Proposal for
Community Outreach and Support Services During and After the Trials of the Former Officers Involved
in the Killing of George Floyd
Event # 0000001445

Name of Applicant Organization:
Global Language Connections & Somali Community Resettlement Services Partnership

Address:
Global Language Connections – 3618 East Lake Street, Minneapolis, MN 55406
Somali Community Resettlement Services - 201 S Lyndale Ave Suite I, Faribault, MN 55021

Organization Telephone Number:
Global Language Connections – 612-249-6100
Somali Community Resettlement Services - 507-384-3553

Contact Person Name and Title:
Global Language Connections - Khadija Ali, CEO
Somali Community Resettlement Services - Abdullah Hared, Executive Director

Geographic Area for services:
Citywide – primarily focused on the Somali community in the Minneapolis metro.

Total Amount Requested:  $ 175,000.00
Executive Summary

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A. Cover Letter

March 16, 2021

Commissioner Gretchen Musicant
Minneapolis Health Department, Public Service Building
505 S Fourth Ave., Room # 520
Minneapolis, MN

Re: Community Outreach and Support Services During and After the Trials of the Former Officers Involved in the Killing of George Floyd Request for Proposal

Commissioner Musicant:

The Global Language Connections and Somali Community Resettlement Services Partnership (the “Partnership”) is requesting $175,000 to fund outreach toward the Somali Community in Minneapolis, fostering two-way communication between the Somali Community and Minneapolis.

The fear that Somali’s experienced during and in the aftermath of the George Floyd protests is heightened by the trauma Somali refugees faced when they were forced to leave their own country. Because of this palpable fear, many Somali immigrants do not know who to trust for information regarding the George Floyd trial. The community outreach in our community will be effective if it is culturally competent specifically for Somali’s and communicated in the Somali language.

Our Partnership can assist the city in reaching out to the Somali community through Somali TV, social media outreach, language translation services, and connections to the broader Somali network within the city. We can use our trusted leaders in the Somali community to dispel rumors regarding the George Floyd trials and better educate the community on resources that exist to help those who are suffering as a result. Our network can also ensure peaceful protests by having trusted community leaders present at organized gatherings to de-escalate potentially heated conflicts. This proposal outlines the extensive experience we have in these activities. This work is personal to us. Our organizations provided support following the civil unrest after the death of George Floyd. Global Language Connections office is located on East Lake Street blocks from the 3rd Precinct. The unrest impacted the communities in the surrounding areas we serve daily.

We welcome the chance to work with the city in developing programming and community outreach surrounding the trial regarding the killing of George Floyd. If you require further information or have any questions concerning this proposal, please let us know.

Sincerely,

Global Language Connections & Somali Resettlement Services Partnership

/s/ Khadija Ali, CEO
Global Language Connections

/s/ Abdullah Hared, Executive Director
Somali Community Resettlement Services
B. Project Narrative

1. Organizational Capacity.

(a) Capabilities.

The Partnership between Global Language Connections (“GLC”) and Somali Community Resettlement Services (“SCRS”) (collectively the “Partnership”) is prepared to serve as a liaison between the city of Minneapolis and the Somali community.

GLC is a language services company providing over 100 languages for interpretation, translation, and cross-cultural services. GLC provides translators across sectors including healthcare, education, legal, government, retail, hospitality, and social sectors. GLC’s linguists facilitate communication and connect different communities by eliminating language and cultural barriers. SCRS assists refugee families to secure basic needs and resources for self-sufficiency and to acclimate to a new way of life. SCRS provides services to many immigrant and refugee populations, including services to immigrants from Mexico, Central and South America.

