

# Department of Workforce Services



Department of  
Workforce Services

**Request for Grant Applications (RFGA)**

**Extended Case Management  
for Refugees**

**APPLICATION DUE: Monday, November 16, 2015, 4:00 PM**

# Extended Case Management for Refugees

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*This grant is funded by the Federal TANF grant to the State of Utah, CFDA #93.558, Office of Refugee Resettlement, Refugee Social Services, CFDA #93.566 and is administered through the Department of Workforce Services.*

# Extended Case Management for Refugees

## Department of Workforce Services

### Request for Grant Applications

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## Introduction

The Department of Workforce Services (DWS) will fund a four year grant to provide culturally and linguistically appropriate case management services for refugees for up to 24 months after their arrival to the United States. Refugees requiring assistance beyond the 24<sup>th</sup> month of their arrival to the U.S. may be granted a three month service extension to address targeted needs. These extended services expand on the federally funded Reception and Placement Program and assist individuals and families move beyond the initial resettlement period toward improved self-sufficiency, integration and economic stability. Extended Case Management (ECM) is offered to refugees who have been directly resettled to the state of Utah and to secondary migrants who have moved to Utah after being resettled by other states.

DWS utilizes funds from the Office of Refugee Resettlement (ORR), Refugee Social Services (RSS) for singles and couples without children; and Temporary Assistance for Needy Family (TANF) funds case management for TANF eligible refugees. Refugees must be Utah residents and meet TANF or ORR eligibility requirements.

RSS funding supports employability and other services that address barriers to employment such as: social adjustment, interpretation and translation, and citizenship and naturalization. The RSS program allocates formula funds to states to serve refugees who have been in the U.S. less than five years.

TANF is a Federal Block Grant awarded to states to provide the opportunity to develop and implement creative and innovative strategies and approaches to remove families from a cycle of dependency on public assistance and into work. TANF projects are required to meet one of the four purposes set by Federal TANF regulations. The TANF funded portion of this grant meets TANF Purpose 2 which is to “reduce the dependency of needy parents by promoting job preparation, work, and marriage.”

DWS coordinates data collection activities that assess refugees’ progress toward self-sufficiency and integration outcomes. ECM plays a critical role in a refugee’s ability to build the skills needed to navigate services and systems in Utah for greater economic stability. DWS is investing resources in a data management system that will allow its Grantees and other State agencies to contribute assessment, indicator and program data that will result in better coordinated services and measurement of progress toward self-sufficiency and integration outcomes.

## Objective

DWS is requesting grant applications from organizations to provide extended case management (ECM) services to connect refugees to resources that will improve the potential for greater self-sufficiency and integration in the state of Utah. ECM provides refugees with the resources they need by connecting them to services. These include but are not limited to: providing instruction on how to navigate social, cultural and economic resources; advocating for issues important to refugees; and educating refugees to build skills and increase confidence needed to eventually pursue services they need on their own. ECM focuses on increasing access, knowledge, and skills in areas such as housing, health care, employment and financial stability, English and education, as well as community and family support systems that promote well-being and integration. The overall purpose of these services is to provide refugees with tools and resources they need to become economically and financially stable.

Organizations can apply to provide services in a four year grant in one or both of the following categories:

- Extended Case Management for Utah Arrivals (ECM-UA):** Services are rendered to refugees who were resettled to Utah by one of the resettlement agencies up to 24 months after arrival.
- Extended Case Management for Secondary Migrants (ECM-SM):** Services are rendered to refugees who were resettled to another state and are current Utah residents. Services are provided up to 24 months after arrival to the U.S.

This grant allows organizations to develop or expand programs and the TANF funded portion of the grant will serve families with income limits at or below 200% of the Federal Poverty Level. Under TANF Purpose 2, programs must determine client eligibility to assist needy families. The RSS funded portion of this grant allows Grantees to develop or expand programs that serve eligible singles and childless couples.

Selected applicants will be expected to work closely with DWS, refugee communities, and general service providers to develop refugees' capacity to navigate the community and services needed for self-sufficiency and integration.

# GRANT INFORMATION

## Minimum Requirements

1. Program must meet TANF Income Eligibility:  
(TANF Purpose 2: Reduce the dependency of needy parents by promoting job preparation, work, and marriage.)
  - A. Organizations must have the ability to determine eligibility for services.
  - B. Potential participants must complete a Form 300 to determine income eligibility (see *Attachment F – Form 300*).
  - C. Organizations must utilize DWS' TANF Eligibility Verification System (TEVS).
  - D. Details regarding eligibility and TEVS can be found at:  
<http://jobs.utah.gov/services/tevs/tanfcontract.html>
2. Organization must provide documentation of refugee status according to 45 CFR 400.43 (see *Attachment G – Documentation of Refugee Status*)
3. Organizations must be able to show that they have experience providing case management services to refugees.
4. Complete DWS' Pre-Award Risk Assessment found at: <http://goo.gl/forms/hA3IJAQQ50>
5. Extended Case Management Services must be outcome based with results that demonstrate progress toward refugee self-sufficiency outcomes. (See *Attachment H – Case Management Outcomes*)
6. Organizations shall enter in to a data sharing agreement with DWS and provide assessment, indicator and program data to a DWS-hosted data management system.
7. See *Attachment A - Scope of Work* for detailed requirements.

