

## Attachment C

### PROGRAM ASSURANCES STATEMENT

In contracting with the Office of Newcomer Services, Virginia Department of Social Services, my organization assures that:

- A. The primary service goal will be to enable refugees to obtain employment as quickly as possible after enrolling in Refugee Social Services or the Targeted Assistance Program.

My organization assures that to it agrees to:

1. Utilize the ONS Comprehensive Resettlement Plan (CRP) or a **comparable** alternative for arriving refugees (includes all eligible populations) and/or all members of the refugee family, if it proposes to provide refugee resettlement services under the Refugee Social Services (RSS) and TAP sections of this RFP.
  2. Accept that comprehensive resettlement includes Reception and Placement (R&P) and Matching Grant (MG) case activities for RSS and TAP clients. The Contractor agrees that ONS must have ready access to R&P and MG case files.
  3. Keep, in the client's case file, proof in the form of documentation issued by the appropriate federal agency that verifies one of the eligibility statuses listed in **Section II A – Eligible Individuals to be Served**. Such documentation would include: a copy of the client's I-94, I-551/I-551B, asylum letter, and/or victim of trafficking certification.
- B. Provide services that are culturally and linguistically compatible with each refugee client's language and cultural background, and sensitive to gender issues.
  - C. Make available to refugee women the same opportunities given to refugee men to participate in all appropriate services, including job placement and to include the use of bilingual/bicultural women on staff to ensure adequate service access by refugee women and cultural sensitivity
  - D. Provide accurate information on refugees that are enrolled in TANF and RCA, and to adhere to a mechanism to ensure that, as a condition of eligibility, employable refugee adults who apply for refugee cash assistance are informed that they must register for work with an appropriate employment services agency, and will ensure that the individual is informed that he/she must participate in an employment service within 30 days after receipt of aid.
  - E. Make available and offer English language instruction concurrent with employment or employment support services, and offered at times and places accessible by the refugee.
  - F. Cooperate with ONS when it conducts program reviews and evaluations which can occur at any time.
  - G. Provide written notice within 30 days of any changes in the program staff as outlined in the project narrative, and include a revised position description if applicable. This notice must be sent to the Senior Contract Specialist.
  - H. Provide services under the Virginia Refugee Resettlement Program without charging a fee for providing the services outlined in the contract documents or use income to determine eligibility.
  - I. To strengthen communication and cooperation with the Office of Newcomer Services, to provide comprehensive and integrative resettlement services, and to provide continuous program improvement by the doing the following:

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1. Conduct quarterly consultations with representatives of local affiliates of voluntary resettlement agencies, local community service agencies, local governments, and other agencies that serve refugees to plan and coordinate the appropriate placement of refugees in advance of the refugees' arrival.
  2. Inform the State Refugee Coordinator at the moment a Contractor has any evidence – regardless of its significance – that a resettlement case is not progressing or conforming to basic program expectations.
  3. Participate in a mid-year and annual program review to evaluate the agency's service delivery and progress toward outcomes.
  4. Conduct on-going planning to ensure program flexibility and agency responsiveness to changes that impact refugee resettlement programs and services.
  5. Provide ONS with the method and information by which ONS can make contact with an authorized agency representative at any time.
  6. Adhere to the Business Hours and Accessibility to Clients set forth in Section P of the **Special Terms and Conditions**
  7. Adhere to the *Communication Protocol* set forth in Section Q of the **Special Terms and Conditions**".
  8. Adhere to the *Difficult Case Protocol* set forth in Section R of the **Special Terms and Conditions**.
- J. My organization agrees to be an active participant in the Virginia Newcomer Information System (VNIS) database, and, as such, to do the following:
- a. Regularly enter client and service data into VNIS
  - b. Have or develop the staff and computer system capability and resources to participate in the VNIS statewide network.
  - c. Designate one staff person that will have VNIS responsibilities and be the VNIS point of contact for ONS.
  - d. Participate in VNIS User training and/or User Group.
  - e. Participate in trainings, system upgrades, and VNIS maintenance as directed by ONS.
  - f. Adhere to all ONS reporting requirements.
  - g. Adhere to all VDSS Security and User requirements.

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Signature

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Title

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Date