Enhancing Community Health Work for Sustainable Outreach and Navigation Program

Request for Proposals

Proposal submission deadline:
Wednesday, August 14th at 4:00PM PST

Statement of Intent:
Wednesday July 25th, 2024
(Strongly recommended)

RISING COMMUNITIES
FORMERLY CHC Community Health Councils

COUNTY OF LOS ANGELES CALIFORNIA

COUNTY OF LOS ANGELES Public Health

Enhancing Community Health Work for Sustainable Outreach and Navigation (CHW SON) Program

Request for Proposals

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Statement of Intent

Potential applicant organizations are *highly* encouraged but not required to submit a statement of intent to apply for funding to participate in the Los Angeles County Department of Public Health (Public Health) Enhancing Community Health Work for Sustainable Outreach and Navigation (CHW SON) program by **Friday, July 23, 2024.** The selected community-based organizations (CBO) will need to demonstrate the ability and capacity to provide community-based outreach and system navigation. The following fields are required in the statement of intent:

1. Name of community-based organization
2. Name of primary contact
3. Primary Financial contact
4. Email Address for primary contact
5. Service Planning Areas your organization proposes to serve
6. Please list any priority communities (See Appendix D) your organization currently services.
7. Provide a brief statement (400 limit) explaining why your organization is well-positioned to implement this project.

The interested CBO will submit a statement of intent via the Microsoft form survey here.

Anticipated RFP Schedule

July 18, 2024	RFP Release
July 23, 2024 at 2:00 PM	Informational Session
July 26, 2024	Statement of Intent Due (optional)
August 14, 2024	RFP Responses Due
September 9, 2024	Awards Announcement
September 2024	Contracts issued
September 2024	Project Begins
August 30, 2026	Project Ends

Background

The Los Angeles County Department of Public Health (Public Health) led the pandemic response efforts in COVID-19 disease prevention and control for the County, focusing on the most vulnerable communities. Public Health collaborated with community-based organizations (CBOs) and community leaders to reduce the disproportionate impact of COVID-19 and address persistent health disparities. To meet these needs, Public Health launched two initiatives:

- **Community Health Worker Outreach Initiative (CHWOI)** expanded the Community Health Worker (CHW) workforce and mobilized CHWs to conduct grassroots outreach, disseminating accurate and timely information about COVID-19, particularly to the most impacted populations. CHWOI built a community-based response infrastructure, fostering collaboration across different peer outreach models and leveraging existing networks of CHWs and other peer providers to support COVID-19 prevention.
- **COVID-19 Community Equity Fund (Equity Fund)** provided culturally and linguistically appropriate connections to wrap-around services, linking individuals and families to resources addressing their COVID-19 response and recovery needs, and supporting virtual and in-person outreach and education in the most impacted communities.

Public Health aims to reduce the disproportionate impact of COVID-19 by working collaboratively with community-based organizations (CBOs) and community leaders where health disparities from COVID-19 and other social determinants of health persist. Public Health strives to build a community-centered system of care and strengthen the foundational infrastructure needed to deliver coordinated, community-based services to individuals and communities disproportionately impacted by COVID-19. By investing in existing community outreach networks and grassroots models of engagement, Public Health will expand its reach and foster sustainable efforts to support services for hard-to-reach, historically underserved and under-vaccinated communities across Los Angeles County (LAC).

During the pandemic, Public Health deployed strategies to close gaps in COVID-19 outcomes, increase the use of public health practices, and address inequities in chronic conditions, communicable disease, and other public health issues. These efforts ensured that communities culturally and linguistically appropriate outreach and services for the most impacted communities. Public Health will now extend and expand these efforts by implementing a range of services designed to address immediate COVID-19 needs, support potential long-term impacts, and continue developing post-pandemic infrastructure in the hardest-hit communities through the **Enhancing Community Health Worker Program for Sustainable Outreach and Navigation (CHW SON)**. This initiative will enhance the well-being of high-need communities throughout Los Angeles by increasing awareness of and access to LA County services and resources. By funding trusted CBOs to hire Community Health Navigators (CHNs), the CHW SON program aims to improve healthcare access, deliver health education, and provide essential service linkages.

