NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

Division of Social Services

REQUEST FOR APPLICATION # - SFY 26 and 27 RSS-SOR RFA

State Fiscal year 2026 and 27 Refugee Support Services-Services to Older Refugees (SOR)

RFA Issuing Agency	North Carolina Department of Health and Human Services, Division of Social Services, Economic and Family Services, State Refugee Office
Issue Date	JANUARY 27, 2025
Application Deadline	FEBRUARY 7, 2025, by 5:00 pm
Letter of Intent to Apply Due	JANUARY 30, 2025, by 5:00 pm
Deadline for Questions	n/a
Response to Questions Posted	n/a
Estimated Total Funding Available	$260,000
Estimated Range of Awards	$50,000-$65,000 for one year (capped at $65,000/ year for SOR BASE: $130,000 total 2-year contract)
Anticipated Period of Performance	July 1, 2025 through June 30, 2027
E-mail Applications and Questions to	P. Scott Phillips at scott.phillips@dhhs.nc.gov Rachael Borowy at rachael.borowy@dhhs.nc.gov

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

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

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Section A -- Funding Opportunity

1. Purpose of Funding Opportunity

The purpose of this Request for Application (RFA) is to secure services from private, public and non-profit organizations across the state. The North Carolina Division of Social Services - State Refugee Office is issuing this RFA to ensure services exist for designated eligible populations in a wide range of locations and counties. The Services to Older Refugees Program ensures that refugees aged 60 and above have access to mainstream aging services in their community. Outcomes proposed include: promoting independent living, building bridges with mainstream providers, and provision of access to naturalization support.

2. Background

NC DHHS Mission Statement:

In collaboration with our partners, the North Carolina Department of Health and Human Services provides essential services to improve the health, safety, and well-being of all North Carolinians.

The State Refugee Office (SRO) was established via federal funding from the US Office of Refugee Resettlement (ORR) to provide refugee-specific social services defined and designated by federal regulation for eligible populations.(for eligibility information: review ORR Policy Letters **16-01**, **22-01** (PDF), **22-02** (PDF), and **22-13** (PDF).)

The NC DHHS has designated the Division of Social Services (DSS) to administer Refugee Support Services Program under the parameters of the NC State Refugee Plan and Annual Goal Plan which are approved each year by the ORR.

The term "refugee" is used in this notice to encompass all such persons, as described above, who are eligible to participate in the Refugee Support Services: Services to Older Refugees Services to Older Refugees (RSS-SOR). Activities funded through RSS-SOR should see positive outcomes in the lives of individuals, families and the community. Successful and effective resettlement is built on a variety of pathways, many of which can be provided and supported through RSS-SOR.

3. Scope of Services

The Refugee Support Services: Services to Older Refugees (RSS-SOR) program ensures that refugees aged 60 and above have access to mainstream aging services in their community.

The Refugee Services to Older Refugees program will

- Provide appropriate services to all older refugees who are not currently being provided in the community
- Enable older refugees to live independently as long as possible
- Establish and/or expand a working relationship with state and local agencies to ensure refugee access to aging services
- Develop or provide access to naturalization services

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

NOTE: Generally, a five-year time limit exists for program participants based on either of two dates: Date of arrival in the USA for those granted immigration status prior to arrival in the US, such as Refugees; or 60 months from the date immigration status was granted while in the US such as for Asylees.

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

1) Engagement and Integration
2) Independence Support
3) Naturalization
4) Capacity Building

Eligible ORR Populations are arriving in an increasingly geographically diverse space. While the SRO may fund proposals serving many locations it would be expected that application clearly lays out how they will provide equitable services to eligible individuals in all the counties they proposed to serve. **Please note that your application should clearly identify which Service Priority Area(s) you will be addressing, and in which counties you will provide those services.** The application should provide a description of your experience and proposed impact and outcomes of your efforts.

