

# DEPARTMENT OF PUBLIC SOCIAL SERVICES



## REQUEST FOR INFORMATION #RFI-CDD-REAS23

### REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES

**August 7, 2023**

**Prepared By**  
County of Los Angeles  
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Bureau of Administrative Services  
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# REQUEST FOR INFORMATION

## REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES

### 1.0 PURPOSE

The County of Los Angeles (County) Department of Public Social Services (DPSS) is issuing this Request for Information (RFI) to determine the extent of interest from qualified agencies and gather relevant information from service providers in providing the services listed in Section 3.0.

This is a RFI only; it is not a competitive solicitation and the information received in response to the RFI may be used by the County for planning purposes and to gather relevant information from service providers. Vendors are advised that the County reserves the right to use any information gathered in response to this RFI to develop future solicitations.

The County is not responsible and shall not pay for any information or administrative cost incurred in response to this RFI. The County reserves the right, at its sole discretion, to invite any responding vendors to this RFI to provide a non-competitive presentation for information gathering purposes only, as part of this RFI process.

DPSS will review the responses to this RFI, which may subsequently lead to further inquiry. DPSS reserves the right to amend this RFI by written addendum.

### 2.0 INTRODUCTION

2.1 DPSS serves a county of more than 10 million residents with an area of 4,753 square miles, encompassing 88 cities. DPSS serves the needs of an ethnically and culturally diverse community through programs designed to both alleviate hardship and promote health, personal responsibility, and economic independence.

2.2 The Refugee Act of 1980 created the Federal Refugee Resettlement Program to provide for the effective resettlement of refugees and to assist them to achieve economic self-sufficiency as quickly as possible after arrival in the United States. The Refugee Act made federal funding available to provide services to refugees residing in the United States for five years or less and asylees at the point they are granted asylum. With the funding, the County's Refugee Employment and Acculturation Services (REAS) under the Refugee Employment Program (REP) help refugees achieve economic mobility by attaining and maintaining employment in the United States.

- 2.3 The goal of REP is to address the needs of refugees in a holistic manner. Services under REP are designed to identify, determine, and deliver assistance to individuals and families to ensure their needs are met, in relation to obtaining and retaining employment while becoming acclimated to their new environment. REP services include cultural and linguistic sensitivities, employment related services, coordinated support services to achieve education and training goals, and humanitarian and sociological activities to assess the refugee's work/education/life experiences in their country of origin.
- 2.4 DPSS may use the responses to this RFI in its analysis of vendors to determine the level of established case management skills, knowledge and experience in the delivery of services to the refugee population in the County; ability to readily hire staff possessing appropriate language skills and cultural awareness; and ability to place refugees in unsubsidized employment that leads to economic upward mobility.

### **3.0 OVERVIEW OF SERVICES**

- 3.1 The REP is designed to assist refugees to attain economic mobility by providing culturally and linguistically sensitive employment and specialized services in an effort to assist them through the initial adjustment period following arrival into the United States.
- 3.2 Services are available to refugees who are aided under California Work Opportunity and Responsibility to Kids (CalWORKs), Refugee Cash Assistance (RCA), and General Relief programs; non-citizens who are victims of human trafficking, domestic violence, and other serious crimes; and refugees who are not aided through a public assistance program.
- 3.3 Services are eligible to the following populations for the first five years after entry into the United States: refugees, Cuban and Haitian entrants and parolees, human trafficking and serious crime victims, Special Immigrant Visa holders, certain humanitarian parolees from Afghanistan and Ukraine, certain Amerasians, and asylees who are granted asylum.
- 3.4 Services shall include activities that will engage the participants in a series of life skills and acculturation workshops that enhance the initial acculturation services received within the first thirty days of arrival into this country and offered through the local Resettlement Agencies which sponsor refugees from other countries.
- 3.5 Services shall include Case Management, which includes innovative solution-based services to address the assessed needs of refugees, facilitating job placement and retention services, which will lead to the participant attaining self-sufficiency, and motivating and mentoring the

participant and family, assessing their needs, referring the participant to resources, and coordinating the participant's efforts in meeting their REP, CalWORKs, and RCA requirements.

