

Exhibit C – Scope of Work

I. Introduction

The City of Austin (City) seeks proposals in response to this Request for Proposals (RFP) from qualified social service providers (Offerors) with demonstrated experience working with Community Health Workers (CHWs) to provide health access services to residents of Austin/Travis County. The City will fund programs that hire, expand, connect, capacitate, and empower Community Health Workers and Community Health Worker supports.

II. Background and Purpose of Funding

A Community Health Worker is defined by the American Public Health Association as “a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.” Austin Public Health acknowledges the significant and powerful work of Community Health Workers as trusted messengers in the community and continues to commit to the expansion of this ground level connection. Community Health Workers are critical to advancing equity by addressing and reducing health disparities through cultural humility and community empowerment.

The [FY21-22 Boards and Commissions Recommendations](#) for City of Austin’s fiscal year 2021-2022 budget contained calls for additional funding for CHWs from the Asian American Quality of Life Resource Advisory Commission, Commission on Immigrant Affairs and Human Rights Commission. Additional recommendations for CHW funding came from the Public Health Reinvestment working group and Reimagining Public Safety taskforce as outlined in [Austin City-Community Reimagining Public Safety Task Force 2021 Mid-Year Recommendations Report](#) . These funds aim to provide health access services to residents of Austin/Travis County with a focus on COVID-19 vaccine outreach and addressing health access inequities among historically underserved populations and communities.

The need for CHWs has increased steadily over time, and funding has allowed additional CHWs to provide vital services to underserved populations in Austin/Travis County. Focused community health navigation programs provide access to city and local health and wellness resources through patient advocacy, health navigation education, self-sufficiency resources, interpretation/translation support, referrals to local resources, and eligibility and application assistance. Navigating the health care system can be a monumental task for individuals whose primary language is English and is sometimes insurmountable for people whose primary language is not English. City of Austin funding has helped expand the availability of services in Arabic, Burmese, Chin Tedim, Hindi, Korean, Mandarin Chinese, Nepali, Spanish, and Vietnamese. This funding seeks to continue these essential services to the community.

Through a Budget Rider to the FY2022 City of Austin Operating Budget, Council Member Fuentes passed an amendment to add \$450,000 in one-time City of Austin General Funds. The purpose of this funding is for the expansion of or creation of new CHW contracts with community partners to increase CHW capacity. This funding will allow partners to continue their crucial community-based public health work.

Solicitation Objectives

The objectives of this funding are to:

- Expand CHWs in Austin/Travis County to areas and populations that currently are in need
- Increase capacity and support to CHWs providing community-based health access services
- Provide support to CHW programs

III. Funding and Timeline

Department: Austin Public Health

Services Solicited: Community Health Workers

Available Funding: \$450,000 total for a 24-month term

Request Limits: There is a minimum request for \$100,000, and a maximum request of \$450,000 for a 24-month period

Anticipated Number of Awarded Agreements: Austin Public Health anticipates awarding one or more Agreements for the full amount of funding available.

Contract Term: The Agreements will have an effective start date of July 1, 2022, for a 24-month period. There are no extension options.

Awarded programs may be structured as a reimbursable-based agreement or a deliverables-based agreement, as defined below:

- Reimbursable Agreement- An Agreement where an agency is reimbursed for expenses incurred and paid through the provision of adequate supporting documentation that verifies the expenses.
- Deliverable Agreement- An Agreement where an agency is reimbursed for a report or product that must be delivered to the City by the grantee (or by the Subgrantee to the Grantee) to satisfy contractual requirements. It can include goods or finished works, documentation of services provided or activities undertaken, and/or other related documentation.

IV. Services Solicited

Program Services

The City is intentionally leaving program strategies open beyond the criteria listed in this section, allowing Applicants to propose solutions to meet community needs effectively.

Services that promote these goals may include, but are not limited to:

- Hire new CHWs
- Increase compensation or find innovative methods to make this a sustainable and attractive career for CHWs and CHW Instructors
- Fund CHW Instructor training
- Collaborate with APH's CHW Hub currently in development
- Develop CHW trainings and implement trainings in languages other than English and Spanish
- Develop or improve CHWs' training and access to technology and other resources
- Provide operations and direct client assistance support so that CHWs are best able to serve the community

Data Collection and Reporting

For all programs serving individuals, agencies will track and report the number of unduplicated clients served and document proof of the services provided where applicable. Client tracking should include methods for securely recording identity, zip code, income, and demographics of the people served without violating client confidentiality.

