



**The City of New York  
Human Resources Administration  
Concept Paper**

**Immigrant Services Program funded via Community Service Block Grant**

The Immigrant Services program provides legal services to non-citizens to assist with applications for citizenship, permanent residence, and many other immigration-related legal services. The Human Resources Administration (HRA) is seeking qualified service providers to implement the Immigrant Services programs in conjunction with the Mayor’s Office of Immigrant Affairs (MOIA) and the Department of Youth & Community Development (DYCD) thru multiple RFPs for four different service options. Immigrant Services are funded through the federal Community Services Block Grant (CSBG). Goals for CSBG immigrant services include assisting immigrants to become more self-sufficient, strengthening immigrant families and support systems, and improving the living conditions of immigrant households for the four identified services options. Separate Requests for Proposals (RFPs) will be issued for each of the four service options.

The vulnerability of immigrants may stem from a variety of factors, including poverty, limited English language skills and educational attainment, lack of information about legal rights and support services, the complexity of U.S. immigration law, and other barriers that make it hard to gain permanent legal immigration status. Most immigrants come to the United States to create better lives for themselves and their families; others seek to escape hardship, danger and persecution in their countries of origin; and some are victims of human trafficking, lured here under false pretenses.

Formerly administered by DYCD, the Immigrant Services program has historically supported a range of services for immigrants: legal assistance to help immigrant adults and youth attain citizenship and lawful immigration status; legal and social services for immigrant survivors of domestic violence and human trafficking; and services designed to provide information, education, advocacy and legal services to protect low-wage immigrants from exploitation and violations of their employment rights. Immigrant Services will consist of four different service options:

- Legal Services for Immigrants
- Legal Services for Immigrant Youth
- Services for Survivors of Domestic Violence and Trafficking
- Services for Immigrant Workers

Selected vendors will have the capacity to serve non-English speaking clients consistent with the demographics of the community that the proposer will service within the four different service options (RFPs) not limited to geographic locations

The anticipated total annual funding for this solicitation is \$2,131,062. Details of the price per participant, anticipated number of contracts to be awarded, and the amount of funding allocated to each service option are set out in the chart below.

### ***Partner Agencies***

The following agencies are involved with the Immigrant Services program.

#### **MOIA**

The Mayor's Office of Immigrant Affairs promotes the well-being of immigrant communities by recommending policies and programs that facilitate successful integration of immigrant New Yorkers into the civic, economic, and cultural life of the City. Access to justice for immigrants is a core priority for MOIA in the de Blasio administration, and MOIA will be partnering with HRA in the development and oversight of the Immigrant Services program.

#### **DYCD**

As the designated Community Action Agency for New York City, the Department of Youth & Community Development (DYCD) is the recipient of federal Community Services Block Grant (CSBG) funds, which are used to combat poverty and revitalize low-income communities by providing a range of services and activities.

#### **HRA**

The HRA office of Legal Service Initiatives will provide programmatic oversight for the Immigrant Services program. HRA will also assist Immigrant providers with benefit coordination and emergency homelessness prevention assistance when needed.

### **Target Populations**

#### ***Legal Services for Immigrants***

The target population is comprised of immigrants who are seeking to attain lawful immigration status such as permanent residence, asylum, U.S. citizenship, or other special immigration status (e.g., U or T visa) via the provision of legal counseling, application assistance (including registration of permanent residence or adjustment of status applications) and legal representation.

#### ***Legal Services for Immigrant Youth***

Proposers must target immigrant youth ages 5-20 years living in foster homes or group homes, who may be subject to removal proceedings when they age out of the child

welfare system and are eligible for Special Immigrant Juvenile Status (SIJS) and permanent residence. Proposers must also target unaccompanied youth under age 21, including victims of illegal trafficking.

#### *Services for Survivors of Domestic Violence and Trafficking*

Services would target immigrant survivors of domestic violence and their family members (including children, male survivors, and survivors in same-sex relationships). Services will target survivors who require immigration application assistance to help them adjust their status or who are eligible to self-petition under VAWA or apply for a U or T visa under the Victims of Trafficking and Violence Protection Act (VTVPA).

#### *Services for Immigrant Workers*

Services will target low-wage immigrant workers in the labor market who are especially vulnerable to violations of their employment rights.

