The Boston Public Health Commission (BPHC) is the local public health department for the City of Boston. Our Mission: Public service and access to quality healthcare is the cornerstone of our mission - to protect, preserve, and promote the health and well-being of all Boston residents, particularly the most vulnerable.
The Boston Public Health Commission is seeking a qualified vendor to offer immediate trauma response services to residents impacted by violence and trauma. The vendor will provide: a 24 hour hotline service, immediate support services for impacted individuals and families, short-term clinical case management and recovery services, referral to long term behavioral health care, a menu of community support services, periodic follow up with impacted families, and back up direct service support for other community partners. These services will ultimately support both citywide and neighborhood-based components of a comprehensive trauma response system. This Request for Proposal (RFP) is being issued prior to completion of final plans for the system as a whole in order to assure capacity for response services on an interim basis. The qualified vendor will coordinate closely with BPHC and other funded community partners and participate in the development of notification, communication and service protocols.

I. Overview

**Background and Justification:**

Psychological trauma is caused by distressing events that occur outside the realm of normal human experience. The Diagnostic and Statistical Manual (DSM) of mental disorders defines extreme stressors as violent crime, rape, abuse, natural disasters, and terrorism. For the purposes of this Request for Proposals (RFP) traumatic events can be experienced as chronic or acute exposure to violence, including *being a victim of or witness to*: school violence, community violence, and suicide. Communities in Boston that are chronically impacted by the trauma associated with exposure to violence are the same neighborhoods that are disproportionately impacted by the effects of racism, poverty, and poor health outcomes associated with chronic stress. Programs developed to support individuals and communities impacted by a traumatic event such as the program outlined in this RFP must include not only response services to address needs in the immediate aftermath of a traumatic event but also provide information and assistance to help survivors link to other health and social service agencies, and longer term care.

The Boston Public Health Commission (BPHC) is currently completing 12 listening sessions in the neighborhoods of Mattapan, Roxbury, Dorchester and East Boston, and Jamaica Plain in order to understand the needs of residents following a traumatic event in their community. This RFP represents the first of several funding opportunities that will ultimately support both citywide and neighborhood-based components of a comprehensive trauma response system. It is being issued prior to completion of final plans for the system as a whole in order to assure capacity for response on an interim basis. For the same reason, several Boston community health centers are currently funded to provide clinical trauma services to residents of specific
The Boston Trauma Response Service vendor will be expected to work closely with those sites during the interim period and, if funded on an ongoing basis after the interim period is over, to collaborate closely with newly funded neighborhood based response teams and other partners.

**Funding Opportunity Description:**

The BPHC is pleased to announce this RFP to fund city-wide Boston Trauma Response Service vendor to support residents impacted by trauma. The vendor will provide: a 24 hotline service for residents impacted by violence and trauma, immediate support services to impacted individuals and families, short term clinical case management and recovery services, referral to long term behavioral health care, as well as referral to a menu of community support services meant to build social connections and mitigate the short and long term impact of trauma. Services provided through this RFP will be part of a larger city funded effort to ensure that all residents receive a universal and consistent set of services in the immediate aftermath of a traumatic event. The selected Boston Trauma Response Service vendor will work as part of a team with other city funded community based trauma response providers and participate in the development of notification, communication and service initiation protocols.

This selected Boston Trauma Response Service vendor will work very closely with BPHC during the transitional period of overall program implementation. During the period from August through on or about October 2016, BPHC will be in the process of selecting community-based vendors for trauma response. These community-based vendors will offer a menu of response and recovery services for their community. These vendors will require a period of training once identified. During this period, the Boston Trauma Response Service vendor will work with the BPHC to assure adequate response to incidents anywhere in the city. Once established, the community vendors will be responsible for response services in their neighborhood and will work in partnership with the Boston Trauma Response Service vendor to determine the best way to provide services to individuals, families and communities impacted by trauma. This RFP is being funded by BPHC city dollars, and will be managed by the Division of Violence Prevention in the Child Adolescent and Family Health Bureau (CAFHB) of Boston Public Health Commission (BPHC).