Organizations will be required to report the following performance measures to Austin Public Health on a quarterly basis:

1. Number of unduplicated individuals served in a 12-month period
2. Percentage of individuals who achieve social, emotional, or healthy outcomes as a result of receiving services

Best Practices

1. CHW should either already be certified by Texas Department of State Health Services (DSHS) or certify within 12 months of hire. Certification can take place through taking a 160-hour certification class, or through documentation of 1000 hours of work experience. Additional details on DSHS certification can be found [here](#). If certification takes place through work experience, additional trainings on cultural competency, language access, outreach/facilitation skills, and advocacy are highly encouraged. These trainings can be provided by the contactor, or CHW can take [continuing education classes](#) designed for CHWs or trainings through other providers.
2. CHWs should conduct [social determinants of health assessments](#). Social determinants of health are the conditions in which people are born, grow, live, work and age that shape health. Social determinants of health (SDH) include race, socioeconomic status, education, physical environment, employment, and social support networks, as well as access to health care.
3. CHWs should use the [ConnectATX](#) platform to make referrals to community-based resources. CHWs will conduct at least 1 follow-up encounter (via phone, in-person, email, or text message) and up to 2 follow-up encounters to ensure that referrals were adequate, and that individuals' needs were met.
4. The City of Austin recommends offerors follow Strategic Direction measure EOA.C.3 and pay at least a livable wage to all staff working on the program.¹

V. Principles of Service Delivery

1. Trauma-Informed Practices: Successful applicants will apply [the principles of trauma-informed practice](#) to program and service delivery: safety, choice, collaboration, trustworthiness, and empowerment. Examples of applied principles may include an expanded food choice that honors an individual's health preferences and needs, education, program co-creation with those directly impacted, resource referrals, and discreet delivery of services that avoid or eliminate stigma.

¹ [EOA.C.3 - Dollars-per-hour wage that an individual must earn to support a family in Austin | Open Data | City of Austin Texas](#)

2. **Popular Education model:** Successful applicants will apply the principles of the [Popular Education model](#). Popular education is an active learning process that raises social awareness, stimulates critical and creative thinking, and leads to action for social change.
3. **Language Access Plan:** Applicants will be in development of or already have developed a [Language Access Plan](#). A language access plan is a document that guides the implementation of translation and interpretation services. Language access plans include a four-factor assessment that links service provision with the languages spoken in a grantee’s geographic service area.
4. **Collaboration with Community:** Successful applicants will participate in the local [CHA-CHIP](#) working groups, engage with community stakeholders, and work with the APH CHW Hub and coalition.

VI. **Priority Populations**

Primary focus should be on low-income residents of Austin/Travis County living at or below 200% of the Federal Poverty Level.

Priority populations within the focus populations should include:

- People of color
- Documented or undocumented immigrant or newly resettled refugee communities
- People who self-assess as not speaking English “very well” on the US Census or people whose dominant language is not English
- Older adults
- People with high-risk medical conditions
- People with chronic medical and/or mental health conditions
- People with barriers to transportation access
- People experiencing homelessness
- Individuals within the LGBTQIA2S+ community
- Households with children in Title 1 schools

City of Austin Client Eligibility Requirements

Clients must be residents of the City of Austin and/or Travis County. For the purposes of this solicitation, standard APH household income requirements are waived. For clients receiving client financial assistance, income is required.

VII. **Additional Resources**

- American Friends Service Committee, Popular Education: [Popular Education\(*\) | American Friends Service Committee \(afsc.org\)](#)
- Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity: [Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity | KFF](#)
- Center for Disease Control and Prevention, Center for Preparedness and Response, Guiding Principles to a Trauma-Informed Approach: [Infographic: 6 Guiding Principles To A Trauma-Informed Approach | CDC](#)
- Centers for Medicaid and Medicare, Guide to Developing a Language Access Plan: [Guide to Developing a Language Access Plan \(cms.gov\)](#)
- Community Health Improvement Plan for Austin/Travis County: [2018 Travis County CHIP FINAL 9.12.18.pdf \(austintexas.gov\)](#)

