

Exhibit C - Scope of Work

I. Introduction

The City of Austin (City) seeks proposals in response to this Request for Proposals (RFP) from qualified nonprofit organizations or quasi-governmental entities (Offerors) with demonstrated experience in providing culturally relevant and accessible services that promote language access, healthcare and mental health access, food security, enrollment in and navigation of public benefits, and community engagement to individuals residing in the Rundberg community of Austin/Travis County.

II. Background and Purpose of Funding

The City of Austin is dedicated to promoting community autonomy and enhancing health equity to foster improved health outcomes and address health disparities. This commitment is realized through the approach of Social Determinants of Health, facilitated by collaborative partnerships with community-based organizations, the private sector, training providers, and elected leaders.

Additionally, the City has a number of strategies and tactics related to addressing health equity issues that relate to the Rundberg community. Strategies that promote economic opportunity & affordability aim to reduce the number of households displaced from Austin due to unaffordability. Health & environment strategies connect people to wellness and medical care providers and assist in navigation of barriers to obtaining these services. Austin Public Health aims to improve community health, social cohesion and connections, and resilience through programs and amenities that strengthen families, foster an increased sense of community, and enhance support networks.

In 2021, the City of Austin initiated a collaborative effort with Go Austin/Vamos Austin (GAVA) to engage community stakeholders, including social services organizations, clinical partners, community leaders, and residents to facilitate and develop sustainable collaboration and a community-centered model to improve health outcomes and address social determinants of health in the North Austin/Rundberg neighborhoods. This initiative is in alignment the [City's commitment](#) that:

“Every community member deserves opportunities to live a full, healthy life and a key foundation for that is a healthy environment. These strategies intend to address disparities within our community, building on successful programs so that all of us can access healthy food, recreational opportunities, and quality health care when needed. By building stronger community connections and protecting people and the environment... we can become a healthier, more resilient community...”

Through this initiative, GAVA identified cohorts that organize around specific groups of people, geography, causes, or institutions to commence community meetings. These cohorts included healthcare providers, non-profit agencies, resident leaders, associations, and coalitions. The sessions began in 2022 and were conducted in English, Spanish, Burmese, Vietnamese, Korean, Mandarin, and Arabic. Feedback generated from these cohorts emphasized the urgent need within the Rundberg community for culturally relevant and accessible services that address neighborhood stability, language barriers, healthcare and mental health access, food security, enrollment in and navigation of public benefits, and community engagement.

Solicitation Objectives

Offerors must provide services in the Rundberg area, defined as the area in North Austin bounded by Braker Lane to the north, Highway 183 and North Lamar to the south, Metric Blvd to the west, and Cameron/Dessau Road to the east.

The objectives of this funding are to:

1. Provide low-cost, high-quality classes in English for Speakers of other Languages (ESOL)
2. Provide language access services
3. Provide nutrition education
4. Provide food access, including but not limited to neighborhood pantries, mobile markets, and delivery
5. Provide community building and engagement resources and opportunities
6. Provide healthcare access and mental health support
7. Provide social resource support, such as enrollment in and navigation of public benefits.

III. Funding and Timeline

Department: Austin Public Health

Services Solicited: Health Equity

Available Funding: At least \$175,000

Request Limits: Requests must be for at least \$75,000

Anticipated Number of Awarded Agreements: APH anticipates awarding 1-3 agreements

Contract term: The agreements will have an anticipated effective start date of September 15, 2024 for a 12-month period.

Note: Current funding is available for one 12-month period; additional years' funding is subject to budget approval and the terms of the agreement.

Agreement Type: Reimbursable agreements are APH's standard agreement type, as defined below. In rare instances, based on an agency's needs and when fitting with RFP funding priorities, a deliverable agreement may be possible.

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. Priority Population(s)

Priority populations include:

- People who live, work and/or attend school in Rundberg, defined as the area in North Austin bounded by Braker Lane to the north, Highway 183 and North Lamar to the south, Metric Blvd to the west, and Cameron/Dessau Road to the east.
- People living at or below 200% of the federal poverty line.
- People who do not speak English as their primary language.

Standard City of Austin Eligibility Requirements

Clients must meet all requirements as described in Exhibit A.3: City of Austin Client Eligibility Requirements (Exhibit D of this Solicitation Package).

Some eligibility criteria may be waived for specific program models. Changes to eligibility are subject to negotiation and approval by APH staff.

V. Austin Public Health Emergency Response

All agencies that are awarded funding through Austin Public Health Requests for Proposals are expected to provide emergency services in the event of a public health emergency (see Sections 8.6 and 8.6.1 of Exhibit E: Standard Boilerplate). Should agencies be called upon to engage in response activities, contract resources may be shifted, or new uses of resources approved within an awarded program budget at the discretion of the City.

VI. Services Solicited

Offerors must provide services in the Rundberg area, defined as the area in North Austin bounded by Braker Lane to the north, Highway 183 and North Lamar to the south, Metric Blvd to the west, and Cameron/Dessau Road to the east.