4. Eligibility

Applications are invited from public or private non-profit *501(c)(3) status* agencies that can provide direct services in accordance with the RSS-SOR program policies and procedures.

Potential applicants must have *the administrative capacity and financial stability* to administer the funds if awarded as *evidenced by your most recent financial statement/audit.* Recipients of funds are expected to have written, established general agency policies which will be submitted for review.

Private for-profit agencies are excluded from funding.

5. Federal Award Information

A. Federal Award Identification Number: 2301 NCRSS, 2401NCRSS, 2501NCRSS
B. Federal Award Title: Refugee and Entrant Assistance State Administered Programs
C. Federal Awarding Agency: Department of Health and Human Services, Administration for Children and Families, Office of Refugee Resettlement
D. Federal Award Project Description: Refugee and Entrant Assistance State Administered Programs
E. Federal Award Project Period of Performance: October 01, 2023, to September 30, 2028
F. Total Amount of the Federal Award: Estimated Total Funding Available - **$260,000**
G. Expected number of Awards: **2**
H. Assistance Listing (formerly CFDA): 93.566
I. Cost Sharing or Matching: No cost sharing or matching required
J. Allowable Cost: 2 CFR 200, Subpart E - Cost Principles, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards applies to this program.
K. Allowable Indirect Cost
    - Federally Negotiated Indirect Cost Rate (FNICR)

- De Minimis Indirect Cost Rate 10% of the Modified Total Direct Cost (MTDC)
- Other

6. Federal Funding Accountability and Transparency Act (FFATA)

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

Section B-- Application and Submission Specifications

1. How to Apply

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

A. The applicant's name and address;

B. Title of the Project;

C. Name and contact information of the authorized agency official; and

D. The website of the agency (if any).

Applications must be received no later than 5:00 p.m. February 7, 2025. Applications received after 5:00 p.m. will be classified as late and will not be considered for funding.

2. Letter of Intent to Apply

Agencies that plan to submit an application must register its intent by 5 p.m. on January 30, 2025 to Scott Phillips (scott.phillips@dhhs.nc.gov) and Rachael Borowy (Rachael.borowy@dhhs.nc.gov). Letters of Intent received after 5:00 p.m. will be classified as late and any application will not be considered for funding. Information requested on the letter of intent shall include the following:

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

3, Q and A session for intended applicants **Written Questions:** N/a

4. Who Can Apply

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

5. Contractual Services

Agencies and organizations may propose to subcontract portions of work provided that their applications clearly indicate the scope of the work to be subcontracted, and to whom. All information required about the prime grantee is also required for each proposed subcontractor. Agencies and organizations shall also ensure that subcontractors are not on the state's Suspension of Funding List available at:

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

6. Application Selection and Scoring

An evaluation/selection committee will review and score all applications received by 5 p.m. on January 21, 2025. This committee will be comprised of an independent panel of subject matter experts that work in the fields covered by this program.

Scoring chart is provided below:

A.	Proposal Summary	5 POINTS
B.	Organization Background and Qualifications	15 POINTS
C.	Program Objectives & Performance Requirements	40 POINTS
D.	Organizational Capacity and Collaboration	25 POINTS
E.	Budget and Narrative	15 POINTS
	TOTAL	**100 POINTS**

Applications are reviewed by a multi-disciplinary committee of Subject Matter Experts. Staff from applicant agencies may not participate as reviewers. Applications will be evaluated by the committee according to completeness, content, experience with similar projects, ability of the agency's or organization's staff, cost, etc. The award of a contract to one agency and organization does not mean that the other applications lacked merit, but that, all facts considered, the selected application was deemed to provide the best service to the State. Agencies and organizations are cautioned that this is a request for applications, and the funding agency reserves the unqualified right to reject any and all applications when such rejections are deemed to be in the best interest of the funding agency.