Program Description

As Los Angeles recovers from the COVID-19 pandemic, the proposed program aims to collaborate with well-established CBOs to recruit and hire CHNs for outreach, education, and direct referrals to services for those most affected. The goal is to reduce health disparities by addressing social determinants of health, offering early intervention, and promoting health education.

System Navigation Framework

The System Navigation Framework for this project outlines the structured approach and essential components designed to enhance the effectiveness of community health initiatives in response to the COVID-19 pandemic. CHNs will be strategically deployed in the most affected communities and will collaborate to ensure a coordinated approach, leveraging local knowledge and resources to maximize impact. This framework aims to increase accessibility to essential services, assist individuals, and provide a supportive environment to address the needs of community members. The following outlines key elements and objectives of the framework.

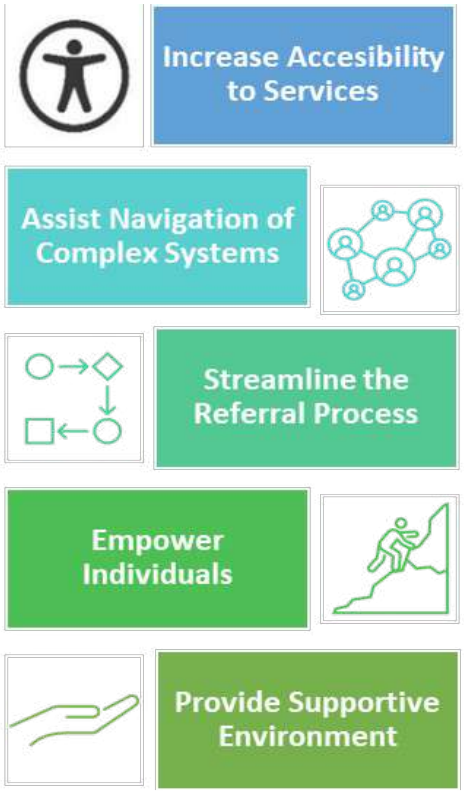

Figure 1:System Navigation Framework

Increase Accessibility to Services: The framework aims to bridge the gap between community members and vital health-related services. By deploying CHNs within under-resourced and heavily burdened communities, we ensure that individuals can easily access the services they need. This includes health education, personal protective equipment (PPE) distribution, and connections to health and social services.

Assist Navigation of Complex Systems: Navigating healthcare and social service systems can be daunting, especially for communities disproportionately impacted by COVID-19. CHNs will guide community members through these complex systems, providing personalized assistance to help them understand and access available resources. This support will be culturally and linguistically appropriate, ensuring effective communication and understanding.

Streamline the Referral Process: To enhance the efficiency and effectiveness of service delivery, the CHN will conduct both outreach and system navigation. This framework streamlines the referral process and allows clients to receive the services they need during their first encounter with a CHN (See Appendix C). When clients require further referral assistance, CHNs follow up to ensure these referrals result in actual service delivery, thereby closing the referral loop and ensuring that clients receive the assistance they seek.

Empower Individuals: Empowerment is a cornerstone of the framework. Increase awareness of resources to empower community members to take control of their own health and well-being. This empowerment extends to understanding their health conditions, knowing their rights, and accessing available resources confidently and independently.

Provide a Supportive Environment: The framework fosters a supportive environment where community members feel valued and understood. Community Health Navigators will offer empathetic, client-centered assistance, creating a trust-based relationship that encourages individuals to seek help without hesitation. This supportive environment is crucial for effective community outreach and for building long-term resilience in the face of public health challenges.

Project Staff Roles & Responsibilities

This list is not exhaustive, but the following positions are a minimum requirement of CHW SON funding. Please review the roles and responsibilities for each position.