- 3.6 Services shall also include Family Stabilization Services, which provide CalWORKs Welfare-to-Work (WtW) activities established by the State under Assembly Bill 74 to assist CalWORKs participants who are experiencing an identified barrier that is destabilizing their family and interfering with their participation in WtW activities.
- 3.7 Services shall also include Services to Older Refugees that are focused on naturalization and citizenship, senior networking, civics classes, referral to mainstream resources, and other senior services to refugees that are 60 years or older.
- 3.8 Services shall additionally include provisions of Senate Bill 1232, which requires that participants enrolled in a publicly funded post-secondary education institution for full-time or part-time 1) receive advance standard ancillary service payments for required books and college supplies; 2) not be required to participate in job search activities; and 3) receive three hours of study time for each academic unit enrolled for purposes of calculating WtW hourly requirements.
- 3.9 Services include, but are not limited to:
  - 3.9.1 Orientation explaining Public Assistance requirements, expectations, and motivational techniques;
  - 3.9.2 Evaluation of work/study history;
  - 3.9.3 Referrals to employment/training activities;
  - 3.9.4 Referrals to Vocational Assessment;
  - 3.9.5 Services targeted to older and senior refugees;
  - 3.9.6 Intensive Case Management, as needed; and
  - 3.9.7 Coordination of supportive services and other specialized services.
- 3.10 Services are to be provided by staff with the knowledge of the social, political, and religious persecution issues faced by the refugee population being served; who have the language capabilities to assist refugees in their own language and have roots within their own communities; and who have a knowledge base on issues such as human trafficking, political struggles, and civil unrest in those countries from which refugees emigrate.

## **4.0 INFORMATION REQUESTED**

In order to assist the County to obtain data for a new REAS solicitation, DPSS is requesting the completion of an Introduction Letter and a Refugee Employment and Acculturation Services Questionnaire (Appendix A) from agencies.

### **4.1 Introduction Letter**

An Introduction Letter should be on the agency's letterhead, be brief, concise, no more than two pages, typed, Arial 12 pt. font, and single spaced. The Introduction Letter must include: 1) agency's exact legal name and type of organization; 2) agency's Director's name; 3) name and telephone number of the person who is authorized to act on behalf of the agency in connection with this RFI; 4) short introduction of the agency and history; and 5) current contracts that provide the same or similar services with the County of Los Angeles, any surrounding Counties or other agency, and if applicable, the Supervisorial District the agency currently serves. The Introduction Letter should be emailed to:

[REAS-RFI2023@dpss.lacounty.gov](mailto:REAS-RFI2023@dpss.lacounty.gov)

No other forms of submission, such as facsimile or mail-in will be accepted.

### **4.2 Request for Information Refugee Employment Program Questionnaire (Appendix A)**

Agencies are to complete the Request for Information Refugee Employment Program Questionnaire (Appendix A) and attach it with the Introduction Letter when submitting a response. All agencies shall provide a projected Monthly Firm-Fixed Fee for a caseload of up to 1,500 participants. Responses should be based on the agency's current practice, experience, services criteria, and familiarity with the REP case management and service delivery. If you do not have a response to a particular question, please indicate "No Response".

If you need additional space to write your response, please attach an additional page, typed, Arial 12 pt. font, single spaced, and indicate the name of the agency on the top of the page and include the question number that you are responding to.

## **5.0 RESPONSE METHOD AND DEADLINE**

5.1 DPSS encourages all agencies to submit a response consistent with the content and instructions provided in this RFI. Submission format must be an Adobe PDF version of the Introduction Letter and an Adobe PDF version

of the Refugee Employment and Acculturation Services Questionnaire (Appendix A).

- 5.2 Response deadline is **Friday, September 8, 2023, at 12:00 A.M. (Pacific Standard Time)**.
- 5.3 Responses to this RFI should be emailed **ONLY** to [REAS-RFI2023@dpss.lacounty.gov](mailto:REAS-RFI2023@dpss.lacounty.gov), hard copies or facsimile will not be accepted.
- 5.4 Subject line of the email response shall be clearly marked, **“Refugee Employment and Acculturation Services RFI”**.