7. Required Documentation and Other Requirements

Additional Documentation to Include with the Application

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

Federal Certifications

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

System for Award Management Database (SAM)

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

Additional Documentation Prior to Contract Execution

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

- A completed and signed letter from the agency's Board President/Chairperson identifying individuals authorized to sign contracts;

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

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

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

Registration with North Carolina e-Procurement

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

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

Audit

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

Indirect Cost

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

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

8. Division of Social Services reserves the right to:

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

9. Applicant Financial Capacity

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

11. Period of Performance

Anticipated contract dates are July 1, 2025 - June 30, 2026.

13. Costs

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

14. Cost Reimbursement

Upon execution of contract, the Contractor shall submit to the Division Program Administrator a monthly reimbursement request for services rendered the previous month and, upon approval by the Division, receive payment within 30 days. Monthly payment shall be made based on actual expenditures made in accordance with the approved budget on file with both parties and reported on the monthly expenditure report submitted by the Contractor.

The monthly expenditure report must be submitted even when no expenses are incurred in any month. Copies of back-up documentation shall accompany each expenditure report along with a monthly report of services provided. Failure to submit timely will delay receipt of reimbursement.

Contractors shall not be reimbursed under the contract for any services to clients to whom initial documentation and re-determination of eligibility for service(s) is not maintained.

Each week, service and all other relevant data shall be entered in the data system indicated and required by State Refugee Office. The Contractor cannot be reimbursed until service data has been exported via the RIS System to the SRO.

The Contractor must submit one signed original DSS-1571 III (Administrative Costs Report) to NC DSS Program Consultant by the 10^{th} of each month for services provided in the prior month. DSS-1571 III reports must be submitted even when no services are provided in a month.

Additionally, Contractors are expected to submit the following reports each month:

1. Administrative Costs Report (DSS-1571, Part III) signed by the Authorized Agency Official. (Must be submitted even when no expenses are incurred in a month)
2. A Monthly Report of Service Delivery (MRSD) – detailed generated from the Refugee Information System (RIS), also referred to as the DSS 1571, Part IV.
3. A Monthly Report of Service Delivery (MRSD) – summary generated from the Refugee Information System (RIS), also referred to as the DSS 1571, Part IV.
4. A monthly Performance Progress Report generated from data entered into the SRO database system.
5. A year-to-date performance progress report, starting with the first month of the contract, which summarizes cumulative year-to-date accomplishments.
6. A Monthly Outcomes report of activities, success and obstacles during previous month.

Failure to submit by the due date will result in the reimbursement being held until the following month. Late submittal for several consecutive months may result in denial of cost reimbursement for expenditures greater than 60 days overdue.

These documents must be submitted together after review by the Project Director who signs the MRSD. Faxed copies will <u>not</u> be accepted.

The Division will have no obligation for payments based on expenditure reports submitted later than 60 days after termination or expiration of the contract period.

All payments are contingent upon fund availability.

Section C -- Programmatic Requirements

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

1. Services to be Provided

The Services to Older Refugees Program ensures that refugees aged 60 and above have access to mainstream aging services in their community. Successful programs:

- Provide appropriate services to all older refugees who are not currently being provided in the community
- Enable older refugees to live independently as long as possible
- Establish and/or expand a working relationship with state and local agencies to ensure refugee access to aging services
- Develop or provide access to naturalization services

2. Services to be Provided to the Target Population

SRO, through consultation and research have identified Priority Areas (described below). Funding will be used to ensure the delivery of services in these Priority Areas. Below are the Priority Areas to use when considering/compiling your application. Please note that your application should clearly identify which Priority Area(s) you will be addressing and in which counties you will provide those services, as well as contain a description of your experience and proposed impact and outcomes of your efforts.

A full list of services along with other RSS-SOR policies and procedures may be found in the NC DHHS/DSS Refugee Assistance Manual.

The manual may be found online at: https://policies.ncdhhs.gov/divisional-n-z/social-services/refugee-assistance/ra-policies-manuals/

In addition, ORR federal regulations may be found at http://www.acf.hhs.gov/programs/orr/policy/.

