

5. SECTION B - SCOPE OF SERVICES:

5.1. BACKGROUND

- A. The Montgomery County, Maryland (County) Department of Health and Human Services' (DHHS) Latino Health Initiative (LHI) focuses on the development of effective, culturally competent, and linguistically appropriate programs to improve the health and well-being of underserved Latinos in the County.
- B. The County has an interest in providing non-clinical trauma-informed emotional support to Latino families residing in the County to manage the mental health impacts of pre-existing traumas exacerbated by situations such as homelessness, hunger, unemployment, poverty, rapid crime growth, lack of access to care and other migratory related issues.
- C. The Latino community has difficulty accessing community resources due to many barriers including, but not limited to, language and/or linguistically/culturally competent services, lack of insurance and/or proper coverage, lack of knowledge regarding existing public and private services, unfamiliarity with the system, lack of transportation, low income, and lack of education.

5.2. INTENT

- A. The County is seeking experienced and qualified human services providers to develop, design and implement a culturally competent and linguistically appropriate program to provide non-clinical, trauma-informed emotional support and referrals, including the provision of culturally appropriate emotional support groups, to Latino County residents and other underserved and at-risk County residents.
- B. The County intends to award up to three (3) contracts as a result of this Request for Proposals (RFP) to ensure coverage for all geographical areas of the County. All compensation payable under any contract resulting from this RFP is subject to and contingent upon the County's appropriation and encumbrance of funding for the services described in this solicitation. The total anticipated Fiscal Year 26 compensation for these services across all contracts is approximately \$1,200,000.00 annually. This amount is an estimate only and the County makes no guarantee of a specific compensation amount.
- C. In the event the County receives additional funding for services requested under this solicitation, the County reserves the right to expand the existing scope of services for the resulting contract(s). Such additional services are not guaranteed and will only be requested if funds for additional services are appropriated and encumbered by the County. Additional services may be added during negotiations or added via a contract amendment to the contract(s).

5.3. SCOPE OF SERVICE

The Offeror who is awarded a contract resulting from this RFP, herein after referred to as the "Contractor" must provide non-clinical community mental health services to Latino and other underserved County residents as follows:

- A. The Contractor must provide culturally competent and linguistically appropriate non-clinical mental health services within the [framework](#) of the LHI and under the guidance of County staff. The

interventions must be oriented to help individuals and/or families acquire coping strategies to manage the mental health impacts of pre-existing conditions.

- B. The Contractor must collaborate with the LHI in conducting planning and evaluation activities aimed at supporting the LHI mission and must develop, implement, and evaluate a culturally and linguistically competent program utilizing a culturally and linguistically appropriate tool to conduct a qualitative assessment for each participant to establish baseline information/needs assessment, when applicable.
- C. At a minimum, the Contractor must:
 - 1. Target critical geographical areas of intervention, which will be determined by the LHI each contract term.
 - 2. Develop a protocol, including eligibility specific criteria, to recruit and enroll program participants and identify unique Latino participants, who have not participated in previous community mental health groups and/or other underserved community members in need of non-clinical mental health support that meets a specific criterion to participate in the program. The protocol needs to be approved by the LHI. The Contractor must meet with the County Contract Monitor within 30 days of the contract start date.
 - 3. Create a 6-session non-clinical trauma-informed curriculum to provide support groups to help individuals/families acquire coping strategies to manage the mental health impacts of pre-existing traumas. The Contractor must be able to adapt the curriculum based on new and emergent community needs. Topics must be approved by the LHI.
 - 4. Facilitate non-clinical trauma-informed 6-session emotional support group interventions for recruited program participants. Each participant must attend the 6 support group sessions. If the participant misses any of these 6-sessions, the Contractor must provide make-up sessions and ensure that the participants attend.
 - 5. Develop protocol, including specific selection/requirements criteria, to recruit participants in need of clinical mental health services. The Contractor must refer, help participants access existing public and/or private mental health services, and advocate for the provision of these services needed by the participant, and follow up with the participant to assess if they have received access to those services.
 - 6. Conduct an evaluation to determine the effectiveness of its non-clinical community mental health support services in meeting program goals and objectives through language appropriate and culturally competent evaluation tools. Evaluation tools, developed by the Contractor, must include individual/family assessments, pre- and post-tests, and customer satisfaction surveys at the end of the intervention. Evaluation tools will gauge participants' changes in knowledge, attitudes, and behavior. Evaluation tools must be approved by LHI.
 - 7. Accommodate the ethnically and culturally diverse populations of the County:
 - a. Contractor must develop an organizational policy that describes how they will assist/refer clients Limited English Proficiency to access services. The Contractor must train all staff on this organizational policy.
 - b. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, including individuals who use American Sign Language, at no cost to the participants nor any additional cost to the County, to facilitate timely access to services.
 - c. Inform participants in their preferred language or disability-related communications mode, verbally and in written notices, of their right to receive language/communication assistance.

