

5. SECTION B - SCOPE OF SERVICES:

5.1. Background

The Montgomery County, Maryland (County) Department of Health and Human Services (DHHS) has an interest in promoting and fostering outreach to at-risk children and vulnerable adults, and to build individual and family strength and self-sufficiency. The DHHS Latino Health Initiative (LHI) focuses on the development of effective, culturally and linguistically appropriate programs to improve the health and well-being of underserved Latinos in the County. In response to the changing needs of the Latino community, the LHI developed the Family Reunification Service (FRS) for children under the age of 19 and their parents/guardians who have been separated due to migratory circumstances. The program delivers culturally, and linguistically competent workshops tailored for parents/caregivers and adolescent children focused on developing skills, such as communication and stress management, to rebuild and strengthen family relationships.

5.2. Intent

The County seeks an experienced and qualified organization to develop and implement family reunification services to Latino families who have been separated due to migratory circumstances. The successful Offeror awarded a contract as a result of this RFP (also referred to as the "Contractor") must provide culturally based family reunification workshops for children and their parents/guardians and facilitate access to wrap-around social support services to connect participants to community resources. The County intends to award one contract as a result of this RFP. The estimated total compensation for fiscal year 2026 for these services is \$94,000. This amount is an estimate only and the County makes no guarantee of a specific compensation amount. 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 RFP.

All compensation payable by the County under any contract resulting from this solicitation is subject to and contingent upon the County Council's appropriation and the County's encumbrance of funding for the program described in this solicitation. 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. 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 will be added via a contract amendment to the contract resulting from the solicitation.

5.3. Scope of Services/Specifications/Work Statement

- A. The Contractor must provide a culturally and linguistically competent FRS to children and adolescents and their parents/caregivers that have been separated from their fathers, mothers, or both due to migratory circumstances. Services must be provided in neighborhoods of significant economic risk located at Up-County (such as, but not limited to, zip codes 20871, 20874, 20876, 20877, 20878 and 20886), Mid-County (such as, but not limited to, zip codes 20906, 20853, 20855 and 20859, and Down-County (such as, but not limited to, zip codes 20901, 20902, 20903, 20904, and 20910).
- B. The Contractor must collaborate with the LHI in conducting planning and evaluation activities aimed at supporting the LHI mission. The Contractor must develop, implement, and evaluate a culturally and linguistically competent program aimed at reducing health risk behaviors, enhancing protective factors and increasing overall wellness among the target population, framed under the health equity lens by addressing social determinants of health.

- C. The Contractor must recruit a yearly minimum of 20 family units with recently arrived children living in neighborhoods of significant economic risk, as identified above in section 5.3 Paragraph A, to participate in the program. A minimum of 40 individuals inclusive of the 20 low-income family units per geographical area (Up-County, Mid-County, and Down-County) must be served.
- D. The Contractor must utilize a culturally and linguistically appropriate tool to conduct a quantitative and qualitative family assessment survey for each participating family to establish baseline information on demographics and family structure and relationships before and after parents' immigration, children's journey, and during the period of reunification.
- E. 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), which can be found at <https://www.montgomerycountymd.gov/HHS/DoingBuswDHHS.html>.
- F. The Contractor, utilizing curricula provided or approved by the LHI, must provide annually a minimum of five cohorts of six, two-hour, family group sessions for participating children and a minimum of five cohorts of six, two-hour, family group sessions for participating parents/caregivers. Sessions for children and parent/caregivers must be provided separately but run concurrently.
- G. The Contractor, utilizing a Family Reunification Coaching Guide provided or approved by the LHI, must provide annually four, one-hour, individual coaching sessions for each parent/caregiver participating in the family reunification sessions.
- H. The Contractor must, based on the needs of each family, link families to existing public and/or private services and advocate for the provision of these services.
- I. The Contractor must collaborate with the LHI to enroll FRS participants into the Maryland Health Exchange, Medicaid, Care for Kids, Maternity Partnership, LHI programs, and other relevant programs.
- J. The Contractor must conduct an evaluation to determine the effectiveness of the reunification services in meeting program goals and objectives through language-appropriate and culturally competent evaluation tools. Evaluation tools may include family assessments, pre and post-assessment, customer satisfaction surveys, and may be administered before and/or after each workshop. Evaluation tools will gauge participants' changes in self-efficacy, and behavior change intention.
- K. The Contractor must design and implement a dissemination plan that will be used to share program successes, barriers, and results with other agencies involved in health promotion issues. At a minimum, this plan must include developing and conducting a presentation for one professional meeting or conference conducted in the local metropolitan area. This process is subject to approval by the County.
- L. If determined to be necessary by the County and/or the Contractor, the Contractor must work with the LHI to develop strategies to enhance data collection, analysis, and reporting efforts for children and parents/caregivers served by the LHI in the FRS.

