

**New York State Department of State
Office for New Americans**

**2023 Letter of Interest
LOI #23-ONA-25**

**Provision of Legal and Case Management Services through a
Statewide Coordinating Agency**

KEY DATES

Release Date: June 15, 2023
Application Due Date: June 30, 2023, at 11:59 PM

Contact: New York State Department of State
Bureau of Fiscal Management
Catherine Traina, Assistant Director
LOI #23-ONA-25
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Application Submission: LOIs must be submitted via email
by 11:59 pm Eastern Time on June 30, 2023, to the
Procurement Unit mailbox at:
dos.sm.procurement@dos.ny.gov

On May 11, 2023, Governor Hochul issued Executive Order (EO) 28 declaring a disaster emergency in the state of New York. This EO has been extended as E.O. 28.1 to June 26, 2023 due to the ongoing surge of asylum seekers arriving in New York City. The influx has resulted in an estimated 65,000 individuals arriving in a relatively short timeframe and has overwhelmed the capacity of community providers in New York City, including grant funded providers of New York State who are currently providing services to asylum seekers. The State is currently expanding grant contracts to increase capacity for services.

New York State seeks Letters of Interest (LOI) from qualified immigration services provider(s) to coordinate a network of community-based organizations, including legal service organizations to:

- 1) implement a culturally competent legal assistance program directed at vulnerable migrants and asylum seekers and coordinate services amongst legal service providers funded through this contract and current state funded legal service providers; and
- 2) coordinate a case management program to assist the State's response to support migrants in New York State.

The goal of services funded under this opportunity is to ensure that newly arrived vulnerable migrants and asylum seekers receive the assistance needed to complete the complex asylum process or such other immigration processes as may be necessary to secure the ability to work legally in the United States through mechanisms including but not limited to screening, pro se assistance, pro bono assistance, and direct legal assistance. In addition, selected provider(s) will coordinate and provide case management services to assist migrants and asylum seekers in accessing social service programs, health services, housing and other such services for which members of this population may be eligible or become eligible.

One or more service providers may deliver services above. Respondents may propose partnerships with other entities to provide the requested services. Respondents must be able to provide a statewide service model. Respondents must be able to provide and/or procure language translation/interpretation and accessibility services for non-English proficient immigrant clients and immigrant clients with communication-related disabilities.

Letters of interest must clearly describe:

1. Organizational capacity to provide statewide services immediately, either directly or through partnerships and must describe how additional capacity will become available over the coming months.
2. Proposed costs that directly support service provision outlined in this LOI.

Service providers must be able to provide services to target population(s) statewide upon contract award. Eligible costs categories include those that are required to deliver and coordinate services to all asylum seekers throughout the state. Eligible costs include:

- Personal Services and Fringe Benefits
- Contractual/Consultant Services (example: Legal Services)
- Translation and Interpretation Services
- Staff/Contractor Travel
- Transportation Logistics Support (examples: future relocations, Immigration Court Proceedings)
- Equipment
- Supplies
- Other Direct Costs (example: Immigration legal fees)

Grant contracts will be renewable, reimbursement-based contracts for up to three years. Contracts will include an annual 25% advance.

The selected provider(s) will:

1. Coordinate and maintain a statewide network of legal service providers, Department of Justice (DOJ) recognized and/or legal service community organizations to provide legal services to new arrivals statewide, including:
 - Identify organizations and partners who can provide the services described below, including those with capacity to provide direct legal services;
 - Provide legal trainings for all network members;
 - The coordinating agency will coordinate volunteers as needed, to provide additional capacity and support;
 - Conduct outreach on behalf of the legal network providers to reach the community in need of services;
 - Coordinate place-based deployment of the network members to provide legal screenings, assessments, legal counsel consultations, and referrals/appointments for pro se assistance and/or direct representation at the congregate settings through a staff of attorneys and/or legal assistants on a daily basis at various locations throughout the state, as needed;
 - Facilitate DOJ recognition and accreditation for network members;
 - Support multi-lingual and culturally appropriate service delivery of its network members;
 - Develop and maintain a centralized referral system to determine eligibility for individuals screened, manage referrals between network members;
 - **If necessary, the selected provider(s) will contract with additional vendors to provide services in targeted areas or statewide based on need and subject to the State's approval.**
2. Create and manage a community network of Welcoming Navigators to identify asylum seekers in shelters / hubs statewide to provide them with door-to-door free legal services, including:
 - Establish and maintain a centralized referral / data system to coordinate Navigators and other service providers to ensure proper and complete data and coordination of services;
 - Provide door-to-door initial intake of newly arrived individuals for potential legal consultation and referrals for free legal services;
 - Deploy Navigators as needed to provide initial legal screening and legal counsel consultation support at locations where migrants may be congregated;
 - Mechanisms for teleconference/video conference in group or individual settings.

Navigators will schedule individuals for free legal services and must be able to provide services that are multi-lingual and culturally sensitive. Navigators will provide general self-help resources, information on legal services fraud and referrals to non-legal services.

