NOTICE TO RESPONDENTS
REQUEST FOR INFORMATION (RFI) for
IMMIGRANT RESOURCE CENTERS
RFI No. OCS-LBR 903-10_27

The State of Hawaii Office of Community Services (OCS), administratively attached to the State of Hawaii's Department of Labor and Industrial Relations (DLIR), is seeking information, input, and recommendations to continue and improve the delivery of its ***Immigrant Resource Center*** programs. These are recurring statewide programs receiving State funds through the DLIR to improve access to government services for immigrants and increase opportunities for immigrants to make civic and economic contributions to the community.

The purpose of this Request for Information (RFI) is to obtain community input in preparation for developing separate Requests for Proposals (RFPs) (**OCS-LBR 903-12_27** – Hawaii County, **OCS-LBR 903-13_27** – Maui County, **OCS-LBR 903-14_27**- Kauai County, **OCS-LBR 903-11_27** – City and County of Honolulu) to procure and award multiple contracts to administer these programs for the various counties of the State of Hawaii. OCS welcomes feedback, suggestions for strategies, best practices, population-specific or service-specific challenges, or any other relevant information useful for OCS in developing the RFPs for these services. The services will be procured for the period of April 1, 2027 to March 31, 2028, subject to the availability of funds.

At a minimum, all applicants shall provide, either directly or indirectly, services in the following categories:

- **Outreach.** Outreach services include, but are not limited to, locating, identifying, encouraging, and informing target population(s) of IRC services; distributing outreach materials translated into at least three of the most prevalent non-English languages spoken by the particular target population in Hawaii; conducting community awareness of programs and services through various types of media; providing information on a one-on-one basis; and conducting informational meetings in coordination with community-based groups.

  Outreach services may also include activities designed to familiarize clients with available services, to explain the purpose of these services, and facilitate access to these services.

Outreach services must be delivered in a culturally competent and linguistically appropriate manner.

- **Intake and Needs Assessment.** Unless otherwise agreed, the provider shall keep the IRC open for eight hours per day, Mondays through Fridays, excluding holidays. The IRC shall be staffed at all such times by at least one person, with a second person either present at the facility or working on outreach and other service-related matters off-site. Intake services include, but are not limited to, determining eligibility for services and assessing clients' needs, resources, strengths and barriers. A Needs Assessment often includes assisting clients set goals and priorities, and developing an Individualized Service Plan (ISP) for **enrolled clients**.

- **Interpretation and Translation.** Interpreting services are important to ensure that information is understood accurately and prevents language barriers. The applicant is expected to provide or subcontract with another local organization to provide oral interpretation and/or written translation services related to the essential or immediate needs of the clients with a limited capacity to speak, read, and understand English.

- **Referrals to Community Services.** A component of the IRC includes ensuring that clients receive the necessary services and assistance to integrate into a new community, which includes referral services. Referral services may include job training and job search services, health care, legal services, financial literacy and asset building training, and other services. Services under this RFP should be coordinated with those provided by other non-profit agencies, including the other IRCs, to ensure the provision of seamless, coordinated, and non-duplicative services to clients. Providers are cautioned to avoid developing a routine of simply referring clients to other service agencies without attempting to provide services in-house.

  In addition to the foregoing minimum services, all applicants shall provide directly, or through partnerships and/or subcontracts with other local organizations, the following service categories.

- **Information and Acculturation.** Information and acculturation services ensure guidance and information to clients regarding the skills required to meet every day needs, including housing, banking, shopping, access to employment, social and health services, and their rights and obligations in Hawaii. Acculturation services shall be provided in individual or group settings by the applicant and/or other public and private agencies.

  The applicant must have familiarity with and access to a comprehensive database of public and private resources that are available to participants.

  To assist clients in learning how to use the internet and having actual working internet access, each IRC shall be equipped with not less than three up-to-date, functioning computers that are connected to the internet, and the IRC staff shall

actively assist clients in using the computers for internet access, preparation of resumes, filling forms and submitting them to relevant service agencies, and other matters relevant to the clients' resource needs.

The applicant must have an acculturation curriculum at the time of contracting. The applicant shall detail in its proposal the acculturation programs that it expects to conduct, and it shall provide realistic estimates of the numbers of persons it anticipates will attend them.

- **Case Management.** To ensure successful integration in a new community, an individualized case management approach can provide support for newly arrived clients to achieve different integration outcomes. The applicant is expected to demonstrate an individualized case management approach that ensures comprehensive strategies and resources are provided to each client and their household.

- **Immigration Assistance.** Obtaining legal status and having the documentation to verify such status is essential for clients to access government services.

  Immigration assistance includes, but is not limited to, assisting eligible lawful permanent residents, asylees, and refugees with naturalization, and assisting COFA nationals with replacing damaged, lost, or stolen I-94 arrival-departure form. Other examples of immigration assistance include, but is not limited to, assisting eligible lawful permanent residents with applying for replacement "green cards" that have been lost, destroyed, mutilated or expired, or assisting eligible COFA nationals with replacement of lost destroyed or mutilated I-94 admission documents.

  The applicant should also assist eligible clients with completing a USCIS fee waiver when appropriate. Otherwise, the applicant may use designated IRC supplemental funds to pay for naturalization fees/expenses, or replacement I-94 or "green card" fees/expenses.

  Applicants are encouraged to develop creative and innovative strategies to provide immigration assistance.

The present Request for Information seeks:

- Suggestions on the focus of services in the IRCs – whether to continue with services as currently being rendered or whether, and if so how, to modify the said services;
- Suggestions on the parameters for any future community needs assessments that may be conducted to determine the immigrant communities' needs for each island;
- Suggestions on immigration statuses to be eligible for IRC services
- Suggestions on income levels to be eligible for IRC services
- Suggestions on the necessary staffing for each IRC to address the needs for each island;
- Suggestions on provisions, terms, and conditions to include in the IRC contracts;

- Suggestions on the type of services the respective IRCs should be prioritized for each island;
- Suggestions on the specific immigrant communities the specific IRCs should be focusing on serving for each island;
- Suggestions on how IRCs can improve outreach and engagement with immigrant communities; and
- Other relevant suggestions and recommendations.

Please submit written responses, comments or questions relating to this Request for Information by **Friday, November 20, 2026,** to:

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Please do not submit a complete proposal in response to this RFI.
Participation is optional and response, or lack thereof, to this RFI does not preclude any applicant participation in the RFP process.

OCS may engage in further informal discussions to gather additional information and recommendations.

Neither the State of Hawaii, OCS, nor the respondents have any obligation under this request.
OCS reserves the right to incorporate any recommendations, in whole or in part, received in response to this RFI in its RFP.