



Illinois Department of Human Services



Illinois Coalition for Immigrant and Refugee Rights



**Immigrant Family Resource Program**

**Request for Proposals**

**February 14, 2022**

**TO PROSPECTIVE APPLICANTS:**

The Illinois Coalition for Immigrant and Refugee Rights, is issuing the enclosed Request for Proposals for the Immigrant Family Resource Program in Illinois for Fiscal Year 2023.

Governor Pritzker announced the maintenance of the Immigrant Services Line Item in his Budget Address on February 2, 2022. We anticipate that the State will soon issue an open RFP for \$30 million based on the Governor's proposed budget for the Immigrant Integration Services Line Item in Fiscal Year 2023. ICIRR will once again apply to the Illinois Department of Human Services (IDHS) to be the fiscal agent for NAI and IFRP in FY23.

As the proposed administrator of state funds, we will submit a master application to IDHS that includes budgets and work plans for all partner agencies wishing to join us to receive funds for NAI and IFRP through ICIRR. **Please note that the State Notice of Funding Opportunity (NOFO) has yet to be released, thus all funding described herein is tentative based on the pending State NOFO.** We expect the State NOFO to be announced in the coming days.

This notice pertains to the expected upcoming availability of funding for comprehensive integration services to be provided to immigrants and refugees residing in the State of Illinois. As a fiscal agent, ICIRR will endeavor to provide ethnic and language-specific services to the extent that resources permit.

Agencies or organizations that intend to apply are required to submit a **“Letter of Intent to Make Application” no later than 5 pm Monday, February 21, 2022, using the link below:**

[Access Letter of Intent Here](#)

A bidders’ conference will be held on **Friday, February 18, 2022, from 2:00 to 4:00 pm via Zoom, Register Here!** At this time applicants can receive additional information and clarification regarding the Request For Proposals (RFP).

**Applications must be received no later than  
Wednesday, March 16, 2022, at 5 pm.**

Further inquiries should be made in writing and directed to:

Illinois Coalition for Immigrant and Refugee Rights  
ATTN: FY23 RFP  
[Fy23ifrp@icirr.org](mailto:Fy23ifrp@icirr.org)

## REQUEST FOR PROPOSAL

FY23 Immigrant Family Resource Program (IFRP)

Issued by the Illinois Coalition for Immigrant and Refugee Rights (ICIRR) on behalf of the Illinois Department of Human Services (IDHS).

CSFA Number: 444-80-1456

CSFA Title: Immigrant Integration

### FOR FURTHER INFORMATION, CONTACT US AT:

ATTN: FY23 RFP

[Fy23ifrp@icirr.org](mailto:Fy23ifrp@icirr.org)

**CLOSING DATE:** Applications must be submitted no later **than 5:00 pm on Wednesday, March 16, 2022.**

**SUBMIT PROPOSALS USING [THIS LINK](#).**

Proposals received after the deadline will not be considered in the competition. **Faxed and paper copy proposals will not be considered.**

# IMMIGRANT FAMILY RESOURCE PROGRAM REQUEST FOR PROPOSAL

## I. INTRODUCTION

### A. Purpose and Scope

This notice describes the availability of funding for comprehensive services to be provided to immigrants and refugees residing in the State of Illinois. The Illinois Department of Human Services endeavors to provide, through this initiative, ethnic-specific services to the extent resources permit. The Illinois Coalition for Immigrant and Refugee Rights (ICIRR), is issuing the enclosed Request for Proposals for Immigrant Family Resource Program Services to facilitate immigrant access to programs administered by the Illinois Department of Human Services and other safety-net programs in Illinois. Access to IDHS and safety-net services can be crucial steps toward self-sufficiency and immigrant integration.

The goals of the services for immigrants and refugees to be funded are to increase enrollment in IDHS and other safety net programs, reduce barriers to accessing services and achieving self-sufficiency, and support family well-being and immigrant integration. Programs to be funded will address those problems specific to immigrant and refugee clients and will demonstrate special concern for the linguistic and cultural barriers to service access and self-sufficiency experienced by these populations.

Building on prior RFPs, this current initiative represents a continuing effort to **broaden** immigrant and refugee service delivery, insure cost-effective programming, and strengthen immigrant integration, building upon the developmental experience of the past twenty-two years. Those who seek to provide service through this initiative should use the following principles in the development of their programs:

- Immigrant Family Resource Program services will, wherever possible, take a comprehensive approach and should be designed to enhance family well-being through a collaborative goal-setting process and a service plan;
- Where appropriate, program design will prevent duplication of services through formalized coordination and interagency cooperation;
- Program design and appropriate staffing will reflect the ethnic diversity of immigrant and refugee clients and will be culturally and linguistically responsive to the proposed client population;
- Program design will be based on measurable performance standards, which will enable objective reporting, monitoring, and requisites for continued purchase of service during the contract period;
- Program design will insure proactive client outreach **and** follow-up.

This initiative will provide 12 months of funding (dependent on state budget allocations) effective July 1, 2020, to organizations that can demonstrate the ability to:

- Provide **case management services** to immigrant and refugee families who need assistance accessing and/or maintaining benefits and services, including intake and assessment, a collaborative goal-setting process, a clear service plan, and regular follow-up interactions with clients **and**
- Provide **information and referral services** to immigrant families who need information and referrals about benefits and other services, **and**
- Provide **accurate interpretation and/or translation services** for immigrants who have difficulty communicating with the Illinois Department of Human Services and other agencies offering supportive services due to language barriers, **and**
- Provide **outreach** to the immigrant and refugee community in need about the availability of public benefits and other services that support personal and family well-being and economic self-sufficiency, as well as the eligibility criteria and immigration issues related to applying for and receiving these benefits and services.

#### **B. Authorization**

The Illinois Coalition for Immigrant and Refugee Rights (ICIRR) will serve as the designated agency to administer state General Revenue Funds made available by the General Assembly for immigrant services.

Based on reasonable and objective criteria, after proposal submission, ICIRR, in collaboration with the IDHS, reserves the right to adjust award amounts, budget items, and program goals included in all contracts, subject to the availability of funds, and quality of the application.

#### **C. Unduplicated Efforts and Outcomes Disclaimer**

Funds received as a contracting agency through the Immigrant Family Resource Program are intended to be used to produce unduplicated efforts and outcomes for all program reporting requirements. Contracting agencies must ensure that outcomes are not duplicated across funding sources. Agencies receiving state funding or other funding sources allocated toward health and human services outreach and enrollment, including but not limited to Illinois Welcoming Center, Affordable Care Act In-Person Counselor, and/or Navigator funding, are required to demonstrate a clear process for tracking efforts and outcomes separately for each funding source to ensure that Immigrant Family Resource Program efforts and outcomes are easily differentiated and unduplicated.

## D. Background

In 1996, the Personal Responsibility and Work Opportunity Reconciliation Act (PROWRA) passed by Congress severely limited immigrant eligibility for a number of essential federal safety net programs. The impact of this law was moderated somewhat by subsequent policies. ICIRR worked closely with the Illinois General Assembly, the Illinois Department of Human Services (IDHS), and other advocates in the development of state programs to meet the needs of vulnerable immigrants who lost access to essential safety net services. These efforts established Illinois as a pioneer in a nationwide movement to fill in the gaps created by federal welfare law.

However, by 1999, the rate of non-citizen enrollment in TANF, Food Stamps, General Assistance, and Medicaid in Illinois had fallen well behind that of the native-born population. While participation in the first three programs declined across the board, immigrant caseloads dropped as much as an additional 16.7% in the TANF program. While the number of Medicaid Assistance No Grant (MANG) recipients continued to grow, the native-born growth rate was four times greater than that of the foreign-born.<sup>1</sup>

The experiences of state government, advocacy organizations, and social service providers across the country suggested that this decline was attributable to a complex set of issues, from language barriers and misunderstandings of welfare policy changes to a widespread fear of the immigration-related consequences of benefit utilization.

Responding to these recent findings, IDHS built a partnership with ICIRR to provide a \$1.5 million Outreach and Interpretation grant for FY 2000-2001, later to be renamed the Immigrant Family Resource Program. For the past twenty-two years, community-based organizations have been receiving grants from ICIRR to provide outreach and interpretation services to immigrants in the State of Illinois in more than fifty different languages. ICIRR's role in the partnership has been to distribute this funding to organizations serving immigrants across the State of Illinois for the conduct of outreach and interpretation activities, to monitor and administer the grant, and to provide technical support and training to partner agencies.

IFRP has experienced 22 years of progress in reducing the barriers that immigrant communities face when seeking to integrate into society and provide for their families. Nevertheless, challenges continue as new immigrants arrive and anti-immigrant sentiment increases fear and intimidation. Immigrant families continue to be uncomfortable applying for benefits and frequently prefer to go to a community-based organization where they know and trust the staff, can communicate in their native language, and find a safe and culturally sensitive environment.

In addition to the underuse of benefits, immigrants are also more likely to be uninsured than native-born, resulting in health disparities. In July 2007, ICIRR released a report showing a staggering

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<sup>1</sup> Paral, Rob, *Immigrants, and Illinois Welfare: In Most Programs, Immigrant Caseload Declines Outpace Those of Natives* [National Center on Poverty Law: Chicago, IL] August 1999. This study was funded by the Illinois Department of Human Services.

number of uninsured immigrants in Illinois.<sup>2</sup> Results reflect that specific ethnic groups which make up the bulk of Illinois' immigrant population experience a significantly higher incidence of disease than the overall population. A more recent report released by ICIRR in 2013 reveals that non-citizens, compared to U.S.-born residents, continue to be three times more likely to be uninsured.<sup>3</sup> Such high levels of health conditions translate into an inability for self-sufficiency in increasing numbers of immigrant families and communities. IFRP will play a crucial role in educating communities on changes in Medicaid and the health care system in the coming years.

According to American Community Survey Data through 2012, 1,768,305 foreign-born persons living in the State of Illinois (or 13.8% of the total state population). Of foreign-born persons in Illinois over the age of 5, 54% speak English "less than very well," and 15.1% live below the federal poverty level. Thirty-one percent of Illinois foreign-born have entered in the last fifteen years and may therefore lack awareness of the safety-net system. Many are settling directly in the suburbs around Chicago. In the Metro Chicago area, the foreign-born represent 21.2% of the population, 60.5% of whom speak English "less than very well" and 20.4% of whom live below the federal poverty level<sup>4</sup>.

Illinois immigrants come from many countries, with the largest numbers from Mexico, Poland, and India.<sup>5</sup> Illinois also has a significantly large number of immigrants from the Philippines, China, Korea, Vietnam, Pakistan, and the Middle East, as well as growing Central American, and African communities.

Agencies serving the following language groups will be prioritized for funding within Chicago and the Collar Counties: Spanish, Polish; Urdu, Hindi and/or Gujarati; Tagalog; Russian; Chinese; Korean; Vietnamese; Arabic; Khmer, and Bosnian. Proposals from agencies serving immigrants outside Metro Chicago should provide data establishing a significant need for services among the population they propose to serve. **In areas such as Chicago, where IDHS has several Spanish-speaking staff, proposals to serve Latinos should emphasize case management, outreach, and community education.** However, proposals for Spanish language interpretation from suburban, collar counties, and downstate organizations are welcome if they demonstrate that adequate Spanish language interpretation is not available through the local IDHS office.

