

Refugee Support Services (RSS) Case Management and Supportive Services Request for Applications

Summary

Funding Opportunity Title: Refugee Support Services (RSS) Case Management and Supportive Services

Overview: Case management traditionally involves linking the client to available resources. These connections are most often made through the completion of the Family Self-Sufficiency Plan (FSSP), Budgets, and Alaska Quality of Life Scale. Linking clients to appropriate services involves assistance in the process of filling out forms, making phone calls, and accompanying a client to meet with a service provider.

Period of Performance: October 16, 2023 – September 30, 2025

Project Period: 2 years

CFDA#: 93.566

CFDA Number Description: Refugee and Entrant Assistance State/Replacement Designee Administered Programs

RFPS: 23AK-REA-004

Funding Information

<u>Total Available Funding:</u>	<u>Expected Number of Awards:</u>
Anchorage - \$300,000/yr	Anchorage - 1
Mat-Su Borough - \$125,000/yr	Mat-Su Borough - 1
Delta Junction/Fairbanks-\$100,000/yr	Delta Junction/Fairbanks - 1

Milestone Dates

Application Due Date: September 29, 2023.

Application Submission: All applications must be submitted electronically by 11:59PM Alaska Standard Time (AKST) on Friday, September 29th to the funding agency contact listed below.

Notice of Award Date: October 16, 2023

Start Date: October 16, 2023

Applicant Eligibility

Local government agencies, nonprofits, and institutions of higher learning.

Additional Eligibility Information

The Alaska Office for Refugees (AOR) intends to award this funding to a) agencies with demonstrated effectiveness in case management b) agencies that demonstrate a collaborative approach with local stakeholders to provide cohesive and effective programming and c) agencies with demonstrated knowledge of ORR eligible populations including; Refugees, Cuban/Haitian Entrants, Asylees, Eligible Victims of Trafficking, Aghan Humanitarian Parolees, and Ukrainian Humanitarian Parolees.

Description of Federal Grant

The Case Management & Supportive Services funding streams are intended to support the self-sufficiency of all ORR eligible populations living in Alaska. These services are bound by the refugee social services activities listed in CFR 45 Part 400.154 and 400.155 covering employability and other services. RSS funding is designated to support eligible individuals as delineated within [ORR PL 16-01](#), [ORR PL 22-01](#), and [ORR-PL 22-13](#).

Purpose and Scope

Case Management services are essential in connecting ORR eligible clients with services available to them in their communities. These services should focus on helping the client achieve self-sufficiency by assisting clients with overcoming barriers (e.g. childcare) to achieve independence. Successful case management programs should demonstrate the ability to set S.M.A.R.T. goals on the FSSP and a service model that assists clients in achieving those goals. Additionally, this service requires cultural and linguistic awareness, expertise in refugee issues, the translation of written documents and the provision of interpreters when necessary. Alaska provides all new arrivals (not receiving TANF) with bus passes or gas cards for their first 12 months through supportive services to ensure compliance with the program. This must be budgeted into the overall project along with any other planned supportive services (e.g. work tools, AK ID). RSS funding cannot be used to pay rent, cell phone bills, or internet.

To accomplish these goals, applicants must provide services in accordance with 45 CFR Part 400 and are required to ensure the following in services:

1. Intake & Assessment:

- a. Eligibility determination for refugee benefits.
- b. Enrollment in the program includes review of all benefits provided, explanation of client rights and responsibilities', and discussion and agreement on consent to participate.
- c. Complete Alaska Quality of Life Scale to inform services on the FSSP.
- d. Initial development of FSSP and budget document as a template for design of services offered. At this session, the client is offered enrollment and signs forms acknowledging their rights and responsibilities and program confidentiality. The information in these forms is provided in the client's first language, preferably by translated written copy, or by oral interpretation when a translated copy is not yet available or when the client is not literate.