Community Health Navigators (CHNs)	CHNs are responsible for conducting community engagement, outreach and education. They will stay abreast of Public Health campaigns and attend training to increase their capacity in understanding all services provided by LA County and other organizations. Their activities can include residential door-knocking, community canvassing, presentations, tabling, and engaging with people out in the community one-on-one. Their primary goal is to identify community members needing services and offer direct referrals or assist with service linkages (See Appendix C). Their proximity and familiarity with the community make them ideal for this role.
Supervisor	Supervisors focus on ensuring strategic outreach is being conducted and ensure referrals and linkages are being tracked and managed appropriately. The Supervisor will be responsible for building relationships with other organizations and maintaining an up-to-date list of resources and services available in their communities of service. The Supervisor will also monitor referrals and linkages through the Resources Dashboard to ensure CHNs are meeting their outreach and linkages goals. Ideally this individual may have experience as Supervisor and in social services case management.
Project Manager	Project manager is an essential role that requires complete oversight of project implementation and scope of work. This position is responsible for frequent communication between DPH and Rising Communities. They will ensure the project is meeting projects goals, objectives and project outcomes.
Data Lead	Data Lead can enter data, monitor data reports, troubleshoot data issues and attend any data related meetings. Data entry is a critical component of this project to ensure that all outreach data and referrals/linkages are entered onto the databases (outreach trackers and system navigation portal). Data should be entered daily, if not, at minimum weekly to ensure timely referrals assistance to much needed services.
Administrative support**	Administrative support can be filled by an individual or a team, who will provide a variety of administrative duties, including tracking expenditures and timely submissions of all invoices.

**Position not required but recommended to ensure consistency with data and referral submission.

Project Activities

The CHW SON merges two major synergistic project activities with the ultimate goal of improving and/or protecting the health and well-being of community members that live in highly impacted communities throughout Los Angeles County.

Strengthen Community Outreach, Engagement, and Education – Conduct targeted outreach in highly impacted communities by:

- Increasing awareness of COVID-19 and other public health issues.
- Promoting utilization of local resources and services.
- Identifying community members that need services and connect them to appropriate services via SN referrals.
- Providing a personalized approach to outreach to drive referrals to SNs.

Enhance System Navigation: – Assess and refer community members by:

- Assisting community members on an individual basis to remove access barriers and encourage resource and service utilization.
- Following up with community members to ensure that resources and services were utilized and to provide additional support.

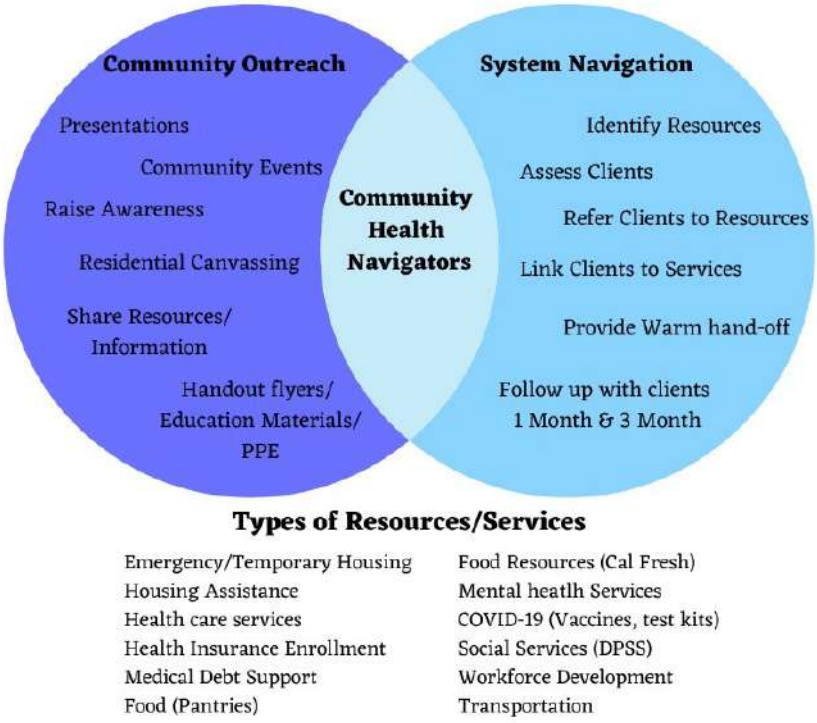

Figure 2:Project Activities

Additionally, the program aims to **build organizational capacity for sustainable programming**, by:

- Strengthening the capabilities of participating CBOs to deliver effective outreach and navigation services.
- Implementing training programs, improving internal infrastructure, and establishing robust data management systems.

CHW SON Communities

CHW SON will select CBOs for funding to conduct grassroots community outreach in high-priority areas throughout LA County, ensuring the CHN workforce reflects historically underserved communities by hiring individuals from these populations to deliver in-language, culturally appropriate services. These communities may include communities of color, unhoused populations, communities of lower socioeconomic status, and those with disproportionate healthcare needs.