The following chart should be included showing which of the above services will be delivered and contribute to achieving the goals and outcomes of the proposal. Additionally, the chart includes estimation of how many proposed individuals will receive these services and the total number of service units. **Please use Appendix C in the manual link provided above when completing the chart below with services and service codes.**

<table>
<tr><th colspan="7">SPECIFIC SERVICES TO BE PROVIDED</th></tr>
<tr><td rowspan="2">(1)
Service</td><td rowspan="2">(2)
Service Code</td><td colspan="3">(3)
Number of Program Participants
Served By Time in Country**</td><td rowspan="2">(4)
# of Units of Service</td><td rowspan="2">(5)
Definition of Unit of Service</td></tr>
<tr><td>TOTAL Number*</td><td>0 – 12 Months</td><td>13 – 60 Months</td></tr>
</table>

NOTE:

- Services and Support must be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background.
- Services and Support must be provided to the maximum extent feasible in a manner that includes the use of bilingual/bicultural women on service agency staff to ensure adequate service access by refugee women.
- Services and Support must be provided to the maximum extent feasible in a manner that culturally responsive, trauma-informed, and strengths-based services.
- Services and support must be provided to the maximum extent feasible in a manner that follows an equity-based approach treating all ORR-eligible individuals in a systematic, fair, just, and impartial manner. **Ensure that efforts are made to reach and serve all ORR eligible individuals regardless of pathway of arrival.**
- Organization must demonstrate recruitment of people with relevant lived experience to serve as program leadership or staff, on advisory boards or governing structures, or as consultants.
- Organization must demonstrate the methodology and experience used to identify and eliminate barriers (include, but are not limited to, social, economic, geographic, linguistic, and cultural obstacles) that may prevent the full participation of eligible individuals and groups.
- Organization must demonstrate purposeful collaboration and engagement with diverse partners and refugee communities to inform service delivery and design.

3. Refugee Support Services-Services to Older Refugees Priority Areas

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

a) Engagement and Integration

SOR Programs that choose to provide support in the areas of engagement, will be focused on building and recruiting eligible clients and ensuring these individuals are supported in accessing targeted or mainstream service provision. Furthermore, this priority area should result in increased sense of belonging and confidence in navigating community systems.

b) Independence Support

Eligible individuals for the SOR program may face a variety of barriers and challenges to living independently. Through the SOR program, providers can support the education and awareness of eligible populations for methods and resources that can support this goal. In addition, providers should work to mitigate issues that may hinder one’s ability to live independently.

c) Naturalization

This priority area includes Citizenship and naturalization preparation services, including English language training and civics instruction to prepare refugees for citizenship, application assistance for adjustment to legal permanent resident status and citizenship status, assistance to disabled refugees in obtaining disability waivers from English and civics requirements for naturalization, and the provision of interpreter services for the citizenship interview. Eligible participants under the S0R program are encouraged to engage with and pursue the naturalization process.

d) Capacity Building

Identify and conduct outreach to mainstream services for the aging providers versed in trauma-informed services to determine potential partners for the program. Develop a training curriculum for mainstream providers on refugee services and other trainings to respond to provider-specific needs; and/or partner with local refugee resettlement agencies and/or ethnic community-based organizations to provide such trainings. Increase the pool of potential trainers and speakers with lived experience to advise and guide development of this aspect of the program.

4. Participant Eligibility Requirements

RSS-SOR eligible populations include individuals from the following ORR-Eligible groups aged 60+:

- Refugees
- Asylees (granted Asylum)
- Amerasians
- Cuban/ Haitian Entrants
- Victims of Human Trafficking
- Special Immigrant Visa (SIV) Holder from Iraq and Afghanistan
- Afghan Special Immigrant Parole SQ/SI
- Afghan Individuals with Special Immigrant (SI) Conditional Permanent Residence (CPR)
- Afghan Humanitarian Parolees (AHP) (dependent on date of entry and/or familial ties)
- Ukrainian Humanitarian Parolees (UHP) (dependent on date of entry and/or familial ties)

5. Priority Provision of Services

Among the population of eligible refugees, support services are provided based on the following client priorities, except in certain individual extreme circumstances:

- Newly arrived refugees within their first year in the United States, who apply for services;
- Refugees who are receiving cash assistance;
- Unemployed refugees who are not receiving cash assistance; and
- Employed refugees in need of services to retain employment or to attain economic independence.