2. Resource Access

- a. Monitoring of compliance with Self-Sufficiency plan tasks. FSSP, budget, and Alaska Quality of Life Scale is to be updated at intake, six months, and 12 months.
- b. Monitoring of benefits and aid on re-certification as necessary.
- c. Case Management services to remove barriers to employment, including referral and assistance in enrolling in English Language training and Job Readiness classes, referral to Employment Services, and general assistance with managing budgets, medical care, childcare, and community issues affecting the client's positive acculturation progress.
- d. Assistance with applying for all other relevant public benefits such as food stamps, housing assistance, Medicaid, cash assistance (e.g. RCA or ATAP).
- e. Referral to other community and program activities that can enhance the family's acculturation process and improve movement towards self-sufficiency.
- f. Monitor progress in English Language training, job seeking and consider ways to support client in vocational assistance as necessary.
- g. Review, approve and provide direct assistance for RSS services for clients such as English Language training tuition, and supportive services.
- h. Regular monitoring of progress and maintenance of accurate data regarding achievement of program milestones.
- i. Support during crisis situations, such as car accidents, medical emergencies etc.
- j. Guidance regarding US laws and resident's rights.
- k. Referral to local immigration assistance.
- l. Provide supportive services as necessary.

3. Collaborative approach to case management which includes working across agencies with other providers the client may be utilizing for services or where they may be receiving additional case management.

4. Document services provided via Apricot case note system and maintain client hard files of required paperwork. Services include but are not limited to case notes, FSSPs, budgets, and Alaska Quality of Life Scales.

5. Complete bi-annual reporting.

The above-mentioned examples are not exhaustive.

Funding Restrictions

The administration of this program is based on:

- **Immigration and Nationality Act of 1952, as amended** (P.L. 82-414)
<http://www.uscis.gov/iframe/ilink/docView/SLB/HTML/SLB/act.html>;
- Code of Federal Regulations **45 CFR 400**: Refugee Resettlement Program
Part 400: Information specific to Refugee Support Services can be found in Subpart I. Information regarding eligible refugee participants is found in Subpart D.

- **45 CFR Part 75:** The US Department for Health and Human Services is implementing the language in 2 CFR 200 in these codified regulations found [here](#):
- a) *Administrative requirements:* Subparts B through D of this part set forth the uniform administrative requirements for grant and cooperative agreements, including the requirements for HHS awarding agency management of Federal grant programs before the Federal award has been made, and the requirements HHS awarding agencies may impose on non-Federal entities in the Federal award.
 - b) *Cost principles:* Subpart E of this part establishes principles for determining the allowable costs incurred by non-Federal entities under Federal awards. The principles are for the purpose of cost determination and are not intended to identify the circumstances or dictate the extent of Federal Government participation in the financing of a particular program or project. The principles are designed to provide that Federal awards bear their fair share of cost recognized under these principles except where restricted or prohibited by statute.
 - c) *Single audit requirements and audit follow-up:* Subpart F of this part is issued pursuant to the Single Audit Act Amendments of 1996, (31 U.S.C. 7501-7507). It sets forth standards for obtaining consistency and uniformity among Federal agencies for the audit of non-Federal entities expending Federal awards. These provisions also provide the policies and procedures for HHS awarding agencies and pass-through entities when using the results of these audits.

Application Submission

Deadline: 11:59PM Alaska time, 09/29/2023

- Applications received after the deadline will receive a reduction of 5 points on their proposal review score per day exceeding the deadline.
- Applications should be sent by email to the funding agency contact:

Issa Spatrisano
 AK State Refugee Coordinator
 (907) 222-7341
 ispatrisano@cssalaska.org

Evaluation Criteria

Each proposal will be evaluated by a Review Panel based on Specific Rating Criteria for the services proposed and contained herein.

Each application will be evaluated on the extent to which the applicant addresses each of the bullet points listed below. The maximum number of possible points in each section is listed at the bottom of each subject area. Please note that while these evaluation criteria are an important tool in

assessing an applicant's proposal, they are not the only information considered in making funding decisions.