## Extended Case Management

1. Applicants must provide case management services that include (see *Attachment A – Scope of Work for detailed requirements*.)
  - A. **Enrollment and Intake:** Determine eligibility, explain the case management process in detail, and open a case file.
  - B. **Assessment:** Identify needs and strengths and conduct ongoing assessments throughout the case management period.
  - C. **Self-sufficiency Plan:** Develop short and long term goals and create a plan to meet the needs of refugees identified by an assessment. The goal of the self-sufficiency plan is to reduce barriers to move refugees toward self-sufficiency.
  - D. **Connection to Services:** Help refugees connect to social services that reduce barriers to self-sufficiency. Provide or make arrangements for transportation, interpretation or translation services to ensure refugees receive the services they need. Educate refugees so that they are able to successfully transition off of case management and access resources independently.
  - E. **Monitor and Evaluate:** Monitor the progress of each refugee in areas identified by assessments and are found in the self-sufficiency plan. Re-assess to ensure that the plan reflects the evolving needs of refugees as they transition to self-sufficiency. Assessment, indicator and program data will be shared in a DWS-hosted data management system and will measure progress toward outcomes. (See *Attachment H: Case Management Outcomes*)
  - F. **Termination:** Transition refugees off case management services by their 24 month of arrival to the U.S. or when refugees achieve outcomes that result in adequate economic stability. Assist refugees plan for this transition by connecting them to refugee community organizations or other service providers. Refugees requiring assistance beyond the 24<sup>th</sup>

month of their arrival to the U.S. may be granted a three month extension to address targeted needs.

2. Case Coordination Pilot Project
  - A. DWS is investing resources to increase support to case management services through the assistance of Licensed Clinical Therapists (LCTs). LCTs will support the assessment and coordination of services for a small case load agreed upon by the DWS and grantee.
  - B. Grantee shall work with DWS to participate in joint coordination and planning meetings with the LCTs. This will include but is not limited to participation in additional coordination and planning meetings, and agreement to contribute to an evaluation of the pilot project.

## Who May Apply

1. Applications may be submitted to: A) start a new program or B) continue or expand an existing program.
2. The following are encouraged to apply: public and private schools, local governments, public or private not-for-profit organizations, faith-based organizations, state offices and agencies.
  - A. Programs that have a religious affiliation will be required to provide assurances that grant funds will not be used for religious instruction.
3. Collaboration between multiple organizations/s is encouraged; however **subcontracting under this agreement will not be allowed.**
4. Applicants that have received funding or that currently receive funding from DWS must be in good standing with DWS to be considered for the grant.
5. Applicants that are willing to collaborate with DWS and with other service providers to meet outcomes of case management services.

## Expected Measurements and Outcomes

1. Organizations must track data to demonstrate outcomes of funded services.
  - A. Data may consist of, but is not limited to the following:
    - i. Assessments and Results
    - ii. Participants Served
    - iii. Program and Service Enrollment Data
    - iv. Indicators and Outcomes (*See Attachment H: Case Management Outcomes*)
    - v. Professional Development outputs for case management staff
2. Grantees will work with DWS to identify an appropriate data sharing method to be included in a data sharing agreement.
3. Quarterly TANF outcomes, RSS reports, and an annual report will be required. Specific reporting instructions will be provided at the grant orientation after awards have been made.

## Budget

1. Total Administrative costs (direct and indirect) must not exceed 10% of the total.
  - A. Costs associated with determining eligibility (*See Attachment F: Form 300*) must be included in Administrative costs.
2. Indirect Costs cannot exceed a federally approved indirect cost rate or 10% if you do not have a federally approved indirect cost rate.
  - A. If claiming an approved indirect cost rate, applicants must provide a copy of the negotiated Indirect Cost Rate Agreement.

3. Applicants may budget for all operational costs including but not limited to data sharing costs, background checks, and insurance.

## Funding

1. Funding sources are the Temporary Assistance for Needy Families (TANF) Block Grant and the Office of Refugee Resettlement Refugee Social Services (RSS) formula grant.
2. Funding amount is open based on programming needs and budget justification.
  - a. Suggested minimum of \$150,000 and a maximum of \$800,000 per year.
3. Grants will be awarded based on demonstrated need, quality of proposed program and strategy to coordinate services with DWS. Applications are scored related to the quality of the proposal.
4. Grant funds may not be used to supplant existing funds.
5. DWS reserves the right to partially fund a grant application.
6. Funding will be distributed on a reimbursement basis.
  - A. Requests for reimbursement must be submitted a minimum of quarterly and a maximum of monthly. More frequent reimbursement timeframes may be considered if needed.
7. See *Attachment D - Allowable Costs*.