Together, our Partnership has the organizational capacity and experience to succeed in educating the Somali community about the trials regarding the killing of George Floyd.

i. Procedure and Policies for Responsible Financial Management

GLC utilizes an external CPA firm to do GLC’s financial reporting, auditing, and tax filing. GLC will be the primary partner responsible for financial responsibility if the Partnership is successful in receiving this grant from the City. To ensure responsible financial management GLC conducts the following activities:

- Daily, Weekly, Monthly, Quarterly and Annual financial reviews with our CPA ensure sound financial management, compliance, and reporting.
- Continual in-house tracking of income and expenses of GLC each day.
- To ensure compliance, GLC’s Chief Operating Officer has overall financial responsibility, which is checked and balanced by our CPA partner.
- Payroll and Invoicing is processed and managing by our scheduling system and downloaded into our Quickbooks accounting system. ADP is our external payroll processing partner who tracks, pays and files our employee taxes or provides 1099 forms for each tax year.

ii. Experience in hiring or contracting with large numbers of staff, volunteers, and/or subcontractors

GLC places over one hundred (100) trained linguists every day to our clients and deploys linguists to locations throughout the Metro area. GLC screens linguists for experience, credentials, and background checks to ensure they can meet our client’s expectations. Policies and procedures implemented by the human resources team ensures fair hiring, compliance, and confidentiality.

GLC’s scheduling system software has the capabilities to track our linguists’ time, to provide invoicing and payroll. GLC’s system tracks different financial contracts by client, contractor, and type of work completed, which allows GLC to manage our linguists efficiently and effectively.

Specific experience of hiring, placing, and managing temporary staff for time-sensitive work includes the following:
• Superbowl LII in Minneapolis: Selected to participate in the competitive NFL Business Connect Program. Recruited, hired, trained, and managed thirty (30) 1099 contract workers from predominantly immigrant communities. Provided over four hundred (400) hours of coat check services for the largest and most prestigious events – including the NFL House, NFL Players Association Lounge, and the NFL Women’s Summit. Negotiated gratuity included for contract workers. Received letter of support for work, attached in Exhibit C. **Contract Total: $18,000.**

• Community Navigators at Minneapolis Children’s Hospital: Based on our access and trust with the communities we serve we were requested to hire and manage three (3) Somali and three (3) Spanish, for a total of six (6) full-time bi-lingual temporary employees for a pilot program at the Minneapolis Children’s Hospitals. Program intended to connect patients and families to external resources to help improve health outcomes because up to 60% of health outcomes are predetermined by external factors. Due to strong candidate placements the program was permanently adopted, and temporary staff was hired full-time. GLC received letter of support for work. **Contract Total: $352,000.**

• 2019 NCAA Final Four in Minneapolis: Based on strength of Superbowl LII program, we received a contract to provide staffing for outreach during community Fan Jam events and check in help at coach’s registration. **Contract Total: $2,000.**

Additionally, both GLC and SCRC are diverse organizations with proven leadership experience. GLC is a minority owned woman led business. GLC is also part of the City of Minneapolis, Target Market Program. SCRC is a community led organization, with over 85% of the staff and volunteers being East African Refugees or people of color. Both partners are committed to empowering BIPOC individuals within their Partnership and will continue to work with diverse hires in conducting their outreach with the Somali community.

**iii. Activities that occur within our Partnership and new activities for our Partnership**

Collectively, the Partnership already has existing processes that will be required by this Grant. Specifically, our existing processes include:

- **Ensuring documentation of safety issues.** GLC must provide a safe working environment for their contractors and clients. GLC’s HR Department is responsible for ensuring safety issues that may impact our linguists.

- **Managing contracts and employment agreements.** GLC specifically has managed contracts and employment agreements with clients and linguist contractors effectively while requiring that linguists have the proper training and credentials to provide services on behalf of GLC.

- **Providing schedules.** GLC must provide schedules to their workers to ensure linguists are present and available for clients. GLC provides 24/7 services to their clients and maintains schedules of their linguists and clients to maintain their solid reputation with their clients.

- **Developing rapid response activation plans on short notice.** SCRS specifically assisted seven (7) Somali businesses that were damaged in the riots following the death of George Floyd. These businesses are now up and running.

- **Providing timely payment.** GLC already provides timely and accurate payment every pay period for their linguists and employees.

- **Ensuring reporting expectations are met.** GLC must track the time of their linguists and maintain and distinguish their contracts and rate of pay for each linguists through multiple different client projects. Our business is capable of reporting shift work and submitting regular progress reports.
There are also processes that our Partnership is equipped to develop if we are successful with this proposal. Our Partnership is focused on working with the City and identifying City partners for this endeavor and we would like to continue to participate in the planning, development, and ongoing progress meetings with the City. Additionally, if our proposal is selected, we will ensure that our Outreach Workers will not carry or use firearms or weapons of any kind while performing City-funded activities. Finally, if successful with our proposal, we will work with the City to ensure our services align with the coordinated city-wide approach.