### **Service Delivery Model**

#### *Service Option 1: Legal Services for Immigrants*

The selected providers will be expected to deliver the following services to each client:

- **Assessment:** The contractor will assess the eligibility of each participant for permanent residence, asylum, citizenship, or other lawful immigration status.
- **Immigration Application Assistance:** The contractor will provide application assistance to participants eligible for immigration benefits, including assistance with filing required forms and supporting documentation and any follow-up services needed to ensure the proper processing of the application.
- **Legal Assistance:** The contractor will provide legal assistance, including preparation of legal papers, telephone advocacy with U.S. Citizenship and Immigration Services (USCIS), and legal representation in court and at administrative hearings, reviews and appeals.
- **Access to Services:** The contractor will address the significant social services needs of participants directly or through subcontracts and referrals.

Providers must be able to demonstrate a proven track record of providing each of these client services. In all cases, an experienced attorney must supervise the legal services provided. The selected providers will be required to have at least five (5) years of experience in the provision of immigration legal services.

The Providers must have subcontracts or linkages with organizations and agencies that provide support services for immigrants such as assistance accessing government benefits and services and provision of health and mental health services.

### *Service Option 2: Legal Services for Immigrant Youth*

The selected providers will be expected to deliver the following services to each client:

- a. Assessment: The contractor will assess the eligibility of participants for SIJS or other pathways to legal immigration status.
- a. Immigration Application Assistance and Legal Assistance: The contractor will assist eligible youth with applications for SIJS or other immigration benefits, including help filing the required forms and supporting documentation. The contractor will also provide legal representation, in administrative hearings and appeals and in court, and follow-up services.
- b. Access Services: The contractor will inform participants about available government benefits, identify their needs for social services, and make appropriate referrals, for example to housing, education, or health and mental health care services. Staff must follow-up to ensure participants receive the services for which referrals were made.

Providers must be able to demonstrate a proven track record of providing each of these client services. In all cases, an experienced attorney must supervise the legal services provided. The selected providers will be required to have at least five (5) years of experience in the provision of immigration legal services for youth.

The contractor must have linkages with organizations and agencies that can help address the social services needs of the participants, including:

- The Administration for Children’s Services (ACS), not-for-profit organizations contracted to provide foster care, or both.
- Health and mental health care providers with capacity to effectively address the needs of immigrant youth with prior histories of abuse, neglect, and trauma.
- Schools and institutions of higher education willing to provide educational support and programming that will help participants attain their educational goals.

### *Service Option 3: Services for Survivors of Domestic Violence and Trafficking*

The contractor will adopt a comprehensive and integrated approach to the needs of program participants and provide the services needed to meet the outcomes specified below. In particular, the contractor will provide the following services:

- Assessment: The contractor will assess the eligibility of each participant to apply for immigration relief under VAWA or a U or a T visa under the Victims of Trafficking and Violence Protection Act of 2000.
- Domestic Violence Prevention/Intervention: The contractor will identify the social services and safety needs of all participants. These services will be provided directly or through referrals and will include training to foster violence prevention skills and education about healthy relationships.

- Immigration Application Assistance: The contractor will help survivors eligible for relief under U. S. immigration law with filing relevant applications/petitions and provide related follow-up services.
- Legal Assistance: The contractor will provide legal services for survivors eligible for relief under U.S. immigration law, including preparation of legal papers and representation at administrative hearings and appeals and in court.
- Access Services: The contractor will inform participants about available government benefits, identify their needs for social services, and make appropriate referrals, for example to housing or health and mental health care services. Staff will follow-up to ensure that participants receive the services for which they were referred.
- Group and Individual/Family Counseling: The contractor will provide or facilitate access to services that build resilience and address psychological, emotional and practical issues.
- Emergency Services: The contractor will ensure that immediate needs for shelter, food, or clothing are met.

Providers must be able to demonstrate a proven track record of providing each of these client services. In all cases, an experienced attorney must supervise the legal services provided. The selected providers will be required to have at least five (5) years of experience in the provision of immigration legal services survivors of domestic violence.

The contractor must have linkages with organizations and agencies that can help address the social services needs of the participants, including:

- Not-for-profit organizations that provide support services to immigrant survivors of domestic violence.
- Health and mental health care providers with capacity to effectively address the needs of immigrant survivors of domestic violence and human trafficking.
- Other entities that can contribute to the safety and well-being of program participants.

