**Please note:** The information below is to provide context to Bidders about the programs and services, which ORIA needs holistically incorporated into the Solution. Clients and their family members participate in multiple programs concurrently. ORIA staff and contracted service providers need to be able to view the full picture of an individual and household’s various services and program participation.

**Basic Needs Assistance Programs**

These basic needs programs provide cash and medical assistance to refugees and eligible humanitarian immigrants for up to 12 months. The ORIA team works in partnership with CSO staff to provide these basic need programs.

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|  | **Program** | **Services** | **Eligibility** |
| 1. | Refugee Cash Assistance (RCA) | RCA provides cash assistance to refugees and eligible humanitarian immigrants for up to 12 months from their date of eligibility for RCA benefits. RCA is available to single or married adults without minor dependents. | Persons who entered the United States with an immigration status that allows them to receive refugee benefits are eligible for RCA and RMA benefits as long as they meet other eligibility requirements.  Eligible immigration statuses are:   * Refugee. * Asylee. * Amerasian. * Cuban-Haitian entrant. * Certified as a victim of trafficking and their eligible family members. * Special Immigrant from Iraq or Afghanistan and their eligible family members. * Citizens or nationals of Afghanistan paroled into the U.S. as humanitarian parolees between July 31, 2021 and Sept. 30, 2023, or after Sept. 30, 2023, if a spouse or child of an Afghan humanitarian parolee or parent or legal guardian of an Afghan humanitarian parolee who is an unaccompanied child and was paroled between July 31, 2021 and Sept. 30, 2023. * Ukrainian humanitarian parolees paroled into the U.S. between Feb. 24, 2022 and Sept. 30, 2023, or after Sept. 30, 2023, if a spouse or child of a Ukrainian humanitarian parolee or parent, legal guardian, or primary caregiver of a Ukrainian humanitarian parolee who is an unaccompanied refugee minor or unaccompanied child and was paroled between Feb. 24, 2022 and Sept. 30, 2023. |
| 2. | Refugee Medical Assistance (RMA) | RMA provides medical assistance to refugees and eligible humanitarian immigrants for up to 12 months from their date of eligibility for RMA benefits. RMA may be available when an individual is ineligible for Apple Health or Classic Medicaid. |

**Employment and Training Services Programs**

ORIA's Employment and Training services are available to help people learn English, gain employment related skills and get jobs. ORIA offers five distinct employment and training programs.