**Eligible Organizations:**

Organizations encouraged to apply for this funding have existing capacity to provide trauma response services to all Boston neighborhoods. The applicant must demonstrate ability to: establish and staff a 24 hotline, offer immediate trauma response services to impacted residents within 12-24 hours of an incident, offer short term case management and recovery services, and refer residents to longer term supports if necessary. Applicants must be able to
demonstrate cultural competence, language capacity, and established relationships with grassroots, social service, community based and/or faith-based organizations in Boston.

Grant Period and Funding Available:

The grant funding available is $15,000 for a period of 3 months, and services are expected to be performed by the awarded vendor on or about August 8, 2016, through on or about November 8, 2016, with the option to extend the contract for 7 months under the same terms and conditions depending on the availability of funds. The decision to extend the awarded contract is at the sole discretion of BPHC. The contract resulting from this RFP is formed when BPHC approves and signs the applicable Standard Contract. Service shall than begin on the date of the contract start date agree upon. Additional information on the vendor’s scope of service can be found in the Scope of Services section below.

SCOPE OF SERVICE:

1) **Immediate Service Provision:** The Boston Trauma Response Service vendor will provide immediate support services to individuals and families impacted by community violence. These services include providing a 24 hotline, emotional support and stabilization, and coordination and collaboration with BPHC and other funded community partners to assure even and seamless support for impacted residents

   a. **Hotline:** To be staffed 24 hours by trained staff to provide immediate crisis-response to callers, and referrals to services available through the vendor and other community partners.

   b. **Immediate individual and family care:** The Boston Trauma Response Service vendor will offer services with-in 12-24 hours of an event that supports individuals, families, and or groups to normalize feelings, behaviors and triggers, and discuss helpful tools and techniques that promote healing, provide information on what a family may experience over time, and assess individual and family strengths and needs.

   c. **Notification and Collaboration:** The Boston Trauma Response Service vendor will provide incident notification and coordinate with BPHC and the other city funded community based trauma response providers using notification, communication and service initiation protocols that will be developed in collaboration with BPHC.

2) **Short-term Case Management and Recovery Services:** The Boston Trauma Response Service vendor will offer short-term case management services for individuals and
families impacted by traumatic events. Case management services will include a) connection to immediate need services, such as burial support, advocacy, housing, and b) referral to long term behavioral health and other care, if needed. The Boston Trauma Response Service vendor will also offer behavioral health support on a short-term basis.

3) **Community Support Services:** The Boston Trauma Response Service vendor will provide culturally appropriate health education, information and outreach in community-based settings, and offer a set of community based services that community members can access. These services may include: a) attending community meetings to provide a compassionate presence, b) leading peer support groups or other group activities that build social connections and mitigate the short and long term impact of trauma. Community Support Services should be coordinated with other neighborhood activities where appropriate.

4) **Periodic Follow up:** The Boston Trauma Response Service vendor will track participants who received services and offer periodic follow up and assessment at 3, 6, 12, 18 month intervals or as needed.

5) **Documentation of services and use of metrics established by BPHC:** The BPHC will work with the awarded grantee to establish a set of performance measures to assess the quality and productivity of services provided. Basic metrics may include:
   a. # of calls to hotline;
   b. # of individual and community support services provided;
   c. Time from notification of an event to response;
   d. Provider type and length of visit
   e. Type of exposure reported by individuals and family members;
   f. # and type of service referrals
   g. # follow-up visits completed
   h. Other trauma experienced
   i. Tracking of communication and coordination with other city funded neighborhood partners.

6) **Staffing requirements:** The Boston Trauma Response Service vendor can be made up of a compliment of staff and must include at least one licensed social worker, licensed mental health clinician, or licensed psychologist. Staff must be licensed in the state of Massachusetts.
TECHNICAL ASSISTANCE:

The Boston Public Health Commission will require regularly scheduled meetings with the Boston Trauma Response Service vendor to trouble shoot challenges and review metrics developed by the BPHC to track the progress of the response service and measure reach, engagement, and impact. The BPHC will also develop a learning community model for all trauma response funded vendors. This learning community will create opportunities for training, collaboration, and quality improvement among funded participants.

The Boston Public Health Commission will:

- Provide funding to the grantee;
- Oversee the larger city funded trauma response initiative and assure collaboration between funded partners;
- Develop and implement training, technical assistance, and performance management system;
- Provide collaboration and learning opportunities; and
- Ensure active, accurate, and consistent communication between the Boston Public Health Commission and the grantee.

