectives will help the target population achieve economic self-sufficiency within one year. Provide projections of the accomplishments to be achieved for each function or activity in terms such as the number of people to be served and the number of activities to be accomplished. Describe services and how they are aimed at strengthening and supporting the ability of refugees to remove barriers and achieve and maintain economic self-sufficiency within one year. Demonstrate that the proposed project will meet comprehensive program concepts. Indicate how the Applicant will assess employability; prepare employment and self-sufficiency plans; assist refugees to find jobs; and provide support after a refugee receives a job. If proposing ESL, provide information on ESL as it relates to obtaining and retaining employment.

Describe where refugees reside in your community and how that relates to where services will be located. Indicate whether the locations are in refugee communities and easily accessible. Provide information on ESL classes that show they are provided to the fullest extent possible outside normal working hours and in a concurrent time period with employment services.

- D. RESULTS AND BENEFITS:** State the measures that will be used to determine the extent the project is achieving its stated objectives. Describe how the proposed services will impact the individuals and families served. Discuss the successes and challenges of the program and how the Applicant will build on those successes and address challenges. Describe the procedures for routinely and thoroughly assessing program performance.

Applicants must describe the outcomes and achievements of the Project. All proposed services to be delivered are subject to outcomes and performance measures as outlined in a logic model. All outcomes proposed by the Applicant are subject to negotiation with the Department prior to the awarding of a Grant.

- E. GEOGRAPHIC LOCATION:** Identify the region in which services will be provided, as outlined in **Part I, Section I-3** of this RFA.
- F.** The Applicant must also provide a copy of its FFY 2016-17 strategic plan, including results. Provide an explanation if goals were not met and indicate steps the agency took as a result. Substantiate program success with any other data available. The Department will not count the report in the page count for the project narrative.

**III-8. Lot 1 Reports and Project Controls.** The selected Applicants must timely and accurately submit all required reports so that the PA RRP can accurately document client's activities. Failure to submit this information within the required timeframes or provide additional information as required will be regarded as a serious administrative failure and may result in the termination of a selected Applicant's grant agreement, a potential loss of funding or both.

- A. Refugee Support Service Reports.** The selected Applicants must comply with reporting requirements as detailed in 45 CFR §400.28 and the Refugee Resettlement

Program Guidelines. Many of these reports are mandated by ORR. At a minimum, selected Applicants will submit the following reports:

- Monthly Performance Requirement Report (**Appendix D**) - This report is due on the 15<sup>th</sup> of the month which follows the reporting month.
- ORR-6 Trimester Report (**Appendix E**) – This report is due on February 9<sup>th</sup>, June 9<sup>th</sup>, and October 9<sup>th</sup>.
- Annual Actual Performance Report (**Appendix F**) – This report is due on October 31<sup>st</sup>.

## Lot 2 – Services to Unaccompanied Refugee Minors

The services to be funded by this grant include placement in state licensed resource homes and subsequent semi-independent living services. Youth served may be the legal custody of the local county children and youth agency or in the legal custody of a private placing agency.

### III-9. Lot 2 Requirements.

**A. Lot 2 Monitoring Requirements.** Two Department program offices monitor the URM Program, the Office of Children, Youth & Families (“OCYF”) and the PA RRP. OCYF monitors compliance with child welfare regulations and guidelines on at least an annual basis. The PA RRP monitors the URM Program by approval and implementation of budget and work statement submissions; monthly participation in agency URM meetings; regular communication with the Director and case managers; providing technical assistance as needed; participating in program development; desk reviews and approval of ORR-3 (**Appendix G**) and ORR-4 (**Appendix H**) forms on the federal database and annual monitoring onsite with the selected Applicant. Monitoring activities include staff interviews, refugee minor file reviews, resource family interviews, refugee minor interviews, home visits, and monitoring questionnaires.

**B. Unaccompanied Refugee Minor Service Requirements.** Children eligible for the URM program are under age 18, are unaccompanied, and are:

- Refugees
- Entrants
- Asylees
- Certified Child Victims of Trafficking
- Certain minors with Special Immigrant Juvenile Status
- U visa holders.

In accordance with 45 CFR § 400.116(a), the selected Applicant shall provide the same child welfare services and benefits for refugee children, to the same extent, as those provided to foster care children of the same age in the Commonwealth under Title IV-B and Title IV-E plans, and in accordance with the Commonwealth’s child welfare standards, practices, and procedures. The one exception is the John H. Chafee Training Vouchers Program (“ETV”), which provides financial assistance for post-secondary children until age 21. However, benefits similar to those provided by ETV are also provided to URM through the URM Program. The selected Applicant shall provide foster care maintenance payments under the Commonwealth’s Title IV-E program to any refugee children eligible under that program.

