

Exhibit C – Scope of Work

I. Introduction

The City of Austin (City) seeks proposals in response to this Request for Proposals (RFP) from qualified social service providers (Offerors) with demonstrated experience in immigration legal services to provide representation, education, outreach, referrals, and resources related to navigating the complex immigration legal system to residents of Austin/Travis County and people in detention centers. The City will fund programs that demonstrate expertise in services including, but not limited to, immigration legal representation and nonrepresentational legal services and assistance by qualified advocates, including provision of legal information and referral services.

II. Background and Purpose of Funding

In 2022, the City of Austin Joint Inclusion Committee, in partnership with the Commission on Immigrant Affairs, the Hispanic Latino Quality of Life Resource Advisory Commission, and the Asian American Quality of Life Advisory Commission, advocated for increased funding for immigration legal services through Recommendation [20220323-005a](#), citing that:

“...Legal services funding is crucial, and there is still unmet need... there are immigrants who need access to counsel and cannot afford attorneys. This is especially so for immigrants facing removal proceedings... in a time of changes in immigration policy, people have more need of legal representation, as it has become very complicated, and it is essential that immigrant communities obtain accurate advice and assistance...The people most impacted by the complicated changes in immigration policy are low-income immigrants.”

[Vera Institute of Justice](#) states, “In an era of unprecedented and aggressive immigration enforcement, attacks on the immigration system, and anti-immigrant rhetoric, millions of people across the United States are at risk of long-term detention and deportation.” In Austin, 175,000 non-citizens are potentially at risk of deportation, as currently reported by [Vera Institute of Justice](#).

The City of Austin has a legacy of honoring the strengths and meeting the needs of community members who have immigrated. One foundational action dates to 2014, when City Council declared Austin a Welcoming City through Resolution [20140320-049](#) to “celebrate contributions of the immigrant community and demonstrate that the City strives to include immigrants in all aspects of our City.” Through multiple Council actions and resolutions since that time, the City has continued to advocate for immigrant community members.

Solicitation Objectives

The objectives of this funding are to:

1. Provide licensed attorney representation to people who have immigrated in order to obtain and adjust legal status.
2. Educate people who have immigrated, their families, and the wider community on essential information related to immigration such as, but not limited to: the full spectrum of immigration legal statuses and processes to attain them, interpretation of individuals’ current immigration status and legal ramifications, benefits for which immigrants may be eligible, and information on how to avoid

- predatory immigration service providers who charge extortionate fees and fail to provide necessary services.
3. Provide referrals, resources, and outreach to people navigating the immigration legal system.

III. Funding and Timeline

Department: Austin Public Health

Services Solicited: Immigration Legal Services

Available Funding: \$250,000 in one-time City of Austin General Funds for a 14-month term

Request Limits: Minimum request amount is \$70,000

Anticipated Number of Awarded Agreements: APH anticipates awarding 1 or more agreements at \$70,000 or more. Collaborative applications will be considered; however, a lead agency must be identified.

Contract Term: The anticipated start date is August 1, 2023. Proposals must be submitted using the 14-month budget allocation.

Awarded programs may be structured as a reimbursable-based agreement or a deliverables-based agreement, as defined below:

- Reimbursable Agreement- An Agreement where an agency is reimbursed for expenses incurred and paid through the provision of adequate supporting documentation that verifies the expenses.
- Deliverable Agreement- An Agreement where an agency is reimbursed for a report or product that must be delivered to the City by the grantee (or by the Subgrantee to the Grantee) to satisfy contractual requirements. It can include goods or finished works, documentation of services provided, or activities undertaken, and/or other related documentation.

IV. Priority Populations

Primary populations are individuals with low-income and unstable immigration legal status and/or who need assistance navigating immigration legal requirements and reside in Austin/Travis County or in detention centers.

City of Austin Client Eligibility Requirements

Clients must be residents of the City of Austin and/or Travis County, or previous residents of Austin and/or Travis County who are currently in detention facilities, or people who are awaiting their court date outside of detention centers and are currently residing within Austin and/or Travis County.

Individuals or families that are detained or are not securely housed, including residing at a shelter, or are victims of domestic violence do not have to report income or residency within Austin/Travis County.

V. Services Solicited

Program Services

The City is intentionally leaving program strategies open beyond the criteria listed in this section, allowing Applicants to propose solutions to meet community needs effectively. Applicants may propose expanding existing services or implementing new services.