#### *Service Option 4: Services for Immigrant Workers*

The selected providers will be expected to deliver the following services to each client:

- Informational Workshops: The contractor will educate participants about employment laws and empower them to protect themselves against violations of their employment rights through workshops and trainings, legal clinics, and forums.
- Legal Assistance: The contractor will provide legal advice on employment-rights disputes, including the nature and merits of the case, available options/remedies, and factors that could affect the enforcement of any settlement or judgment. The contractor will advocate on behalf of individuals or groups of participants to resolve employer violations and/or provide legal

assistance in connection with administrative or court proceedings and, in appropriate cases, complex legal representation.

- Access Services: The contractor will address social services needs of participants directly or through referrals.

Providers must be able to demonstrate a proven track record of providing each of these client services. In all cases, an experienced attorney must supervise the legal services provided. Providers need to describe the operational structure of supervision and the level of specific level and kinds of experience the supervisor will have. The selected providers will be required to have at least five (5) years of experience in the provision of legal services for immigrant workers.

The contractor must have linkages with organizations and agencies that can help address the social services needs of the participants.

### **Program Outcomes**

Contractors will provide individual data and outcomes on all program activities.

#### *Service Option 1: Legal Services for Immigrants*

- Participants successfully file required forms and supporting documentation to obtain permanent residence, citizenship, asylum or other special immigration status, such as a U visa or a T visa for which they are eligible.
- Participants are represented in administrative proceedings or court proceedings and hearings relating to their immigration status by an attorney (or a Board of Immigration Appeals (BIA)-accredited representative) employed or retained by the contractor until the case is resolved.

Providers must use a data application designated by HRA, which can include the Capricorn system created and maintained by DYCD or another data collection method.

#### *Service Option 2: Legal Services for Immigrant Youth*

- Participants successfully file all the required papers to attain SIJS or other legal immigration status such as a U or T visa.
- Services outcomes:
  - Participants secure adequate, safe housing.
  - Participants enroll in educational and/or training programs.
  - Participants receive health and/or mental health services.

Providers must use a data application designated by HRA, which can include the Capricorn system created and maintained by DYCD or another data collection method.

*Service Option 3: Services for Survivors of Domestic Violence and Trafficking*

- Participants attain safe environments, for example, by securing a shelter placement or alternative housing, obtaining an order of protection or a divorce, or implementing a safety plan and attending domestic violence counseling.
- Participants successfully file the papers required to adjust their current immigration status to secure permanent residency or citizenship through a self-petition under VAWA or attain lawful immigration status through other available options.

Providers must use a data application designated by HRA, which can include the Capricorn system created and maintained by DYCD or another data collection method.

*Service Option 4: Services for Immigrant Workers*

Participants would achieve the “Education” outcome and at least one of the “Employment Rights” outcomes specified below:

- All participants gain knowledge of their employment rights and advocacy strategies through participation in workshops, legal clinics, trainings or forums that educate immigrants on employment rights.
- Participants would achieve an Employment Rights Outcome
  - Issues are resolved through advocacy efforts.
  - Issues are resolved through additional steps such as transmittal of a formal letter from the contractor, settlement negotiations or mediation.
  - The contractor initiates appropriate legal proceedings, using licensed attorneys, which provide the basis for a successful determination of the issue by a court of law.

Providers must use the data application designated by HRA, which can include the Capricorn system created and maintained by DYCD or another data collection method.

**Service Areas**

Program services may be located in any area of the City but proposers will receive greater consideration for serving the high-need community districts set out below as determined by the NYC Department of City Planning:

**BRONX:** 4, 5, 7, 9

**BROOKLYN:** 1, 4, 5, 6, 7, 11, 12

**MANHATTAN:** 3, 11, 12

**QUEENS:** 1, 3 4, 7, 12

**STATEN ISLAND:** 1

## Funding and Payment Structure

It is anticipated that the total available funding for the contracts awarded from the four RFPs will be \$2,131,062.

HRA expects that the payment structure for the contract awarded under the four RFP's will be 100% line item, but contingent on meeting certain performance metrics, i.e. contractors must achieve enrollment targets in order to receive full funding. The contractors will have quarterly service targets in proportion to the agreed upon annual service targets. The Agency will view performance at the end of each quarter and reserves the right to recalculate the annual service targets based on current performance and reallocate the cases and budget accordingly.