**III-10. Lot 2 Tasks.** The selected Applicant must:

- A. Have the capacity to offer culturally and linguistically appropriate care in a variety of settings, or to partner with other entities to do so on an “as needed” basis, as determined by case consultation or court review.
- B. Deliver social services to URM youth in substitute care in parity to that of Commonwealth foster care programs. As such, services will include:
- Indirect financial support for housing, food, clothing, medical care, and other necessities;
  - Regular monitoring and review of child’s living arrangements to provide a suitable mode of care in the least restrictive setting;
  - Case planning;
  - Medical assistance, including health screening and follow-up treatment;
  - Intervention to address mental health needs;
  - Intensive case management by social workers, as needed;
  - Independent living skills training;
  - Support for social integration;
  - Educational supports for special needs students;
  - Vocational counseling;
  - Assistance in applying for college or vocational programming;
  - Recreational opportunities; and
  - Additional required services for URM youth, such as, preservation of ethnic, cultural and religious heritage; English language training and assistance adjusting immigration status.
- C. Provide cultural orientation on an ongoing basis. URM youth require a high level of cultural orientation in the first thirty (30) to sixty (60) days post arrival. Cultural integration is critical to the youth’s physical and mental well-being, and to their ability to become truly self-sufficient. The selected Applicant will provide youth with initial, ongoing, hands-on cultural orientation with measurable results. Specifically, the selected Applicant must provide to each URM youth a working understanding of:
- The role of the resettlement agency;
  - Refugee status;
  - English language;
  - Public assistance;
  - U.S. laws;
  - Their new community
  - Employment;
  - Health;
  - Budgeting and personal finance;
  - Housing;
  - Hygiene;
  - Safety;

- Cultural adjustment;
- Education;
- Transportation; and
- Program objectives.

**D.** Provide age appropriate assistance that will empower URMs to make connections in the community that will form their support system once they are discharged from the URM program. This assistance should be flexible and tailored to the needs of various cultural groups as well as individuals. At a minimum, the select Applicant must provide that:

- URMs 14 years of age or older will be provided with the supports and services necessary to empower their participation in the development, planning and implementation of their own case plan, facilitation of permanency and transition to adulthood.
- URMs 16 years of age or older who are participating in semi-independent living arrangements will have a mentor that has been vetted and approved by the placing agency or its affiliate, and will also have the ability to provide input.
- URMs in independent living settings will have at least one significant supportive adult connection who is willing to be consistently involved in the child's life into adulthood.

**E.** Conduct ongoing screening and assessment for trafficking of at risk youth in keeping with OCYF guidelines related to TVPRA.

**F.** Hold monthly URM program meetings and invite representatives from the PA RRF.

**III-11. LOT 2 PROJECT SUMMARY (1-page limit):** Provide a brief summary of the Applicant's proposed project, including a description of the types of services to be provided. **Do not include cost data or the amount of funding being requested.**

**III-12. LOT 2 PROJECT NARRATIVE (40-page limit),** consisting of:

**A. ORGANIZATIONAL CAPACITY:** Describe your capacity and relevant experience in operating successful projects that address refugees. Describe your expertise in providing services to the current newly arriving URM refugee populations and the services the agency provides. Describe your capacity to adjust to newly arriving URM populations as necessary. Provide a list and description of key project staff, including their job duties and percentage of time to be charged to the grant, their professional background or work experience and whether they have experience in providing services to the targeted newly arriving refugee populations. Discuss the steps the Applicant takes to employ bilingual and bicultural women. Describe how you will meet the interpretation needs of the anticipated newly arriving

refugee populations. If proposing to expand services, provide information showing the Applicant's capacity to do so.

Describe your history of partnering with resettlement and other agencies for the provision of seamless services to refugees. Provide evidence of activity in the local refugee task force. Describe the steps the Applicant takes for the timely submission of reports and your history of timely submitting reports. Provide any relevant information to demonstrate successful placement, integration, preservation of culture, and emancipation from the program. Describe any circumstances in which Applicant has failed to meet goals and the steps the agency has taken as a result.

Provide a list of current members of your Board of Directors, including their addresses and phone numbers. Provide a brief description of how the Board of Directors provides fiscal oversight for the agency; who is responsible; and the process for appropriate division of financial responsibilities.