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<sup>2</sup> Fred Tsao, Illinois Immigrants, and Health Care, Illinois Coalition for Immigrant and Refugee Rights: contact ICIRR for the full report.

<sup>3</sup> Luvia Quinones and Abdelnasser Rashid, Affordable Care Act Implementation in Illinois: Overcoming Barriers to Immigrant Health Care Access, Illinois Coalition for Immigrant and Refugee Rights: contact ICIRR for the full report.

<sup>4</sup> U.S. Census 2008-2012 American Community Survey 5-year Estimates. Selected Characteristics of the Foreign-Born Population by Period of Entry into the United States.

<sup>5</sup> Migration Policy Institute. 2008 American Community Survey and Census Data on the Foreign-Born by State: Illinois. <http://www.migrationinformation.org/datahub/state.cfm?ID=IL>

## **E. Goals and Objectives of the Immigrant Family Resource Program**

The Immigrant Family Resource Program is a comprehensive model for service delivery that focuses on increasing immigrant and refugee families' access to needed services by reducing barriers faced by limited-English proficient and low-income individuals in Illinois and promoting family well-being and immigrant integration. The program components are designed to complement one another as a comprehensive approach to achieving the following goals:

**GOAL I:** to increase enrollment of eligible immigrant and refugee individuals and families in IDHS and other safety-net programs by disseminating accurate information and facilitating access to benefits, enabling them to identify, understand, and access services and resources available to them including:

- a. IDHS public benefit programs such as All Kids, Medicaid, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and Aid to the Aged, Blind, and Disabled (AABD);
- b. Prevention, early intervention, and wellness programs including but not limited to Women, Infants & Children (WIC) and the Illinois Breast and Cervical Cancer Program; and
- c. Other "safety net" services and resources through community and faith-based organizations include local food pantries, domestic violence intervention programs, and community health clinics.

**GOAL II:** to ensure that immigrant and refugee families and other limited English-speaking persons in Illinois can thrive by reducing the barriers that low-income immigrants and their children face when seeking public benefits and services (nutritional, medical, housing, psychological, childcare, employment) as well as the cash support they need on the path to proper health, well-being, and economic self-sufficiency.

**GOAL III:** to assist immigrant and refugee families to become self-sufficient, fully integrated members of their communities through a comprehensive and collaborative case management process of assessment, goal-setting, evaluation, and care coordination to meet families' needs through communication and connection to available resources.

**GOAL IV:** to increase awareness and understanding of availability and eligibility for health and human services programs within the immigrant community through proactive community outreach and education in multiple languages, with an emphasis on reaching immigrant clients in the state of Illinois who are currently not accessing social services.

A needs assessment completed by the Illinois Coalition for Immigrant and Refugee Rights in 1999 identified four primary barriers between immigrants and access to safety net services and public benefits.<sup>6</sup> These were:

- a. A lack of clarity regarding eligibility for safety net programs and services, among both immigrants and service providers working in these communities;

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<sup>6</sup> Cainkar, Louise 1999, *Immigrant Access to Public Benefits in Illinois* [ICIRR: Chicago, Ill]. Unpublished but available from ICIRR.



- b. Concern that receipt of public benefits will interfere with the immigration and citizenship processes;
- c. Language and communication barriers that prevent immigrants from applying for and receiving benefits and services; and
- d. Complex application and re-determination processes for IDHS benefit programs.

Additional barriers uncovered through IFRP service delivery include:

- e. Transportation difficulties for suburban and downstate immigrants;
- f. Complexities in serving mixed-status families, requiring agency knowledge of a wide range of referral services.<sup>7</sup>

Barriers to self-sufficiency uncovered through IFRP service delivery include:

- a. English ability
- b. Gross income limits
- c. Physical health
- d. Job loss
- e. Transportation difficulties
- f. Immigration Status

**OBJECTIVES:** The Immigrant Family Resource Program forms contractual partnerships between immigrant and/or refugee-serving agencies in the State of Illinois, ICIRR, and the IDHS to support programs that remove these barriers to immigrant access to benefits and promote family self-sufficiency for immigrant and refugee clients. Applicants must develop program proposals that address the following objectives:

- Work collaboratively with clients through a comprehensive case management process that includes: identifying the service needs of immigrant and refugee families; assisting families in identifying, accessing, and maintaining needed resources; periodically re-assessing families' goals and needs; and mediating between IDHS and other agency staff and limited-English speaking clients to problem solve and advocate when necessary;
- Advance self-sufficiency within immigrant and refugee communities by teaching the skills and information to understand and navigate IDHS services effectively;
- Identify barriers that continue to keep immigrant and refugee families from accessing benefits and reaching self-sufficiency, and assist them in developing and achieving short and long-term goals to overcome those barriers;
- Educate immigrant communities regarding the various IDHS and other programs for which they may be eligible, and explain the application process, including translation and interpretation of brochures, fact sheets, forms, and public benefit related materials, and required documentation (such as immigration status and proof of income);

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<sup>7</sup> ICIRR conducted a statewide survey in 2003 and found that immigrant and refugee communities are still facing similar barriers as mentioned in 1999. Please refer to Illinois Coalition for Immigrant and Refugee Rights. *Illinois is Home: Statewide Survey of Immigrants and Refugees*. 2003-2004. Available from ICIRR.

- Educate immigrants on their rights and responsibilities such as the right to an interpreter, and grievance and appeals procedures;
- Inform community members about health resources and services;
- Develop a list of resources for persons not eligible for IDHS programs due to their immigration status and refer clients as appropriate. (Example: food pantries, health clinic, domestic violence services, etc.)

The Immigrant Family Resource Program seeks to accomplish these goals and objectives through an integrated approach that stresses:

- Comprehensive case management services to support immigrant and refugee families in accessing programs and services for which they qualify;
- personal skills building and leadership development to assure that immigrant and refugee families acquire the tools necessary to successfully navigate these social service networks and achieve self-sufficiency goals;
- individual and community education regarding family health and well-being;
- translation and interpretation support where appropriate; and
- peer-led outreach within the targeted communities;

#### **D. Funding Availability**

Governor Pritzker announced the maintenance of the Immigrant Services Line Item in his Budget Address on February 2, 2022. We anticipate that the State will soon issue an open RFP for \$30 million based on the Governor's proposed budget for the Immigrant Integration Services Line Item in Fiscal Year 2023. ICIRR will once again apply to the Illinois Department of Human Services (IDHS) to be the fiscal agent for NAI and IFRP in FY23. The intent is to assure balanced distribution of available funds with concern for both geographic coverage and diversity of language resources. This distribution may vary, however, depending on the range and quality of proposals submitted. Agencies proposing to serve multiple sites or ethnic groups should indicate the proportion of funding that would be allocated to each site or ethnic group, concerning geography.

ICIRR and IDHS maintain the final authority to negotiate the award amounts, budget items, and programmatic goals of all contract awards subject to the availability of funds, effectiveness of service components, and the requirements of geographic and ethnic coverage.

Grants will be distributed statewide through an open and competitive bidding process, with priority given to proposals serving hard-to-reach populations, new and growing populations, and underserved communities. If an agency plans to service multiple regions, the proposal should indicate the region, the grant amount, a program design, and implementation for each region in the program narrative and justify the award amount in the budget narrative. Work plans and service goals must be defined by region as well and included in the program narrative and as attachments.

### **E. Eligible Contractors**

Programs are to be administered in whole or in part by local public agencies, and private non-profit agencies.

Applicants must submit papers showing agency incorporation; 501(c)3 status, if appropriate; a list of current Board members; the previous fiscal year's audit showing an unqualified opinion; and DUNS and CCR/CAGE numbers.

**Agencies without 501C(3) status or that have not conducted an audit for the previous year must apply through an established fiscal agent to receive funding.** Agencies on the IDHS Suspension List are not eligible. Successful applicants should know in advance what assurances they will be held to. Previous and existing program grantees as well as potential new partners are all encouraged to apply.

### **F. Length of Agreement**

Through the current RFP process, ICIRR will purchase services for a period of 12 months beginning July 1, 2022, to June 30, 2023. Applicants should plan and budget for a 12-month cycle. Contracts may be extended for three years, contingent upon legislative authority, sufficient funding, satisfactory performance, and continuing need.

Contracts will be reviewed quarterly and are contingent upon meeting performance goals and continuing client needs. All aspects of the proposal and/or subsequent post-award negotiations with the successful applicant will become contractual obligations. ICIRR reserves the right to negotiate the award amount, budget items, and programmatic goals with the selected applicant before entering into a contract. The legal agreement between ICIRR and the grantee will be in the form and format prescribed by IDHS. Justifiable modifications may be made by grantees throughout the contract only through prior consultation with and the written approval of ICIRR. Failure of the successful applicant to accept these obligations may result in the cancellation of the award.

Grantees selected for participation in the Immigrant Family Resource Program will be notified by ICIRR in writing. Services provided and expenses incurred by the grantee before the complete and final execution of a written agreement will be at the grantee's expense.

### **G. Withdrawal Disclaimer**

ICIRR and IDHS may withdraw this Request for Proposals at any time before the actual time a fully executed agreement is filed with the State of Illinois Comptroller's Office.

### **H. Modifications to Proposals by ICIRR and IDHS**

If it becomes necessary or appropriate for ICIRR and IDHS to change any part of the RFP, the announcement of such change will be posted on the IFRP webpage [www.icirr.org/rfp](http://www.icirr.org/rfp).

Furthermore, all known recipients will be notified and given a new version of the RFP. Upon receipt of the modification notice, prospective respondents are requested to send written acknowledgment to ICIRR at [fy23ifrp@icirr.org](mailto:fy23ifrp@icirr.org).

**I. Congressional and Legislative Districts**

The Applicant must provide the Congressional Districts (by number), and the Illinois House and Senate Legislative Districts (by number), from the areas in which the agency and/or agency collaborative members are located, as well as the areas that they intend to target. This information is available on the Illinois General Assembly website at: <http://www.ilga.gov>.

**J. Additional Information**

ICIRR and IDHS reserve the right to request additional information that could assist with the award decision. Applicants are expected to provide additional information within a period of no longer than one week. Failure to provide the information could result in the rejection of the proposal.

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## **II. PROGRAM SERVICES AND STRUCTURE**

This RFP is intended to secure quality organizations to provide culturally competent health and human services assistance to immigrants and refugees residing in Illinois through the provision of direct services in the following areas: Case Management, Information and Referral, Interpretation and Translation, and Community Outreach.

The program structure is based upon a comprehensive model in which all four program areas are well-integrated and mutually dependent so that all program components work together to strengthen organizations' human service delivery systems and attend to clients' multiple service needs. The program structure is built upon a client-centered case management relationship, supported by integrated information and referral services and interpretation and translation services to meet the needs of limited-English proficient immigrant and refugee families. Community outreach activities serve to educate and inform the community about the case management services provided, reaching new potential clients.