Program Design

- How well does the applicant present elements that make the program effective and innovative while incorporating the required and strongly encouraged program elements?
- How well does the applicant identify and capitalize on client and community assets? How well do they attempt to make their program culturally responsive and linguistically accessible?
- Is the proposal aligned with the suggested services and activities in the RFA?
- How well does the applicant prepare to mitigate potential challenges in program delivery?

Maximum points: **30**

Implementation Timeline

- How well does the applicant illustrate when, how and by who program elements will be executed?

Maximum points: **7**

Client Outreach and Engagement

- How well does the applicant outline their outreach and engagement strategies for ORR eligible clients?
- How well do they incorporate community input?

Maximum Points: **7**

Community Partnerships

- Does the applicant identify other programs and organizations to collaborate with in program success? How do these referrals attribute to the overarching goals of the grant?

Maximum points: **7**

Outcomes

- How well do the proposed outcomes reflect the applicant's organizational capacity to meet anticipated need and support the goals of the grant?

Maximum Points: **20**

Program Administration

- How well does the applicant illustrate how services are delivered with linguistic and cultural competence?
- Does the applicant build a convincing case in how they will map other in-house programs and resources to complement their proposed program?
- How capable does the applicant seem in managing federal funds?

Maximum Points: **7**

Staff

- How well does the applicant describe staff roles funded under this grant?
- How well did the applicant describe the training opportunities they will provide to staff and how they will document this training?
- How comprehensive is the applicant’s description of their organization’s Title VI policy?

Maximum Points: **8**

Budget

- Did the applicant complete a comprehensive and detailed budget?
- How well did the applicant explain each line item?
- On average, how much grant funding will be spent on each client expected to achieve program outcomes? How reasonable is this?

Maximum Points: **14**

TOTAL /100

Award Notices

Awardees will be notified by October 16, 2023. An official Notice of Award and subaward package will be received by October 30, 2023. An award will be emailed to the agency director, the program contact, and the fiscal contact for each agency. The agency director must sign and submit the subaward agreement signature page in order for the award to be complete.

Applicants not awarded funding will be notified via email by October 16, 2023.

Additional Information on Awards:

Subawards made under this announcement are subject to the availability of Federal funds.

Annual Award amounts are based on the projected costs of providing assistance to eligible refugees which is based on the number of refugee arrivals to the State/geographic area.

Eligibility to re-apply for future funding will depend on availability of Federal funds, project performance, results of A-133 audits and may depend on other factors beyond the control of the funder.