3. Through a statewide network of DOJ-recognized and/or legal service community organizations, provide free legal services to individuals in New York State identified through the Welcoming Navigators, including:
 - Conduct group legal orientations in partnership with the Welcoming Navigators to provide general information on the immigration court process, asylum application process, work authorization process, and immigrant rights to new arrivals;
 - Provide individual legal screenings to determine potential eligibility for asylum or other immigration relief; and
 - Provide brief advice and counsel to individual(s) in order to offer information on eligibility for relief, and schedule individuals for appropriate additional legal services, if applicable. Additional legal services may include but not be limited to:
 - Pro Se assistance for, but not limited to asylum applications, employment authorization

- applications and changes of address and venue,
 - Full representation; and
 - Targeted referrals to other organizations with known capacity to provide pro se services or direct representation.
 - Directly facilitate referrals for and/or coordination of pro bono services
- Ensure migrant families seeking to relocate from New York City by the Office of Temporary Disability Assistance receive expedited legal assistance such as, but not limited to the filing of asylum applications and obtaining work authorizations. Legal service providers will be required to designate a number of legal consultations and pro se clinics for these resettled families that will be hosted at a local ONA Opportunity Center or other designated location within each region where families are relocated. An estimated 1,250 households would be served.
4. Provide directly or through contracted services case-management services for migrant households residing outside New York City. These case-management services may include assistance in helping migrants meet emergency needs and where eligible to provide assistance for the households to access employment and stable housing. Where eligible assistance may be provided to help migrant households access medical services, English language instruction, enroll children in school, public benefits, food assistance, clothing and other services. These case-management services must be coordinated with the provision of legal assistance services. The provider may also be assigned case-management responsibilities to support services for families residing in New York City that wish to relocate to another part of the state, where eligible, to help these families secure employment and stable housing.
 5. Data reporting and tracking services provided will be an integral part of service delivery and required performance. Selected provider(s) will be required to track individuals served to ensure coordinate and reduce redundancy in service delivery, and to report on progress metrics. Selected providers may subcontract with a technology partner in order to develop and maintain a database for the required reporting if necessary, or at the direction of New York State utilize an established technology solution. An example of data that will be reported includes but not limited to:
 - Aggregate service population data
 - i. Number of individuals screened
 - ii. Number of individuals served, by type of service provided (legal consultation, pro se assistance, direct representation, etc.)
 - iii. Number of asylum applications submitted, pending, granted, denied;
 - iv. Number of work authorization requests submitted, pending, granted, denied;
 - Individualized service recipient data
 - i. Country of Origin
 - ii. Date of entry
 - iii. Manner of entry
 - iv. Document issued upon release (parole, release on own recognizance (ROR), other)
 - v. Upcoming court hearing dates/ICE Check in
 - vi. Services provided, including referrals
 - vii. Milestones for asylum and work authorization application process progress
 - Case-management services reporting
 - i. Number of households served along with household size and age of household members
 - ii. Services provided
 - iii. Number of eligible households that secure employment

- iv. Number of eligible households that secure permanent housing
- v. Any other data points as needed

The selected provider will provide daily data reporting to DOS/ONA or other agencies as requested with the ability to modify the reports upon request within one business days' notice.

- 6. Selected provider(s) are required to work with a number of key stakeholders involved in service provision through the state, including but not limited to:
 - New York State agencies;
 - ONA funded legal providers and programs
 - The ONA Hotline to facilitate referrals, intakes, and information sharing
 - ONA staff who may be assisting with arrivals to areas outside of NYC
 - New York City
 - New York State and New York City community organizations
 - OTDA funded service providers
 - Local Departments of Social Services and associated partners

Sections one through six above will be subject to New York State assignment upon award. Respondents must propose pricing for sections one through six individually.

The proposed timeline for the above services would be as follows:

Action	Date
<ol style="list-style-type: none"> 1. Coordinate and maintain a statewide network of attorneys, DOJ-recognized and/or legal service community organizations to provide legal services to new arrivals in NYC and those who relocate statewide 2. Coordinate with OTDA and recognized community organizations related to housing relocation services 	Within one week of contract start date
<ol style="list-style-type: none"> 3. Create and manage a community network of Welcoming Navigators to identify asylum seekers in shelters / hubs in NYC and statewide, and connect them with free legal services 4. Coordinate with OTDA and NYC selected community organizations to facilitate awareness of relocation program 	Within two weeks of contract start date
<ol style="list-style-type: none"> 5. Through a statewide network of DOJ-recognized and/or legal service community organizations, provide free legal services to individuals in NYC identified through the Welcoming Navigators 6. Coordinate with OTDA and NYC selected community organizations to streamline flow of referrals to receiving relocation providers 	Within two weeks of contract start date
7. Data management, tracking, and reporting	Within one month of contract start date
8. Coordination with other key stakeholders	Immediately upon contract start date

MINIMUM QUALIFICATIONS of the ORGANIZATION:

- Open to any for-profit or not-for-profit organization.
- Organization should have demonstrated experience providing legal and case management services to vulnerable migrants and asylum seekers.

How to Apply:

Please submit an LOI* electronically to dos.sm.procurement@dos.ny.gov. The LOI must include:

- Organization Name and Address
- A general description of the firm and its experience and ability to provide services immediately, and is responsive to all the needs described above
- Key personnel of the company including name, title, experience and area of expertise
- Proposed cost description
- Proposed network of partners/subcontractors

Submission Information:

LOIs must be submitted via email by 11:59 pm Eastern Time on June 30, 2023, to the Procurement Unit mailbox at: dos.sm.procurement@dos.ny.gov.

Submission of an LOI by a prospective organization infers no obligation or commitment of any kind on the part of the State of New York.

Contact Information

Primary Contact:

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