### **Case Management:**

Immigrant and refugee families need supportive services to assist them in integrating into U.S. society, adequately providing for their families' health and human service needs, and achieving economic stability. These services should be responsive to immigrant and refugee families' array of cultural needs and expectations. Culturally competent case management relationships are built upon trust and mutual respect, creating a safe space in which sensitive immigration-related issues, questions, misinformation, and/or fear can be addressed, and families can be properly informed about the services available to them, eligibility guidelines and application procedures, and their rights and responsibilities as clients.

### **Information and Referral:**

Information and Referral services are offered to families as a part of the case management relationship. These services connect immigrant and refugee families with IDHS and non-IDHS programs and resources that can assist in meeting their needs, including, but not limited to: IDHS-administered public benefits, ESL classes, Civics classes, Immigration and citizenship services, Adult Education, Domestic Violence Services, Counseling, Health centers, and more. To ensure that accurate information is disseminated to immigrant and refugee communities regarding health and human services availability, eligibility, and procedures, information, and referral services should be provided to any inquirers, regardless of whether or not they choose to enter into a case management relationship.

### **Interpretation and Translation:**

Interpretation and Translation services are a key tenet of culturally-competent service delivery for limited-English speaking clients. Interpretation and translation services must be offered to clients in a case management relationship free of charge, to assist them in navigating health and human service systems and with IDHS and other health and human service agencies. These services must also be offered to IDHS and ICIRR free of charge.

### **Community Outreach:**

Community Outreach services are needed to inform potential clients of IFRP services, as well as disseminate accurate information regarding health and human services availability, eligibility, and procedures within immigrant and refugee communities. Community involvement and volunteer use are strongly encouraged in community outreach services to foster both leadership development and trust within the community.

## **III. PROGRAM DEFINITIONS, ALLOWABLE SERVICES, AND PERFORMANCE STANDARDS**

### **A. Case Management**

Case Management is a long-term client-centered relationship in which IFRP caseworkers assist immigrant and refugee families in identifying and meeting their needs while building upon their strengths. Working collaboratively with clients over multiple sessions, IFRP caseworkers identify appropriate safety net programs and services and assist clients in applying for/accessing these programs. For case management activities to count toward the IFRP program, clients must first be assisted to obtain or maintain IDHS benefits. IDHS programs include AABD, Affordable Child Care, All Kids, Child Support, Food Stamps/SNAP, Funeral/Burial Assistance, General/Township Assistance, Medicaid, Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), TANF, and WIC.

#### **Successful applicants must provide the following:**

##### **1. Intake and Assessment**

The case management relationship will begin with intake and assessment during the initial session with a new client. The goal of the intake and assessment process is to capture client demographic information and identify client needs and strengths, as well as barriers to accessing services and/or achieving economic stability. (See Appendix I: Example Intake Form)

##### **2. Goal-Setting**

Together, the IFRP caseworker and client will set realistic short-term and long-term goals to promote family well-being, identifying barriers to goal attainment and implementing interventions to overcome them. These goals and barriers, as well as client needs and resources, will be periodically reassessed throughout the case management relationship both to record progress and identify ongoing needs.

##### **3. Comprehensive Service Plan**

The client-worker relationship will be documented in a comprehensive service plan that details the barriers the client faces, the goals the client is working to achieve, and the service plan of necessary steps that will be followed to support the client in reaching her/his goals. This comprehensive service plan serves to document the tasks completed in the worker-client

relationship and establish a timeline for follow-up sessions and tasks. (See Appendix J: Service Plan)

#### 4. IDHS Programs and Services

For IDHS programs and services, case management services include assisting clients with applications and enrollment procedures, mediating with IDHS offices as needed, and ensuring proper receipt and/or maintenance of IDHS-administered benefits.

#### 5. Other Needed Programs and Services

For other (non-IDHS) needed programs and services, case management services include connecting the client to an appropriate referral agency, following up with the client and referral agency, and continuing to support and assist the client as needed in the receipt and/or maintenance of services.

#### 6. Follow Up

Follow-up with clients is a key component of effective service delivery and is expected to occur regularly. Follow-up includes assisting clients in required reporting and other measures needed to maintain benefits, programs, or services if desired, ensuring clients can access programs and services to which they have been referred, and ongoing client assessment and goal-setting.

#### 7. Culturally and Linguistically Competent Service Delivery

Throughout the case management process, IFRP caseworkers provide culturally and linguistically competent service delivery, including awareness of and attention to cultural norms and expectations, and interpretation and translation services for speakers of other languages. IFRP caseworkers must be bilingual and bicultural, to ensure the provision of culturally competent services and facilitate the establishment of understanding and trust in the case management relationship.

### **Case Management Service Goals and Performance Standards**

PERFORMANCE STANDARD 1: The number of unduplicated clients receiving Case Management Services on a monthly and annual basis will at least equal the agency's projections.

PERFORMANCE STANDARD 2: IFRP caseworkers are expected to meet with clients a minimum of two times, with each client interaction counting as a new session. Every month, the total number of case sessions will at least equal the agency's projection.

PERFORMANCE STANDARD 3: Assisting clients to complete an IDHS application is the defining activity of case management services and the prerequisite to opening a case management file. The total number of applications completed every month will at least equal the agency's projection.

PERFORMANCE STANDARD 4: While re-determination applications count toward the agency's projection for the total number of applications completed every month, new applications and re-determinations will be differentiated in program reporting. The total number of new applications completed every month will at least equal the agency's projection.

PERFORMANCE STANDARD 5: Each client's case management file will include an Intake form, completed during the client's initial session, and a Comprehensive Service Plan, which is continually updated during each session with the client.

## **B. Information and Referral Services**

Information and Referrals are short interactions with clients over the phone or in person. Typically, the client inquires about public benefits, eligibility, services available, etc., and the IFRP caseworker provides the appropriate information or referrals. Because these are short one-time exchanges, a case management file is not opened—this is the important distinction between Information and Referral and Case Management services.

### **Successful applicants must provide the following:**

#### 1. Referral Directory

Each agency should maintain an updated referral directory to be used as a resource when connecting Information and Referral contacts to needed programs and services. The referral directory should include contact information for local IDHS Family and Community Resource Centers (FCRCs), as well as contact information and a list of programs and services for other nearby agencies that might meet the client's needs.

#### 2. IDHS-Related Contacts

IDHS related contacts include any inquiries related to public benefits including cash, food, and medical benefits administered by IDHS or SSA.

#### 3. Non-IDHS Related Contacts

Persons not eligible for IDHS-administered benefits are referred to and assisted with accessing other safety net programs. Non-IDHS related contacts include all other information or referrals disseminated regarding a wide range of issues including health, employment, education, immigration, domestic violence, finance, and family.



## **Information and Referral Service Goals and Performance Standards**

PERFORMANCE STANDARD 6: The number of unduplicated information and referral contacts (IDHS and non-IDHS combined) will at least equal the agency's monthly projections.

### **C. Interpretation and Translation**

The persistence of English language ability acting as a barrier to immigrant and refugee clients seeking to access services and/or achieve self-sufficiency necessitates the provision of skilled interpretation and translation services. These services are crucial in assisting clients to apply for and/or maintain public benefits, communicate with IDHS and other service providers, and connect with other resources needed to achieve service plan goals. Interpretation and translation services are offered to clients as a part of the case management relationship but are also provided to individuals needing these services outside of a case management relationship. IFRP caseworkers are therefore expected to make themselves available to offer interpretation and translation services free of charge for individuals at IDHS offices, either through co-locating at these locations or being available by phone.

#### **Successful applicants must provide the following:**

1. Interpretations

Interpretations refer to oral activities in which three or more people and two or more spoken languages are involved. IFRP caseworkers interpret for clients both in-person and over the phone, provided that the phone call includes the client and another person. Interpretation work plans may include co-location of agency staff at IDHS offices for set periods each week. Language interpreters must have the capacity to fully understand and negotiate the application and re-determination processes of a range of IDHS public assistance programs and other safety net programs.

2. Translations

Translations refer to activities in which source material in one language is conveyed to or written out for a client in another language or activities in which client documents in one language are conveyed to or written out for IDHS and/or other agency staff in another language. Translations are to be counted by document, not by page. Translation work plans may also include co-location of agency staff at IDHS offices for set periods each week. Language translators must be fully literate in both languages.

## **Interpretation and Translation Service Goals and Performance Standards**

PERFORMANCE STANDARD 7: The number of unduplicated interpretations will at least equal the agency's projections, every month.

PERFORMANCE STANDARD 8: The number of unduplicated translations will at least equal the agency's projections, every month.

PERFORMANCE STANDARD 9: The amount of time (in days) spent co-locating at an IDHS office will at least equal the agency's projections, every month.

#### **D. Outreach**

Outreach activities should take place within the community, outside of the contracting agency's office, in areas and locations where the immigrant population is concentrated or known to frequent. Outreach activities must be designed to reach Limited-English Proficient, low-income community members who may not currently have access to benefits and safety-net services. IFRP has incorporated a centralized media campaign in coordination with partners. IFRP partners should rely less on media outreach and more on in-person, active outreach, with a focus on reaching new clients who have never before accessed services or made contact with the contracting agency. Applicants will be expected to explore a broad range of opportunities to reach community members who may not currently have access to services and/or resources. These opportunities may include but are not limited to: places of worship, schools, door-to-door outreach, clubs/associations, community events, fairs, festivals, and other community-based organizations.

#### **Successful applicants must provide the following:**

##### 1. Analysis

Outreach activities designed to reach the target population should reflect an analysis of appropriate and creative avenues to reach new immigrants and refugees who may be eligible for public benefits and safety-net services, with emphasis placed on efforts to reach new clients who have never before accessed services or made contact with the contracting agency.

##### 2. Education

In addition to providing information about IFRP services offered by each grantee agency, outreach activities should educate community members of general eligibility and documentation requirements and immigration-related issues about the major public benefits programs administered through IDHS and programs that serve persons ineligible for IDHS programs due to their immigration status. This information encourages clients to apply and assists them in preparing for their first appointment.

##### 3. Community Involvement

The involvement of community members in outreach is strongly encouraged. Outreach plans should include a plan to recruit, train and deploy community volunteers to conduct outreach.

## **Outreach Goals and Performance Standards**

PERFORMANCE STANDARD 10: The number of unduplicated outreach activities will at least equal the agency's projections, every month.

### **IV. GRANT AND REPORTING REQUIREMENTS**

#### **A. Performance Standards and Application**

Successful applicants will be responsible for the monthly submission of complete and accurate client-based service data using the IFRP online database. Applicants should make provision for internal data quality management controls, as incomplete data will not be attributed to the monthly and/or annual outcomes.