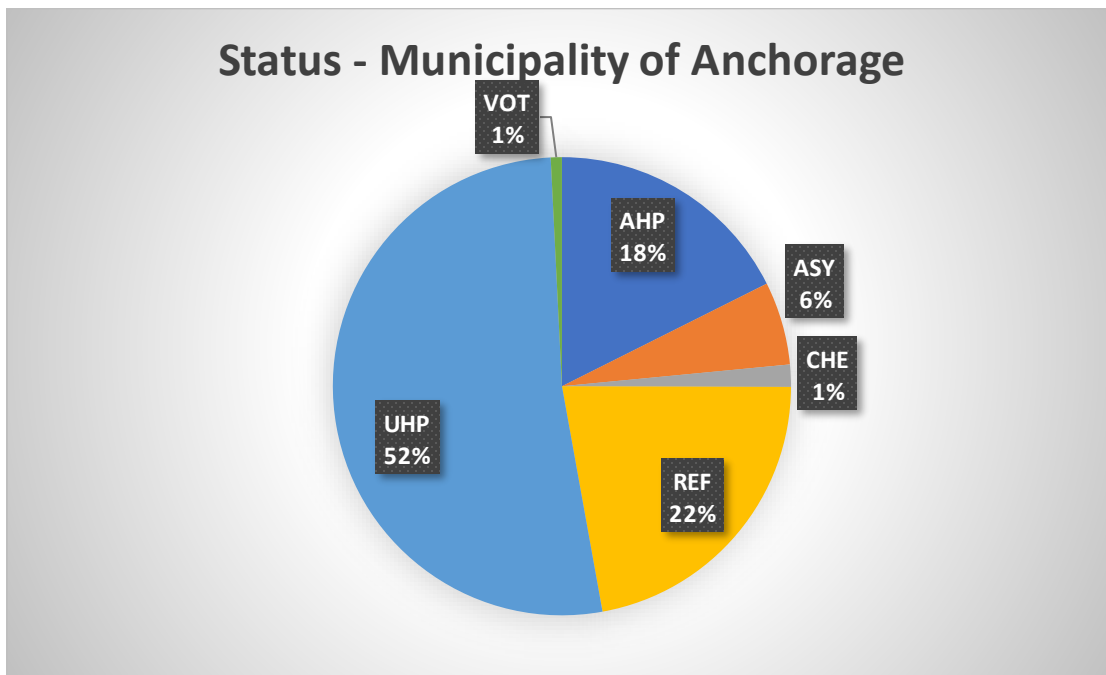
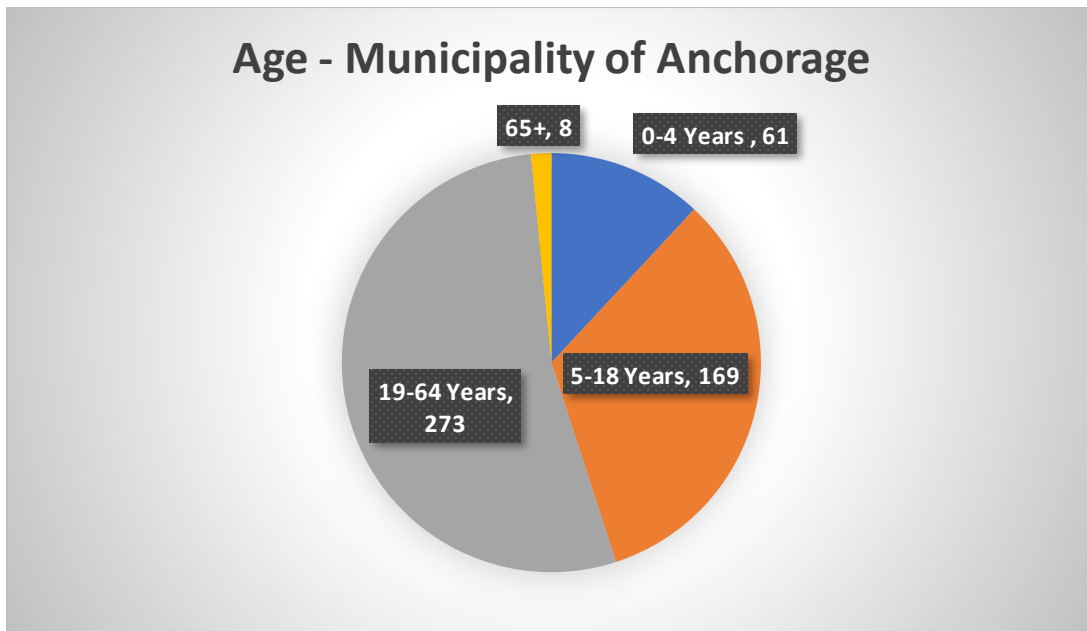
Eligible Client Data

The Alaska Office for Refugees relies on its statewide refugee database, Apricot, to identify grant-eligible individuals in resettlement communities across Alaska. Grant allocation determinations for each borough are made using an eligibility formula model.

Applicants are encouraged to review the demographic information for this RFA as provided below and reference it when composing their proposals.