Public Health and RC have used health and well-being indices, such as the Healthy Places Index (HPI) and the Social Vulnerability Index (SVI), along with additional key health and social indicators, to identify and select priority areas and populations (Appendix D). CBOs will select their proposed service areas with DPH approval using this appendix. Priority Communities are subject to change throughout the course of the initiative based on the status of health indicators and maximize the impact of Public Health programs. This data-driven approach will inform outreach activities, avoid service duplication, identify potential gaps, and assign subcontracted agencies that reflect community demographics and language preferences, enabling CHNs to effectively guide outreach efforts.

Scope of Work

CBOs are required to collaborate closely with Rising Communities and Public Health to receive programmatic oversight and guidance, ensuring consistent delivery of outreach and system navigation services. The detailed responsibilities and activities are outlined in *Appendix B* The scope of work encompasses the following key areas:

1. Project planning: Develop comprehensive project plans that align with program goals and objectives. This includes setting timelines, recruiting staff, defining roles and responsibilities, and establishing metrics for success.
2. Capacity building: Strengthen organization capacity to effectively conduct outreach education and deliver system navigation services. This involves training staff and enhancing internal infrastructure to support service delivery.
3. Emerging Public Health Campaigns/Priorities: Facilitate the dissemination of information and services on emerging public health issues.
4. Partnership & Resource Development: Foster and maintain strategic partnerships with local organizations and stakeholders. Identify and secure resources necessary to support program activities and expand services that can be provided beyond the project timeframe.
5. Project Implementation: Execute the project plan by delivering services, monitoring progress, and making necessary adjustments. Ensure that all activities are carried out efficiently and effectively to meet community needs.

Program Reports & Metrics

Program reports are essential for the effective management and evaluation of this project. They provide critical insights into the progress, successes, and challenges faced during implementation, allowing for data-driven decision-making and continuous improvement. Specifically, we will collect monthly progress reports, quarterly success stories, and a final project report. Collecting and analyzing these reports will enable continuous monitoring and evaluation, ensuring that the program remains responsive to community needs and effectively achieves its objectives.

Monthly Progress Reports: Track ongoing activities, measure performance against objectives, and identify any immediate issues or barriers. Detailed updates on project activities, metrics of service delivery, challenges encountered, and corrective actions taken. These reports ensure transparency and accountability, enabling timely adjustments to keep the project on track and aligned with goals.

Quarterly Success Stories: Highlight significant achievements, best practices, and impactful outcomes. The content should include narrative accounts of notable successes, testimonials from community members, and examples of effective strategies or interventions. Success stories demonstrate the tangible benefits of the program, providing qualitative evidence of its impact. They also serve as motivational tools for stakeholders and can be used in outreach and promotional activities.

Final Project Report (July 2026): Provide a comprehensive overview of the entire project, summarizing its achievements, lessons learned, and recommendations for future initiatives. This should include an analysis of cumulative data, assessment of overall program effectiveness, detailed success stories, and strategic insights for ongoing or future projects. The final report consolidates all findings and outcomes, offering a complete picture of the program's impact. It serves as a critical document for funders, stakeholders, and policymakers, informing decisions about program continuation, replication, or scaling.

Data Collection and Entry

All program data will be collected via data platform(s) developed by Public Health. The data platforms provided will allow CHNs and supervisors to enter information regarding their interactions with community members. This data helps guide programmatic efforts and keep track of program metrics to ensure outcomes are met. Data will be collected and entered by CHNs, supervisors, and/or data entry personnel. CHNs, supervisors, and data entry personnel will be responsible for entering data into the tracker daily, and all tracker entries should be finalized within one week of being collected. CHNs will contact individuals identified through prior outreach and assess current and additional needs. They will utilize the Resource Dashboard tool or other organization resource networks to link individuals with the appropriate services and follow-up at 1 month and 3-month intervals to understand if services were provided.