Services may include, but are not limited to legal representation, education, referrals, and outreach related to the immigration legal system, such as the following:

- 1) Removal defense for people currently in detention who previously resided in Austin and/or Travis County, and those who are awaiting their court date outside of detention centers and within Austin and/or Travis County.
- 2) Services related to Deferred Action Against Childhood Arrivals (DACA) for undocumented immigrants who were brought to the United States as children, as well as current DACA “Dreamers” whose immigration status is insecure.
- 3) Asylum applications for people who have received formal asylee status and asylum seekers who have not yet engaged with government officials.
- 4) Violence Against Women Act petitions for people who seek to obtain a green card separately from the U.S. citizens or permanent residents who are their abusers.
- 5) U-Visas for people who have suffered substantial mental or physical abuse as the result of a crime and are willing to assist law enforcement and government officials in the investigation or prosecution of that criminal activity, and for their qualifying immediate family members.
- 6) T-Visas for people who are victims of human trafficking, and their immediate family members.
- 7) Registration for Temporary Protected Status.
- 8) Special Immigrant Juvenile classification for youth who have been subject to court proceedings related to abuse, neglect, abandonment, or similar conditions.
- 9) Applications for Permanent Residency.
- 10) Naturalization for people seeking to gain U.S. citizenship, for example, classes and fee assistance for the citizenship process.
- 11) Provision of immigration information through classes, workshops, one-on-one, and other types of consultations.
- 12) Direct client assistance costs specifically related to immigration proceedings, such as court filings fees, application fees, expert witness fees, required medical exams, transportation, and food to facilitate legal processes.
- 13) Referrals to other programs within the awarded agency, or to other agencies, to provide beneficial services for those navigating the immigration legal system, such registering for Taxpayer Identification Numbers, obtaining public benefits, housing services, mental and physical health services, basic needs assistance, childcare, and services for survivors of domestic violence and sexual assault services, and more.

Data Collection and Reporting

For all programs serving individuals, agencies will track and report the number of unduplicated clients served and document proof of the services provided where applicable. Client tracking should include

methods for securely recording identity, zip code, income, and demographics of the people served without violating client confidentiality.

Individuals or families that are detained or are not securely housed do not have to report income or residency within Austin/Travis County.

Performance Measures

On a quarterly basis, the awardee(s) will be required to report on the following:

Required Output: Number of unduplicated individuals served in a 14-month period

Required Outcome: Percent of individuals who achieve healthy outcomes as a result of receiving services through Health Equity Social Service Contracts

Numerator: Number of individuals who report improvement in physical, mental, emotional, or social functioning

Denominator: Number of individuals receiving services through Health Equity Social Service Contracts

Additional Proposed Outcome: Note that Additional Proposed Outcomes are not required. An example additional outcome measure is provided here:

Outcome: Percent of individuals who obtain or maintain public benefits.

Numerator: Number of individuals obtaining or maintaining public benefits

Denominator: Number of individuals exiting the program

VI. Principles of Service Delivery

The following foundational strategies are required to be applied at an operational level:

1. **Trauma-Informed Practices:** Successful applicants will apply [the principles of trauma-informed practice](#) to program and service delivery: safety, choice, collaboration, trustworthiness, and empowerment. Examples of applied principles may include an expanded food choice that honors an individual's health preferences and needs, education, program co-creation with those directly impacted, resource referrals, and discreet delivery of services that avoid or eliminate stigma.
2. **Language Access Plan:** Applicants will be in development of or already have developed a [Language Access Plan](#). A language access plan is a document that guides the implementation of translation and interpretation services. Language access plans include a four-factor assessment that links service provision with the languages spoken in a grantee's geographic service area. Language access services, such as interpretation and translation, including sign language interpretation, are eligible expenses for program budgets funded through this solicitation. Please refer to Form 3 – Program Budget Narrative and Funding Summary within the Instructions tab for information on which budget categories would include such expenses.
3. **Referrals:** Applicants should offer access to referrals and information on how to access other services and providers.

4. **Program Accessibility:** Programs should actively seek to eliminate barriers to services such as lack of transportation, limited communication and outreach, drug and alcohol related requirements for admission, immigration documentation status, and other restrictions.
5. **Equitable Service Delivery:** Offerors must ensure that programs are providing services that meet the needs of diverse populations, considering systemic, institutional, and environmental barriers and inequities that exist and seeking to mitigate the effects on participant outcomes.
6. **Department of Justice Recognition and Accreditation Program:** Recognition of organizations and Accreditation of non-attorney representatives by the Department of Justice - Executive Office for Immigration Review is required for programs with non-attorneys that provide legal representation for individuals before the Department of Homeland Security and the Executive Office for Immigration Review, which includes immigration courts and the Board of Immigration Appeals.

Best Practices

All supportive services programs are encouraged to incorporate the following best practices:

- **Evidence-based Practices:** Evidence-based practices are those which have been developed from research, are found to produce meaningful outcomes, can be standardized and replicated, and often have existing tools to measure adherence to the model. The Offerors are encouraged to use evidence-based practices in their proposed program designs.
- **Incorporating Perspectives from People with Lived Experience:** Programs should be designed with input from individuals with lived expertise.
- **Livable Wage:** The City of Austin recommends offerors follow Strategic Direction measure EOA.C.3 and pay at least a livable wage to all staff working on the program.¹
- **Collaboration with Community:** Successful applicants will participate in the local [CHA-CHIP](#) working groups and engage with community stakeholders.
- **Universal Representation:** Universal Representation for all, especially people at imminent risk of deportation, regardless of the perceived likelihood of the case succeeding, the client's residency, or the client's previous contact with the criminal justice system.