## Period of Performance

1. Funding for grant recipients begins January 1, 2016. Grant period ends December 31, 2019.
2. Grantees will have a 6 month implementation period that will include:
  - Professional development training
  - Coordination of data collection methods and data elements to be collected and alignment of assessments to outcomes
3. DWS may elect to terminate the grant for non-compliance or funding availability.

## Evaluation and Award

1. Grant applications will be evaluated on a competitive basis.
2. Applicants must be available for questions or clarification during the grant review period.
3. Applicants must be available for presentations upon request.
4. Applications may score a maximum of 102. Applications scoring below 55 points will not be considered.
5. DWS reserves the right to reject any and all applications or withdraw this offer at any time. Awards will be made to the responsible applicant(s) whose application is determined to best meet the objectives of DWS, taking into consideration all factors set forth in this RFGA.
6. Successful grant applications will be open to public inspection after grant award under the guidelines of the Government Records Access and Management Act (GRAMA). The entire application will be open unless applicant requests in writing that trade secrets/proprietary data be protected. This "Claim of Business Confidentiality" must accompany the grant application.

## Questions

Questions requesting clarification or interpretation of any section of this RFGA should be submitted in writing on or before Monday, November 9, 2015. Written responses will be posted by November 10, 2015 on the DWS website at <http://jobs.utah.gov/edo/rfp.html> for all prospective applicants to view.

Direct questions to the following:

- TANF Program Manager: Sisifo Taatiti, [staatiti@utah.gov](mailto:staatiti@utah.gov), 801-834-1096
- Contract Analyst: Mollie Murphy Dale, [mmurphydale@utah.gov](mailto:mmurphydale@utah.gov), 385-212-4170

## Addenda

If DWS finds it necessary to modify the RFGA for any reason, it will issue a written addendum to the original RFGA. Final Addenda will be posted no later than November 10, 2015.

# APPLICATION PROCESS

## Timeline

- **Pre-Proposal Bidders Meeting: October 28, 2015** (see *Attachment B - Pre-Proposal Bidders Meeting*)
- **Application Submission Deadline: 4:00 PM, Monday, November 16, 2015:** Applications must be received no later than 4:00 PM. Applications received after 4:00 PM will not be accepted. Applications may not be faxed.
- **Anticipated Grant Award Date:** It is anticipated that the announcement of grant awards will be made in **November 2015**.
- **Award Effective Date: January 1, 2016 – December 31, 2019.**

## Application Procedure

1. Applicant must use the forms found at <http://jobs.utah.gov/edo/rfp.html> to submit application. Applicant must bear the cost of preparing and submitting application. Application must be formatted as outlined so the grant evaluation committee can rate it for completeness and responsiveness. **Failure to comply with any part of the RFGA will result in disqualification of the application.**
2. **Application forms must be typed.** The forms are created as save-able documents. Forms can be found at <http://jobs.utah.gov/edo/rfp.html>. The PDF forms need to be submitted by email in the original format, not scanned.
3. Application must be stapled, not bound or in a binder.
4. Application Cover Sheet must be the first page of the application.
5. Applicants must **submit one copy via email**, with all PDF forms in the original format (without the final signature) and all attachments to [tanfgrant@utah.gov](mailto:tanfgrant@utah.gov).
6. **Submit one original** (with an original signature) and **four (4) identical paper copies** of the application to the address listed on page 9.
7. Paper copies **AND** the emailed copy – **must be received no later than 4:00 PM, Monday, November 16, 2015.** Application may not be faxed. Late applications will not be accepted. No exceptions.
8. Do NOT include additional information such as personalized cover sheets, table of contents, pamphlets, public relations information, or addenda. All additional information will be discarded prior to scoring.

# SUBMISSION CHECKLIST

- Submit** forms in the original PDF format (pre-signature) and attachments, **by email** to [tanfgrant@utah.gov](mailto:tanfgrant@utah.gov).
- Submit one original** (with an original signature) and **four (4) identical paper copies** of the application to the address below.

**Each copy of the application must include the following in order:**

Application forms are available at: <http://jobs.utah.gov/edo/rfp.html>

- Grant Application Cover Sheet**
- Grant Application Narrative** - Narrative responses are limited to the space provided. Additional narrative attachments will not be accepted.
- Attachments**
  - **Collaboration Letter(s)**
  - **501(c)(3) Letter** - If applicable.
- Budget Detail Form**
- Budget Narrative and Itemization Form**

Submit applications by **Monday, November 16, 2015, by 4:00 PM** to:

**Email copy (required):**

[tanfgrant@utah.gov](mailto:tanfgrant@utah.gov)

**Paper copies (required):**

Sisifo Taatiti, TANF Program Manager  
Department of Workforce Services  
140 East 300 South  
Salt Lake City, Utah 84111

**Questions:**

TANF Program Manager: Sisifo Taatiti, [staatiti@utah.gov](mailto:staatiti@utah.gov), 801-834-1096

Contract Analyst: Mollie Murphy Dale, [mmurphydale@utah.gov](mailto:mmurphydale@utah.gov), 385-212-4170