Performance standard review will result in the following:

1. 85% or more of a standard achieved: No action.
2. Failure to meet a standard or standards by more than 15% but less than 25% in a particular quarter: Agency will be notified in writing.
3. Agencies failing to meet a service standard(s) by more than 25% in a particular quarter must submit a corrective action plan addressing that deficiency to ICIRR/IDHS within 14 working days of notification. The plan must be implemented within the specified period. Contracts are subject to cancellation if the applicant fails to implement corrective action or if after implementing corrective action fails to achieve minimum requirements in two or more successive quarters.

#### **Applicants should anticipate at a minimum yearly on-site monitoring and data verification.**

Site visits include but are not limited to: interviews with all staff involved with the program, including supervisors and overall administrative staff; review of case folders, database systems, outreach binder, agency program evaluations process; and technical assistance when necessary. Site visit evaluations with recommendations for improvement will be sent to the agency and IDHS. Agencies required to submit a corrective action plan will be monitored more frequently.

#### **B. Staffing**

The designated staff at all grantee organizations must be bi-lingual and bi-cultural. After completing a minimum of 32 hours of interpreter skills training, designated staff at grantee organizations will be required to demonstrate language proficiency in English and the target language. Existing designated staff will be required to participate in the training and testing but grandfathered in.

### C. Training

Designated staff members of all grantee organizations are mandated to attend training provided by ICIRR. Training includes but is not limited to case management skills, public benefit, and immigration policy issues and changes, health issues, outcome measurement, interpretation techniques, and volunteer recruitment and outreach. Most training will take place either Via Zoom or at ICIRR's offices in Chicago.

In addition to this mandatory training, ICIRR staff will be available for technical assistance as necessary. Grantee organizations should be prepared to share insights and informally evaluate the Immigrant Family Resource Program's overall progress. Grantees may be asked to participate in an independent evaluation so that recommendations to IDHS may be formulated. Agencies should anticipate and budget for 6-10 training days per fiscal year.

### C. Program Data and Reporting

The accuracy and completeness of records remain essential. Contracting agencies are required to comply with the following record-keeping and reporting procedures:

#### **Monthly Reports:**

Contractors will be asked to report individual and/or aggregate data regularly. Agencies must submit monthly activity reports to ICIRR, which include a performance report, meeting data entry deadlines, and a narrative report. Agencies will be provided with reporting forms and database software to document performance.

Successful applicants must be prepared to enter all required data and program tracking into a computerized database (Salesforce), which is hosted by ICIRR. The database should be kept updated weekly to ensure accurate reporting. Agencies will have access to their data as well as the capability to run a variety of reports and to track progress against performance standards.

**Agencies will not be allowed to utilize alternate tracking or data entry platforms for reports required under these initiatives.** Agencies must have the technical capacity to support the IFRP database which includes a computer and internet access. The database should be kept updated weekly to ensure accurate reporting.

#### **Case Folders:**

Contracting agencies must maintain record-keeping systems that are organized in such a way that a logical progression from service delivery to reimbursement may be ascertained. It must be possible to aggregate all reports submitted and trace the data back to source documents. Source documents might include intake/assessment forms, casework notes, comprehensive service plans, community or client contact records, consent for release of information, approved representative forms, copies of applications completed, copies of translated material, worker timesheets, or other documents.

Case notes and updated Service Plans will serve as verification of ongoing services provided to the client. The services can include both personal contact and phone contact. It is necessary that all case notes must be in chronological, narrative form detailing all services provided.

Correspondence to the client that indicates a proactive service delivery model must also be included. Any correspondence generated through follow-up on behalf of a client should be included, and calls with IDHS caseworkers or supervisors should be recorded, with names of local office staff and other office specifics to inform IDHS improvements.

### **Outreach Binder:**

Agencies must maintain a binder of all outreach activities performed during the fiscal year. This binder should include a monthly outreach activity log, copies of brochures and flyers, copies of ads and printed media, evidence of participation in outreach events, and sign-in sheets from agency information sessions.

Only if these records are accurate and complete will the Immigrant Family Resource Program function successfully as a diagnostic tool through which to direct the Department's future strategies regarding its immigrant and refugee clients.

## **D. Financial Reporting**

Requests for reimbursement will be submitted monthly through the form provided by ICIRR. Appropriate supporting documentation, which may include (but is not limited to): employee timesheets, payroll records, receipts, utility/telephone bills, and staff travel documentation must be available for ICIRR or IDHS review. Claims will be made per contractual line-item budgets. Claims must be submitted to ICIRR within 10 days after the end of each month for services provided during that month. Grantees will be reimbursed as ICIRR is reimbursed from the state.

## **V. PROPOSAL EVALUATION**

### **A. Process**

A Bidders' Conference will be held on **Friday, February 18, 2022, from 2:00 to 4:00 pm via Zoom**. At that time, prospective applicants will have the opportunity to ask questions concerning the initiative and receive additional information and clarification regarding the RFP. Questions may also be submitted in writing. Any questions or concerns resulting in modification of the RFP will be communicated to all applicants who have submitted a letter of intent. No modifications to the RFP during the procurement process will be considered after **February 21, 2022**. Applicants must submit a letter of intent as a condition of submitting a proposal.

All information submitted according to this RFP is subject to the Illinois Freedom of Information Act. The successful provider must recognize and accept that any material marked proprietary or confidential, that must be made part of the contract, may be considered open for public inspection. Price information submitted by the successful provider shall be considered public. Only the record of losing proposals (the list of those submitting proposals/responses) shall be considered public.

An independent review panel will be used to review all complete proposals submitted under this RFP received by the deadline. Proposals will respond to the specifications stated herein.

Applicants may not make modifications or submit additional material after the deadline. Failure to respond to the specifications may be a basis for an applicant being eliminated from consideration during the selection process. Late proposals will not be reviewed and will be returned!

All aspects of the proposal and/or subsequent post-award negotiations with the successful applicant will become contractual obligations. The IDHS reserves the right to negotiate the award amount, budget items, and programmatic goals (including ethnic groups to be served) with the selected applicant before entering into a contract.

Justifiable modifications may be made in the course of the contract only through prior consultation with, and the written approval of, ICIRR/IDHS. Failure of the successful applicant to accept these obligations may result in the cancellation of the award.

## **B. Objections/Appeals**

Providers who object to any provision of the RFP, who believe their proposal was improperly rejected or that the selected proposal(s) is/are not in the best interest of the Department, may submit a written protest of the Department's action. The Department will consider all such written protests which are properly submitted in a timely fashion. The Department will investigate all allegations and issue a written response. The decision of the Department is final. Protests must be in writing and considered filed when physically received by the Department at the following address:

Bureau Chief  
[DHS.BRIS@illinois.gov](mailto:DHS.BRIS@illinois.gov)

1. Protest must be filed within 7 days after the protestor knows or should have known of the facts giving rise to the protest.
2. Protests regarding specifications must be filed within 7 days after the date the RFP was issued, and in any event, must be filed before the date for opening the proposals.
3. If a protest is received, any award made is not final until the protest is resolved.

### C. Proposal Container and Format Requirements

Proposals should include a table of contents including page numbers. All applications must be typed on 8½ x 11 inch document using 12-point font and at 100% magnification. Except for letterhead stationery for letter/s of support, the entire proposal should be typed in black font on white background. The program narrative must be typed double-spaced, on one side of the page, with 1-inch margins on all sides. The program narrative must not exceed 12 pages unless agencies submit collaborative proposals. Collaborative proposal narratives must not exceed 20 pages. The proposal cover sheet, appendices, assurances, and budget forms are not included in the page limitation. The entire application, including appendices, must be sequentially page numbered.

Facsimiles (faxes), late or single-spaced proposals will not be accepted. Applications that do not comply with the above requirements will not be reviewed.

Proposals received after the deadline will not be considered in the competition. **Faxed and paper copy proposals will not be considered. All proposals should be submitted via smartsheets using this [link](#).**

### D. Evaluative Criteria

An independent review panel will review applications. The panel reviewers will initially read and evaluate applications independently using guidelines furnished by ICIRR and will subsequently participate in review panel meetings during which proposals will be reviewed and scored collectively. While recommendations of the review panel will be a key factor in the funding decisions, ICIRR and IDHS maintain final authority over funding decisions.

Applicants must submit a proposal, which contains the information outlined below. Each section must have a heading, which corresponds to the headings listed below. The maximum possible score is 100 points. Applicants will be competitively evaluated.

Proposal content will be rated as follows:

Agency Qualifications.....	15 points
Community Identification.....	10 points
Program Design and Implementation.....	40 points
Staffing.....	15 points
Program Evaluation.....	5 points
Budget/Budget Narrative.....	15 points
<b>Total.....</b>	<b>100 points</b>

## E. Proposal Instructions

Please respond fully to the following detailed proposal prompts in narrative form.

If an agency plans to service multiple regions or ethnic groups, the proposal should indicate the region and/or group, including a program design and implementation for *each* region and/or group in the program narrative, and justify the award amount in the budget narrative. In addition, work plans and service goals must be defined by each region and/or ethnic group and included in the program narrative and as attachments.

### 1. Agency Qualifications (15 points)

The extent to which the applicant demonstrates a successful history of providing and/or capacity to provide the services outlined in this document. Includes the extent to which the proposal provides for adequate management, supervision, and infrastructure resources to insure effective service delivery, sound fiscal policy, and accurate/timely reporting.

- a. Provide a brief history of the organization and its accomplishments. What are the organization's qualifications, including cultural and linguistic skills, for providing IFRP services? Describe the relationship between this program and the organization's mission.
- b. Demonstrate the organization's capabilities for implementing the proposed program. Current IFRP partner agencies should report on their performance and the successes of the past eighteen months and how these relate to the proposed changes in program and performance standards. New applicants should provide information on how many clients they served last year and through which services. Lead agencies planning to work with one or more sub-contracting agencies should provide information about all partners, and describe how the sub-contracting model will operate and be managed.
- c. Funds are limited. At times, the request for IFRP services will require the agency to provide other staff to support bilingual staff funded under this initiative. Please keep this in mind in stating agency qualifications.

### 2. Community Identification (10 points)

The extent to which the agency provides a summary of anticipated client communities to be served through IFRP. Applicants should clearly define and describe the characteristics and needs of the proposed target population. Proposed client recruitment strategies are reasonable.

- a. Describe the community in which the agency currently works by country of origin, language(s) served, estimated size, age groups, and economic status.
- b. What are the priority populations that are most in need of IFRP services?
- c. What are the community's greatest service needs while accessing public benefits and safety net services? What are the common barriers they face while trying to access needed services and achieve self-sufficiency?
- d. What public benefits programs does the agency anticipate will require the most attention in the client community through this program?



- e. What other agencies are also providing these services to this community if any? Explain how the proposed services are not duplicative.

### 3. Program Design and Implementation (40 points)

The extent to which the overall program design adequately and effectively addresses the characteristics and needs of the proposed client population. The implementation demonstrates appropriate expertise in assessment, service diagnosis/planning, service coordination, client motivation, assistance, and monitoring.