Describe your programs commitment to diversity in personnel and business practices as they relate to state regulations governing the activities of contractors and subcontractors outlined in Rider 4 of this RFA "Standard Grant Terms and Conditions".

Provide a copy of onboarding documentation or handbook that describes non-discrimination practices in both the hiring process, and provision of services to beneficiaries.

**B. LOGIC MODEL:** Include a model that accurately depicts the resources, activities, outputs/outcomes, and impact of your proposed project. Please include the following six types on components in your logic model:

- Inputs (e.g., funding, staff, partners);
- Core services (e.g., build youth empowerment in permanency process, recruit potential families);
- Outputs (e.g. number of inquiries from families wanting to foster or mentor, self-sufficiency of youth 90- days after discharge);
- Short-term outcomes (e.g. youth increase knowledge about independent living skills, youth establish positive relationships with adults);
- Intermediate outcomes (e.g., youth increase feelings of empowerment, youth maintain connections with adults); and
- Long-term outcomes (e.g., increased permanency for youth, supportive relationships with adults that extend after discharge, including adoption, community integration and self-sufficiency).

**C. APPROACH:** Describe the type of services to be provided, the scope and detail of the proposed work for these services and your plan to accomplish the work, including how the Applicant will satisfy the work requirements set forth in this Part III. Demonstrate how the Applicant will provide the services to URM's meeting the

program priorities of permanency and self-sufficiency. Demonstrate how the design reflects the ethnic diversity of newly arriving URM populations. Describe how the project is URM specific and is culturally and linguistically compatible to a refugee's language and culture. Discuss the need for services by providing information on the number of refugees in the community that fall within the 60-month criteria (if applicable to the application), the anticipated newly arriving populations, and how this will meet the priority population goal. As exact numbers of refugees in a community may not be available due to low arrivals, secondary migration, provide an explanation on how the estimated number of eligible refugees served in the community was determined.

Outline partnerships with other agencies for referrals between the agencies, as may be necessary and describe how the partnerships will provide seamless and coordinated services that are not duplicative. Attach agreements with partner agencies.

Clearly and logically develop and define program objectives. Provide a plan of action that includes reasonable strategies, activities, and timelines to meet the purposes of the programs for which an application is being submitted. Clearly explain how research-based strategies, best practices or model programs support the approach.

State how you plan to empower youth to develop the skills needed to successfully transition to adulthood. Specifically demonstrate how you will provide that:

- URM 14 years of age or older will be provided with the supports and services necessary to empower their participation in the development, planning and implementation of their own case plan, facilitation of permanency and transition to adulthood.
- URM 16 years of age or older who are participating in semi-independent living arrangements will have a mentor that has been vetted and approved by the placing agency or its affiliate, and will also have the ability to provide input.
- URM in independent living settings will have at least one significant supportive adult connection who is willing to be consistently involved in the child's life into adulthood.

Your response should also evidence an understanding of the vulnerabilities of the population to human trafficking and a capacity to address the needs of children and youth who are potential victims of trafficking this population. Specifically, applicants should demonstrate their knowledge of the policies, procedures, and training to identify, document, and determine appropriate services for children and youth who are at risk of or are victims of sex trafficking or a severe form of trafficking in persons which includes labor trafficking as defined in the Trafficking Victims Protection Reauthorization Act, Section 103.

Describe where URM refugees reside in your community and how that relates to where services will be located. Indicate whether the locations are in refugee communities and easily accessible.

- D. RESULTS AND BENEFITS:** Describe how the proposed services will impact the individuals and families served. Discuss the relevant prior successes and challenges of the program and how the Applicant will build on those successes and address challenges. State the methodology that will be used to determine routinely and thoroughly, the extent the project is achieving its stated objectives.

All proposed services to be delivered are subject to outcomes and performance measures as outlined in the logic model. Applicants must describe the outcomes and achievements of the Project. Outcomes reported to DHS shall be listed in the SMART format (Specific, Measurable, Attainable/Achievable, Relevant and Time bound). All outcomes proposed by the Applicant are subject to negotiation with the Department prior to the awarding of a Grant.

- E.** The Applicant must also provide a copy of its FFY 2016-17 strategic plan, including results. Provide an explanation if goals were not met and indicate steps the agency took as a result. Substantiate program success with any other data available. The Department will not count the report in the page count for the project narrative.

**III-13. Lot 2 Reports and Project Controls.** The selected Applicant must timely and accurately submit all required reports so that the PA RRP can accurately document client's activities. Failure to submit this information within the required timeframes or provide additional information as required will be regarded as a serious administrative failure and may result in the termination of a selected Applicant's grant agreement, a potential loss of funding or both.