NOTE: A five-year time limit exists for program participants based on either of two dates: Date of arrival in the USA for those granted immigration status prior to arrival in the US, such as refugees; or 60 months from the date immigration status was granted while in the US such as for asylees.

RSS-SOR services are targeted to refugees who have been in the USA for less than five years, except for citizenship and naturalization preparation services and referral and interpreter services which can be accessed by refugees who have been in the United States for more than 60 months.

6. Reporting and Monitoring Requirements

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

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

1. Organizational Chart
2. Board Member Profile
3. Job Descriptions for Refugee Support Services program staff
4. Service, Outcome and Financial Reports

A. <u>Audit Requirements:</u>

The Contractor is responsible for meeting the following audit requirements.

- 2 CFR Part 200—Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards
- § 159-34. Annual independent audit; rules and regulations.
- NCAC, Subchapter 03M – Uniform Administration of State Awards of Financial Assistance
- DHHS-58 Program Compliance Supplement

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

B. <u>Contact with Contractor</u>

The contract administrator and/or Division staff will engage in continuous dialogues as well as make appropriate site visits to the contractor to review progress on a periodic basis.

Contractor will participate in monitoring by the State Refugee Office and representatives of other state and federal agencies.

Substandard performance will be identified and addressed timely and appropriately. Contractor will submit, within 30 days of receipt of the monitoring report, a Corrective Action Plan, if required, to be implemented upon approval of the Plan.

The contract administrator and/or Division staff will follow up on any areas on non-compliance to ensure that performance requirements and corrective action plans are fully implemented.

C. Contract Monitoring

The Division shall monitor the Contractor according to the NC DHHS/NC DSS Sub Recipient Monitoring Plan, which may be accessed at https://www2.ncdhhs.gov/dss/Monitoring . This includes compliance with the CFR Title 2 Part 200 specifying federal areas of compliance: http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl

Program Compliance Supplement:
https://www.nctreasurer.com/slg/lfm/audit_acct/single_audit/compliance_supplements/Pages/default.aspx

D. Reporting

The following are required reporting for all Contractors:

Monthly:

1. Administrative Costs Report (DSS-1571, Part III) signed by the Authorized Agency Official. (Must be submitted even when no expenses are incurred in a month)
2. A Monthly Report of Service Delivery (MRSD) – detailed generated from the Refugee Information System (RIS), also referred to as the DSS 1571, Part IV.
3. A Monthly Report of Service Delivery (MRSD) – summary generated from the Refugee Information System (RIS), also referred to as the DSS 1571, Part IV.
4. A monthly Performance Progress Report generated from data entered into the SRO database system.
5. A year-to-date performance progress report, starting with the first month of the contract, which summarizes cumulative year-to-date accomplishments.
6. A Monthly Outcomes report of activities, success and obstacles during previous month.

Quarterly

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

Annually

- Contractors must comply with NC State Auditors GS 143-6.22 & 23 Grant Compliance Report.
- Completed Performance Status Report with cumulative end-of-year data. End of year report is due by December 10th.
- Submit, upon request, an Annual Outcome Goal Plan demonstrating program goals and performance outcomes for the purposes of improving services to refugees.
- If applicable, submit single or program-specific audit to NCGrantsReporting@dhhs.nc.gov within 9 months of the Contractor's fiscal year end. If applicable, as governed by 2 CFR 200.512 report to the Federal Audit Clearinghouse (FAC) within 30 days of audit completion.