VII. Austin Public Health Emergency Response

All agencies which are awarded funding through Austin Public Health Requests for Proposals are expected to provide emergency services in the event of a public health emergency (see Sections 8.6 and 8.6.1 of Exhibit E: Standard Boilerplate). Should agencies be called upon to engage in response activities, contract resources may be shifted or new uses of resources approved within an awarded program budget at the discretion of the City.

VIII. Additional Resources

- [American Immigration Council's Fact Sheet – Immigrants in Texas](#)

¹ [EOA.C.3 - Dollars-per-hour wage that an individual must earn to support a family in Austin | Open Data | City of Austin Texas](#)

- Vera Institute of Justice
 - [Profile on the Foreign-Born Population in Austin](#)
 - [Toolkit for Advancing Universal Representation](#)

IX. Application Evaluation

A total of 100 points may be awarded to the application. All applications will be evaluated as to how the proposed program aligns with the goals of this RFP and whether each question has been adequately addressed.

RFP 2023-004 Immigration Legal Services Evaluation Rubric		
Form 1: Offer Sheet	Offerors must print, sign, scan and upload signed forms.	No points, but Offeror must submit signed form.
Form 2: RFP Proposal		
Part 1: Fiscal and Administrative Capacity	Agency Information	No points awarded, but Offeror must pass threshold defined in Offeror Minimum Qualifications below.
Part 2: Scored Proposal		
Section 1: Experience and Cultural Competence	Agency experience and performance	5 points
	Principles of Service Delivery	5 points
	Cultural competence and racial equity	5 points
		15 points total
Section 2: Program Design	Program Work Statement	55 points total
Section 3: Data Informed Program Management	Data Management	5 points
	Performance Measures	5 points
		10 points total
Section 4: Cost Effectiveness	Program Staffing and Time	5 points
	Program Budget and Funding Summary	5 points
Form 3		10 points total
	Number of individuals served/ total budget = Cost Analysis	10 points total

		Total: 100 points
Form 4: COA Certifications and Disclosures	Offerors must print, sign, scan and upload signed forms.	No points, but Offeror must submit signed form.

X. Applicant Minimum Qualifications

- Agencies, boards of directors, or leadership staff submitting a proposal must have a minimum of two years established, successful experience providing services.
- Be a non-profit organization or quasi-governmental entity able to conduct business in the State of Texas and legally contract with Austin Public Health.
- Have submitted all applicable tax returns to the IRS and the State of Texas (e.g., Form 990 or 990-EZ and State and Federal payroll tax filings).
- Be eligible to contract and are not debarred from contracting with the City of Austin, State of Texas, and Federal government, according to SAM.gov, and State and City Debarment information.
- Be current in its payment of Federal and State payroll taxes.
- Not owe past due taxes to the City.
- Have the ability to meet Austin Public Health’s standard agreement terms and conditions, which includes Social Services Insurance Requirements.
- Have an active Board of Directors that meets regularly and reviews program performance, financial performance, and annually approves the agency budget. The Board of Directors shall have a strong commitment to fundraising to ensure well-funded, sustainable programs and operations.

XI. Application Format and Submission Requirements

See **Exhibit B: Solicitation Provisions, and Instructions** for all requirements.

The Application must be submitted in the Partnergrants database. No late submissions will be accepted. Responses should be included for each question.

Please note: Only name your uploaded documents with letters and numbers. To reduce possible submission and/or review delays, please ensure any attached file from your local drive DOES NOT contain any special characters. Letters and numbers are acceptable.

Offerors Initial Steps: Registration

1. Confirm your organization is a registered vendor with the City of Austin.
 - To find the City of Austin Vendor Number please visit Austin Finance Online and search for the organization’s legal name.
 - To register to become a potential City of Austin vendor, go to Austin Finance Online to register.

2. Be a registered user in the Partnergrants system. The proposals will be submitted through this web-based system.
 - To register, visit Partnergrants and click on “Register Here.”
 - Note that the organization’s City of Austin Vendor number is required to complete registration in Partnergrants.

Offeror Initial Steps: Pre-Application

3. Complete an Annual Agency Threshold Application in the PartnerGrants database.
 - This form must be submitted once per 12 months and remains valid for all competitions closing within that time period. The threshold application will be reviewed by APH staff, and the agency will be notified once approved.
 - Once logged into PartnerGrants, click on “Opportunity” and then opportunity title “Annual Agency Threshold Application-Applicants for Funding Start Here” to complete a new threshold application.
 - Submit one per agency per 12-months and note the submission date for future use

4. Complete an Intent to Apply form for each proposal the offeror plans to submit by the due date identified in Form 1 – Offer Sheet.
 - Once logged into PartnerGrants, click on “Opportunity” and then opportunity title “RFP 2023-004 Immigration Legal Services” and complete an Intent to Apply form including a Threshold Certification verifying completion of Step 3 above.
 - Offerors may submit more than one Intent to Apply form and must submit a unique Intent to Apply form for each proposal per the guidelines of the RFP.