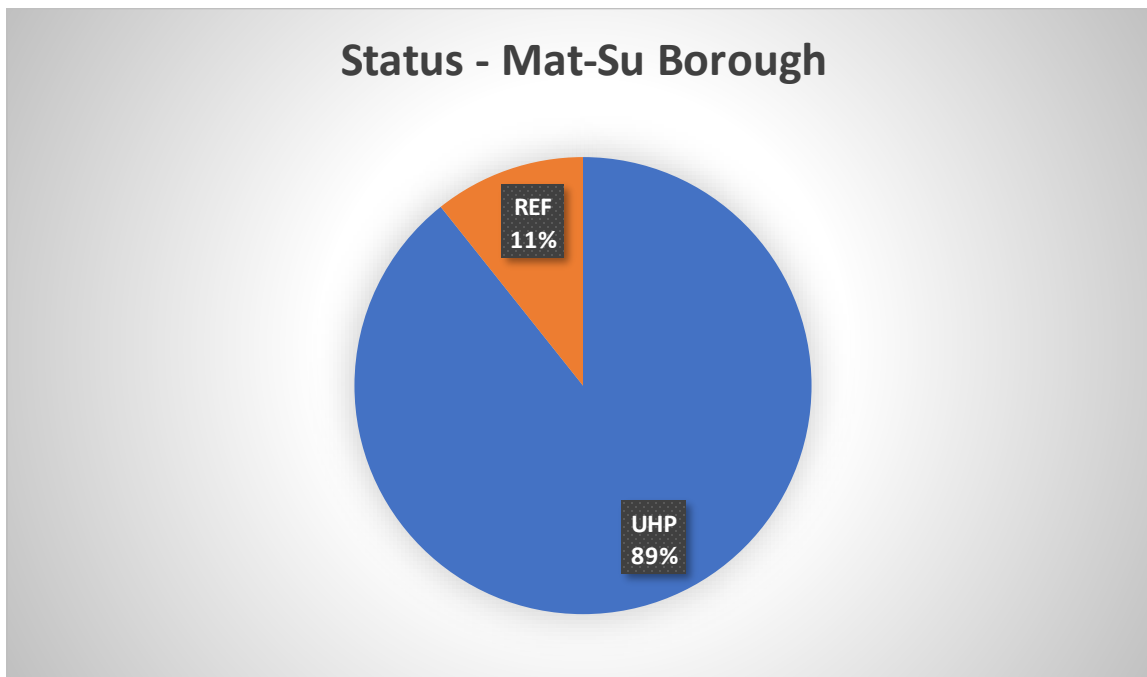
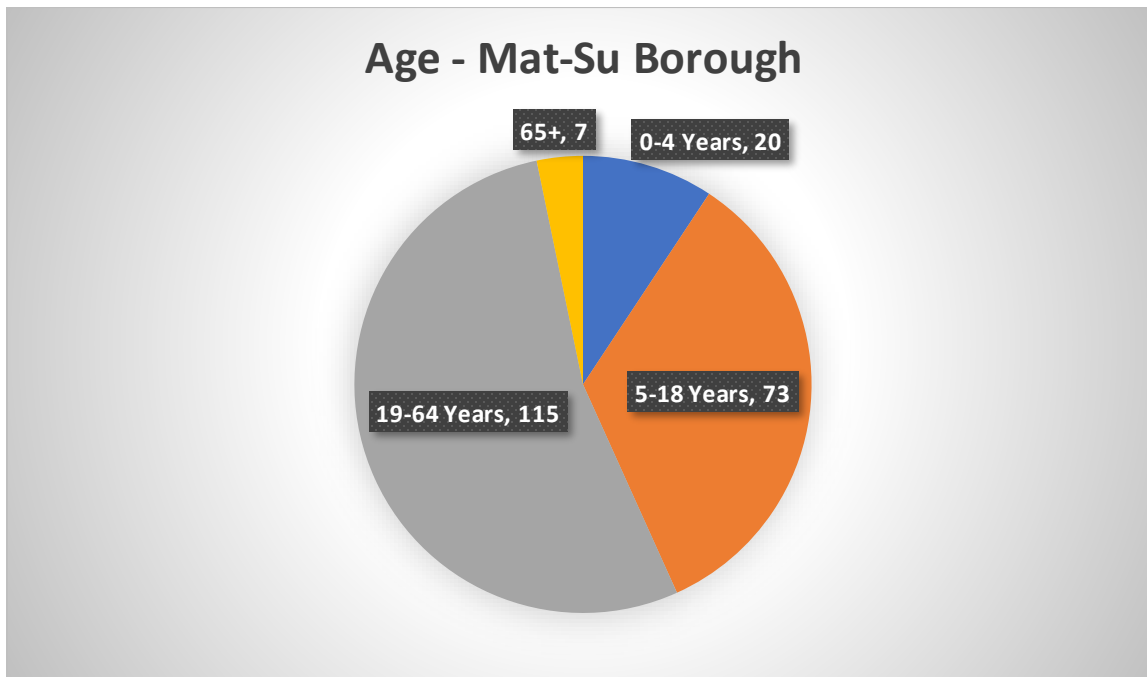
Municipality of Anchorage