- Submit an ORR-6 Semi-annual Performance Report due on April 30th and October 31st.
- Maintain an active record in the federal government's System for Award Management (SAM). This record must be updated annually.
- Federal Funding Accountability and Transparency Act (FFATA) Data Reporting Requirement form due with annual renewal materials.

Section D – Application Contents and Instructions

1. Proposal Summary (half-page limit)

The summary encompasses all the key points necessary to communicate the objectives and proposed outcomes of the project. It is the cornerstone of the proposal, and the initial impression of the plan. Applicant must define specifically, within framework of program funding and the identified priority areas, how they will accomplish proposed outcomes. They should include here the counties in which they will deliver services and provide support as well as proposed outcomes of their efforts. It is also critical to summarize how organization will collaborate with other service providers and stakeholders to accomplish these goals.

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

2. Organization Background and Qualifications. (Describe the organization and its qualifications for funding) (2 Page limit)

A. Mission and goal of the Organization.
B. A brief overview of the history of the organization.
C. A brief overview of the organization's experience with providing the service (organization's past achievements and accomplishments and evidence of its impact).
D. Brief overview of organization's experience of working with DHHS or other funding agencies including:
   - The length of time the organization received Federal or State funding;
   - The services that the organization provided;
   - Successes and some challenges.

E. Qualifications/background on organization's Board of Directors and Key Staff:
   - Brief bio of all board members and the key staff;
   - Any criminal convictions of any of the board members and key staff;
   - Any regulatory sanctions levied against any of the board members and key staff;
   - Any regulatory investigations pending against of any of the board members and key staff; *Note: The Department may reject a proposal solely on the basis of this information*;
   - Any of the Contractor's directors, partners, proprietors, officers, or employees or any of the proposed project staff that are related to any DHHS employees; *Note: If such relationships exist, identify the related individuals, describe their relationships, and identify their respective employers and positions*;
   - Assurance that the applicant is not debarred or on the suspension of funding list;
   - Other major funding sources.

3. Need/s Assessment (Problem Statement) (1 Page Limit)

A. Problem (explain why the service is necessary);

B. Describe what your organization is doing to address this need/problem;
C. Primary Counties Served;
D. Ethnicity, age, and gender of population served;
E. Statistical facts and figures (national, state, local);
F. Program Website.

4. Applicant's approach to the problem (1 Page limit)

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

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

5. Example of goal, objectives, and an outcome

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

6. Project Narrative (2 Page limit)

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

- Each proposal should describe collaboration with other agencies and organizations.
- Applicants must answer the following questions:

- How does your agency effectively collaborate with local organizations, coalitions, and/or partners that focus on employment, family well-being, and integration including your County Department of Social Services, County Health Department, School District, Housing Provides, County and Municipal divisions?
- How will your agency conduct community outreach, recruitment, and consultation? Consultation must be carried out quarterly, in conjuncture with the State Refugee Office and other partners in the proposed region served, to ensure effective two-way communication and feedback from the wide range of community partners and stakeholders involved in serving this population.
- How does your agency solicit, process, serve and track external referrals?
- Community consultation is a two-way process often conducted through a variety of mechanisms to gather information regarding community members' attitudes and beliefs related to the appropriateness and acceptability of the design, risks, and benefits of the welcoming, serving and resettling refugees into a community. Through discussions and the solicitation of feedback from community consultation providers should develop plans of action and facilitate collaborative partnerships. Furthermore, those served, should be ensured a voice in this space.

7. Budget and Narrative

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

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

Refugee Support Services: Services to Older Refugees Program (RSS-SOR) funding does not require a local match. Funds from this grant may not be used to supplant other funds. Expenditures for travel and daily subsistence must be in accordance with state approved rates. The Office of State Budget and Management (OSBM) prepares the Budget Manual which includes current state approved travel and daily subsistence rates and can be located on the Contract Package in the Instructions Tab. Budget Narrative (within the Contract Package A) should clearly outline what expenditures correspond to each line item.