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|  | **Program** | **Services Provided** | **Eligibility** |
| 3. | LEP Pathway – Employment | The Limited English Proficiency (LEP) Pathway Employment Program provides employment services for limited-English speaking refugees and eligible immigrants. The goal and purpose of the program is to assist individuals and families move towards economic stability by providing employment-related services to help them get and retain a job. ORIA contracts with agencies that provide services in the clients' native languages and in a culturally appropriate way.  Services include:   * Job preparation workshops (resumes, mock-interviews, job clubs). * Job search & job placement assistance. * Job retention services. * Work Experience Activities - unpaid opportunities to practice work skills and gain work experience onsite with a nonprofit organization. * Vocational training - CDL, Paraeducator, Culinary Apprenticeships, Aerospace Manufacturing, etc.   + (Please reach out to Paige Vogel for questions on which Contractor offers various trainings). * Support services for non-TANF clients  (\*TANF recipients receive support services through their local CSO). | Washington State residents who are:   1. People receiving TANF, are English language learners, and who have been referred by a DSHS Community Services Office; or 2. People receiving Refugee Cash Assistance (RCA); or 3. Individuals aged sixteen (16) and older residing in the US for less than five years, who have not naturalized as a US citizen and have one of the following U.S. immigration statuses:    * Refugee.    * Asylee.    * Victim of human trafficking.    * Amerasian.    * Cuban-Haitian entrant.    * Iraqi or Afghan Special Immigrant Visa (SIV) holder and eligible family member.    * Afghan Humanitarian Parolee.    * Ukrainian Humanitarian Parolee.   *For victims of human trafficking, time in the United States (U.S.) is based on the date status is certified/approved by the Office of Refugee Resettlement. For asylees, time in the U.S. is based on the approval date of the asylum petition.* |
| 4. | LEP Pathway – Education (ESL/ELA) | The Limited English Proficiency (LEP) Pathway Education Program provides education services for limited-English speaking refugees and eligible immigrants. The goal and purpose of the program is to assist individuals and families move towards economic stability by providing education-related services to help them gain the language proficiency necessary to obtain and maintain employment. This program partners with colleges and community-based organizations who deliver culturally and linguistically services to assist new through ORIA contracts with agencies that provide culturally and linguistically services in the clients' native languages and in a culturally appropriate way.  Services include:   * Short-term job skills training. * English as a Second Language (ESL) classes. * English Language Acquisition (ELA) classes. * Support services for non-TANF clients  (\*TANF recipients receive support services through their local CSO). | Washington State residents who are:   1. People receiving TANF or SFA, are English language learners, and who have been referred by a DSHS Community Services Office; or 2. People receiving Refugee Cash Assistance (RCA); or 3. Individuals aged sixteen (16) and older residing in the US for less than five years, who have not naturalized as a US citizen and have one of the following U.S. immigration statuses:    * Refugee.    * Asylee.    * Victim of human trafficking.    * Amerasian.    * Cuban-Haitian entrant.    * Iraqi or Afghan Special Immigrant Visa (SIV) holder and eligible family member.   *For victims of human trafficking, time in the United States (U.S.) is based on the date status is certified/approved by the Office of Refugee Resettlement. For asylees, time in the U.S. is based on the approval date of the asylum petition.* |
| 5. | ORIA Basic Food Employment and Training (BFET) | The BFET program through ORIA offers the same services statewide as the general or mainstream BFET program with a focus on providing culturally and linguistically appropriate employment and training services to refugees and immigrants. ORIA works in partnership with the State’s BFET program to ensure that refugees and immigrants who have not naturalized (obtain US Citizenship) access this available service.  Services include:   * Job Search Assistance. * Job Search Training. * Basic Education (education in basic computer skills, literacy or math training, high school equivalency (formerly GED), English as a Second Language (ESL). * Vocational Education. * Case Management. * Job Retention Services. * Support Services. | A refugee or immigrant who is:   * 16 years or older. * A federal food recipient. * Not a U.S. citizen. * Not receiving TANF and or RCA (Refugee Cash Assistance). |
| 6. | Food Assistance Program (FAP) Employment and Training | ORIA’s newest employment and training program (as of January 2023) is the state funded FAP E&T program. The program provides job readiness and employment services to refugees and immigrants who do not receive TANF, RCA or SNAP, but receive state funded food assistance. Participation is voluntary and may include job search, training, education, or workfare activities that promote self-sufficiency. |  |
| 7. | CLEVER | The Career Ladder for Educated and/or Vocationally Experienced Refugees (CLEVER) program is designed for highly educated and/or skilled refugees who want to re-enter their career field in the U.S. The program supports refugee clients from multiple angles - education, mentorship, licensing/recertification, and targeted job placement assistance - to help refugees obtain professional positions in their fields. The program is a collaboration between ORIA and non-profit organizations that provide services directly to refugees.  Services include:   * Career & job market orientation. * Career plan creation. * Education & career case management. * Professional mentorship. * Credential evaluation. * Assistance with licensing process and recertification. * Job placement assistance, targeting the individual's career field. | Refugees, Asylees, Amerasians, Victims of Human Trafficking, Cuban-Haitian entrants, Special Immigrant Visa holders (SIV) and family members from Iraq and Afghanistan, Afghan Humanitarian Parolee, or Ukrainian Humanitarian Parolee, who:   * Are 21-55 years old. * Have lived in the US from less than 60 months. * Have not yet naturalized. * Have a professional background they want to re-enter. |

**Immigration Services and Naturalization Assistance Programs**

ORIA's Immigration and Naturalization programs assist refugees and immigrants with federal applications to become lawful permanent residents (green card holders) or United States citizens.