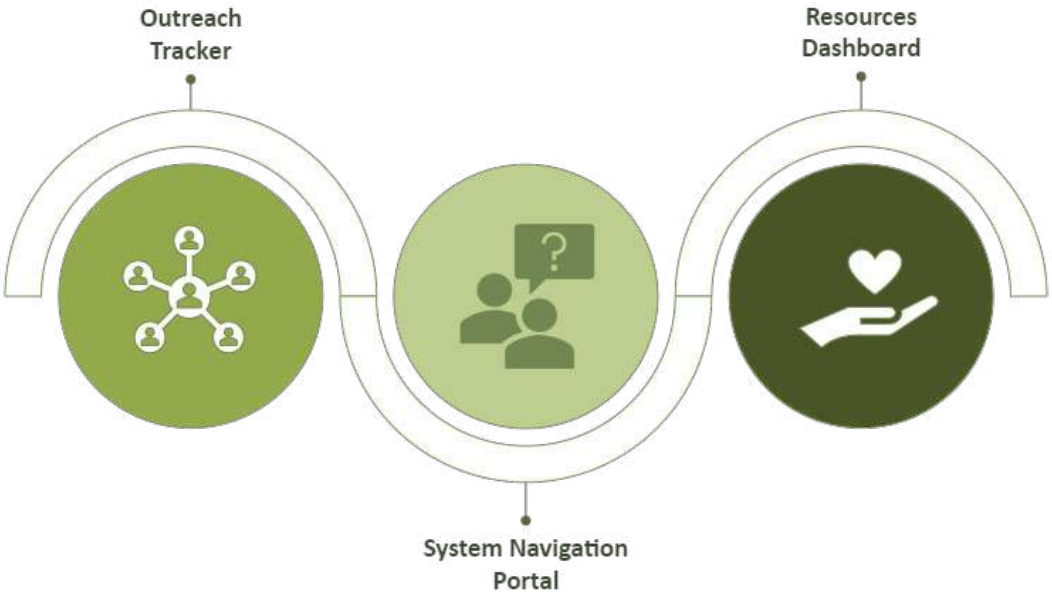

Figure 3: Tools to manage outreach data, referrals and resources

Impact & Metrics

CHW SON aims to strengthen public health outreach and system navigation programs by connecting individuals in areas of highest need with community-based health and social services. CHW SON will impact the health and social services delivery process by connecting community members with public health resources, leverage CHNs to guide community members through complex service delivery processes, improving delivery of health and social services to the most underserved populations of LAC, providing supportive social and health care environments, and improving public health data infrastructure and data literacy.

CHW SON will measure impact by collecting several important process and outcome metrics. The following outlines provides a list of these metrics. Additional metrics may be implemented if new requirements arise.

- **Process Metrics**
  - Staffing count and type
    - Number of staff funded, including:
      - Number of CHNs
      - Other project staff
    - Number of Full-Time staff vs Number of Part-time staff
  - Training metrics
    - Types of trainings conducted
  - Number of outreaches
  - Number of people reached
    - Number of communities reached
  - Number of referrals for resources during outreaches
    - Type of referrals (e.g., food, clothing, housing, mental health, health care, etc.)
  - Basic demographic information (e.g. age, race/ethnicity, language, identity groups, etc)
  - Number of ancillary partners engaged to support referrals

- **Outcome Metrics**
    - Number of linkage assessments completed
    - Number of linkages
        - Type of linkages (e.g., health services, mental health, social services, etc.)
        - Linkage outcomes
            - Number completed
            - Number refused/canceled
            - Number scheduled for follow up
    - Quality Assurance/Service Delivery (e.g. linkage rate, etc)
    - Number of 1-month follow ups
        - Number of completed services at 1-month follow-up.
    - Number of 3-month follow ups
        - Number of completed services at 3-month follow-up
    - Number of linkages completed without follow up

Proposals

CHW SON proposals need to be submitted by CBOs that currently serve prioritized regions/neighborhoods disproportionately impacted by COVID-19 and possess unique strengths and assets that can be leveraged to address social determinants of health. If the CBO is selected, the contractual agreement needs to be in place within 30 days of award. The CBOs will be responsible for all associated administrative responsibilities (e.g. invoice submission, managing scope of work, reporting, etc.). This funding opportunity is intended to support up to 18 CBOs- to deliver outreach and system navigation services in high priority communities for 2 years. The total funding for the project is $17,400,000 with **an estimated $960,000 available per CBO**. Rising Communities, through a diverse review panel of subject matter experts, will select CBOs to ensure representation across all 5 Supervisorial Districts in LAC.