- d. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
 - e. Provide easy to understand print, multimedia materials, and signage in the languages commonly used by individuals in the community.
8. The Contractor must comply with the U.S Department of Health and Human Services Office of Minority Health National Standards for Culturally and Linguistically Appropriate Services (CLAS). Montgomery County DHHS has adopted CLAS Standards #5 – 8, which specifically address communication and language assistance for County clients/consumers, which can be found at
- <http://www.montgomerycountymd.gov/HHS/DoingBuswDHHS.html>
9. If determined to be necessary by the Contract Monitor and/or the Contractor, the Contractor must develop culturally and linguistically appropriate educational/promotional/informational materials that supports the implementation of this LHI funded program. The Contractor must include the phrase: “Funded by the Montgomery County, Department of Health & Human Services. This material may be reproduced.” on all printed or other media materials produced. Any materials to be utilized for the project must be approved by the Contract Monitor prior to distribution.
10. Supervise the Contractor’s employees, volunteers, and consultants, who provide services under this resulting contract, and maintain employee files for the staff that reflect appropriate staff experience, and credentials
11. Provide required reports as outlined in this RFP.
12. The Contractor and appropriate staff must be available to meet with the LHI Contract Monitor within 30 days of the contract start date, to discuss the Contractor’s work plan, protocols, support groups guide and evaluation tool(s) that will be used during the contracted period. Additionally, upon request by the County, the Contractor must be available to meet with the County Contract Monitor, as well as accommodate monitoring visits by the County to evaluate program effectiveness and must accept recommendations/suggestions for improvement, as appropriate. This may include review of records, if appropriate; direct observation of services while they are being provided; and consultation with participants, who have been served by the Contractor through the program.
13. Provide all participant, employee, fiscal, and program documentation related to the contract to the County for evaluation and quality assurance review, upon County’s request.
14. The Contractor must comply with all federal, State and local laws and regulations governing privacy and the protection of health information, including but not limited to, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Family Educational Rights and Privacy Act (FERPA). The Contractor must also sign a Business Associate Agreement prior to execution of any resulting contract from this solicitation (Attachment D).
15. The Contractor must comply with DHHS Background Clearance Policy requirements for staff as stated in the link listed below. At a minimum, any and all staff and volunteers having unsupervised contact with a vulnerable population, including children and/or the elderly, must be appropriately screened prior to providing services under this Contract. The Contractor must check the link for updates to the policy. The Background Check Policy is located here:
<http://www.montgomerycountymd.gov/HHS/DoingBuswDHHS.html>
16. Comply with the County’s DHHS Allowable Contract Cost Reimbursement Policy, which can be found at: <http://www.montgomerycountymd.gov/HHS/DoingBuswDHHS.html>

Budget allocation should only cover expenses related to the implementation of the program and service delivery.

5.4 CONTRACTOR'S QUALIFICATIONS / RESPONSIBILITY

The Contractor must possess the following qualifications:

- A. Demonstrated knowledge/experience and capacity to deliver culturally and linguistically appropriate health and human services and interventions to individuals and families, including underserved Latino community residents of Montgomery County.
- B. Demonstrated experience using a team or collaborative approach to providing services, especially working with other public and private programs to achieve stated goals and objectives.
- C. Demonstrated experience setting and attaining goals, gaining trust in underserved, hard to reach, and Latino community residents, following up and ascertaining program participants' needs are met.

5.5. COUNTY'S RESPONSIBILITY

- A. The County will be responsible for processing monthly invoices and monitoring the performance of the resultant contract(s) under this RFP.

5.6. REPORTS

- A. Monthly Reports

The Contractor must provide to the County monthly reports, in a format approved by the County, submitted by the 15th day after the end of the month accompanied by the monthly invoice. The report must include at a minimum:

1. Summary of Contractor's participant recruitment efforts, including zip codes
2. Summary of the services delivered
3. Number of participants on community non-clinical mental health sessions
4. Number of participants on community non-clinical mental health sessions to date (cumulative)
5. List of participants that joined each cohort and attendance
6. Number of community non-clinical mental health sessions conducted
7. Number of community non-clinical mental health sessions conducted to date (cumulative)
8. Number of community non-clinical mental health cohorts
9. Number of community non-clinical mental health cohorts to date (cumulative)
10. Number of participants referred to clinical mental health services
11. Number of participants referred to clinical mental health services to date (cumulative)
12. Out of the participants that were referred to clinical mental health services, number of participants who accessed those services
13. Number of referrals per agency
14. Number of referrals per agency (cumulative)

NOTE: Monthly report must include qualitative data such as success stories, new partnership challenges, lessons learned, etc.