Details of the price per participant, anticipated number of contracts to be awarded, and the amount of funding allocated for each of the four service options (RFP's) are set out in the chart below.

Service Option	Anticipated Service Cost	Anticipated Funding Allocation	Anticipated Number of Contracts
<b>Option 1: Legal Services for Immigrants</b>	\$500-\$750	\$810,000	Up to 8
<b>Option 2: Legal Services for Immigrant Youth</b>	\$2,200-\$2,500	\$430,000	Up to 3
<b>Option 3: Services for Survivors of Domestic Violence and Trafficking</b>	\$2,200-\$2,500	\$619,000	Up to 5
<b>Option 4: Services for Immigrant Workers</b>	\$750-\$850	\$272,062	Up to 3
<b>Total Annual Allocation</b>		<b>\$2,131,062</b>	

## **Planned Method of Evaluating Proposals**

Proposals will be evaluated pursuant to the criteria set forth in each of the RFPs. This will include the quality of the proposer's approach and program design. In addition, the evaluation will assess the proposer's successful, relevant experience providing similar services. Proposals will also be evaluated based on the organization's staffing model and organizational structure as it relates to capacity to deliver these services. Vendors may submit joint proposals, but vendors may not subcontract with additional vendors following selection.

For each RFP, HRA will award contract(s) to the highest technically rated proposals which do not exceed the average cost per case, and which are determined to be the most advantageous to the City, taking into consideration the price and such other factors or criteria set forth in each RFP.

A separate and complete proposal must be submitted for each RFP proposed. Each RFP will be considered a separate competition. In the event that a proposer is eligible for more than one contract award, HRA reserves the right to determine, based on the proposer's demonstrated organizational capability and the best interests of the City, how many and for which proposed service options and at what level of services a contract will be awarded, as well as the dollar amount for each such contract. The proposals will be ranked in order of highest to lowest technical score. All proposals that fall above the natural break in scores for technically viable proposals will be considered. Awards will be made to the highest rated vendors whose proposals are technically viable and whose price per participant fall within the range set forth in the RFP. HRA reserves the right to make awards to ensure appropriate distribution of programs across geographic areas, including the high –need areas listed in each RFP.

If a RFP does not have enough proposers who score above the natural break, HRA reserves the right to award the highest technical proposal(s) an amount greater than it has proposed, based on the vendor's capacity.

HRA will award contracts based on need, programmatic distribution, and geographic distribution. Negotiations may include capacity and funding reductions or increases as compared to the proposed capacity and funding level. HRA also reserves the right to reallocate targets for proposers between service options due to service demand during the course of the contract. In addition, HRA reserves the right to award the highest technical proposal(s) an amount less than it has proposed, based on vendor's capacity.

**Proposed Term of the Contracts**

It is anticipated that the term of the contract(s) awarded from each RFP will be for three (3) years from July 1, 2015 to June 30, 2018. The contract(s) may include one (1) option to renew for three (3) additional years, from July 1, 2018 to June 30, 2021.

**Use of HHS Accelerator**

To respond to HRA’s Immigrant Services Requests for Proposals (RFPs) released during the Fall of 2014 and later, vendors must first complete and submit an electronic prequalification application using the City’s Health and Human Services (HHS) Accelerator System. The HHS Accelerator System is a web-based system maintained by the City of New York for use by its human services Agencies to manage procurement.

**Required Service Pre-qualifications**

The Immigrant Services RFP will be released exclusively through the HHS Accelerator system. Only organizations with approved HHS Accelerator Business Application and Services Applications for one or more of the following will be able to propose:

- Legal Services

To submit a prequalification application to become eligible to apply for this and other CCS RFPs, please visit <http://www.nyc.gov/hhsaccelerator>.

**Procurement Timeline**

Expected RFP Release:	February, 2015
Expected Proposal Submissions Due:	March, 2015
Expected Award Selection Announcement:	April, 2015
Expected Contract Start:	July, 2015

**Feedback on Concept Paper**

Please submit all comments to this concept paper no later than February 1, 2015 to [accoprocurements@hra.nyc.gov](mailto:accoprocurements@hra.nyc.gov).