(b) Outreach Workers Capacity

The Partnership will be able to activate as many Outreach Workers as needed by the City. Our combined organizations have managed programs with as many as thirty (30) individuals on any given shift with over fifty (50) individuals available to fill these shifts. Based on our experience in managing independent contractors, we will be able to retain a strong pool of workers to be Outreach Workers for the City.

i. Creating and Managing Schedules

GLC manages over five-hundred (500) independent contractors. To do so, we must have systems and processes in place to ensure success in creating and managing each of our independent contractors. These processes help our business create and manage schedules over multiple days with single or multiple shifts at a variety of locations. With this experience, we can activate as many Outreach Workers as needed. For more information on our budgeting and scheduling, see Exhibit A for the budget and schedule.

ii. Rapid Response

GLC manages contractors at all hours of the day, seven days a week. Our 24/7 experience allows GLC to promptly mobilize Outreach Workers within an hour. SCRS’s team has also had experience in helping Somali businesses in the aftermath of the summer riots. When called upon by the city, SCRS was able to rapidly respond and help Somali businesses get back to work. Our Partnership will be able to monitor the ongoing situation and climate throughout the City, and we can be prepared for a possible activation as soon as needed by the City.

iii. All-Hands Activation

Depending on the needs from the City, our partnership will be able to activate anywhere from ten (10) to fifty (50) Outreach Workers as needed. The ability for our Partnership to activate these Outreach Workers will depend on the amount of notice the City will provide to our Partnership in activating these workers.

iv. Other Staff and Volunteers

For both GLC and SCRS, most of the leadership of each organization will be actively involved in the managing and overseeing of this project. GLC’s entire team will be involved with this project, as will SCRS’s staff involved in community outreach and messaging. GLC will take an active “boots on the ground” approach, whereas SCRS will be more focused on messaging, managing communication between the broader Somali community, and disbursing information through social media.

Specifically, GLC’s CEO and COO will work with the Project Manager (“PM”) to set up the project and closely through the process. The CEO and/or COO, with assistance of the PM, will be the direct contact for the City. The PM will oversee the project and provide direction to Human Resources for hiring requirements, recruitment numbers, and compensation. The PM would ensure Outreach Workers understand expectations and roles by providing training for Outreach Workers in coordination with SCRS’s training team. GLC’s schedulers will manage daily schedules and shifts for Outreach Workers and would keep PM briefed on status. This project would be included in our GLC’s daily briefings with
the entire team. The PM will keep SCRS staff informed of the status of the Outreach Workers and the happenings regarding the trial. SCRS will take the information directly from GLC and the Outreach Workers and contact community leaders and media outlets that are specific to the Somali community to inform and educate the Somali community on what is going on with respect to organized gatherings, protests, and the trial itself.

(c) **Insurance Coverage and City Contracting Practices**

Both GLC and SCRS have had contracts with the City of Minneapolis and have comported to their insurance and other requirements as needed from the City.

2. **Relevant Organizational Experience.**

(a) **Existing Partnership Experience**

i. **Current Work**

Both GLC and SCRS are actively engaged in the community and continuously work toward assisting immigrant and refugee communities by bridging disparities that persist because of cultural differences and language barriers. Each of these projects have included one or more of “(1) Positive, proactive and responsive outreach and community engagement; (2) supporting two-way communication between community and the City; (3) informal de-escalation, mediation, and conflict resolution; and (4) sharing information about existing City resources and other community resource.” Each respective project will include the number (1, 2, 3, or/and 4) of project that coincides with each type of experience. GLC’s latest work includes:

- Mobilizing linguists and translators every day for various clients including Allina, UCare, the State of Minnesota, the City of Minneapolis, Hennepin and Scott Counties, the Children’s Hospital, Andersen Windows, and Lyft. (1, 2)
- Assisting a client with a large population of immigrant refugees understand the newer arrivals of that community are from a different background and require different approaches to their support. (1, 2, 3, 4)
- Gathering insights and developing tools to aid a client in outreach, engagement, and retention of their immigrant employees. (1, 2, 4)
- Translating and localizing 48 languages for the WHO global COVID-19 awareness campaign.
- Participating in the development of the Somali COVID-Taskforce, serving as the Business Chair, and advocating for the Somali and other immigrant communities with Civic (List Who) leaders to provide more resources and technical support to independent contractors and sole proprietors prevalent in immigrant communities. (1, 2, 3, 4)
- Mobilizing community resources and funding work for unemployed bi-lingual workers though a Go-Fund-Me campaign to help Elders in the community with the confusion, trauma and loss of resources during the civil unrest following the killing of George Floyd. (1, 2, 3, 4)
- Leveraged community access and mobilized 400+ Somali and Latinx elders to receive the COVID-19 vaccine. Coordinated appointment making, transportation, follow ups and reaction support. (1, 2)
SCRS’s latest work includes:

- SCRS joined with the ACLU to file a lawsuit for discriminatory housing practices against the City of Faribault. As a result, housing practices are being changed. (1, 3)
- SCRS facilitated a community group which met with staff from Senator Tina Smith’s office to discuss immigration concerns. Over ninety (90) immigrants were assisted through this collaboration. (1, 3)
- SCRS works with local law enforcement as mediators, liaisons, and cultural interpreters in dealings with the refugee community. (1, 2, 3)
- SCRS partners with Minnesota Care Counseling, Inc to ensure East Africans have access to culturally sensitive mental health counseling. Over 1,350 clients in the Metro and southeastern Minnesota are currently being served. (2, 3)
- SCRS has enabled over sixty (60) families in receiving disability rights training through a grant from the Minnesota Governor’s Council on Developmental Disabilities. (2)
- SCRS has registered over seven hundred and fifty (750) individuals to register to vote and is involved with the State Demographer’s Office in Somali outreach for Census 2020. (1, 3)
- SCRS communicates regularly with State and local officials regarding immigrant and refugee concerns. (1, 3)
- SCRS partnered with the City of Minneapolis Health Department to offer free COVID testing. This is an ongoing program where we go to the Somali malls to do testing. We have tested 100+ individuals. (2)
- SCRS worked with 30 elders to educate them on use of public transportation by taking groups on trips on the light rail, showed a video regarding riding metro buses, and held community forums to get community input into what they perceive as barriers to access of healthy foods. Rep. Mohamed Nour and Sen. Hodan Hassan were in attendance at these forums. (2)

**ii. Location of Current Work**

Primarily, GLC’s work is within the Twin Cities Metro area. GLC also serves the Greater Minnesota area as well as other states and has used their services internationally. SCRS’s work is within the Greater Minnesota area, especially near rural communities in Faribault and Rochester. SCRS recently opened an office in Minneapolis to bring their expertise closer to the City.

**iii. Specific Geographic Area of Focus**

The Partnership is proposing to focus City-wide, but with the Somali community within Minneapolis their main focus. Somalians exist in all geographic locations within Minneapolis, which is why we will not be limited by a certain geographic location. Our Partnership does serve many refugees and immigrants and has the capacity to provide services across 200+ languages. As a result, should the City require us to provide services to other communities, we will be available to the City as needed.

**iv. Existing Training**

Many of GLC’s & SCRS’s potential Outreach Workers will have experience in practicing two-way communication and community engagement because they are translators, community leaders, and media specialists. Both organizations specialize in providing services to the Somali community, and many of the Outreach Workers will be part of the community. As a result, many of these Outreach Workers will have had experience in literally translating important messages in a culturally competent way.
v. Future Training
Because the trauma experienced from the killing of George Floyd is still ongoing and the justice process is confusing, there may be a need for all Outreach Workers to receive training allowing each Outreach Worker to be comfortable in explaining the judicial process to others. Organizational leaders at SCRS and GLC will help to provide resources for Outreach Workers to learn more. For example, our Partnership can provide a mandatory online educational panel to all Outreach Workers on what to expect from a criminal trial and what the likely potential outcomes are. In addition to information on the judicial system, this panel can cover coping mechanisms and de-escalation tactics for Outreach Workers that may run into heated conflicts surrounding the trials.

vi. Strengths of Current Approach
Our Partnership’s strengths include:
- Proven experience with state and local governments and businesses.
- Access to the Somali community and proven trustworthy reputation from both organizations in the community.
- An extensive network of relationships to hire and support Outreach Workers.
- Knowledge of effective media outlets proven to reach the Somali community.
- Existing infrastructure and practices to organize and mobilize Outreach Workers at any given time with the capacity to track schedules and manage contracts.