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|  | **Program** | **Services Provided** | **Eligibility** |
| 8. | Naturalization Services | The Naturalization Services Program provides citizenship services to immigrants with legal status, who receive public assistance through cash, medical, or food assistance programs administered by DSHS. This includes immigrants who are barred from federal benefits because of their immigration status and who are eligible to naturalize (or are within one year of being eligible to naturalize).  Services include:   * Intake screening to check for issues that need to be resolved before submitting an application for naturalization. * Assistance with completing and submitting of an application for naturalization (N400). * Payment of the required fee for naturalization application. * Payment of fingerprint fee when required. * Assistance completing fee waiver requests. * Training and instruction for the citizenship exam, including classes in American History and Civics. * Assistance with obtaining test exemptions such as Medical Disability Exceptions and age and time in country when appropriate. * Interview preparation. * Assistance completing and submitting appeals. | Legal permanent residents, who:   * Receive public assistance. * Meet naturalization eligibility requirements (or are within 1 year of being eligible to naturalize). |
| 9. | Immigration-Related Legal Services for Refugees | The Immigration-Related Legal Services for Refugees program provides immigration legal assistance to refugee populations.  Services include:   * Basic legal orientation. * Immigration related trainings and workshops. * Consultations and interviews to determine eligibility for immigration benefits. * Completion of immigration-related forms. * Continued full scope of immigration case management/representation services. | Refugees |
| 10. | Immigration-Related Legal Services for Ukrainians | The Immigration-Related Legal Services for Ukrainians program provides immigration legal assistance to eligible Ukrainian populations.  Services include:   * Basic legal orientation. * Immigration related trainings and workshops. * Consultations and interviews to determine eligibility for immigration benefits. * Completion of immigration-related forms. * Continued full scope of immigration case management/representation services. | Ukrainian humanitarian parolees |
| 11. | Immigration-Related Legal Services for Afghans | Immigration-Related Legal Services program provides immigration legal assistance to eligible Afghan populations and is funded by the Afghan Supplemental Appropriations Act of 2022.  Services include:   * Basic legal orientation. * Immigration related trainings and workshops. * Consultations and interviews to determine eligibility for immigration benefits. * Completion of immigration-related forms. * Continued full scope of immigration case management/representation services. | To receive immigration-related legal services, individuals must meet the following eligibility requirements and have entry date between July 31, 2021 and September 30, 2023   * Be 16 years or older. * Reside in Washington State. * Have one of the following current immigration entry statuses:   + Afghan individuals with SI/SQ Parole.   + Afghan individuals with SIV status.   + Afghan individuals with Special Immigrant (SI) Conditional Permanent Residence.   + Afghan refugees and Asylees with entry date on or after July 31, 2021.   + Afghan humanitarian parolees (AHP) admitted to the United States on or after July 31, 2021. |

**Whole Family Service Programs**

ORIA's Whole Family programs provide refugee and immigrant families with supportive services to ensure successful local community integration and thriving success on a multigenerational level.