#### a. Case Management Services

- i. Describe the agency's case management process for the client and her/his family.
- ii. Describe the agency's experience with conducting needs assessments, creating client service plans, and setting goals.
- iii. How will IFRP services be effectively coordinated with other programs and services within the agency, with IDHS, and with other needed programs and services in the area?
- iv. How will the agency conduct client follow-up effectively? There should be a minimum of 2 sessions for each client.
- v. How will the agency advocate for clients who experience problems?
- vi. How will the agency provide skill-building and leadership development to assure clients acquire the tools necessary to successfully navigate the system and become self-sufficient?
- vii. If a single designated staff will be responsible for multiple services, how will his/her time be allocated? If multiple staff will be allocated to the program, how will their activities be coordinated, and their expertise maintained? If this is a proposal that includes sub-contracting agencies, show that the program design prevents duplication of services through formalized coordination and interagency cooperation.
- viii. Please explain program operations in each proposed geographic site, including who will supervise and train staff at each site; how case records will be maintained at the agency; what IFRP components will be implemented at each site.

#### b. Information and Referral Services

- i. Describe the agency referral process.
- ii. Does the organization have a referral form? If so, please provide in the proposal appendix.
- iii. Indicate the agency knowledge of potential referral agencies for clients not eligible for IDHS benefits by specifying non-IDHS safety net services available in the community.
- iv. How will the agency establish referral relationships and maintain communication with agencies and organizations providing additional needed services in the area?
- v. Does the agency have a referral directory? If so, describe how it will be updated and maintained. If not, describe how it will be created, updated, and maintained.

- c. Interpretation and Translation Services
  - i. How will interpretation and translation services be provided? By whom and where?
  - ii. If proposing to co-locate at an IDHS office or another service agency, describe how the agency will arrange co-location, how often co-location will occur, and how the staff member will meet clients.
- d. Outreach
  - i. How will the agency craft an outreach strategy that addresses recent demographic shifts of immigrants and refugees in Illinois and effectively reaches the identified target population?
  - ii. Which outreach activities does the agency plan to provide for the community? Please justify the effectiveness of the proposed activities for the target community.
  - iii. How will the agency recruit volunteers to assist with outreach activities? Who will recruit, train, and supervise them?
  - iv. Outreach activities must be directly linked to the provision of case management, information & referral, interpretation, and/or translation services. Please indicate what percentage of the agency work plan will be comprised of outreach activities and provide justification for this investment.

#### 4. Staffing (15 points)

The extent to which proposed staffing is qualified to provide linguistically and culturally appropriate services to the target population and implement the program effectively.

- a. Describe proposed program management, and administrative staff to be associated with this program, with a program staffing chart.
- b. Indicate staff qualifications. Include job descriptions as attachments at the end of the proposal.
- c. Demonstrate the extent to which the proposed staff-to-client ratio and staff qualification (including language and cultural capacity) are adequate and appropriate for effective service delivery.
- d. Describe internal controls for staff management.
- e. Describe how proposed staffing will meet grant and reporting requirements, including programmatic and financial reports.

#### 5. Program Evaluation (5 points)

The extent to which the agency can review service delivery activities and processes and make adjustments as necessary to meet performance standards.

- a. Describe how each area of program activity will be evaluated and by whom. What staff will be responsible for program evaluation and development?
- b. How often will program performance be evaluated and through what process?
- c. How will low performance be addressed? What necessary changes will take place to increase performance levels?

- d. Describe internal controls for review, evaluation, assessment, verification, and timely reporting of programmatic and financial information, including monthly submissions and audits.

6. Budget and Costs Justification Narrative (15 points)

The extent to which the budget narrative provides thorough and clear justification for all proposed line-item expenditures. All expenditures, including administrative costs, are reasonable and allowable. Where available, supplemental or companion funding is identified.

- a. What is the average cost per client? Factor-based on the total number of cases and information and referrals.
- b. Describe how the program will be operated efficiently and cost-effectively.
- c. Attach the budget and budget justification forms found in Appendix E of this document; a budget and budget narrative for both direct and indirect costs should be included.
- d. Budget and budget narrative must be completed accurately and with sufficient detailed information to explain all costs shown, including the justification for all proposed line-item expenditures.

**INDIRECT COST RATE:**

If the applicants include indirect costs in their proposed budget, the applicant organization must have an annually negotiated indirect cost rate agreement (NICRA). There are three types of NICRAs: a) Federally Negotiated Rate. Organizations that receive direct federal funding, may have an indirect cost rate that was negotiated with the Federal Cognizant Agency. Illinois will accept the federally negotiated rate. The organization must provide a copy of the federally NICRA. b) State Negotiated Rate. The organization must negotiate an indirect cost rate with the State of Illinois if they do not have a Federally Negotiated Rate or elect to use the De Minimis Rate. The indirect cost rate proposal must be submitted to the State of Illinois within 90 days of the notice of award. c) De Minimis Rate. An organization that has never received a Federally Negotiated Rate may elect a de minimis rate of 10% of modified total direct cost (MTDC). Once established, the de minimis rate may be used indefinitely. The State of Illinois must verify the calculation of the MTDC annually to accept the de minimis rate.

## **VI. AGENCY WORK PLAN**

Agencies should complete a 2-part work plan. First, an agency should develop a set of numerical performance goals for each IFRP service area including the estimated number of activities and unduplicated clients that will be served. *The performance goals should accurately reflect the capacity of the agency to perform the work plan goals.*

Second, the agency should indicate which IFRP program objectives will be met by each set of activities and estimate how much staff time will be spent per program area. Refer to pages 7 and 8 for program goals and objectives. As continued funding will be contingent upon the fulfillment of projected performance goals, it is important to set realistic goals. Revised work plans may be negotiated during the grant cycle. Sample work plans are provided below. Refer to Appendices C and D for work plan formats.

*The agency's work plans must be a part proposal and will need again when submitting the proposal in the link.*

The numbers in the work plan below are estimated numbers based on 4 funding levels:

<b>Funding Tiers</b>	<b>Finding Amounts</b>	<b>The average number of staff</b>	<b>Unduplicated persons served</b>
1	\$50,000 - 100,000	1 full-time staff	600
2	100,001 - 150,000	2 full-time staff	800
3	150,001 - 200,000	3 full-time staff	1000
4	Over 200,000	4 full-time staff	1200

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## Work Plan Funding Levels and Goals

Based on the level of funding that your organization is seeking, use the work plan below to guide the numbers that you should have based on your work plan.

	Level 1	Level 2	Level 3	Level 4
<b>Funding Amount</b>	<b>\$100,000</b>	<b>\$150,000</b>	<b>\$200,000</b>	<b>Over 200,000</b>
<b>Total number of unduplicated persons served</b> (Add Active cases in Case Management Plus Information & Referrals)	<b>600</b>	<b>800</b>	<b>1000</b>	<b>1200</b>
<b>1) Case Management</b>				
<b>Active Cases Unduplicated</b>	400	500	600	700
<b>2) Applications Completed</b>				
<b>IDHS Applications</b>	320	400	450	500
<b>Non-IDHS Applications</b>	280	350	420	490
<b>3) Information and Referral</b>				
<b>Information and Referral Unduplicated</b> (Unduplicated Number of persons provided with Info and Referral to other services)	200	300	400	500
<b>4) Interpretation and Translation</b>				
<b>Translations at Case Management</b> (Number of documents translated for clients)	360	450	540	630
<b>Translations at Info and Referral</b> (Number of documents translated for clients)	160	240	320	400
<b>TOTAL TRANSLATIONS</b>	<b>520</b>	<b>690</b>	<b>860</b>	<b>1030</b>
<b>Interpretations at Case Management</b> (Number of clients benefited from interpretation provided to FCRCs or other public benefit offices)	160	200	240	280
<b>Interpretations at Info and Referral</b> (Number of clients benefited from interpretation provided to FCRCs or other public benefit offices)	80	120	160	200
<b>TOTAL INTERPRETATIONS</b>	<b>240</b>	<b>320</b>	<b>400</b>	<b>480</b>
<b>5) Community Outreach</b>				
<b>Mass Outreach Events</b>	12	18	24	30
<b>Informational Sessions (Number of Sessions)</b>	6	9	12	15
<b>Informational Sessions Attendance - # of people in attendance</b>	120	180	240	300
<b>Flyer Distribution - # of Flyers Distributed</b>	2000	4000	5000	6000
<b>Total Number of Persons Reached Via Community Outreach</b> (Add # of Flyers Distributed plus # of people attending Info Sessions)	2120	4180	5240	6300

## Work Plan Definitions

**CASE MANAGEMENT:** Case Management describes a long-term relationship in which IFRP caseworkers coordinate services on behalf of immigrant and refugee clients. Working collaboratively with clients over multiple sessions, IFRP caseworkers identify appropriate safety net programs and services and assist clients in applying for/accessing these programs. For case management activities to count toward the IFRP program, clients must first be assisted to obtain or maintain IDHS benefits. IDHS programs include TANF, Food Stamps, All Kids, Family Care, Medicaid, Affordable Child Care, and AABD.

- **Total Number of Unduplicated Persons Served:** Estimate the number of unduplicated active cases that will be served for the fiscal year. The number of active cases includes any client who had a case session during a given month.
- **Case Management Sessions:** Sessions refer to any caseworker/client contact that occurs during the case management relationship. Case management sessions may include phone or in-person interaction with the client, caseworker, or any third party regarding the case. Estimate the number of case counseling and/or case management sessions related to both IDHS and non-IDHS programs that your agency will hold for the fiscal year.
- **New IDHS Applications:** Estimate the total number of applications toward safety-net programs that your agency will help clients complete and submit each quarter.
- **Redetermination IDHS Applications:** Estimate the number of redetermination applications toward safety-net programs that your agency will help clients complete and turn in. This also includes mid-point certifications and any other ‘renewal’ of benefits.
- **Total IDHS Applications:** This refers to the total number of applications for the year. This is the sum between both New IDHS Applications and Redetermination Applications.
- **Total NON-IDHS Applications:** The number of Application assistants for Non-IDHS related services. i.e. application for unemployment and, or other services that are not under IDHS.

## INFORMATION AND REFERRAL PERFORMANCE STANDARDS AND

**OUTCOMES:** Information and Referral sessions are short-term interactions. Estimate the number of Information and Referral contacts that your agencies will have. These contacts include providing information and referrals about public benefits, IFRP services, and non-IDHS safety net programs. You may count duplicate clients that contact your agency requesting Information and Referral Services. This could be conducted in person or on the phone.

- **Information and Referral Sessions:** Refers to one period of time in which caseworkers interact with clients (in-person and/or over the phone) and provide referral information to

other services needed by the client. Estimate the number of Information and Referral sessions related to both IDHS and non-IDHS programs that your agency will hold for the fiscal year.

- **Information and Referral Unduplicated:** The number of unduplicated persons provided with Information and Referral Services in the IFRP program.

### **INTERPRETATIONS AND TRANSLATIONS STANDARDS AND OUTCOMES:**

Estimate the number of language interpretations between clients and IDHS or other service agency staff that will occur in the fiscal year.