**A. Unaccompanied Refugee Minor Reports.** The selected Applicant must submit the following reports:

- Unaccompanied Refugee Minor Replacement Report (**Appendix G**). This report is due upon initial placement of the child (within 30 days of arrival into the URM Program), within 60 days of a change in the child's status, within 60 days of case closure, and if applicable, within 60 days of reentry into URM care.
- Unaccompanied Refugee Minor Outcome Report (**Appendix H**). This report is required annually to indicate a child's progress toward established goals in the case plan and the selected Applicant's efforts toward family reunification. This report must be submitted annually on or prior to the anniversary date of the initial placement.
- ORR-6 Trimester Report Schedule D and Schedule D Narrative (**Appendix E**). This report is required for inclusion in the PA RRP's periodic report to ORR on all federally funded refugee program activities administered through the office. This report is due on February 9<sup>th</sup>, June 9<sup>th</sup>, and October 9<sup>th</sup>.

ORR has implemented a web-based data system for the ORR-3 (**Appendix G**) and ORR-4 (**Appendix H**) data collection process through which States and providers submit the information online. The system allows for simplified information collection and review by states, rapid information collection by ORR, standardized data entry, improved data integrity, and long-term analysis of program quality. Additional information on reporting requirements for the URM Program can be found here: <https://www.acf.hhs.gov/programs/orr/resource/report-forms>.

## Lot 3 – Services to Older Refugees

### III-14. Lot 3 Requirements.

- A. Lot 3 Monitoring Requirements.** At a minimum, PA RRP staff will monitor selected Applicant(s) on an annual basis by following the end of the federal fiscal year. PA RRP will review case records and reports and will conduct staff and client interviews and home visits, if deemed necessary.
- B. Allowable Activities.** The following allowable activities within this focus area may include, but are not limited to:
- Increasing access to aging services, including but not limited to, senior community centers, supportive services, and intergenerational activities;
  - Nutrition services and meals delivered to homebound clients;
  - Transportation;
  - Interpretation and translation;
  - Home care, adult day care, and respite care;
  - Elder abuse prevention;
  - Nursing home ombudsman services; and
  - Citizenship and naturalization outreach, civics instruction, counseling, an application assistance. Application fees for citizenship examinations are not allowable using this funding.

Applicants must describe the activities that they will provide.

### III-15. Lot 3 Tasks. The selected Applicants will:

- A. Establish or expand working relationships with state or local agencies on aging to link older refugee populations to mainstream aging services in the community.
- B. Provide older refugee populations with appropriate services that are not available in the community.
- C. Create opportunities that enable older refugee populations to live independently as long as possible.
- D. Develop or maintain services that link older refugee populations to naturalization services, especially for those who have lost or are at risk of losing Supplemental Security Income and other federal benefits.
- E. Maintain an individual case file for each client. The file should document all services provided from intake until the case is closed. At a minimum, each client case file must contain the following documentation:
  - Client eligibility documentation; and
  - Intake and assessment records.

Signed Acknowledgement by the client of:

- Notice of Grievance procedure;
- Declaration of status;
- Authorization for release of information;
- Client confidentiality;
- Authorization to document/release social security number;

Additional required inclusions:

- Interpretation/translation document;
- Case notes - These must include the date and identification of author (name or initials), as well as supervisor review and identification (name or initials) every quarter. The federal fiscal year quarters are:
  - Q1 – October 1 through December 31
  - Q2 – January 1 through March 31
  - Q3 – April 1 through June 30
  - Q4 – July 1 through September 30
- Copies of referrals, letters, post cards, or other correspondence with clients; and
- Follow-ups to referrals within thirty (30) days.

**III-16. LOT 3 PROJECT SUMMARY (1-page limit):** Provide a brief summary of the Applicant's proposed project, including a description of the types of services to be provided. **Do not include cost data or the amount of funding being requested.**

**III-17. LOT 3 PROJECT NARRATIVE (40-page limit),** consisting of:

**A. ORGANIZATIONAL CAPACITY:** Describe your capacity and relevant experience in operating successful projects that address refugees. Describe your expertise in providing services to the current newly arriving older refugee populations and the services the agency provides. Describe your capacity to adjust to newly arriving older refugee populations as necessary. Provide a list and description of key project staff, including their job duties and percentage of time to be charged to the grant, their professional background or work experience and whether they have experience in providing services to the targeted newly arriving refugee populations. Discuss the steps the Applicant takes to employ bilingual and bicultural women. Describe how you will meet the interpretation needs of the anticipated newly arriving older refugee populations. If proposing to expand services, provide information showing the Applicant's capacity to do so.