(b) Not Applicable
Answered in 2(a).

(c) Qualifications and Expertise
i. Proposed Experience with the Somali Community
Our organizations have helped serve the Somali community in all facets of their daily life. From helping immigrants be understood by their primary care physician, to helping them navigate the legal justice system, to addressing difficult topics within the community like suicide and domestic violence prevention. Our combined experience within the Somali community spanning over two decades has allowed both of our organizations to have the confidence and trust of the Somali community. We can serve this community effectively, especially during this difficult time.

ii. Relevant Existing Community Partnerships or Collaborations
GLC’s expertise in fostering cross-cultural understanding for our clients when they need us most is proven by our extensive client base which includes the National Football League, Andersen Windows, the NCAA, Allina Health, UCare, State of Minnesota, Hennepin County, and the State of Minneapolis. Our services are delivered to bring people together while bridging language and cultural barriers. Specific examples of this expertise can be found in part 2(a).

SCRS has proven expertise in serving communities of color throughout Minnesota. SCRS helps new refugees in Minnesota become self-sufficient by aiding individuals through complex systems like the health care, education, and legal system. SCRS has partnered and assisted many organizations, including Rice County Social Services, the Governor’s Council on Developmental Disabilities, Essential Home Health Care, State of Minnesota, City of Minneapolis, and the Blue Cross & Blue Shield Foundation in working toward a combined mission to help immigrants and refugees thrive in an equitable world.
iii. Description of Credibility
Our Partnership is uniquely qualified for this work due to their proven experience within the Somali community and their unparalleled trustworthiness within the community. Specifically, our organizations know who to contact for the appropriate media outlets and channels that individuals within the Somali Community listen to. We know the religious leaders and thought leaders in the community. We understand the culture and language of the Somali community within Minneapolis and we sincerely know their fear because we are part of the community. Our organizations are led by Somali immigrants. In short, we care deeply about our community and the ongoing trauma our community has faced. Our goal is to help our community in the aftermath and during the trial of the officers involved in the killing of George Floyd.

3. Activities.

(a) Location of Work
The location of the work is city wide because members of the Somali community live in both North, South, and other areas of the city.

(b) Specific Activities Proposed
The specific activities our Partnership has discussed about this proposal include:

- Conducting community focus groups with residents, business owners and other key stakeholder groups impacted by last year’s civil unrest.
- Use the findings to inform proactive communication on topics through programing on Somali TV of Minnesota and Somali Radio.
- The Q&A programming would provide trusted experts to answer questions. These programs would then be pushed to social media channels for those who were unable to attend live. Topics could include:
  1. How to Cope with Traumatic Stress From the Civil War Reminiscent of the George Floyd Protests and Mental Health Resources for Somalis
  2. Information on How to Support Protests
  3. Explaining how to Peacefully Protest and What a Protest is
  4. Resources Available to Residents that help to Understand Racial Disparities and Inequities
  5. Keeping Children Safe During the Civil Unrest
- Sharing findings with the City, to connect existing resources and identify needs of the Somali community and to develop new programming.
- Creating social media handles for our organization and promote our Partnership as a trusted channel for accurate information and connection to resources. These would be utilized to push out culturally sensitive information from the city.
- Recruit, qualify, hire and train Outreach Workers to support all activities and educational programming. Outreach Workers can work within the community to help answer questions and connect Somalis to resources, or to staff phones to do the same.

(c) Successful Implementation of Activities
i. Staffing
The staffing schedule will vary based on the activities. The Project Manager would be full time beginning at the start of the contract. Outreach Workers would be activated based on the community listening sessions as well as the environment during and following the trials.
ii. Structure
The Structure of activities could flow as outline below. Our focus would be on proactive outreach, communication, and engagement to help heal as well as minimize any fall-out should there be levels of unrest.

