



RESILIENCE LLC

FEDERAL HUMAN SERVICES | SUBSTANCE-USE PREVENTION | WORKFORCE SUPPORT

Reliable Service | Inclusive Opportunity | Measurable Performance

UEI EJPPBZXGKKP5	CAGE 0Q2Z5	LOCATION Washington, DC	SAM.GOV Active
PRIMARY NAICS 561421	FEDERAL PSC DE01 / G004 / G099	WEBSITE resiliencellc.org	EMAIL faron@resiliencellc.org

COMPANY OVERVIEW

Resilience LLC is a Washington, DC-based small business providing scalable human-services support, substance-use and drug-abuse prevention outreach, youth and family engagement, workforce development, resource navigation, customer support, and contact-center operations. Resilience supports government agencies, prime contractors, and community partners through accessible in-person and virtual service delivery, structured outreach, reliable documentation, workforce mobilization, and measurable program support.

CORE CAPABILITIES

Drug Abuse & Substance Use Prevention: prevention education, youth and young-adult engagement, substance-free alternative activities, caregiver engagement, community outreach, recovery-support navigation, and warm referrals to appropriately licensed treatment providers.

Youth, Family & Community Support: trauma-responsive engagement, foster-care-informed support, resource navigation, case-management support, and connections to housing, education, behavioral-health, and family resources.

Workforce Development & Employment Support: job readiness, career coaching, candidate sourcing, competency screening, onboarding, training, performance coaching, scheduling, and remote workforce mobilization.

Contact Center & Outreach Operations: inbound and outbound support, appointment scheduling, participant follow-up, program outreach, helpline support, after-hours and overflow coverage, CRM documentation, and escalation.

Program & Administrative Support: intake, data entry, case and service-request documentation, document processing, quality assurance, KPI/SLA monitoring, reporting support, and program coordination.

GOVERNMENT CONTRACTING & SUBCONTRACTING ROLE

Resilience LLC is positioned to serve as a prime or subcontractor for non-clinical substance-use prevention and outreach, youth and family support, resource navigation, workforce development, contact-center operations, and administrative program support. For larger requirements, Resilience can recruit, train, deploy, and manage an assigned workforce against agency or prime-contractor service, security, quality, documentation, and performance standards.

DIFFERENTIATORS

Washington, DC-based and SAM.gov active.

Leadership experience in case management, workforce development, training, and cross-system resource coordination.

Direct foster-parent experience informing youth, family, and trauma-responsive engagement.

Hybrid delivery model designed to reduce transportation, scheduling, and access barriers.

Inclusive recruiting pipeline and contract-first scaling model for rapid workforce deployment.

FEDERAL ALIGNMENT

561421 Telephone Answering Services

624110 Child and Youth Services

624190 Other Individual and Family Services

624310 Vocational Rehabilitation Services

DE01 IT/Telecom Help Desk - Labor

G004 Social - Social Rehabilitation

G099 Social - Other

Service Scope Note: Resilience LLC's substance-use capabilities are positioned around prevention, outreach, education, resource navigation, recovery-support coordination, and referral. Clinical diagnosis or treatment is provided only through appropriately licensed or certified providers and partners.

CONTACT

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