- [U.S. Department of Health and Human Services, Healthy People 2020, Social Determinants of Health: Social Determinants of Health - Healthy People 2030 | health.gov](#)
- Freire Institute: [Paulo Freire](#)
- Oregon Community Health Worker Association: [ORCHWA - Popular Education](#)
- Texas Department of State Health Services CHW Certification Requirements: [CHW Certification Requirements \(texas.gov\)](#)
- Texas DSHS CHW Instructor Continuing Education: [CHW Instructor Continuing Education \(texas.gov\)](#)
- United Way, ConnectATX platform: [United Way for Greater Austin's ConnectATX \(unitedwayaustin.org\)](#)

VIII. Application Evaluation

A total of 100 points may be awarded to the application. All applications will be evaluated as to how the proposed program aligns with the goals of this RFP and whether each question has been adequately addressed.

RFP #2022 – 003 Community Health Workers Evaluation Rubric		
Form 1: Offer Sheet	Offerors must print, sign, scan and upload signed forms.	No points, but Offeror must submit signed form.
Form 2: RFP Proposal		
Part 1: Fiscal and Administrative Capacity	Agency Information	No points awarded, but Offeror must pass threshold defined in Offeror Minimum Qualifications below.
Part 2: Scored Proposal		
Section 1: Experience and Cultural Competence	Agency experience and performance	10 points
	Cultural competence and racial equity	10 points
		20 points total
Section 2: Program Design	Program Work Statement	
	Program Services	15 points
	Data Collection and Program Evaluation	10 points
	Coordination and Collaboration	10 points
	Principles of Service Delivery	10 points
		45 points total
Section 3: Data Informed Program Management	Performance Measures	10 points
	APH Priorities	5 points

		15 points total
Section 4: Cost Effectiveness Form 3	Program Staffing and Time	5 points
	Program Budget and Funding Summary	5 points
		10 points total
	Number of individuals served/ total budget = Cost Analysis	10 points total
		Total: 100 points
Form 4: COA Certifications and Disclosures	Offerors must print, sign, scan and upload signed forms.	No points, but Offeror must submit signed form.

IX. Applicant Minimum Qualifications

- Agencies, board of directors, or leadership staff submitting a proposal must have a minimum of two years established, successful experience providing services.
- Be a non-profit organization or quasi-governmental entity able to conduct business in the State of Texas, and legally contract with Austin Public Health.
- Have submitted all applicable tax returns to the IRS and the State of Texas (e.g., Form 990 or 990-EZ and state and federal payroll tax filings).
- Be eligible to contract and are not debarred from contracting with the City of Austin, State of Texas and Federal government, according to SAM.gov, and State and City Debarment information.
- Be current in its payment of Federal and State payroll taxes.
- Not owe past due taxes to the City.
- Have the ability to meet Austin Public Health’s standard agreement terms and conditions, which includes Social Services Insurance Requirements.
- Have an active Board of Directors that meets regularly and reviews program performance, financial performance, and annually approves the agency budget. The Board of Directors shall have a strong commitment to fundraising to ensure well-funded, sustainable programs and operations.

X. Application Format and Submission Requirements

See **Exhibit B: Solicitation Provisions, and Instructions** for all requirements.

The Application must be submitted in the [Partnergrants database](#). No late submissions will be accepted. Responses should be included for each question.

Please note: Only name your uploaded documents with letters and numbers. To reduce possible submission and/or review delays, please ensure any attached file from your local drive DOES NOT contain any special characters. Letters and numbers are acceptable.

Partnergrants Registration

Since APH is only accepting applications in Partnergrants, all Applicants must do the following to get registered in Partnergrants:

**City of Austin
Austin Public Health
RFP 2022-003 Community Health Workers**



1. Confirm that their organization is a registered vendor with the City of Austin.
 - To find the City of Austin Vendor Number please visit [Austin Finance Online](#) and search for the organization's legal name.
 - To register to become a potential City of Austin vendor, go to [Austin Finance Online](#) to register.
2. Be a registered user in the Partnergrants system. The applications will be submitted through this web-based system.
3. [To register, visit Partnergrants](#) and click on "Register Here."
 - Note that the organization's City of Austin Vendor number is required to complete registration in Partnergrants.