

Through this cooperative agreement, the grantee will submit a technical assistance plan for crime prevention and safety programs for refugee communities in the following areas: (1) Technical assistance and training curricula; (2) community outreach activity; (3) written training and informational materials developed and proposed for dissemination to the field; and (4) proposed workshops locations, topics, schedules, presentation formats, and agendas that cover a wide range of ethnic and refugee age groups. ORR intends to review and approve a technical assistance plan in these areas and other activities related to the allowable activities listed below. ORR will also provide direction and feedback to the grantee to ensure the proper implementation of the crime prevention and safety activities.

Allowable Activities

Applicants may propose all or some combination of the following, as well as other innovative strategies justifying their usefulness for technical assistance in the designated area:

- Assessing crime prevention technical assistance and training needs and sharing outreach techniques with various refugee communities and age groups.
- Promoting positive relationships between refugee communities and the criminal justice system.
- Disseminating information materials and technical advice related to crime prevention using models and best practices that work to reduce or eliminate crime and victimization among refugees;
- Collecting and summarizing data and information on program performance for ORR-funded programs that focus on crime prevention and related preventive and educational programs;
- Facilitating the electronic exchange of information through a website or listserve, and the collection and reporting of program activities, training and program impact information;
- Conducting group training or technical assistance meetings and workshops;
- Developing training curricula and outreach techniques to vulnerable groups and other supportive materials;
- Conducting on-site program reviews where appropriate;
- Maintaining a database of characteristics, noting trends and documenting achievements of crime prevention efforts; and
- Identifying and disseminating potential crime prevention resources,

partnership opportunities, relevant research results, literature and possible community initiatives addressing refugee community risk elements.

Review Criteria—Crime Prevention and Safety

1. *Organizational Profiles.* The capacity of the applicant to achieve the project's objectives is clearly demonstrated. Organizational expertise and experience in the provision of technical assistance and information sharing to assist refugee communities in their efforts to prevent crime and resolve conflicts. (30 points)

2. *Approach.* The technical assistance plan is clearly described and appropriate, and the proposed activities and time frames are reasonable. The technical assistance plan describes clearly and in detail the manner in which the applicant will assess the need for technical assistance, the proposed activities, and how the proposed activities are expected to address known legal and crime issues in refugee communities. (20 points)

3. *Staff and Position Data.* Staff qualifications are clearly presented and are appropriate to achieving the project's objectives. The description of staff qualifications demonstrates experience in providing technical assistance in crime prevention in refugee communities. (20 points)

4. *Results or Benefits Expected.* The results or benefits expected are clearly explained and are appropriate to the technical assistance activities proposed. (15 points)

5. *Budget and Budget Justification.* The budget is clearly presented and is detailed, reasonable, and cost effective. (15 points)

Program Area 8—Services for Asylees via a Multilingual Information and Referral Hotline

Purpose and Scope

The Office of Refugee Resettlement (ORR) proposes to award a grant for the purpose of operating an asylee information and referral toll-free hotline. The purpose of this hotline is to assist asylees by providing them access to information on services in their respective communities and States. An extensive language bank capacity with all major language groups is required for hotline operators to communicate with asylees. ORR has an agreement with the asylum offices of the Department of Homeland Security (DHS) to include in the text of letters granting asylum a toll-free number and information needed to access the refugee service network.

ORR is currently seeking a similar agreement with immigration courts under the Executive Office for Immigration Review (EOIR) to have similar information provided in letters granting asylum. Additional outreach efforts should also be conducted to expand enrollment of asylees in refugee programs and services.

Approximately \$300,000 has been allocated for this program area. One grant may be awarded for one national project. The successful applicant should demonstrate expertise in planning and executing an integrated technical assistance plan of information and referral to assist asylees to access the ORR-funded refugee service network via a multilingual toll-free hotline number.

Through this grant, ORR will review and approve a service plan for asylees that includes: (1) Technical equipment required for a multilingual toll-free number; (2) accurate and up to date informational materials in a number of languages developed and proposed for dissemination to the field via the hotline; (3) the multilingual staff phone operators to man the hotline; and (4) an ability to assess and address problems with asylee access to local refugee services.

Allowable Activities

Applicants should propose all of the following activities.

Applicants are encouraged to propose additional innovative strategies providing justifications for their usefulness in the designated service area.

- Maintain a 1–800 asylee information and referral number with multiple selections for each major refugee language (minimum of seven languages);
- Create and update the script and protocol guidelines for hotline operators;
- Develop and maintain information in a multitude of languages on services and eligibility requirements to access the refugee service provider network including State-funded services and services provided through Voluntary Agency affiliates, particularly the Matching Grant program for persons with newly awarded grants of asylum;
- Maintain a database of characteristics, noting trends of languages needed, location of callers, ethnicity/country of origin of asylees, difference in time between date of grant of asylum and call to the hotline, and type of information sought through the phone calls; and
- Collect and summarize data and information on callers to the asylee