Phase 1: Community Focus Groups
Recruiting, Hiring, Training of Outreach Workers

Phase 2: Engagement Activity Development and Execution
Somali TV, Social Media Campaigns

Phase 3: Activation of Community Outreach Workers,
Identification of Resource and Programming Needs

iii. Project and Activity Management
An independent contracted Project Manager would be hired for this specific project. They would oversee the day to day activities under the supervision of GLC CEO or COO. They would be the main point of contact for our internal teams. They and the CEO or COO will be the main points of contact for the city.

iv. Performance of Activities
The team for this project would be a combination of our employees, 1099 temporary contractors and community leaders. Employees and contractors would be paid, we would strive for volunteer from community leaders, but may need to provide compensation or in-kind donations.

v. Additional Details
The scope of this project and the activities that will result will be in concert with the City’s goals. Our Partnership is focused on continuous dialogue with the City and will be flexible in their approach to best serving the community.

(d) Activities Efficacy
The activities, execution, and management we are proposing are proven tools that our organizations have used in the past. These practices provide fruitful results. Our approach includes understanding community needs through focus groups, providing culturally component communication in channels utilized by the community and by trusted leaders, and providing resources for the community that are requested by the community. GLC and SCRS were organizations formed by immigrants and for immigrants, with a focus towards cultural understanding and equality.

(e) Expected Challenges
There are many expected challenges that our Partnership has foreseen. For example, there is misinformation amongst different websites and social media channels. It will be important for our media team to ensure that all our information disseminated comes from a trustworthy source. Additionally, community members may feel the need to repeat violent acts or be commit violent acts to make sure their voices are heard. We must have an action plan if some members resort to violence. Further, many members of the Somali community have distrust of systems and government officials due to race disparities and their own experiences in fleeing their country due to civil war. While these challenges may persist, we can be ready to conquer these challenges through preparation and access to proper resources.
Exhibit A:
Budget Spreadsheet and Narrative
### Personal

<table>
<thead>
<tr>
<th>Name</th>
<th>Role on Project</th>
<th>Base Salary, Hourly Rate, or Annual Wage (amount paid without taxes, benefits etc.)</th>
<th>Estimated Hours On Project</th>
<th>Salary/Wages Charged To Project</th>
<th>Fringe for position in $</th>
<th>Notes</th>
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<td>CEO Khadija Ali - GLC</td>
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<td>COO Priya Morioka - GLC</td>
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<td>CEO Sharif - SCRS</td>
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<td>Social Services Director Ifrah Abdullahi - SCRS</td>
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<td>Training Manager</td>
<td>Working with the Project Manager, the training manager would provide training specific to the outreach activities in addition to tools and tactics for mediation, de-escalation and conflict resolution</td>
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<td>Community Leaders</td>
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<td>Lead Outreach Team</td>
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<td><strong>TOTAL DIRECT LABOR COSTS</strong></td>
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### OTHER DIRECT EXPENSES

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<td>Supplies</td>
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<td>Social Media And Print Campaigns</td>
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<td>Transportation</td>
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<td>Uniform T-shirts</td>
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<td>Focus Group Compensation</td>
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<td><strong>TOTAL OTHER EXPENSES</strong></td>
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### TOTAL DIRECT COSTS

| Cost                             | **$152,174** |

### ADMINISTRATIVE COSTS (Not to exceed 15% of Total Direct Costs)

| Cost                             | **$22,826** |

### TOTAL PROJECT COSTS

| Cost                             | **$175,000** |
## ATTACHMENT A: BUDGET TEMPLATE

### Project Schedule

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<th>Role</th>
<th>Responsibility</th>
<th>Hours/month</th>
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<th>May</th>
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<th>July</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Total Hours On Project</th>
<th>Annual Pay</th>
<th>Per Hour Rate Based on 2080 hr/yr</th>
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<td><strong>COO Priya Morioka - GLC</strong></td>
<td>Primary Strategic and Executional Oversight</td>
<td>25</td>
<td>10</td>
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<td><strong>CEO Sharif - SCRS</strong></td>
<td>Primary Strategic Planning</td>
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<td>$2,495</td>
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<tr>
<td><strong>Community Engagement Director Ifrah Abdullahi - SCRS</strong></td>
<td>Primary Strategic and Executional Oversight</td>
<td>15</td>
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<td>215</td>
<td>$58,240</td>
<td>28.00</td>
<td>$6,020</td>
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### Project Manager