Total Current Eligible Population:



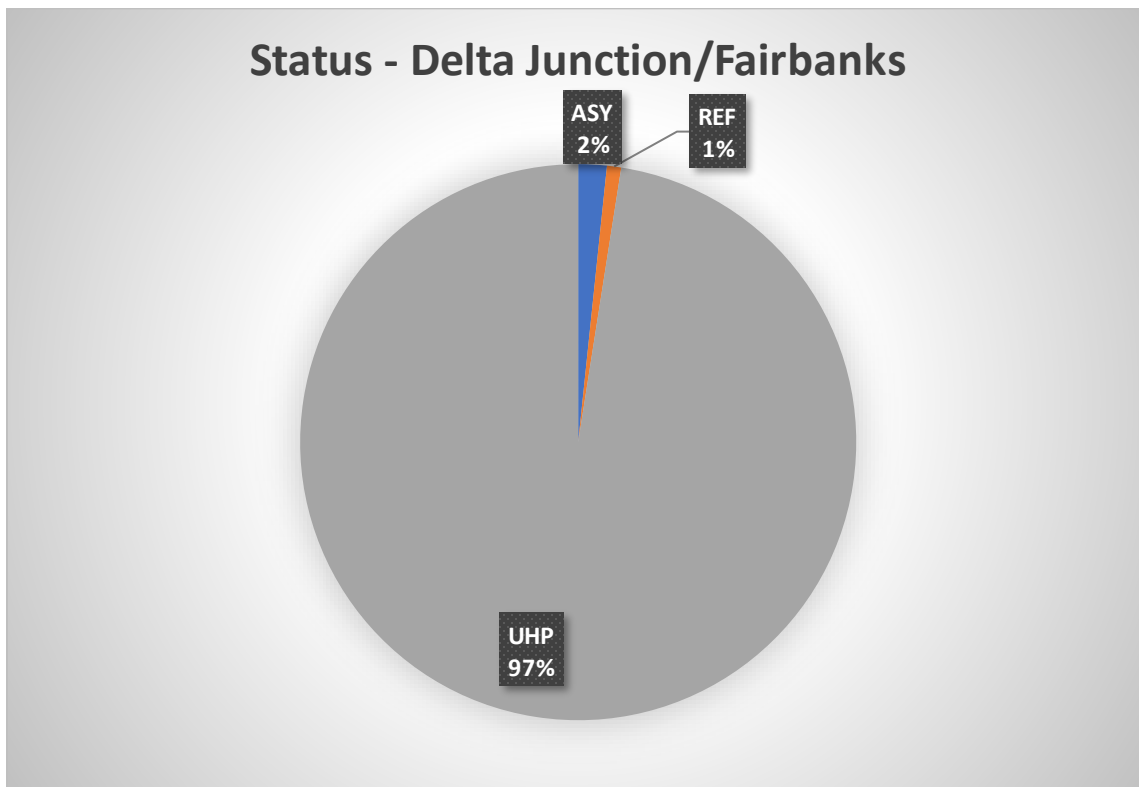
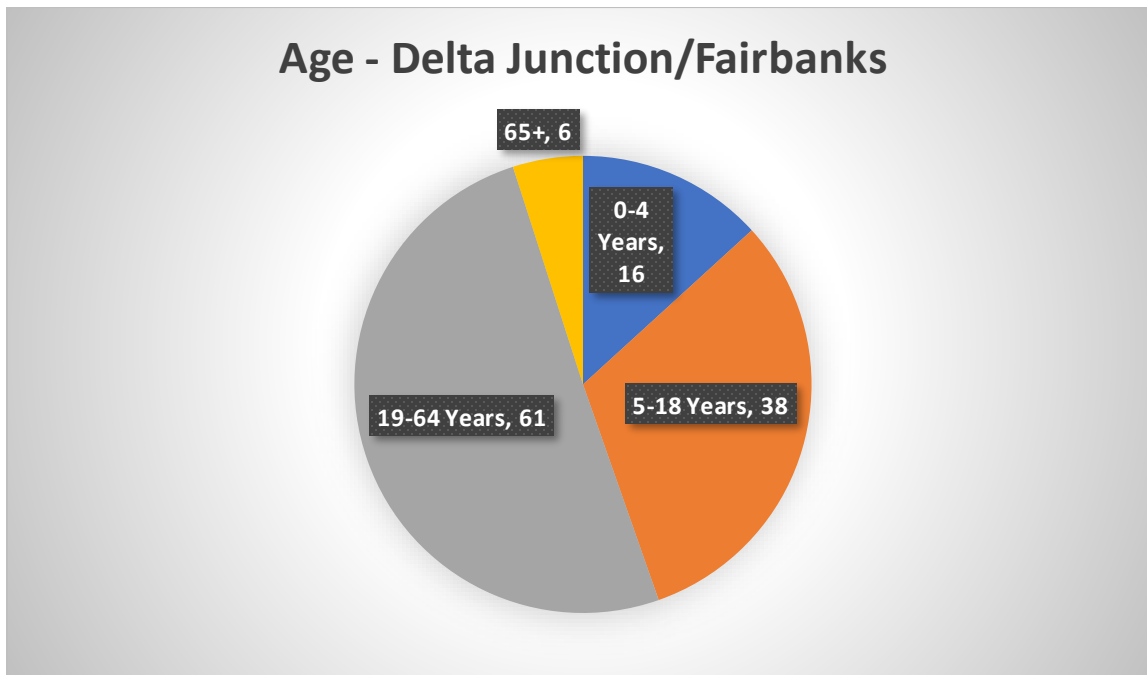
Mat-Su Borough

Total Current Eligible Population:



Delta Junction/ Fairbanks

Total Current Eligible Population:



**Refugee Support Services (RSS) Case Management & Supportive Services
Grant Application Checklist**

Organization Name: _____

Applications should be completed on 8"x11" paper with all pages in the packet numbered. The narrative section of the application should be double-spaced, using 12-point Times New Roman font. Margins on all sides should be 1 inch. The following documents should be submitted in one document as a PDF. All pages should be numbered.