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|  | **Program** | **Services Provided** | **Eligibility** |
| 12. | Promoting Refugee Integration Mobility and Empowerment (PRIME) | The Promoting Refugee Integration, Mobility and Empowerment (PRIME) Program provides refugees a continuum of services that are community based, comprehensive, and client centered. The services promote refugees' integration into their new communities and increase their mobility through coaching on how to independently navigate community systems and resources.  Services include:   * Case Management Services, including connections to health care programs and mental health providers, DSHS assistance programs, food assistance, and housing. * Self-sufficiency education workshops on topics such as financial literacy, health, insurance, U.S. legal system, use of technology, entrepreneurship, and the U.S. education system. * Assistance completing applications to become lawful permanent resident (green card application. | Refugees who:   * Are 16 years or older. * Have lived in the U.S. for 5 years or less. |
| 13. | Housing Stabilization Services | The DSHS Office of Refugee and Immigrant Assistance is partnering with community-based organization to offer short-term housing assistance for recently arrived refugees and humanitarian immigrants in financial need. This short-term assistance can help with housing-related costs, including rent, security deposits, utility payments and other approved fees. The Housing Stabilization Services program prioritizes new arrivals, but contracted providers may serve eligible households who have been here for up to five years. | To receive Housing Stabilization Services, applicants must:   * Be a resident of Washington state. * Have resided in the U.S. for five (5 years) or less, unless a time frame is stated below. * Provide documents that show a financial need. * Have an immigration status that makes them eligible for federal resettlement services, including:   + Refugee.   + People granted asylum.   + Afghan individuals with SI/SQ Parole and Special Immigrant Conditional Permanent Residence.   + Afghan humanitarian parolees admitted to the U.S. on or after July 31, 2021 and Sept. 30, 2023.   + Citizens and nationals of Ukraine paroled into the U.S. between Feb. 24, 2022 and Sept. 30, 2023.   + Cuban and Haitian Entrants.   + Certain Amerasians from Vietnam.   + Special Immigrant Visa holders from Iraq or Afghanistan.   + Victims of human trafficking certified with the federal Office of Trafficking in Persons.   Program Enrollment Considerations:   * Rental assistance payments must be made directly to landlords and third-party vendors. * Eligible households must demonstrate a financial need for housing or utility assistance by disclosing all household members’ income and resources. * Recipients with income, either earned or unearned, will be asked to contribute a portion of their income to their monthly rent.   Eligible households are required to have an income and rental amount that meet program eligibility limits. |
| 14. | Refugee School Impact | The school districts and their community partners provide an array of services, each tailored for their specific district and refugee students. The following services are examples of the kinds of services provided to school children, parents, and district personnel through this grant:  Services include:   * Short term para-educator support for new arrivals to help them navigate their first days of school. * In-class tutoring for struggling students. * After school tutoring during the week and on weekends. * Assistance with completing high school requirements for high school students. * Workshops for parents on topics such as school navigation, bullying, literacy, math activities for home, high school preparation, and college readiness. * Training for community organizations to strengthen their knowledge of curriculum and instructional practices in schools. * Training for school district staff to better understand refugee groups & the refugee experience here. | Refugees, asylees, Special Immigrant Visa holders, Cuban or Haitian entrants, certain Amerasians, or victims of trafficking, who:   * Are children ages 5-18. * Have been in the U.S. less than 3 years. * Attend school in Auburn, Federal Way, Highline, Kennewick, Kent, Renton, Seattle, Spokane, Tacoma, or Tukwila School District. |
| 15. | Refugee Youth Mentoring | The purpose of this contract is to provide activities that support refugee youth (18-24 years) to build healthy and prosperous lives. Services focus on promoting positive civic and social engagement and support individual educational and vocational advancement of refugee youth in Washington. | Refugee youth age 18-24 |
| 16. | Unaccompanied Refugee Minors (URM) | The URM program provides care for refugee children who arrive in the U.S. with no parent or guardian. The program places the minors in foster care with specially trained local families and provides culturally and linguistically appropriate social services including:   * Training foster families. * Assisting the minors with educational and medical issues. * Helping these refugee children adjust to life in America. * Preparing them to live independently as adults.   DSHS provides unaccompanied refugee minors with the same range of child welfare benefits and services available to other children in Washington including:   * Foster care maintenance payments (room, board, and clothing). * Medical assistance. * Expenses incurred in establishing legal responsibility. * Extended Foster Care. * Educational Training Vouchers. | Refugees, Asylees, Special Immigrant Juvenile Visa holders, Cuban or Haitian entrants, U visa holders, or Victims of Trafficking, who are:   * Unaccompanied children under 18 years old. * Eligible for child welfare services. * Without a close adult relative who is willing and able to care for the child or an adult with a clear and court-verifiable claim to custody. * Without parent(s) in the United States, if the minor is a refugee. |
| 17. | Refugee Elder Program | The Refugee Elders project ensures that refugees aged 60 and older have access to mainstream aging services in their community to help prevent social isolation and assist refugee elders in accessing locally available aging services.  Two providers offer these services: Lutheran Community Services Northwest in King County and Refugee Connections in Spokane, Washington. |  |
| 18. | Community Outreach, Orientation and Education | The Community Outreach, Orientation and Education program is one of ORIA’s newest programs, launched in May 2023. The program is designed to support the increase of refugees and humanitarian parolees resettling to WA state. Contractors will provide outreach, information and referrals, community education and orientation, resource navigation, and support services to help individuals integrate into their local communities. This program allows for innovative services such as pre and postnatal support, city tours, and welcome kits and guides. |  |