- **Translations at Case Management:** Estimate the number of documents that your agency will translate for clients during Case Management Sessions.
- **Translations at Information and Referral:** Estimate the number of documents that your agency will translate for clients during Information and Referral Sessions.
- **Interpretations at Case Management:** Estimate the number of interpretations that your agency will participate in interpreting for clients and FCRC offices during Case Management Sessions. . Interpretation sessions must include 3 parties and may be conducted over the phone or in person. For example, translation of this kind will include having to speak to an FCRC case manager and LEP client about a written communication received from IDHS.
- **Interpretations at Information and Referral:** Estimate the number of interpretations that your agency will participate in interpreting for clients and FCRC offices during Information and Referral Sessions.

**OUTREACH PERFORMANCE STANDARDS AND OUTCOMES:** Estimate the number of outreach activities that your agency will have each quarter. The outreach activities should be divided into Radio, TV, Print Media, Flyer or Brochure Distribution, Mass Outreach Events, Public Benefits Information Sessions, and Other.

- **Mass Outreach Events:** are community events focused on the target community in which your agency participates and distributes information (set up information table) about public benefits and IFRP services. Mass outreach events do not include presentations conducted for professionals, the goal is reaching out to your target community at events they attend. This can also include Radio Announcements, Television Announcements, Print Media, and Digital Media Announcements.
- **Informational Sessions:** Estimate the number of public benefits informational sessions that your agency will have to promote the IFRP program and services. Virtually or in person.
- **Informational Sessions Attendance:** The number of people attending the informational sessions.

- **Flyer Distribution:** Estimate the number of people that will be reached via flyer distribution efforts.
- **Total Number of Persons Reached Via Community Outreach:** The total number of persons that were reached via Flyer Distribution and Informational Session Attendance.

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## **Additional information regarding Application Review Information**

**1. Criteria** - Funding for the state fiscal year is not guaranteed. ALL applicants must demonstrate that they meet all requirements under this NOFO as described throughout. Applications that fail to meet the criteria described in the Eligible Applicants and Mandatory Requirements of Applicants as identified in Eligibility Information will not be evaluated and considered for funding.

Grant applications received will be reviewed by ICIRR staff, including staff from the Bureau of Refugee and Immigrant Services. ICIRR will convene an external expert review panel to review applications.

The maximum possible score is 100 points. All applications will be reviewed, evaluated, and rated.

### **2. Review and Selection Process:**

Funding decisions will be based upon the quality of the applicant's program plan and budget/budget narrative based on the 100-point scale described above. For previous grantees, past performance will be taken into consideration.

### **3. Anticipated Announcement and State Award Dates, if applicable.**

Final award decisions will be made by ICIRR and the IDHS Bureau of Refugee and Immigrant Services.

"A Notice of Award Finalist" form will be sent to each of the finalists before executing a contract. This notice is not an authorization to begin performance. It is anticipated that the Notice of Award Finalist will be issued between late April 2022.

ICIRR and IDHS reserve the rights to negotiate the terms and conditions for the final grant award, including performance outcomes.

### **4. Merit-Based Evaluation Appeal Process:**

1) Is limited to the evaluation process. Evaluation scores may not be protested. Only the evaluation process is subject to appeal.

2) Submission of Appeal:

An appeal must be submitted in writing to Bureau Chief, Bureau of Refugee and Immigrant Services, and Brendan Magee, ICIRR appeal must be received within 14 calendar days after the date that the grant award notice has been published.

a) The written appeal shall include at a minimum the following:

- i) The name and address of the appealing party
- ii) Identification of the grant
- iii) A statement of reasons for the appeal

## **VII REQUIRED ATTACHMENTS**

- A. Proposal Cover Page (see Appendix A)
- B. Work Plan: Performance Goals (see Appendix C)
- C. Work Plan: Objective and Time Estimates (Appendix D)
- D. Budget & Budget Justification (Appendix E)
- E. Certifications: General Assurances and Program Assurances (Appendix F)
- F. Staffing Chart
- G. Job Description and staff qualifications
- H. Agency Articles of Incorporation
- I. Agency Mission Statement
- J. Agency or fiscal sponsor 501©3 papers
- K. List of current Board members
- L. Copy of last fiscal year's audit showing an unqualified opinion (include only one, no copies)
- M. Programmatic Risk Assessment Questionnaire.

**APPENDIX A: PROPOSAL COVER PAGE**

**Agency Applying:**

**Address:**

**City:**

**State:**

**Zip Code:**

**Contact Person:**

**Title:**

**Congressional Districts:**

**House of Representatives Districts:**

**Senate Districts:**

**Geographic Area/s Served by the Agency:**

**Immigrant Communities Served by the Agency:**

**Language Groups Served by the Agency:**

TOTAL AMOUNT REQUESTED: \$

**Authorization/Certification:**

With my signature, I hereby affirm that I am duly authorized to submit proposals on behalf of the Applicant organization. To the best of my knowledge, the data and statements in this application are true and correct. The Applicant agrees to comply with all Federal/State statutes and Rules/Regulations applicable to the program.

Name \_\_\_\_\_ Date \_\_\_\_\_

Title \_\_\_\_\_

## APPENDIX B: APPLICATION CHECKLIST

A complete application must include:

- 1) COVER PAGE (Appendix A)
- 2) PROPOSAL

Proposals must include a Table of Contents with the following headings:

1. \_\_\_\_\_ Agency Qualifications
2. \_\_\_\_\_ Community Identification
3. \_\_\_\_\_ Program Design and Implementation
4. \_\_\_\_\_ Staffing
5. \_\_\_\_\_ Program Evaluation
6. \_\_\_\_\_ Budget and Costs Justification Narrative

### 3) ATTACHMENTS

Attachments must include:

- a) \_\_\_\_\_ Work Plan: Performance Goals (Appendix C)
- b) \_\_\_\_\_ Work Plan: Objectives and Time Estimates (Appendix D)
- c) \_\_\_\_\_ Budget & Costs Justification Narrative (Appendix E)
- d) \_\_\_\_\_ Certification and Program Assurances signed (Appendix F)
- e) \_\_\_\_\_ Staffing Chart
- f) \_\_\_\_\_ Job Description and staff qualifications
- g) \_\_\_\_\_ Articles of Incorporation
- h) \_\_\_\_\_ Agency Mission Statement
- i) \_\_\_\_\_ Agency or Fiscal Sponsor IRS 501©3 Documents
- j) \_\_\_\_\_ List of Current Board Members
- k) \_\_\_\_\_ Copy of Last Fiscal Year's Audit (include only 1 copy)
- l) \_\_\_\_\_ Programmatic Risk Assessment Questionnaire.

Application and attachments should be submitted no later than **Wednesday, March 16, 2022, by 5:00 PM.**

**[SUBMIT APPLICATION HERE](#)**

**APPENDIX C: WORK PLAN TEMPLATE**

**Agency Name:**

**The person completing the work plan:**

**Contact information:**

1. What, if any, special community needs does the agency serve?
2. Priorities are low-income, Low English Proficient (LEP) immigrants/refugees, and youth – Briefly describe/discuss the income level of the clients the agency serves.

**<<CONTINUED ON NEXT PAGE>>**

**APPENDIX C: WORK PLAN TEMPLATE CONT'D**

**FY 23 Immigrant Family Resource Program Metrics**

July 1, 2022 thru June 30, 2023

<b>Funding Amount</b>	
<b>Total number of unduplicated persons served</b> (Active cases in Case Management Plus Information & Referrals)	
<b>1) Case Management</b>	
<b>Active Cases (UNDUPLICATED)**</b>	
<b>2) Applications Completed</b>	
<b>IDHS Applications</b>	
<b>Non-IDHS Applications</b>	
<b>3) Information and Referral</b>	
<b>Information and Referral Unduplicated</b> (Unduplicated Number of persons provided with Info and Referral to other services)	
<b>Information and Referral Sessions</b> (Number of sessions)	
<b>4) Interpretation and Translation</b>	
<b>Translations at Case Management</b> (Number of documents translated for clients)	
<b>Translations at Info and Referral</b> (Number of documents translated for clients)	
<b>TOTAL TRANSLATIONS</b>	
<b>Interpretations at Case Management</b> (Number of clients benefited from interpretation provided to FCRCs or other public benefit offices)	
<b>Interpretations at Info and Referral</b> (Number of clients benefited from interpretation provided to FCRCs or other public benefit offices)	
<b>TOTAL INTERPRETATIONS</b>	
<b>5) Community Outreach</b>	
<b>Mass Outreach Events</b>	
<b>Informational Sessions (Number of Sessions)</b>	
<b>Informational Sessions Attendance (# of people in attendance)</b>	
<b>Flyer Distribution (# of Flyers Distributed)</b>	
<b>Total Number of Persons Reached Via Community Outreach</b> (Add # of Flyers Distributed plus # of people attending Info Sessions)	

**APPENDIX D: WORKPLAN OBJECTIVES AND TIME ESTIMATES**

**Immigrant Family Resource Program**

**Fiscal Year 2023 (July 1, 2022 – June 30, 2023)**

**Agency Work Plan: Objectives and Time Estimates**

<b><u>ACTIVITIES:</u></b>	<b><u>Objectives:</u></b> How target community members will benefit from activities. (refer to page 7 of RFP)	<b><u>Time Spent on Activity:</u></b> What percentage of staff time will be spent on each activity?
<b>CASE MANAGEMENT</b>		
<b>INFO &amp; REFERRALS</b>		
<b>INTERPRETATION</b>		
<b>TRANSLATION</b>		
<b>OUTREACH</b>		

## APPENDIX E: BUDGET JUSTIFICATION FORMS

### APPENDIX E: BUDGET JUSTIFICATION FORMS

The Budget and budget narrative must be completed accurately and with sufficient detailed information to explain all costs shown. The budget must justify program costs in relation to community needs, program design, and anticipated outcomes. It must provide cost per client for services and must describe the portion of the budget required for administrative versus direct service expenses. The budget detail must clearly delineate costs to be met by the funding source and, if applicable, those provided by other parties.

The budget must detail all aspects of the program discussed in the narrative. There should be no unexplained amounts for miscellaneous or contingency expenses. It must include all items asked by the RFP directives and include all consultant costs, fringe benefits, separate from salaries, and separately detail all non-personnel costs. Indirect costs, where appropriate, must also be itemized. The budget must be sufficient for the applicant to perform the tasks described in the narrative. Complete the attached Program Budget form, accompanied by the budget narrative.

For your references, the following terms are defined:

#### **Direct Costs**

Expenses that can be identified specifically with delivering services as described above. All costs that can be identified as direct costs should be identified as direct line item expenditures. Typical direct costs charged to a contract are:

- a. Employee salaries and fringe benefits for time devoted to immigrant service delivery under this initiative;
- b. Cost of materials acquired specifically for immigrant service delivery under this initiative; and
- c. Other cost items incurred specifically to carry out the contract.