Eligibility Requirements

Interested and qualified Applicant organizations must meet each of the Eligibility Requirements on the day the proposals are due. Applicant organizations should address these requirements in the Proposal narrative sections indicated below:

- Have 501(c)(3) non-profit status, a State Recognized Tribe that appears on the State of California's Native American Heritage Commission's List, or a Federally Recognized Tribe that has an office/operation in LAC or qualify as a fiscally sponsored entity or operate as a health system or clinic.
- Have experience providing COVID-19 system navigation and/or community outreach.
- Have existing peer outreach staffing and/or training infrastructure that can be quickly mobilized for this project and meet one of the following required experience options:
    1. A minimum of two years of experience in the last four years providing supportive services to the prioritized individuals/groups and are currently utilizing a peer approach to conduct outreach or provide services to people in these prioritized groups.
    2. Two years of experience with system navigation services.
- Employ individuals with experience working with the special populations referenced in the Statement of Work and/or who currently serve in roles that support specific community initiatives.
- Submit a timely proposal adhering to solicitation requirements that can be reviewed and considered for funding.

Proposal Narrative

Applicant organization must provide a written narrative of a maximum 9 pages (1 in. margins, 8.5x11in. page size, Times New Roman font, font size 11, single spacing) that clearly demonstrates that they meet the requirements below and

shows how their previous experience conveys their ability to implement the proposed scope of work (Appendix B). The narrative must include:

- **<u>Community-Based Organization —4 pages max</u>**
  - **Community-Based Organization Background and Experience (*minimum eligibility requirement*)**
    i. Background: Provide a description of the organization, including the CBO's history, mission and values.
    ii. Existing investments/programs: Describe the organization's current programs or new initiatives and how CHW SON can build upon the existing structure of well-established community work to avoid duplicate efforts.
    iii. Commitment to equity: Provide any justice, equity, diversity and inclusion statement the organization has created and shared.
  - **Experience in community outreach and engagement (*minimum eligibility requirement*)**
    i. Outreach and engagement experience: Describe the organization's experience conducting community outreach and engagement around the social determinants of health in high-need communities throughout LAC.
    ii. Community engagement strategies: Provide examples that demonstrate a deep understanding of community engagement strategies to reduce gaps in health outcomes in high-need communities throughout LAC.
    iii. COVID-19 outreach and education: Describe the organization experience with delivery of outreach and education on COVID-19.
  - **Experience delivering system navigation services**
    i. System Navigation: Describe how the organization has provided system navigation services. Briefly outline the experience from start to finish, including processes to provide a warm hand off and follow-up. Provide examples of demonstrated success. If systems navigation experience is limited, explain the approach to develop these services within the organization.

- **<u>CHW SON program proposal—5 pages max</u>**
  - **Community needs**
    i. Community needs: Describe the community issues/needs that the organization has identified in the proposed community.
    ii. Experience with proposed community: Describe CBOs understanding and experience working within the proposed community.
  - **Community selection**—Refer to Appendix D Information on the Social Vulnerability Index (SVI) and California Healthy Places Index (HPI) and Appendix D Community Selection Guidance
    i. Community name and index: Identify the community the CBO will provide services in and the index (SVI or HPI) and/or additional data used to select the location
  - **Intervention**
    i. Explain how the organization plans on implementing the System Navigation framework to ensure individuals receive the necessary services effectively and efficiently.
    ii. Describe how CHNs will ensure referrals/linkages are being processed efficiently, from initial outreach to service delivery.
    iii. Describe how the organization will train and equip CHNs with the necessary skills and knowledge for effective outreach, linkage, and follow-up.
    iv. Describe the organization's current partnerships and the strategies used to expand your referral/linkage network with healthcare providers, social services, and community organizations to ensure coordinated care and resource sharing.

v. Detail processes to identify areas of improvement and ensure the system navigation framework is effectively meeting the needs of the community.
    1. The framework Includes Increase Accessibility to Services, Assist Navigation of Complex Systems, Streamline the Referral Process, Empower Individuals, and Provide a Supportive Environment

- Data Management:
    - Describe the organization's process for managing data related to tracking referrals and outreach activities. Specifically, detail the safeguards, including training, that will be implemented to ensure confidentiality of client information and the staff that will participate and oversee data entry and management.

