

Request for Proposals

Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective contractors or consulting firms to submit a proposal for the development of diversity, equity, and inclusion (DEI) plans, strategies, coaching, and training as further described in the scope of services.

RFP Contact, Timeline, and Key Dates

Kristyn Peck, Chief Executive Officer, will be the primary point of contact for the RFP process.

- Primary RFP Contact: Kristyn Peck
- Phone: 202.578.2844 (for faster response, email or text to set up a time to speak by phone)
- Email: PeckK@lssnca.org

The schedule for the RFP is shown below. All items must be received by the stated deadline.

Key RFP Milestones	Method	Deadline
RFP Launch	Email Website	July 18, 2022
Q&A: Please email questions regarding this RFP and/or process to Kristyn Peck.	Email	By August 1 st
Q&A Responses Issued	Email	By August 5 th
Written response to RFP (Microsoft Word Format)	Email	By 5 p.m. on August 12 th
Anticipated Award	Phone	August 26 th

Background

LSSNCA is a rapidly expanding nonprofit organization providing refugee resettlement and workforce development, youth and family programs, and adoption and foster care services in the Washington, D.C. metropolitan area. LSSNCA has offices in Arbutus, Laurel, Greenbelt, and Frederick, Maryland; Washington, D.C.; and Fairfax and Woodbridge, VA.

Founded in 1917 by a group of Lutheran congregations seeking to serve their neighbors in the wake of World War I, LSSNCA has shared this legacy of service for over a century. From providing shelter for families during the Great Depression and welcoming refugees displaced during the Vietnam War, to supporting children involved in the foster system, LSSNCA has adapted to meet the changing needs of the communities we serve.

Today, we remain committed to our mission as LSSNCA accompanies those in need to foster resiliency, self-sufficiency, and access to opportunities by creating, connecting with, and engaging welcoming communities. Through refugee resettlement and workforce



development, youth and family programs, and adoption and foster care services, LSSNCA supports individuals and their families in achieving healthy, secure, and successful lives.

As a nonsectarian, multiservice, 501(c)(3) nonprofit organization, LSSNCA is committed to serving all people in need regardless of race, age, sexual orientation, or religious beliefs. LSSNCA employs qualified, experienced, and caring staff, many of whom are former clients or identify with the populations we serve and collaborates with a vibrant and growing network of volunteers and partners in the local community.

LSSNCA announced its 2022-2025 Strategic Plan with goals to Champion Good Governance and Accountability, Secure Organizational Sustainability, Expand Our Impact, Serve with Excellence, and Invest in Each Other.

In the past year, LSSNCA responded to the humanitarian crisis in Afghanistan as the largest resettlement agency on the East Coast providing services to Afghan Allies, serving 4,500 from August 2021 – March 2022, compared to 500 persons a year served through its refugee programs in the previous four fiscal years. Capacity building efforts to meet the extraordinary needs of Afghan refugees has included staffing expansion from 65 employees in July 2021 to 151 employees in July 2022. Although this growth allowed LSSNCA to expand its impact and respond to persons in need, it also came with its own challenges. LSSNCA was onboarding newly hired staff to respond to a growing caseload with little time for training and onboarding. Furthermore, LSSNCA hires staff that is representative of the populations it serves, meaning many team members experience the same crises as our program participants, further exacerbating Secondary Traumatic Stress.

LSSNCA values a diverse and inclusive workplace, and more than 21 languages are spoken amongst its team members. LSSNCA has an Anti-Racism statement and an internal DEI committee that works to help advance LSSNCA's DEI goals and plans. The DEI committee has not been able to meet consistently due to competing priorities and demands.

Scope of Services

LSSNCA is seeking a consulting firm or individual to help LSSNCA develop and advance DEI goals, strategies, and plans beginning in September 2022. The consultancy will include the following deliverables:

- Agency-wide audit to determine a baseline
- Review of policies and procedures with recommendations to ensure they are fostering equity and inclusion
- Development of a framework to which LSSNCA can hold itself accountable to ensure policies, practices, and processes that foster DEI
- Engagement and training goals
- Individual and group coaching
- Identification of trainings and workshops



LUTHERAN
SOCIAL SERVICES
National Capital Area

Submission Instructions

Please submit your proposal to include the following deliverables to Kristyn Peck, LSSNCA Chief Executive Officer, at PeckK@lssnca.org by August 12 at 5 p.m.. Questions may be directed to Kristyn Peck at the above listed email address by August 1.

Deliverables:

- Consultancy overview (i.e. Mission, Vision, Values; Location; Website; #Employees)
- Consultancy philosophy (what makes you unique?)
- Case studies with results and examples relevant to the scope of work
- Bios of key staff members that would support the LSSNCA account
- Three references with names, titles, emails, and phone numbers
- Proposed fee structure and rates