- M. The Contractor must supervise all of its employees, volunteers, and consultants who provide services under the resulting contract, and must maintain employees' files that reflect experience, and credentials as appropriate.
- N. The Contractor must conduct an evaluation of the FRS and provide reports as outlined in this RFP.
- O. The Contractor must designate a staff that will be available to meet regularly with the County Contract Monitor. Meeting times will be determined by the County. The Contractor must accommodate monitoring visits by the County to evaluate program effectiveness and must accept the County's recommendations/suggestions for improvement as appropriate. This may include review of records, direct observation of services while services are being provided, and consultation with participants who have been served by the Contractor through the FRS.
- P. The Contractor, at the County's request, must provide all participants employee, fiscal, and program documentation related to the Contract for evaluation and quality assurance review.
- Q. 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: <https://www.montgomerycountymd.gov/HHS/DoingBuswDHHS.html>.
- R. 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. The Contractor must sign and comply with the County's Business Associate Agreement (Attachment D).

5.4. Contractor's Qualifications

- A. The Contractor must meet the following minimum qualifications:
 - 1. The Contractor must be registered to do business in the State of Maryland.
 - 2. The Contractor must have experience using a holistic approach to providing services, to achieve goals and objectives of this RFP.
 - 3. The Contractor must have experience in fostering collaborative partnerships with public and private entities from diverse sectors.
 - 4. The Contractor must have experience addressing social determinants of health to support positive health and wellbeing outcomes for children and their families.
 - 5. The Contractor must have experience developing and implementing new models and programs in the Latino community, that are innovative, data-driven, and effective in child development, and/or family strengthening.
 - 6. The Contractor must have experience in developing and implementing culturally based prevention, intervention and/or reunification programs and services for Latinos.

7. The Contractor must have experience working knowledge of the challenges facing underserved and vulnerable populations in the County, as well as a strong understanding of the successful strategies that have been demonstrated to be effective to engaging underserved Latinos in the region.

5.5. Contractor's Responsibility

- A. The Contractor must develop and present to the County goals, objectives, work plan, data collection and evaluation instruments and activities to be implemented. The Contractor must obtain written approval from the County before implementing, or modifying after it is approval, these goals, objectives, work plan, data collection and evaluation instruments and activities.
- B. The Contractor must obtain written approval from the County before affecting changes regarding positions funded under the contract resulting from this RFP. Request for changes in personnel must include a job description, work plan detailing assignment and timeline, and information of full-time employee equivalency.
- C. The Contractor must hire, train, and supervise staff needed to accomplish positive participant and community outcomes. The Contractor's staff must demonstrate the following competencies:
 1. Bilingual in Spanish and English in order to deliver programs / services to participants whose primary spoken language is Spanish;
 2. Knowledge of positive child development practices, trauma-informed approaches, and other best practices for working with at-risk Latino populations;
 3. Ability to use strengths-based approaches to develop and apply strategies to support recovery;
 4. Ability to follow safety protocols to help ensure the safety of clients and other staff
 5. Basic understanding of the principles of wellness and resilience;
 6. Ability to provide emotional support to individuals, families, and other caregivers affected by family separation and reunification related challenges; and
 7. Ability to connect individuals with their natural support network.

5.6. Reports/Deliverables

The Contractor must maintain a system of written records that conforms to generally accepted accounting and employee record-keeping standards.

- A. The Contractor must submit a monthly report, due no later than 15 days following the end of each month. The monthly report must include, at a minimum:
 1. The number of children and parents/caregivers recruited during the period;
 2. Gender, age, race/ethnicity, country of origin, preferred language, and zip code of residence of program participants;
 3. Numbers of the family sessions provided during the period;
 4. Number of children enrolled in the program to date;
 5. Number of children who participated in group sessions;
 6. Number of parents/caregivers enrolled in the program to date;
 7. Number of parents/caregivers who participated in group sessions;
 8. Number of families who completed the family assessment survey;
 9. Number of parents/caregivers who received individual coaching sessions; and

10. Number of families referred to services providers and percentage of referrals completed.

B. The Contractor must submit a mid-term and an annual report no later than January 15 and July 30 each year. These reports must include performance measure data, as outlined in 5.7 of this RFP, and a summary of activities completed by the Contractor.

5.7. Performance Measures

A. The Contractor must develop and implement a mechanism to measure progress towards the County's performance measures listed below, and to assess the quality of services provided.

1. Percentage of participants that demonstrated an improvement in parent-children relationship by calculating the percent change of the following objectives at baseline and exit:

- a. Establishing or re-establishing positive parent-child relationships;
- b. Building skills among family members to establish effective communication;
- c. Re-establishing parental authority;
- d. Applying techniques to cope with stress; and
- e. Incorporating cultural traditions and values to strengthen family bonds.

2. Participant satisfaction- data to measure children and parent/caregivers' satisfaction with the services provides, including the following areas:

- a. Responsiveness/Timeliness
- b. Courtesy/Respect
- c. Overall Satisfaction

6. SECTION C - PERFORMANCE PERIOD -

6.1. 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 year each.

6.2 PRICE ADJUSTMENTS

6.2.1. 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:
 - i. Approval or rejection by the Director, Office of Procurement, or designee
 - ii. Must be submitted in writing to the Director, Office of Procurement and accompanied by supporting documentation justifying the Contractor's