

**REQUEST FOR PROPOSALS (RFP)**  
**RFP No. CVS-12-089**

Issue Date: May 25, 2012  
Title: Refugee Resettlement Program  
Commodity Code: 95275  
Location: Statewide  
Contract Period: October 1, 2012 – September 30, 2013 (Renewable)  
Sealed Proposal Due Date & Time: **June 29, 4:00 p.m. Eastern Time**  
Issuing Agency: Commonwealth of Virginia  
Department of Social Services  
Office of Newcomer Services  
801 East Main Street, 15<sup>th</sup> Floor  
Richmond, VA 23219-2901


**SEALED PROPOSALS ARE TO BE MAILED OR HAND DELIVERED TO THE ABOVE ADDRESS.**

Proposals for providing the services described herein will be received subject to the conditions cited herein until the proposal due date and time shown above. **PROPOSALS RECEIVED AFTER THAT TIME WILL BE RETURNED WITHOUT CONSIDERATION. DO NOT FAX OR E-MAIL.**

All inquiries for information should be directed to Brent Sutton: Phone: (804) 726-7928  
Email: [brent.sutton@dss.virginia.gov](mailto:brent.sutton@dss.virginia.gov)

In compliance with this Request for Proposals (RFP) and to all the conditions imposed therein and hereby incorporated by reference, the undersigned Applicant agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation

Lutheran Social Services/NCA  
(Name of Organization)  
7401 Leesburg Pike  
(Address – Line 1)  
Falls Church  
(Address – Line 2)  
Virginia  
ZIP Code: 22043  
Facsimile: ( 703 )698-7121

Date: 06/28/2012  
Signature:   
Printed Name: Dr. Mamadou Sy  
Title: RIS Program Director  
Phone: ( 703 ) 698-5026 Ext 127  
E-mail: [sym@lssnca.org](mailto:sym@lssnca.org)

**This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, status as a service-disabled veteran, or any other basis prohibited by state law relating to discrimination in employment. Mandatory Pre-proposal Conference: A mandatory pre-proposal conference will be held on June 13 from 10:30 am to 12:30 pm at the Virginia Department of Social Services, 801 East Main Street, Richmond, VA. See Section IX contained herein.**

## EXECUTIVE SUMMARY

Lutheran Social Services of the National Capital Area (LSS/NCA) is a non-sectarian, multi-service nonprofit organization founded in 1917 to address the pressing needs of the region. Since 1975, the Refugee & Immigrant Services (RIS) Program has provided comprehensive employment services to tens of thousands of refugees<sup>1</sup> and asylees in the region. LSS/NCA proposes to *mobilize community partners* to provide a holistic and seamless approach to resettlement through cultural orientation, intensive case management, English language training, job search, and legal services. These services are provided in a culturally and linguistically sensitive manner by highly qualified staff, and in adherence to the Comprehensive Resettlement Plan of each individual's case. This approach leads to refugees being empowered and equipped with the skills necessary to effectively compete in the current job market, and to become self-sufficient and active members of their new communities.

Northern Virginia is home to the state's highest concentration of refugees and foreign-born residents, with 68 percent of the state's foreign-born population residing there.<sup>2</sup> Between 2008 and 2011, Virginia has welcomed 6,191 refugees<sup>3</sup>; a huge number of those refugees were resettled in Northern Virginia and the majority came from the Middle East and Asia. Furthermore, approximately 55 percent of Virginia's refugees relocate to Northern Virginia<sup>4</sup>; this trend is expected to continue. Refugees are drawn to Northern Virginia by already existing ethnic communities, the resources and welcome these communities offer.

Through the Road to Self-Sufficiency (RTSS) employment program, LSS/NCA proposes to meet the various needs of Northern Virginia's refugees.

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<sup>1</sup> For the purposes of this proposal, Special Immigrant Visa (SIV) holders and Victim of Trafficking (VOT) will be subsumed under the category of refugee.

<sup>2</sup> A study by the Virginia General Assembly summarized in The Washington Post in December, 2003.

<sup>3</sup> <http://www.acf.hhs.gov>

<sup>4</sup> Refugee Council USA (RCUSA)

## **SUMMARY OF PAST ACCOMPLISHMENTS**

In FY10, LSS/NCA assisted 160 clients in obtaining self-sufficiency through the Refugee Social Services (RSS) and the Targeted Assistance Program (TAP). For the same period, LSS/NCA placed 77 RSS clients in full time jobs, which represents 96 percent of the performance measures required by the grant. The goal for the number of clients served by the RSS program was 140, and 124 clients were enrolled. LSS/NCA assisted 38 TAP clients in acquiring full-time jobs and exceeded the performance measures by over 100 percent. The average hourly wage earned by TAP clients in FY10 was \$10.19, which also exceeded the goal (see attachment 1.a).

In the first eight months of FY12 the program has assisted 149 clients. In RSS, 55 full-time placements offered health benefits, which achieved 91 percent of the performance goal. The average hourly wage was \$10.09, exceeding the goal. The goal for the number of clients served by TAP is 47. In the first eight months of FY12, 35 clients have been enrolled in the TAP program. The grant requires that 32 clients in full-time jobs remain employed 90 days after enrollment. So far, TAP has 41 cases of such employment retention (see attachment 1.b).

From October 1, 2010 to May 31, 2012, LSS/NCA served 263 refugees, asylees, victims of human trafficking, and Special Immigrant Visa (SIV) holders in Northern Virginia. The majority of the refugees came from Iran, Iraq, Ethiopia, Eritrea, and Afghanistan. Asylee clients came from Egypt, Syria, Nepal, Pakistan, Sudan, Congo, Russia, and very few from West Africa.

Beginning in October 2011, the agency began hosting open house tours called Compassion in Action. The Compassion in Action tours have been very successful and currently run on a bi-weekly basis. The LSS/NCA mission relies heavily on support from the community and the tours provide insight into LSS/NCA programs and an interactive view of how they impact lives. The