Baltimore City Mayor's Office of Immigrant Affairs

Baltimore New American Access Coalition

REQUEST FOR PROPOSALS (RFP)

Case Management & Outreach to African Immigrant Families in Baltimore City

RFP Release Date: August 14, 2026
Submission Deadline: November 16, 2026
Notification Award: November 30, 2026
Contract Start Date: Upon BOE Approval
Contract End Date: June 30, 2027
Number of Awards: Single award – renewable for an additional year depending on performance

1. Overview and Purpose

The Mayor's Office of Immigrant Affairs (MIMA) seeks proposals from a qualified nonprofit organization to join the Baltimore New American Access Coalition (BNAAC).

The program currently supports case management services across three (3) community-based organizations (CBO) to help Limited English Proficient (LEP) Baltimore City residents navigate and access community resources and services based on family needs. The goal of this initiative is to expand the coalition of nonprofit organizations that provide bilingual and bicultural case management. Specifically, we are seeking an additional CBO to increase support to LEP immigrants whose primary language include one or more of the following languages: French, Swahili, Kinyarwanda, Tigrinya, and Amharic.

2. Scope of Work

The Baltimore New American Access Coalition (BNAAC) seeks qualified community-based organizations (CBOs) to provide **bilingual and bicultural case management services** to New American families in Baltimore City. The purpose of the program is to reduce barriers to services and resources, increase family stability, and improve access to health, human, and community-based resources.

Case Management Services

The selected CBO will:

- Recruit, screen, and enroll eligible New American families in accordance with BNAAC eligibility requirements.
- Conduct a comprehensive assessment of family needs and vulnerabilities and develop a service plan addressing at least three (3) identified areas of need.
- Provide orientation to Baltimore's community resources and services.

- Connect families to appropriate community resources through referrals, applications, and direct assistance.
- Refer families to and support participation in Family Preparedness Workshops.
- Provide case management services for up to 90 days, including monthly follow-up with families to monitor progress, referrals, applications, and emerging needs.
- Provide assistance with applications for new City programs, as appropriate.
- Administer and monitor financial assistance to eligible families, while funds are available.
- Use electronic signing and virtual service delivery tools, where appropriate, to increase accessibility.

Enrollment Requirement

The selected CBO will be expected to enroll at least six families per month, or 72 families during a full 12-month contract term.

Outreach and Referral

MIMA will support program recruitment through community outreach and an online referral system. The selected CBO will be responsible for conducting additional outreach and recruitment necessary to meet enrollment targets and maintaining a current understanding of available community resources.

Data, Monitoring, and Reporting

The selected CBO will use the BNAAC case management system provided by MIMA for intake, case management, service tracking, and reporting. The CBO will:

- Provide monthly reporting
- Participate in quarterly performance meetings with MIMA and monthly BNAAC coalition meetings.
- Submit quarterly expenditure and performance reports documenting enrollment and closures, outcomes and performance measures, financial assistance distribution, and client success stories.
- Maintain appropriate documentation of services, referrals, applications, and other assistance provided to families.

Program Outcomes

Successful implementation will result in:

1. Increased understanding of Baltimore's community resource landscape among New American families.
2. Increased access to health, human, and community-based services and resources.

3. Improved family stability and financial well-being through connections to services and resources that may otherwise be difficult to access due to language, system-navigation, or other barriers.

3. Eligibility and Qualifications

Applicants must be:

- Be a nonprofit organization with a 501(c)(3) status, or have a fiscal sponsor with a 501(c)(3) status;
- Able to provide SDAT certificate of good standing;
- Be able to provide a copy of most recent financial reporting (audit, etc.);
- Be able to provide a copy of most recent FY organization budget;
- Be able to provide an IRS determination letter;
- Be registered at the State of Maryland Department of Assessments and Taxation;
- Demonstrate a strong record of providing high-quality, culturally and linguistically competent human services to the African immigrant community in Baltimore City;
- Commit to collaborating with BNAAC, MIMA, and other coalition partners to ensure efficient and equitable case management, including weekly case manager check-ins and monthly supervisor calls;
- Commit to a culture of continuous improvement and shared learning; and
- Be able to begin providing the case management services described herein no later than February 1, 2027

5. Proposal Submission Requirements

All proposals must include the following:

- **Organizational Overview**: Mission, history, and experience.
- **Case Management Description**: Detail the types of case management provided in Baltimore City.
- **Qualifications**: Explain why your organization is well-positioned to perform this work.
- **Staffing Plan**: Include names, titles, and FTE (Full-Time Equivalent) levels of proposed program staff. Use attached budget template.
- **Service Capacity**: Describe your ability to take on and manage the additional caseload described above. Note whether you plan to use existing staff or hire new staff.
- **Collaborative Experience**: Detail your experience in multi-agency projects or partnerships.
- **Needs and Challenges**: Identify what you anticipate will be your greatest challenge(s) in serving as a coalition provider and what resources or support from BNAAC and/or MIMA would be helpful.
- **Values Alignment**: Describe how the coalition will improve your existing provision of human services and what benefit your organization will derive from participation in the coalition.

6. Submission Instructions

Proposals should be no longer than 3 pages, single spaced.

All proposals must be submitted via email in PDF format to: caitlin.cumerma@baltimorecity.gov
Subject Line: **RFP Submission – BNAAC**

For inquiries, contact Caitlin Cumerma, BNAAC Program Manager, at caitlin.cumerma@baltimorecity.gov or join BNAAC RFP Office Hours:

- Friday, October 3rd, at 10am using this link
- Tuesday, November 3rd, at 1:30pm using this link

EXHIBIT
BUDGET

Maximum Allowable Expenses *Complete the shaded cells*

- 1.0 FTE Case Manager
- 0.10 FTE Supervisor
- 0.10 FTE Intake Support
- Fringe Benefits
- 15% Indirect costs
- Up to $1,000 for an E-Sign program (required)

FY27 Budget
November 1, 2026 -
June 30, 2027

			Program Budget	
Personnel	**Monthly Salary**	**Number of Months**	**FTE**	**Total Amount**
Case Management				
Case Manager	$		1.0	$
Program Support				
Case Manager Supervisor	$		0.10	$
Intake Support	$		0.10	$
Fringe benefits (XX%)				$
Personnel Subtotal				**$**
Non-Personnel				
E-Sign Program				$1,000
XX% Indirect				**$**
TOTAL				**$**