B. Annual Reports

The Contractor must submit an annual report with a summary of all program activities, data and outcomes from the entire year, as well as a program evaluation and analysis, in a format approved by the County, within 15 days following the close of the contract year (June 30) to accompany the year-end invoice. The annual report must include at minimum the following:

1. Brief narrative of the program
2. Three major accomplishments (not duplicated below)
3. Summary of all potential participant recruitment data
4. Summary of all services provided
5. Summary of all participants served/registration/enrollment data
6. Summary of all participant engagement/participation data
7. Summary of all participants referred to community clinical mental health service providers
8. Summary of all of participants referred services needs met
9. Summary of all locations (session locations for in-person, and the data regarding zip codes of participants' addresses).
10. Summary of all program outcome data
11. Summary of all participant satisfaction data
12. Summary of all program interventions data
13. Challenges identified, addressed, to be addressed, and lessons learned
14. Conclusions and recommendations for program improvement based on program data collected during the program implementation

5.7 CONTRACTOR'S PERFORMANCE MEASURES

- A. The Contractor must develop and maintain a system of data collection for program participants, subject to County approval, to measure progress toward the County's Performance Measures listed below.







The Contractor must measure the following:

1. Change in knowledge of non-clinical mental health tools, strategies and coping mechanisms.
2. Change in self-efficacy related to coping mechanisms of participants.
3. Participants' referral data to measure percentage of participants who were successfully linked to appropriate mental health providers.
4. Percentage of participants that were referred to clinical mental health services that received those clinical services and care.
5. Participant satisfaction data to measure participants' satisfaction with the services provided, using the Satisfaction Survey developed by DHHS listed below.

B. Customer Satisfaction

The Contractor must maintain an annual 95% satisfaction rating as determined by the Satisfaction Surveys completed by the participants and administered by the Contractor.

How would you rate your recent experience with this program or service in each of the following areas:

	Very Satisfied  	Satisfied 	Not satisfied 	Very Unsatisfied  	Don't Know / Not applicable
Responsiveness/Timeliness					
Courtesy/Respect					
Overall Experience					

5. SECTION C - PERFORMANCE PERIOD

5.2. TERM

The effective date of this Contract begins upon signature by the Director, Office of Procurement and ends on the County's end of first Fiscal Year. The County's Fiscal Year runs from July 1st through June 30th. The Contractor must also perform all work in accordance with time periods stated in the Scope of Services. Before this term for performance ends, the Director at his/her sole option may (but is not required to) renew the term.

The Contractor's satisfactory performance does not guarantee a renewal of the term. The Director may exercise this option to renew this term two (2) times(s) for up to one (1) year each.

6.2 PRICE ADJUSTMENTS

Prices are fixed for the first term of this Contract. For any renewal term of this Contract, a price increase may be allowed as follows:

- A. If the County Council provides for an Inflationary Adjustment that applies to this Contract, the Contractor will receive the Inflationary Adjustment in the amount set forth by Council for the subject Fiscal Year. In this event, the Contractor may not seek any additional price increase(s) during the renewal term.
- B. If there is no Council-approved Inflationary Adjustment applicable to this Contract, the Contractor may request a price increase, subject to the following:
 - 1. Approval or rejection by the Director, Office of Procurement, or designee
 - 2. Must be submitted in writing to the Director, Office of Procurement and accompanied by supporting documentation justifying the Contractor's request. A request for any price adjustment may not be approved unless the Contractor submits to the County sufficient justification to support that the Contractor's request is based on its net increase in costs in delivering the goods/services under the contract.
 - 3. Must be submitted sixty (60) days prior to contract expiration date, if the contract is being amended.
 - 4. Must not be approved in an amount that exceeds the amount of the annual percentage change of the Consumer Price Index (CPI) for the twelve-month period immediately prior to the date of the request. The request shall be based upon the CPI for all urban consumers issued for the Washington-Arlington-Alexandria, DC-VA-MD-WV, Metropolitan area by the United States Department of Labor, Bureau of Labor Statistics for ALL ITEMS.
 - 5. The County will approve only one price adjustment for each contract term, if a price adjustment is approved.
 - 6. Should be effective sixty (60) days from the date of receipt of the Contractor's request.
 - 7. Effective only if executed by written contract amendment.