**Refugee Health and Wellness Programs**

ORIA's Refugee Health and Wellness programs support to new arrivals with medical screenings, culturally responsive mental health services, and access to immediate medical care and intensive case management through the Refugee Health Promotion Program.

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|  | **Program** | **Services Provided** | **Eligibility** |
| 19. | Mental Health Services | Refugees experience various levels of trauma, which can take place from pre-migration all the way through integration and resettlement. Leaving their homes, living in refugee camps, resettling in a new country, being in constant transition, and living in social isolation is only the tip of the refugee lived- experience and story. To support the emotional and mental well-being of newly arrived refugees in Washington, DSHS ORIA uses a multi-layered approach to contract with trusted community-based organizations and community mental health partners to provide social and emotional support through culturally and linguistically appropriate programming and services.  Recognizing that mental health is a Western-concept and often stigmatized, the services provided are focused on social and emotional support with navigation into counseling services. DSHS ORIA funded services include:   * Culturally tailored Community Support Groups. * One-on-one In-language Peer Support Sessions. * Confidential Mental Health Navigation. | Refugees, Asylees, Afghan Humanitarian Paroles, Ukrainian Humanitarian Paroles, Victims of Trafficking (with official letter from USCIS) – must be residing in the United States less than 5 years. |
| 20. | Refugee Health Screening | The Refugee Health Screening program partners with local health jurisdictions, health providers, and refugee resettlement agencies to provide a comprehensive health screening exam to all new refugees.  The purpose of this program is to:   * Detect and treat individuals with communicable diseases to reduce the spread of infectious disease and individuals with chronic diseases to attain proper treatment and maintenance. * Identify conditions that may adversely impact a person's ability to become self-sufficient (physically and mentally). * Follow up on any conditions identified in the overseas medical examination and coordinate referrals for necessary services.   Services include:   * Comprehensive health screening exam (physical and mental). * Follow-up care and referrals for other necessary services. | * Every refugee who resettles into the United States is required to complete the Refugee Health. * Screening within 90 days of resettlement. |
| 21. | Refugee Health Promotion | The Refugee Health Promotion Project partners with Washington Department of Health, Harborview Medical Center, Refugees Northwest, and refugee resettlement agencies to provide complex medical case management and coordination for refugees. The purpose of the Refugee Health Promotion program is to:   * Triage individuals with complex medical conditions identified in the overseas medical examination. * Coordinate health treatment plan for individuals with complex medial conditions upon arrival. * Follow up on any referrals or resources necessary to manage complex medical condition.   Services include:   * Comprehensive health screening exam. * Complex medical case triage and coordination to care. * On-Going medical case management and referral. | Refugees who have been in the U.S. less than 5 years, resettle in King County, and have complex medical cases (physical and mental). |