Describe your history of partnering with resettlement and other agencies for the provision of seamless services to older refugees. Provide evidence of activity in the local refugee task force. Describe the steps the Applicant takes for the timely submission of reports and your history of timely submitting reports. Provide relevant information to demonstrate successful integration within the local community.

Describe any circumstances in which Applicant has failed to meet goals and the steps the agency has taken as a result.

Provide a list of current members of your Board of Directors, including their addresses and phone numbers. Provide a brief description of how the Board of Directors provides fiscal oversight for the agency; who is responsible; and the process for appropriate division of financial responsibilities.

- B. LOGIC MODEL:** Include a model that accurately depicts the resources, activities, outputs/outcomes, and impact of your proposed project.
- C. APPROACH:** Describe the type of services to be provided, the scope and detail of the proposed work for these services and your plan to accomplish the work, including how the Applicant will satisfy the work requirements set forth in this Part III. Demonstrate how the Applicant will provide services to older refugees. Demonstrate how the design reflects the ethnic diversity of newly arriving older refugee populations. Describe how the project is specific to older refugees and is culturally and linguistically compatible to a refugee's language and culture. Discuss the need for services by providing information on the number of refugees in the community that fall within the 60-month criteria (if applicable to the application), the anticipated newly arriving populations, and how this will meet the priority population goal. As exact numbers of refugees in a community may not be available due to low arrivals, secondary migration, provide an explanation on how the estimated number of eligible refugees served in the community was determined.

Outline partnerships with other agencies for referrals between the agencies, as may be necessary and describe how the partnerships will provide seamless and coordinated services that are not duplicative. Attach agreements with partner agencies.

Clearly and logically develop and define program objectives. Provide a plan of action that includes reasonable strategies, activities, and timelines to meet the purposes of the programs for which an application is being submitted.

Describe where older refugees reside in your community and how that relates to where services will be located. Indicate whether the locations are in refugee communities and easily accessible.

- D. RESULTS AND BENEFITS:** State the measures that will be used to determine the extent the project is achieving its stated objectives. Describe how the proposed services will impact the individuals and families served. Discuss the successes and challenges of the program and how the Applicant will build on those successes and address challenges. Describe the procedures for routinely and thoroughly assessing program performance.

Applicants must describe the outcomes and achievements of the Project. All proposed services to be delivered are subject to outcomes and performance measures

as outlined in the logic model. All outcomes proposed by the Applicant are subject to negotiation with the Department prior to the awarding of a Grant.

- E. GEOGRAPHIC LOCATION:** Identify the region in which services will be provided, as outlined in Part I, Section I-3 of this RFA.
- F.** The Applicant must also provide a copy of its FFY 2016-17 strategic plan, including results. Provide an explanation if goals were not met and indicate steps the agency took as a result. Substantiate program success with any other data available. The Department will not count the report in the page count for the project narrative.

**III-18. Lot 3 Reports and Project Controls.** The selected Applicants must timely and accurately submit all required reports so that that the PA RRP can accurately document client's activities. Failure to submit this information within the required timeframes or provide additional information as required will be regarded as a serious administrative failure and may result in the termination of a selected Applicant's grant agreement, a potential loss of funding or both.

**A. Services to Older Refugees Report.** The selected Applicants must submit the following report:

- ORR-6 Trimester Report Schedule A Narrative (**Appendix E**) – This report is due on February 9<sup>th</sup>, June 9<sup>th</sup>, and October 9<sup>th</sup>.

## PART IV

### COST SUBMITTAL

**IV-1. Cost Submittal.** The information requested in this **Part IV** shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separate sealed envelope within the sealed application, separated from the Technical Submittal. The total proposed cost should be broken down into the components set forth in **Appendix C – Cost Submittal Worksheet**.

Applicants shall **not** include any assumptions in their cost submittals. If the Applicant includes assumptions in its cost submittal, the Department may reject the application. Applicants should direct in writing to the Issuing Officer pursuant to **Part I, Section I-9** of this RFA any questions about whether a cost or other component is included or applies. All Applicants will then have the benefit of the Department's written answer so that all applications are submitted on the same basis.

**The Department will reimburse the selected Applicants for work satisfactorily performed after execution of a written agreement and the start of the grant agreement, in accordance with agreement requirements, and only after the Department has issued a notice to proceed.**