- **Responsibility:** Responsible for execution of the project plan, including informing and overseeing employees of the partnership in understanding and executing their roles, point person and supervisor for the outreach workers.
- **Hours/month:** 120 120 80 80 60 60 60 720
- **Annual Pay:** $52,000
- **Project Charge:** $18,000

### Training Manager Ifrah Abdullah - SCRS

- **Responsibility:** The training manager would provide training specific to the outreach activities in addition to tools and tactics for mediation, de-escalation, and conflict resolution.
- **Hours/month:** 15 15 5 5 5 5 5 5 5
- **Annual Pay:** $1,375
- **Project Charge:** $1,375

### Schedulers

- **Responsibility:** Assign and manage schedule of hours for project.
- **Hours/month:** 5 5 5 5 5 5 5 5
- **Annual Pay:** $525
- **Project Charge:** $525

### Recruitment Outreach Intake

- **Responsibility:** Hiring of Outreach Workers.
- **Hours/month:** 10 10 10 5 5 5 5 5 5 60
- **Annual Pay:** $1,200
- **Project Charge:** $1,200

### Community Leaders

- **Responsibility:** In-kind or reimbursement for time.
- **Hours/month:** 15 15 15 15 15 15 15 135
- **Annual Pay:** $26,000

### Lead Outreach Team

- **Responsibility:** 2 individuals to be primary contact during events.
- **Hours/month:** 10 10 10 10 10 10 10 10
- **Annual Pay:** $2,250
- **Project Charge:** $2,250

### Outreach Team

- **Responsibility:** At events and community outreach.
- **Hours/month:** 600 150 150 150 150 150 150 150 150 1800
- **Annual Pay:** $30,600
- **Project Charge:** $30,600

**Total Annual Pay:** $96,574
Exhibit B:
Letters of Support
March 7th 2019

To Whom It May Concern:

*Global Language Connections* has been providing interpreting and translation services for Hennepin County since January 2018. Hennepin County has contract with seven vendors that provide face to face interpreting and document translations, and one vendor for telephonic interpreting. There is a number of county employees who are bilingual, which somewhat reduces the number of interpreter and translation services provided by vendors. However, the majority of limited English proficiency (LEP) clients receive language services through the contracted agencies.

Although *Global Language Connections* has been Hennepin County’s interpreter services vendor for a relatively short period of time, this agency has establish itself as a reliable and trustworthy partner able to meet very specific requirements and timelines demanded by our organization. *Global Language Connections* is expected to schedule interpreters within four hours for 15 most common languages defined by the State of Minnesota. These languages are: Arabic, Amharic, Burmese, Cantonese, French, Hmong, Laotian, Karen, Korean, Khmer, Oromiffa, Russian, Somali, Spanish and Vietnamese. *Global Language Connections* is usually able to provide the names of interpreters for any of these language within one hour. Due to their ability to respond quickly to requests for these and other languages, this agency is often asked to provide interpreting services for urgent requests and same day appointments. Thanks to quick responses, variety of available languages and high quality of services, *Global Language Connections* has become one of the top performing interpreter services vendors at Hennepin County.

*Global Language Connections* has been a reliable business partner that provides high quality interpreter and translation services in a professional and timely manner. *Global Language Connections* fulfills its contractual obligations and follows policies and recommendations created by Hennepin County and other government entities.

Tatjana Tuzlukovic
Human Services Supervisor
612-596-7475
June 13, 2018

Mayo Clinic
200 First St. SW
Rochester, MN 55905

Re: Letter of Support for Global Language Connections

To whom it may concern:

As one of the largest pediatric health systems in the United States, Children’s Minnesota is the only health system in Minnesota to provide care exclusively to children, from before birth through young adulthood. Our vision is to be every family’s essential partner in raising healthier children.

In the fall of 2017, Children’s launched Community Connect, a family support model to address the broader social conditions that impact childhood health. Community Connect works with families to identify opportunities to improve health, connects them to community resources, and provides supportive follow-up. To facilitate this work, we sought out dedicated program staff to foster relationships with families and ensure the services they received were family-centered and culturally relevant.