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

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

8. Supporting Documentation

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

- An organizational chart identifying the personnel who will be assigned to work on this project,
- A description of how the applicant will staff the project, including the name, resume and qualifications of each of the proposed team members,

- Sustainability (Steps taken to ensure future successes or continuing the project beyond the awarded period, e.g., future financial support, staff requirements, continued community contribution),
- Letters of Support from 4 community partners with which you collaborate. Must demonstrate the way collaboration contributes to proposed outcomes.
- Resolution of Challenges: an analysis of the project's risk and limitations, including how these factors will be addressed or minimized (regulatory, environmental, or other constraints),
- Line-Item Budget and Budget Narrative. Every item that appears in the budget should be explained clearly, so the evaluator/ reviewer will understand it. Administrative expenses may not be duplicated as direct and indirect costs, and
- Accomplishments of the agency.

Scope of Work - Summarized

In addition to the above outlined application process and content the SRO request that every applicant submit a summarized Scope of Work document, following the template below:

SCOPE OF WORK

BACKGROUND

Instructions: Briefly describe the need for program and the ways the organization will address this need (HALF page limit).

PURPOSE

INSTRUCTIONS: Applicants shall describe a reasonable and well-developed proposal for the implementation of the projects(s) proposed that fits into the overall mission/goals/objectives, values, and strategies of the program as outlined for you above. *Applicant must define specifically, within framework of program funding and the identified priority areas, what are proposed outcomes, how they will accomplish proposed outcomes, how many will be served, and in which counties the program will operate. It is also critical to explain how you will collaborate with other service providers and stakeholders to accomplish these goals. (HALF page limit)*

PERFORMANCE REQUIREMENTS

INSTRUCTIONS: This section must provide a clear and concise picture of the specific service, activities and events that are scheduled to occur each year of the contract. These should reflect the entire contract period as well as including a break down for each year of the contract. ***Please use Appendix C in the manual link provided in section C 2 when completing the chart below with services and service codes.***

During the period of **July 1, 2025, to June 30, 2026,** the Contractor shall:

1. Provide Case Management (380) services to 55 clients in SFY26.
2. Provide X service to X clients.

3. Provide X service to X clients.
4. Provide X service to X clients.
5. Provide X service to X clients.
6. Provide X service to X clients.

SERVICES TO BE PROVIDED SFY26						
(1) Service	(2) Service Code	(3) Number of Program Participants Served By Time in Country**			(4) # of Units of Service	(5) Definition of Unit of Service
		TOTAL Number *	0 – 12 Months	13 – 60 Months		
Case Management	380	50	25	25	2000	1 hour = 1 unit
xx						
xx						

*Duplicated Participants - Clients may receive any combination of services listed above.
** 0-12 Months - Indicates Refugee's first 12 months living in the United States
13-60 Months - Indicates Refugee has been in the United States for more than 1 year (up to 5 years)

During the period of **July 1, 2026, to June 30, 2027,** the Contractor shall:

7. Provide Case Management (380) services to 50 clients in SFY 27
8. Provide X service to X clients.
9. Provide X service to X clients.
10. Provide X service to X clients.
11. Provide X service to X clients.
12. Provide X service to X clients.

SERVICES TO BE PROVIDED SFY27

(1) Service	(2) Service Code	(3) Number of Program Participants Served By Time in Country**			(4) # of Units of Service	(5) Definition of Unit of Service
		TOTAL Number *	0 – 12 Months	13 – 60 Months		
Case Management	380	50	25	25	2000	1 hour = 1 unit
xx						
xx						

*Duplicated Participants - Clients may receive any combination of services listed above.
** 0-12 Months - Indicates Refugee's first 12 months living in the United States
13-60 Months - Indicates Refugee has been in the United States for more than 1 year (up to 5 years)

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

ATTACHMENT A

NC DSS CONTRACTOR PACKAGE A- Year 1 and Year 2

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

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