- **CHW SON Budget template—this is not included in the total page count**
    - Use the budget template (Appendix E) to describe and provide a brief justification for each of the amounts listed on the budget to implement CHW SON services during the two-year contract term. The budget justification must provide sufficient detail(s) to enable the reviewer to determine how they arrived at each proposed cost, and how each line item will assist in providing the proposed program services. The budget justification must:
        i. Be submitted utilizing the format provided, and must include accurate calculations, (refer to Appendix E;
        ii. Be clear, and in line with the line-item budget. The budget justification must explain how each of the costs fiscally supports the activities in Appendix B Scopes of Work, staffing requirements, organizational requirements, necessary supplies, and any one-time costs;
        iii. Be feasible, and cost-effective for the required quantity and quality of activities in Appendix B Scopes of Work;
        iv. Include the minimum staffing requirements as outlined in Appendix B and
        v. Provide operating costs consistent with the quantity and type of activities to be performed, and appropriate in terms of the project's scope.
    - The funding should **not exceed $960,000 for two years (September 1, 2024- August 30, 2026).** In the budget template, describe the following costs for each category, provide a justification, and identify what is necessary to implement CHW SON activities and services.
        i. Personnel—justification of positions, understand the role these positions will be playing in program implementation or administration.
            1. Full-time salaries: List the position title and name of each full-time employee that will provide services under the proposed project. A "full-time employee" is an individual who works 40 hours -per week for the Applicant organization and is determined by the fact that Applicant organization reports and pays payroll taxes (SUI, FICA, etc.) and pays employee's income taxes as basic legal requirements. Specify "vacant" for the employee's name if the employee has not been identified and/or hired.
                a. Monthly Salary: For each full-time position, enter the employee's monthly salary.
                b. Number of Months: For each full-time position, enter the budgeted number of months each employee will work under the proposed project.
                c. Percentage (%) of Time: Enter the total percentage of time that each full-time employee will work under the proposed project. If all an employee's time is spent under the proposed project, enter 100% (100% means 40 hours per week). If less than 40 hours per week will be spent on the proposed project, enter the appropriate percentage of time. If an employee is a part-time staff

member (working for the Applicant organization less than 40 hours a week) list the employee under part-time staff.

d. Total: The salary amounts should automatically be calculated in the Total column on the Excel spreadsheet provided. (For each full-time position, the monthly salary should be multiplied by the number of months and by the percentage of time.) This amount should be automatically entered in the Total column.

e. Subtotal Full-time Salaries: The subtotal amounts for Full-time salaries should be automatically added and entered in the Total column.

2. Part-time salaries: List the position title and name of each part-time employee that will provide services under the proposed project. A "part-time employee" is an individual who works for the applicant organization Applicant organization on a part-time basis only and is paid on an hourly basis. Specify "vacant" for the employee's name if the employee has not been identified and/or hired. (Note: If an employee works 40 hours per week but only 40% of the employee's time is charged to the project and 60% charged to another project, the employee should be listed under full-time staff.)

a. Hourly Salary: For each part-time position, enter the employee's hourly rate.

b. Number of hours worked annually: For each part-time position, enter the budgeted number of hours each employee will work annually under the proposed project.

c. Percentage (%) of Time: Enter the total percentage of time that each part-time employee will work under the proposed project.

d. Total: The salary amounts should automatically be calculated in the Total column. (For each part-time position, the hourly rate should be multiplied by the number of hours worked annually and by the percentage of time.) This amount should automatically be entered in the Total column.

e. Subtotal Part-time Salaries: The subtotal amounts for Part-time salaries should automatically be added and entered in the Total column.

ii. Employee Benefits—Ensure employee benefits are calculated accurately. Adjustments to the formula in the total column may need to be made based on what is entered for full-time and part-time salaries.

1. Full-time benefits

a. Full-time Employee Benefits Rate: Enter the estimated total full-time employee benefits percentage (%) rate for which the Applicant organization is responsible (e.g., FICA, SUI, Workers' Compensation, retirement, etc.). The total amount of full-time employee benefits should automatically be calculated in the Total column. (The Full-time Employee Benefits Rate should be multiplied by the Subtotal Full-time Salaries.)

2. Part-time benefits

a. Part-time Employee Benefits Rate: Enter the estimated total part-time employee benefits percentage (%) rate for which the Applicant organization is responsible (e.g., FICA, SUI, Workers' Compensation, retirement, etc.). The total amount of part-time employee benefits should automatically be calculated in the Total column. (The Part-time Employee Benefits Rate should be multiplied by the Subtotal Part-time Salaries.)