As we considered potential vendors to help us fill the new staff role of Community Connect Resource Navigator, Global Language Connections was a natural partner. We share similar goals – particularly as it relates to prioritizing workforce diversity and health equity. Global Language Connections successfully leveraged bi-lingual interpreter staff and provided these individuals an opportunity to step into a role that allowed them to advocate for and support the community in a new way.

With the help of Global Language Connections, five full-time Resource Navigators now support Community Connect in our St. Paul and Minneapolis clinics. These Navigators have been instrumental to the program’s success. Not only do they partner with families to identify opportunities to improve health and facilitate access to community resources, but also provide critical feedback and ideas for continuous improvement to the program and ways to better serve our patients and families.

Please contact me with any further questions.

Sincerely,

Pam Ross, JD, MHA
Director, Community Health Programs
Children’s Minnesota
Direct: (952) 992-5530
Pam.Ross@childrensMN.org
To Whom It May Concern

June 2018

I am writing this letter of support for Global Language and Staffing Connections (GLCS) and highly recommend them as strategic workforce solutions partner. Our company GMR Marketing offers a full-service suite of strategic, activation and hospitality capabilities for many major events including the Super Bowl. This year GLSC provided coat check services for one of our flagship events with the National Football League (NFL) for Super Bowl LII in Minnesota.

This exclusive 4-day event leading up to Super Bowl Sunday was hosted by the NFL. Attendees include players, owners, agents and some of the League’s major sponsors. We were looking for a partner to deliver discreet VIP level services. GLSC was selected out of the NFL Business Connect Program. GLSC was chosen from this highly competitive program which focuses on providing access to business generated during the Super Bowl to underrepresented businesses owned by women, minorities, GLBTQ and veterans.

We were impressed by GLSC and their passion to create jobs in the immigrant community through connections to mainstream business. From the initial meetings, we were impressed with the firm’s professionalism and attention to detail. We spent several months in negotiation for the event, which included multiple rounds of changes to the programming. GLSC was thorough with their evaluations of these changes and created solutions which maintained our budget without compromising the service. They held firm to ensuring the staff was compensated fairly.

During execution of the event, we were pleased with the efficiency of the services provided by GLCS and found the staff to be a pleasure to work with. Their services were based open a 14 hour a day, and the team checked close to 1,000 coats each day. The staff were kind, professional and did not misplace any of the guests coats/items. The operations were not only planned well but GLSC was able to turn on a dime to accommodate spontaneous changes during the event. Our guests enjoyed the team, and appreciated their attention to detail, service with a smile and hustle which led to very few wait times, which was a priority for us.

We would recommend GLSC as a workforce partner. They provided us with strong staff that were prepared for the workload. If there were issues, they were handled and did not impact service. It was wonderful to see a diverse group participate in the Super Bowl festivities.

Please feel free to contact me with any further questions.

Regards,

Stephanie Lee
Sr. Creative Producer, GMR Marketing

slee@gmrmarketing.com
Since the riots my friend Mike Forcia and myself (with our supporters in AIM Twin Cities) have been patrolling Franklin ave and keeping the peace.

We prevented 4 kidnappings. The looting and burning of Holiday Gas Station on Franklin Ave. We posted up patrollers at the Minneapolis American Indian Center and the AIOIC school on Franklin Ave the first night or the riots and for a week after the riots. We also provided security at most Native American owned businesses the first night.

By night two we had people patrolling Franklin ave from 26 to 35w. From Franklin Ave to 26th St. We organized with Little Earth helping the residents keep it safe during the riots. We also organized with Somoli businesses and kept them safe too.

We boarded up businesses. We blocked off Dollar General with the propane rack to keep looters out.

We have prevented alot of crime through watching people and in a peaceful way got the individual to decide to go home peacefully through talking listening and helping the people out when possible with food or water to drink.

We patrolled little earth for 5 months. And also nightly would patrol Franklin Ave from Chicago to Cedar Ave. We have administered narcan to people who overdosed. And have driven hurt people to HCMC.

Immediately after the riots we found lots of gas cans with gasoline inside them hidden all over. We carefully examined the cans for traps and when found to be safe we removed the cans and used the gas in our volunteers cars that were patrolling the neighborhood.

It was a long summer and alot of hard work by us and our volunteer members of AIM Twin Cities. Without funding we will be unable to patrol prior during and after the trial.