- Grant Application Checklist**
(This page should be the first page of your application)
- Organization Information Form**
- Program Narrative**
- Line-Item Budget**
- Budget Narrative**

ADDITIONAL ATTACHMENTS

- Indirect Cost Rate/Plan and Approval (if applicable)**
- Board of Directors List**
- Most Recent Agency Audit (if applicable)**
- Copy of 501(c)(3) determination letter from IRS (if applicable)**
- DUNS Number**
- MOU agreements as applicable**

RSS Case Management & Supportive Services Organization Information

Organization Name: _____
(as it should appear on a legal document)

Address: _____

Executive Director: _____

Phone: _____ Email: _____

Name of Individual Authorized to Sign Contracts on Behalf of Organization:

Title: _____

Phone: _____ Email: _____

Program Contact: _____

Address: _____

Phone: _____ Email: _____

Fiscal Services Contact: _____

Mailing Address: _____

Phone: _____ Email: _____

Which locations is this application for?

- Anchorage - \$300,000/yr
- Mat-Su Borough - \$125,000/yr
- Delta Junction/Fairbanks – \$100,000/yr

1. Program Design

Provide a description of your program (maximum 10 pages). What are some of the main barriers in a refugee’s ability to integrate and navigate their new community? Include key elements that show your proposed program’s effectiveness, including a description of your delivery strategy, and the intensity and duration of services. What components will make your program culturally responsive and linguistically accessible? How will you make use of the strengths and assets of clients and community partners? How are you prepared to overcome potential challenges?

2. Implementation Timeline

Provide an implementation timeline identifying when, how, and by who program elements will be executed and stated goals will be accomplished.

3. Client Outreach and Engagement

Describe your outreach strategy for refugee clients. How will you assess their needs and priorities in developing FSSPs? How will you ensure accessibility of services? In what ways will you provide opportunities for client feedback?

4. Community Partnerships

Describe the community partnerships and referrals you anticipate making for refugees in this program. How will these benefit refugees and support the overall goals of the grant?

5. Outcomes*

The goal of the refugee Case Management programs is to assist the client to achieve self-sufficiency. How would you articulate the outcomes for your proposed program using the chart provided? A minimum of 3 outcomes are required. Outcomes must be provided separately for each location.

Outcome	Number to achieve/Number to participate

**The Alaska Office for Refugees has a statewide database that subgrantees will utilize in the administration of this program. AOR will incorporate proposed outcomes and feedback from subgrantees to develop the reporting systems needed to track outcomes.*

6. Program Administration

- A. Explain how you ensure that services are delivered in a linguistically and culturally competent manner.
- B. What other programs and resources do you offer that refugees may be eligible for? How do you intend to maximize on these without duplicating them through this grant?
- C. Describe your agency’s experience in managing federal funds.

7. Staff

- A. List each staff member that would be compensated by this grant and provide a short description of each that demonstrates their qualifications for the role they play in the success of the program. If you will create a new position with this grant, please share the unique skills and backgrounds you will seek for the position.
- B. Describe other persons essential for your project by name and the role that they play. (This includes people from other organizations who may not be affiliated with this grant).
- C. Describe your agency's staff training activities that are specific to the refugee program including Title VI compliance. Explain how this training is documented.
- D. Describe how your agency will meet Title VI guidelines.
<http://www.justice.gov/crt/title-vi-civil-rights-act-1964-42-usc-2000d-et-seq>

8. Budget/Other Information

- A. Complete the provided budget template. You will need to complete a budget for each location (e.g. Anchorage, Delta Junction/Fairbanks).
- B. Provide a narrative explanation of the items included in each line item in your budget using the provided budget narrative guidance. Include specific, detailed descriptions of each item, including all expenses that fall into the "Other" category. Failure to do this could result in your application not being funded. You will need to complete a budget narrative for each location (e.g. Anchorage, Delta Junction/Fairbanks).
- C. You must attach a copy of your indirect cost rate/plan and approval from your federal or state cognizant agency (if applicable) in order to budget and be reimbursed for indirect costs.
- D. Attach a list of the members of your current Board of Directors
- E. Include a copy of your organization's most recent annual audit, if applicable.
- F. Attach a copy of your agency's 501(c)(3) determination letter from the IRS, if applicable.