#### **Indirect Costs**

If the applicants include indirect costs in its proposed budget, the applicant organization must have an annually negotiated indirect cost rate agreement (NICRA). There are three types of NICRAs: a) Federally Negotiated Rate. Organizations that receive direct federal funding, may have an indirect cost rate that was negotiated with the Federal Cognizant Agency. Illinois will accept the federally negotiated rate. The organization must provide a copy of the federally NICRA. b) State Negotiated Rate. The organization must negotiate an indirect cost rate with the State of Illinois if they do not have a Federally Negotiated Rate or elect to use the De Minimis Rate. The indirect cost rate proposal must be submitted to the State of Illinois within 90 days of the notice of award. c) De Minimis Rate. An organization that has never received a Federally Negotiated Rate may elect a de minimis rate of 10% of modified total direct cost (MTDC). Once established, the de minimis rate may be used indefinitely. The State of Illinois must verify the calculation of the MTDC annually in order to accept the de minimis rate.





<b>CERTIFICATION</b>	STATE OF ILLINOIS UNIFORM GRANT BUDGET TEMPLATE	AGENCY: <b>IDHS</b>
Organization Name:	CSFA Description: <b>Immigrant Integration -IFRP</b>	NOFO # <b>20-444-80-1456-01</b>
CSFA Number: <b>444-80-1456</b>	DUNS#	Fiscal Year(s) : <b>2023</b>

(2 CFR 200.415)

"By signing this report, I certify to the best of my knowledge and belief that the report is true, complete, and accurate and that any false, fictitious, or fraudulent information or the omission of any material fact, could result in the immediate termination of my grant award(s).

\_\_\_\_\_

Institution/Organization

\_\_\_\_\_

Institution/Organization

\_\_\_\_\_

Signature

\_\_\_\_\_

Signature

\_\_\_\_\_

Name of Official

\_\_\_\_\_

Name of Official

\_\_\_\_\_

Title  
Chief Financial Officer (or equivalent)

\_\_\_\_\_

Title  
Executive Director (or equivalent)

\_\_\_\_\_

Date of Execution

\_\_\_\_\_

Date of Execution

**Note: The State awarding agency may change required signers based on the grantee's organizational structure. The required signers must have the authority to enter into contractual agreements on behalf of the organization.**

## APPENDIX E : BUDGET JUSTIFICATION CONT'D

Explanation should detail how the costs are derived. Additional line items not in these instructions also should be included when appropriate.

### Direct Program Costs

#### 1. Program Salaries and Consultants

- a) Job Titles: The budget submission should include the job title and the name of each person in the program funded under this contract. If a position is empty, please specify To Be Hired. (if known), the percentage of the employee's time allocated to the program, based on full time equivalent. That is, if the person is employed half-time (50%) and you wish to charge half their time to a service area, indicate 25% time. Also include the employee's annualized full-time salary.
- b) Consultants: Short-term contracted workers (Excluding consultants located in administrative and management costs below) who are not agency employees. Describe the types of consulting, e.g. interpreters, psychiatric etc. as well as expected use and cost. Explain the need for the contract for the program.
- c) Fringe Benefits: List applicable employee fringe benefits (i.e. FICA, unemployment insurance, health benefits, retirement plan). Either include a description of each benefit and the estimated percent of salaries needed to cover the cost OR the cost per benefit per employee.

#### 2. Consumable Supplies

- a) Office Supplies: Supplies include consumable and non-consumable commodities such as paper stock, pencils, typewriter ribbons, software, furniture etc. with an acquisition cost of under \$500. The explanation should indicate what items are included and how costs are estimated.
- b) Printing: Printing may include mass outside publication or reproduction work done within your agency. Explain how this charge is determined (e.g. the cost of duplication, how large the mailing list is, etc.), and its applicability to this funding initiative.
- c) Postage: Postage may include the cost of mass mailings or of miscellaneous program mail. Itemize the costs and explain how they were determined.

#### 3. Occupancy

- a) Rent, Utilities and Building Maintenance: The narrative should specify whether the space occupied is rented or owned. An explanation of cost is required. Rent allocation may be explained on the basis of square footage or by an alternate formula described in this section. It should be indicated whether or not the costs include utilities and other occupancy related charges. Contracted cleaning services should be incorporated in this line or captured within the indirect allowance.
- b) Telephone and Internet: Explain anticipated charges for program related telephone and internet services including the number of phone lines.

#### 4. Miscellaneous Program Expenses

- a) Staff Travel/Conferences: This category should explain the agency's allowable cost for travel, including its policy regarding mileage allowance, parking, public transportation and other miscellaneous expenses incurred for employee local transportation. Describe specific activities and the cost for each, i.e. workshops, training seminars, etc. Specific costs for overnight travel and lodging should be explained if applicable.

b) Program Supplies: General program supplies including those required for group meetings and/or classes. Itemize the costs and explain how they were determined.

## APPENDIX F: CERTIFICATIONS & PROGRAM ASSURANCES

### A. General Contract Assurances

THE APPLICANT HEREBY ASSURES, CERTIFIES, AND ATTESTS THAT TO THE EXTENT THAT THE CERTIFICATIONS LEGALLY APPLY TO THE AGENCY:

1. **Legal Authority** - It possesses legal authority to apply for the grant; that a resolution, motion, or similar action has been duly adopted or passed as an official act of the Agency's governing body, authorizing the filing of the application including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of the Agency to act in connection with the application and to provide such additional information as may be required;
2. **Debarment** - It is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any Federal department or agency (45 C.F.R. Part 76);
3. **Bid Rigging** - It has not been barred from contracting with a unit of State or local government as a result of a violation of Section 33E-3 or 33E-4 of the Illinois Criminal Code of 1961 (720 ILCS 5/33E-3 or 720 ILCS 5/33E-4, respectively);
4. **Bribery** - It has not been convicted of bribery or attempting to bribe an officer or employee of the State of Illinois, nor made an admission of such conduct which is a matter of record (30 ILCS 500/50-5);
5. **Fraud** - It has not within a three-year period preceding this Application, been convicted of or had a civil judgment rendered against it for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property. It is not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in this Paragraph;
6. **Charitable Organization** - It is a charitable organization subject to the Illinois Charitable Trust (760 ILCS 55/1) or the Solicitation for Charity Act (225 ILCS 460/1), and, if subject to either of these Acts, that all appropriate information, including but not limited to, registration materials and annual reports, have been filed with the Illinois Attorney General;
7. **Federal Fair Labor Standards** - It will comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act;

## APPENDIX F: CERTIFICATIONS AND PROGRAM ASSURANCES CONT'D

8. **Drug Free Work Place** – It certifies that neither it nor its employees shall engage in the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance and that the Agency is in compliance with all the provisions of the Illinois Drug Free Workplace Act, (30 ILCS 580/3 or 580/4).
9. **International Boycott** - Neither it, nor any of its substantially-owned affiliated companies, is participating or shall participate in an international boycott in violation of the provisions of the U.S. Export Administration Act of 1979 (50 U.S.C. Appx Section 2401 et seq.), or the regulations of the U.S. Department of Commerce promulgated under that Act (15 CFR Parts 730 through 774).
10. **Taxes** - It does and will comply with all provisions of the Federal Internal Revenue Code, the Illinois Revenue Act, and all rules promulgated thereunder, including withholding provisions and timely deposits of employee taxes and unemployment insurance taxes;
11. **Educational Loans** - It is not barred from receiving state agreements as a result of a default on an educational loan (5 ILCS 385);
12. **Dues and Fees** - It is not prohibited from selling goods or services to the State of Illinois because it pays dues or fees on behalf of its employees or agents, or subsidizes or otherwise reimburses them, for payment of their dues or fees to any club which unlawfully discriminates (775 ILCS 25/1, 25/2);
13. **Clean Air and Clean Water Acts** - It is in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act, as amended (33 U.S.C. 1251 et seq.); and
14. **Pro Children Act** - It is in compliance with the Pro-Children Act of 1994 (Public Law 103-227) in that it prohibits smoking in any portion of its facility used for the provision of health, day care, early childhood development services, education or library services to children under 18 which services are supported by Federal or State government assistance (except portions of the facilities which are used for inpatient substance abuse treatment) (20 U.S.C. sections 6081 et seq.).
15. **Non-Discrimination**- The Agency agrees to comply with the Constitution of the United States, Title VI of the Civil Rights Act of 1964, the 1970 Constitution of the State of Illinois and any laws, regulations or orders, Federal or State, which prohibit discrimination on the grounds of race, sex, color, religion, national origin, age, ancestry, marital status, the inability to speak or comprehend the English language, or by reason of any physical or mental handicap.
  - a. The Agency, its employees and subcontractors under subcontracts made pursuant to this Application shall comply with all applicable

**APPENDIX F: CERTIFICATIONS AND PROGRAM ASSURANCES CONT'D**

b.provisions of State and Federal laws and regulations pertaining to nondiscrimination, sexual harassment and equal employment opportunity including, but not limited to, the following laws and regulations and all subsequent amendments thereto:

- i. The Illinois Human Rights Act (775 ILCS 5);
- ii.Public Works Employment Discrimination Act (775 ILCS 10);
- iii.The United States Civil Rights Act of 1964 (as amended), (42U.S.C. 2000a-2000h-6);
- iv.Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. 794);
- v.The Americans with Disabilities Act of 1990, (42 U.S.C. 12101 et seq.); and Executive Orders 11246 and 11375, (Equal Employment Opportunity).

**Signature for Certifications:**

AUTHORIZED SIGNATURE \_\_\_\_\_

AGENCY \_\_\_\_\_

DATE \_\_\_\_\_

**APPENDIX F: CERTIFICATIONS AND PROGRAM ASSURANCES CONT'D**

**B. Program Assurances**

THE APPLICANT HEREBY ASSURES, CERTIFIES, AND ATTESTS THAT:

1. It accepts and will act in accordance with the discrete performance standards defined in the document.
2. It will document program performance in an accurate and timely manner in accordance with the guidelines described in this document but as amended by ICIRR.
3. It will notify ICIRR in a timely fashion of changes within or outside the agency/organization that endanger or impede performance. Those include any litigation, investigation, or transaction that may reasonably be considered to have a material impact on the ability to perform. It also includes written notification of negative incidents involving or impacting clients.
4. It will make available appropriate staff as requested for training, policy development, coordination, and consultation.
5. It will use the referral forms and the coordination and communication processes detailed in the RFP.
6. It will develop linkages and coordination of service delivery with other service providers as appropriate to ensure that the needs of the individual are met.
7. The applicant will not impose fees upon program participants for costs reimbursed by the contract.
8. The applicant will ensure that children receiving service are adequately supervised and that the physical environment is appropriate and safe and meets all applicable standards set by State and Federal laws, rules and regulations.
9. It will maintain a discrete and clear audit trail of expenditures under this contract when program services will be supplemented by other funding sources.
10. Nothing shall prevent the applicant from performing similar services for other parties. However, the applicant warrants that at no time will the compensation paid by ICIRR for services rendered under this RFP exceed the rate the applicant charges for rendering similar services elsewhere.
11. The applicant will notify ICIRR in writing within 24 hours if there is a change in the applicant's legal status, Federal Employer Identification Number or address.
12. The applicant agrees to notify ICIRR prior to issuing public announcements or press releases concerning work done in connection with this RFP. The parties will cooperate in connection with media inquiries and in regard to media campaigns involving the program services specified in this contract.