3. Employee Benefits Totals: The total amount of Employee Benefits should automatically be calculated in the Amount column. (The amount of Full-time Employee Benefits and the amount of Part-time Employee Benefits should be automatically added.)

iii. Operating Expenses
    1. Identify the type of expense (e.g., office or facility rent/lease, software licenses, cell phones, tablets, hotspots for Wi-Fi, office supplies, printing/reproduction, general liability insurance, equipment, computers, telephone expenses, etc.) that will be required for the provision of services under the proposed project. Applicant organization must also provide a short description of the expense and/or methodology for arriving at the expense amount. Enter the total cost of the expense item in the Total column. The costs for operating expenses should conform to the proposed project's objectives. Please note, there will be no reimbursement for mortgage expenses for property owned by the Applicant organization.

iv. Mileage and Travel
    1. Identify the costs of mileage required for the provision of services under the proposed project. This may be calculated by multiplying the estimated number of miles each employee will be required to travel by the lower of the Applicant organization's current mileage rate or the County's prevailing rate (Los Angeles County mileage reimbursement rate is currently 63 cents per mile). Applicant organization must also identify the travel costs required for the proposed project (e.g., parking fees). Provide a short description of the expense and/or methodology for arriving at the expense amount (e.g., indicate the total number of miles and mileage rate used) and enter the total cost of the expense item in the Amount column.
    2. Other participation costs— CBOs have the flexibility to allocate funds accordingly to meet the needs of participants and reduce barriers to participation in CBO activities and services. This can include costs related to childcare, transportation services (e.g. bus tokens, ride sharing, etc.), and/or interpretation services for language access to increase participation and ensure access to services by community members. The estimated costs for this category should be sufficient to ensure program implementation.

v. Direct Costs
    1. The Total Direct Costs should automatically calculate in the Amount column. (The total amounts of categories A through F should be automatically added.) Applicant organization must ensure that formulas/calculations are accurate.

vi. Indirect Costs
    1. Enter indirect costs required for the provision of services under the proposed project. Indirect costs are costs that are incurred for a common or joint purpose benefiting more than one cost objective, and not readily attributable to any project or service. These costs may include salaries, wages, and fringe benefits of administrative personnel whose effort benefits more than one cost objective; operational and maintenance costs that benefit more than one cost objective; and/or expenses such as rent for percentage of space occupied by administrative personnel, etc. Indirect costs should not exceed 10% of total direct costs.

Selection Criteria and Scoring

Proposals will be assessed based on the comprehensiveness of the proposed CHW SON program. Up to 18 CBOs will be selected and will be geographically represented across high-need communities and across all five Supervisorial Districts. The scoring breakdown below provides an overview of how proposals will be evaluated.

Proposal can earn a maximum of 100 points total:

Selection Criteria and Scoring Guide

Section	Criteria	Points
Community-Based Organization Experience	- (10) CBO Background and experience	**45**
	- (5) Existing Investments/programs	
	- (5) Commitment to equity	
	- (25) CBO experience with: • Implementing community-based outreach programs • Delivering and coordinating services • Providing community outreach and engagement • Providing System Navigation services • Experience with COVID-19 response	
Proposed CHW SON Program	- (10) Identification of Community Needs - (15) Experience with proposed community	**45**
	- (20) Intervention • Implementing system navigation framework • CHWNs work to process linkages • Capacity building opportunities for staff • Current partnership and strategies • Data tracking and management	
Budget Template	- (10) Accurate Costs, sufficient narrative and justification for all budget categories • Personnel, Employee benefits, Fixed costs, Operating costs, milage and Travel, Other Costs, Direct Cost, and Indirect Costs. • Funding does not exceed $960,000 for 24 months	**10**
Total		**100**

Submission Information

Submit the narrative proposal and budget excel file via email to DPH_CHWSON@risingcommunities.org with the subject line CHW SON Proposal [Organization Name] by **August 14, 2024 at 4pm**.

Appendices

- Appendix A: Proposal Definitions
- Appendix B: Scope of work
- Appendix C: Referral Workflow
- Appendix D: Community Selection Guidance
- Appendix E: Budget excel template