

**Proposed Performance
Based Contract Measures
Office of Multi-Cultural Services
Targeted Assistance Grant
FEBRUARY 2012**

Purpose:

To establish a set of performance measures that can be used for contracts that provide Targeted Assisted Grant Services (TAG) in the Office of Multi-Cultural Services.

Standards/Strategies:

- Provide English for Speakers of Other Languages (ESOL) as an integral part of resettling refugees.
- Assess the overall health conditions of refugees and ensure their access to the U.S. health care systems by establishing ongoing health appointments, resolve acute and preventative health issues, and orient refugees on healthy alternatives, awareness and education.
- Provide cultural adjustment services that will assist refugees in their efforts to thrive in the mainstream culture.
- Consistent, ongoing referral and tracking of progress of social, health, education, employment, and economic services to facilitate refugees' independence.

Goal:

Measures proposed have been recommended by the Office of Refugee Resettlement as performance measures related to refugee economic self-sufficiency.

Why are the measures proposed important in assessing contractor performance?

TAG services provide assistance to individuals and families who are refugees, asylees, Cuban/Haitian entrants, Vietnamese Amerasians, and victims of human trafficking. Individuals are assisted in securing employment and attaining self-sufficiency.

The Refugee Act of 1980 clearly identifies economic self-sufficiency as one of the most important outcomes expected in refugee services.

Proposed PBC Measures:

- X (number) of walk-in clients requesting employment services will secure employment that has, at a minimum, an average hourly wage of \$9/hour.
- X% of individuals receiving TAG services will remain employed for at least 90 days.

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