## **6.0 DISCLAIMER**

- 6.1 The County and DPSS shall not be liable or responsible for costs incurred in responding to this RFI.
- 6.2 Response to this RFI shall become the exclusive property of the County. Responses to this RFI become a matter of public record, with exception to those parts of a response which are justifiably defined as business or trade secrets, and, if by the respondent, plainly marked as “Trade Secret,” “Confidential,” or “Proprietary” as defined in the California Government Code, Section 6250et seq. (Public Records Act).
- 6.3 The County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. A blank statement of confidentiality or the marking of each page of the response as confidential shall not be deemed sufficient notice of exception. Respondents must specifically label only those provisions of their respective response which are “Trade Secret,” “Confidential,” or “Proprietary,” in nature.
- 6.4 This is a request for information only. This is **not** a solicitation.

**REQUEST FOR INFORMATION  
REFUGEE EMPLOYMENT AND ACCULTURATION SERVICES  
QUESTIONNAIRE**

Date: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Address of Agency Headquarters: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name of Contact Person: \_\_\_\_\_

Title of Contact Person: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Number of Staff Employed by Agency to provide REP services: \_\_\_\_\_

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1. What is the current average monthly caseload of your agency?

\_\_\_\_\_

2. Does your agency have experience in providing Welfare-to-Work (WtW) activities?

\_\_\_ Yes \_\_\_ No

i. If yes, how many years has your agency provided WtW activities? \_\_\_\_\_

3. Does your agency have experience in providing the delivery of services to the refugee population?

\_\_\_ Yes \_\_\_ No

4. Does your agency have experience in providing services to older and senior refugees?

\_\_\_Yes \_\_\_No

i. If yes to question(s) 3. and/or 4. above, how many years has your agency provided assistance to refugees and older refugees, respectively? \_\_\_\_\_

ii. Please specify the type of aid provided to the refugee population:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Is your agency equipped with staff who possess knowledge of the social, political, and religious persecution faced by the refugee population being served?

\_\_\_Yes \_\_\_No

i. If yes, please explain. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

6. Is your agency equipped with staff that have experience in recognizing the emotional, psychological, and social barriers that result from years of persecution and/or encampment?

\_\_\_Yes \_\_\_No

i. If yes, please explain.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. What are the education requirements for the case managers?

\_\_\_\_\_  
\_\_\_\_\_



8. What are the education requirements for the supervisors?

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9. The County currently requires the following education requirements for staff providing REP services:

- Case Manager: Case Managers must meet one of the following requirements, at the time of filing their job application with the Contractor as follows: 1) A four-year college degree\*; 2) An associate (AA) degree and two years of case management experience; 3) An AA\*\* degree and two years of employment counseling experience; **OR** 4) Two years of employment counseling experience in a Greater Avenues for Independence (GAIN) environment.
- Case Manager Supervisor: Case Manager Supervisors must meet one of the following requirements, at the time of filing their job application with the Contractor: 1) Two years employment counseling experience in the Los Angeles County GAIN Program, one year of which must have been as a GAIN Services Worker; **OR** an AA\*\* and two years of experience as a GAIN Services Coordinator.

\*All College Degrees required for Case Managers must be obtained from an accredited college/institution. Accredited colleges/institutions are those listed in the publications or regional, national, or international accrediting agencies which are accepted by the Los Angeles, Department of Human Resources, Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references.

\*\*Achievement of Junior class standing in an accredited four-year college may be substituted for an AA degree provided other training or experience requirements are met.

i. Would your agency be able to meet these education requirements? \_\_Yes \_\_No  
If no, please explain.

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10. If you are selected to provide REP services,

i. How many months would it take for your agency to hire new staff who will be providing REP case management?

\_\_\_\_\_

ii. Do you have existing staff who have experience with REP? \_\_\_\_ Yes \_\_\_\_ No

iii. How long will it take for your agency to be fully operational in providing assistance to the refugee population?

\_\_\_\_\_

\_\_\_\_\_

11. Please provide your monthly firm-fixed fee for a caseload of up to 1,500 participants for the following services:

<u>Services</u>	<u>Monthly Firm-Fixed Fee</u>
REP Case Management Activities	\$ _____
Family Stabilization Services	\$ _____
CalWORKs SB 1232 Services	\$ _____
Services to Older Refugees	\$ _____

12. Is there any additional information you would like to share with us?

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