The City allows and encourages Offerors to propose solutions to meet community needs effectively. The below list is a non-exhaustive summary of possible programs:

- High-quality classes in English for Speakers of other Languages (ESOL), at a low cost or free for clients
- Language access services, including interpretation and translation to promote access to social services
- Culturally appropriate nutrition education
- Food access, including but not limited to neighborhood pantries, mobile markets, and delivery
- Community building and engagement, including but not limited to spaces that provide opportunities for safe physical activity and social cohesion

- Social/resource support, such as access to social services for families affected by economic instability. Example services include but are not limited to enrollment in and navigation of public benefits such as EBT, health insurance, and exploring tax credits
- Access to culturally sensitive health care including:
 - Referrals to and education on the importance of primary care
 - Dental health
 - Strategies for prevention and management of chronic diseases in adults such as diabetes and hypertension
 - Behavioral and mental health
 - Care for survivors of trauma and/or violence

Programs centered around violence prevention and permanent supportive or rapid rehousing are not authorized for this funding and will not be considered at this time.

VII. Principles of Service Delivery and Best Practices

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.
2. 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 or plan to provide access to 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. Language access services, such as interpretation and translation, including sign language interpretation, are eligible expenses for program budgets funded through this solicitation. Please refer to Form 3 – Program Budget and Narrative within the Instructions tab for information on which budget categories would include such expenses.
3. Referrals: Applicants should offer access to referrals and information on how to access other aligned services and providers.
4. Program Accessibility: Programs should actively seek to eliminate barriers to services such as lack of transportation, limited communication and outreach, immigration documentation status, institutional barriers, and other restrictions.
5. Equitable Service Delivery: Offerors must ensure that programs are providing services that meet the needs of diverse populations, considering systemic, institutional, and environmental barriers and inequities that exist and seeking to mitigate the effects on participant outcomes.

Best Practices

- Evidence-based Practices: Evidence-based practices are those which have been developed from research, are found to produce meaningful outcomes, can be standardized, and replicated, and often have existing tools to measure adherence to the model. Offerors are encouraged to use evidence-based practices in their proposed program designs.
- Incorporating Perspectives from People with Lived Experience: Programs should be designed with input from individuals with lived expertise.
- Livable Wage: 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 (EOA.C.3 - Dollars-per hour wage that an individual must earn to support a family in Austin | Open Data | City of Austin Texas).
- Collaboration with the Community: Successful candidates will participate in local working groups and engage with community stakeholders

VIII. Data Collection and Program Performance

Data Collection and Reporting

For all programs serving individuals or providing client services, 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. The City does not collect personal health information (PHI) or personal identifying information (PII). No PHI or PII should be submitted to the City and if collected by the agency, must be securely maintained.

Performance Measures

The awardee(s) will be required to report on the following:

Output:

1. Number of unduplicated individuals served in a 12-month period

Outcome:

1. Percent of individuals who achieve healthy outcomes as a result of receiving services through Health Equity Social Service Contracts

Numerator: Number of individuals who report improvement in physical, mental, emotional, or social functioning

Denominator: Number of individuals receiving services through Health Equity Social Service Contracts

IX. 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 SSAU-2024-002 Rundberg Community Services		
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 I: Fiscal and Administrative Capacity	Agency Information	No points awarded, but Offeror must pass threshold defined in Offeror Minimum Qualifications in C - Scope of Work.
Part 2: Scored Proposal		
Section 1: Experience and Cultural Competence	Agency Experience & Performance Principles of Service Delivery Cultural Competence & Racial Equity	25 points
Section 2: Program Design	Program Work Statement Goals and Objectives Clients Served Outreach Program Services and Delivery Program Accessibility Referrals Evidence Based Practices Collaboration with Community	40 points
Section 3: Data Informed Program Management	Data Security & Systems Management Quality Improvement & Feedback Performance Measures	15 points
Section 4: Cost Effectiveness	Program Staffing & Time Program Budget and Narrative	10 points
Form 3	Cost Effectiveness & Number of individuals served/ total budget = Cost Analysis	10 points
		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.

X. 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.

RFP SSAU-2024-002 Rundberg Community 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.

XI. 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

Offerors Initial Steps: Registration

1. Confirm your 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, which is where proposals will be submitted.
 - 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.

Offeror Initial Steps: Pre-Application

3. Complete an Annual Agency Threshold Application in the PartnerGrants database.
 - This form must be submitted once per 12 months and remains valid for all competitions closing within that time period. The threshold application will be reviewed by APH staff, and the agency will be notified once approved
 - Once logged into PartnerGrants, click on “Opportunity” and then opportunity title “Annual Agency Threshold Application-Applicants for Funding Start Here” to complete a new threshold application.



- Submit one per agency per 12-months and note the submission date for future use.
- **Note** – The threshold application must be submitted prior to the Intent to Apply

4. Complete an Intent to Apply form for each proposal the offeror plans to submit by the due date identified in Form 1 – Offer Sheet.

- Once logged into PartnerGrants, click on “Opportunity” and then opportunity title “SSAU RFP 2024-002 Rundberg Community Services” and complete an Intent to Apply form, including a Threshold Certification verifying completion of Step 3 above.
- If more than one Proposal will be submitted, Offerors must submit a unique Intent to Apply form for each proposal per the guidelines of the RFP.