AUTHORIZED SIGNATURE \_\_\_\_\_

AGENCY \_\_\_\_\_

DATE \_\_\_\_\_



## APPENDIX G: SUB-CONTRACTING AGENCIES

Organizations applying for Immigrant Family Resource Program funding may elect to apply as an Independent Agency or as a Lead Agency with the use of one or more sub-contractors. Based upon prior program evaluation, **Independent Agencies are preferred**, but a limited number of sub-contractor models will also be considered.

Organizations applying as **Independent Agencies must apply for funding to provide services in all four IFRP program areas**: case management, information and referral, interpretation and translation, and community outreach.

Organizations applying as a Lead Agency with the use of one or more sub-contractors should also provide services in all four IFRP program areas but may distribute the provision of these services amongst sub-contracting agencies as appropriate.

The Lead Agency will coordinate and facilitate planning, assessment and evaluation of sub-contractor performance, and work towards the remedy of challenges, if any. Lead Agencies will be required to conduct a minimum of two monitoring and evaluation site visits annually with each sub-contracting agency, be responsible for sub-contractor data collection and/or entry and ensure that IFRP services are coordinated across all agencies in the sub-contractor model. This methodology is encouraged to avoid duplication of efforts in certain regions, to expand outreach efforts, and to support organizations within a sub-contractual relationship.

ICIRR will hold the Lead Agency accountable for all sub-contracting agencies, to include agency performance goals, timely and accurate submission of financial and programmatic reporting documents, and effectively demonstrating that all grant requirements are met.

# APPENDIX H: EXAMPLE INTAKE

Contact Edit  
New Contact

[Help for this Page](#)

Contacts not associated with accounts are private and cannot be viewed by other users or included in reports.

Save Save & New Cancel

**Contact Details** Required Information

Salutation <input type="text" value="--None--"/> First Name <input type="text"/> Middle Name <input type="text"/> Last Name <input type="text"/> Suffix <input type="text"/> Maiden Name <input type="text"/> Social Security Number <input type="text"/> Preferred Pronouns <input type="text"/>	Account Name <input type="text"/> Luminate Head of Household <input type="checkbox"/> Primary Affiliation <input type="text"/> Private <input type="checkbox"/> Deceased <input type="checkbox"/>
---	---

**Contact Information**

Phone <input type="text"/> Preferred Phone <input type="text" value="Home"/> Home Phone <input type="text"/> Mobile <input type="text"/> Work Phone <input type="text"/> Other Phone <input type="text"/> Do Not Call <input type="checkbox"/>	Email <input type="text"/> Preferred Email <input type="text" value="Personal"/> Personal Email <input type="text"/> Work Email <input type="text"/> Alternate Email <input type="text"/> Email Opt Out <input type="checkbox"/> Date of Email Opt Out <input type="text" value="[ 2/8/2022 ]"/> Postal Mail Opt Out <input type="checkbox"/>
--	---

**Address Information** Copy Mailing Address to Other Address

Primary Address Type <input type="text" value="--None--"/> Mailing Street <input type="text"/> Mailing City <input type="text"/> Mailing State/Province <input type="text"/> Mailing Zip/Postal Code <input type="text"/> Mailing Country <input type="text"/> Unit Type <input type="text" value="--None--"/> Apartment Number <input type="text"/> Address Override <input type="checkbox"/>	Secondary Address Type <input type="text" value="--None--"/> Other Street <input type="text"/> Other City <input type="text"/> Other State/Province <input type="text"/> Other Zip/Postal Code <input type="text"/> Other Country <input type="text"/>
--	--

**Demographic Information**

Birthdate <input type="text"/> Gender <input type="text" value="--None--"/> Country of Origin <input type="text" value="--None--"/> Preferred Language <input type="text" value="--None--"/> Race / Ethnicity <input type="text" value="--None--"/>	Marital Status <input type="text" value="--None--"/> Number of Adults <input type="text"/> Number of Children <input type="text"/> Monthly Household Income <input type="text"/> Poverty level <input type="text"/>
---	---

**IFRP Intake Information**

How did you heard about IFRP?

Available <input type="checkbox"/> Church <input type="checkbox"/> Door to Door <input type="checkbox"/> Flyer <input type="checkbox"/>	Chosen <input type="checkbox"/>
---	---------------------------------

**Employment/Education Information**

Education Level in US <input type="text" value="--None--"/> Education Level non US <input type="text" value="--None--"/> Taken/taking ESL <input type="text" value="--None--"/> Taken/taking vocational education <input type="text" value="--None--"/>	Employment Status <input type="text" value="--None--"/> Job Title/Position <input type="text"/> Name of Employer <input type="text"/>
---	---

**Employment**

Employer

Occupation

**System Information**

Contact Owner AAFS IFRP

Save Save & New Cancel

# APPENDIX I: SAMPLE IFRP SERVICE PLAN



Case Management Plan (CMP) Edit

## New Case Management Plan (CMP)

[Help for this Page](#)

**Case Management Plan (CMP) Edit**

---

**Information** I = Required Information

Client

Owner IFRP Test

IFRP CM Session #

---

**Barriers**

Barrier to Accessing Services	<b>Available</b> Automated LINK card activation Case worker discouraging client from applying Case worker uninformed of immigrant eligibility Changing case workers Changing FCRC Offices	<b>Chosen</b>
	<input type="button" value="▶"/> <input type="button" value="◀"/>	
Barrier to Self Sufficiency	<b>Available</b> Affordable housing Age requirements Childcare Deportation of spouse Domestic violence	<b>Chosen</b>
	<input type="button" value="▶"/> <input type="button" value="◀"/>	

---

**Case Management Plan (CMP)**

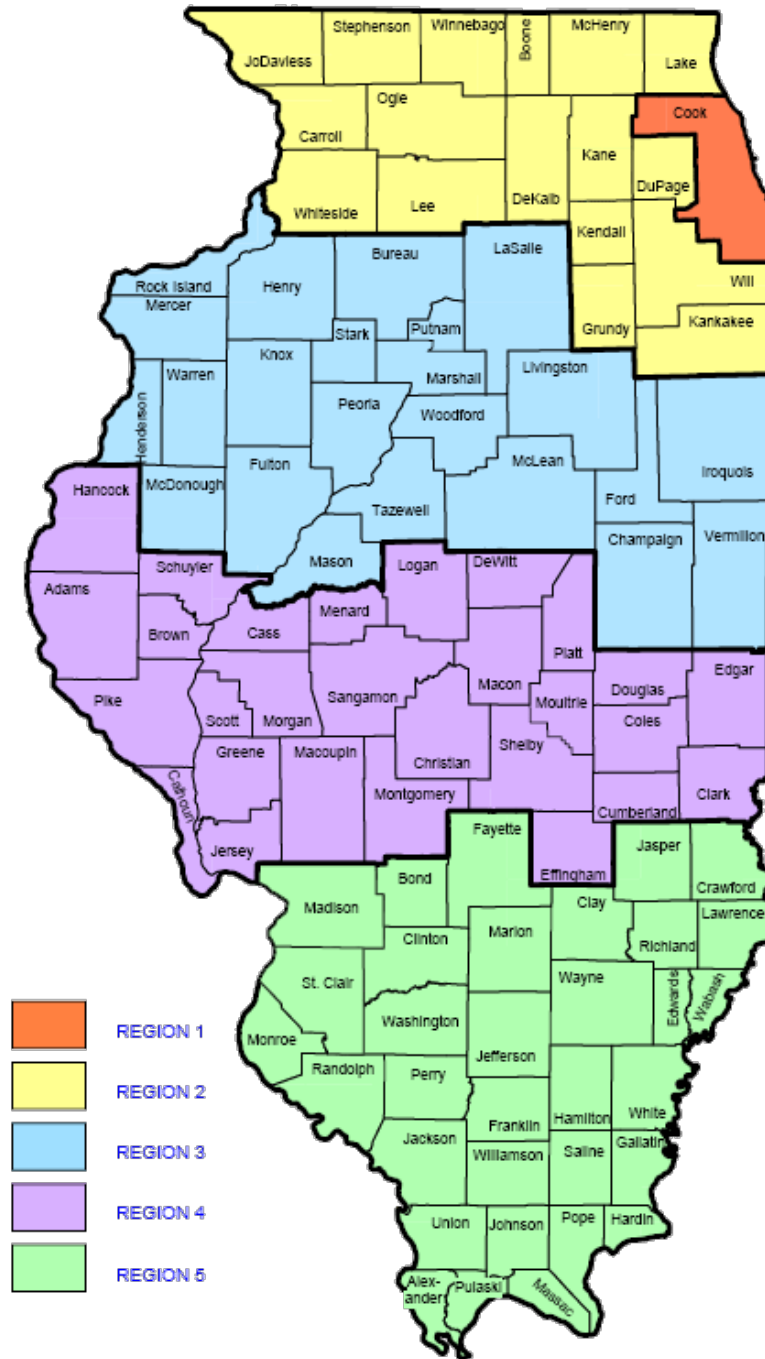
CMP Date  [ 2/8/2022 ]

Type of Goal

Goal

Plan to Achieve Goal

# APPENDIX J: FAMILY AND COMMUNITY RESOURCE CENTERS & REGIONS



## IDHS REGIONS:

### Region 1

- Cook

### Region 2

- JoDaviess
- Stephenson
- Winnebago
- Boone
- McHenry
- Lake
- Carroll
- Ogle
- DeKalb
- Kane
- DuPage
- Whiteside
- Lee
- Kendall
- Grundy
- Will
- Kankakee

### Region 3

- Rock Island
- Mercer
- Henry
- Bureau
- LaSalle
- Henderson
- Warren
- Knox
- Stark
- Putnam
- Marshall
- Livingston
- Ford
- Iroquois
- Vermillion
- Champaign
- McLean
- Woodford
- Tazewell
- Mason
- Peoria
- Fulton
- McDonough

### Region 4

- Hancock
- Adams
- Schuyler
- Brown
- Cass
- Menard
- Logan
- Dewitt
- Piatt
- Douglas
- Edgar
- Clark
- Coles
- Cumberland
- Effingham
- Shelby
- Moultrie
- Macon
- Christian
- Montgomery
- Sangamon
- Morgan
- Macoupin
- Green
- Jersey
- Calhoun
- Scott
- Pike

### Region 5

- Madison
- Bond
- Fayette
- Clay
- Jasper
- Crawford
- Lawrence
- Richland
- Edwards
- Wabash
- Wayne
- Marion
- Clinton
- St. Clair
- Monroe
- Randolph
- Washington
- Jefferson
- Perry
- Jackson
- Franklin
- Hamilton
- White
- Williamson
- Saline
- Union
- Johnson
- Pope
- Hardin
- Alexander
- Pulaski
- Massac
- Gallatin

**END OF REQUEST FOR PROPOSALS APPLICATION PACKET**