II. Application Process

Inquiry and Submission Process:

- Questions about this RFP can be referred in writing to tevans@bphc.org by July 20, 2016 at 5pm.
- Questions and answers will be shared with all applicants at the BPHC website under RFPs & Bids. A PDF document will be updated regularly with questions that are received and their answers, and all questions and answers will be posted by July 21, 2016.
- Complete a proposal of no more than 7 pages (not including appendices), consisting of double spaced typed responses to the application questions, and a signed cover sheet.
- The BPHC may require a meeting with the final candidates before funds are awarded in order to assure positive communication and answer any questions from potential vendors about the scope of services.

Summary of the Mobile Trauma Response Team Timeline:

- Publication of RFP printed in the Boston Globe: July 10, & July 17, 2016
- RFP Release: July 11, 2016
- Application Due: July 25, 2016
• Award Notice on or about: August 1, 2016
• Meet with Awarded Vendor on or about: August 2, 2016
• Contracts Issued on or about: August 4, 2016
• Program begins on or about: August 8, 2016
• Contract period end date and option to extend if funds are available on or about: November 8, 2016

Grant Application Checklist

✓ Answer all of the grant application questions below.
✓ Proposals shall not exceed 7 double-spaced pages, including coversheet, and not including appendices.
✓ The application must be typewritten in 12 point font.
✓ An authorized signatory of the 501(C) (3) organization must sign the coversheet.

Please submit 1 original and 4 copies in a sealed envelope or box, properly addressed to the Boston Public Health Commission, 1010 Massachusetts Avenue, 2nd Floor, Boston, MA 02118 ATTN: Procurement Department. Clearly mark each envelope with: 1) name of the proposal; 2) the name of Awarding Authority; 3) company name, business address 4) “PROPOSAL ENCLOSED”.

Proposals must be received by 3:00 PM on July 25, 2016. There will be no exception to this deadline.

Evaluation Criteria and Notification Process:
The application will be reviewed and evaluated on the following criteria:

• Proposal is complete and follows the submission guidelines. (5 points)
• Clear description of existing trauma response services offered by your team that includes a description of the philosophy and approach that guides your organization’s trauma informed practice. (20 points)
• Clear description of the proposed services, including staffing, service delivery model, community engagement, and client accommodations (e.g. addressing needs regarding age, language, disability, etc.) for services to be provided at the individual, family and group level. (35 points)
Clear description of plan for outreach, and collaboration with neighborhood groups and organizations. (15 points)

Ability to track referrals, offer follow up services, and complete BPHC reporting. (15 points)

Acknowledgement of commitment to working with BPHC and city of Boston as part of a larger effort to develop and implement a trauma response system of care. (10 points)

The Boston Public Health Commission will convene a review board comprised of Boston Public Health Commission staff and may include community partners. The committee will review all proposals and BPHC will notify applicants on or about August 1, 2016. The organization that receive grant will be required to meet with BPPHC, submit budget and sign a standard BPHC contract.

Grant Application Questions: Please provide a written response to the following questions.

1. Please describe your organization’s philosophy and approach to serving community members impacted by exposure to violence and trauma.
2. Please describe your existing trauma response service delivery model.
3. Please describe your proposed services, including staffing, hotline, service delivery model, community engagement, and client accommodations (e.g. addressing needs regarding age, culture, language, disability, etc.) for services to be provided at the individual, family and group level.
4. Please describe how you will ensure that your trauma response team can provide services to diverse community members (e.g., age, language capacity, diverse racial/ethnic communities, etc.).
5. Please describe your capacity to document and track cases and to carry out quality assurance and improvement efforts.
6. Please propose an implementation team from your organization who will be responsible for ensuring the success of this initiative, and will commit to participating in the learning community that will be staffed and facilitated by BPHC.
7. Briefly describe how you will support employees doing the work outlined in this RFP.

Appendices: Provide the following documents that are not part of the 7-page limit.

1. Using the format in the enclosed Sample Budget Template, provide a tentative budget proposal for 3 months, not to exceed $15,000, to include in the grant budget application. Include names, hours or days of effort, and hourly or daily rates for staff; indirect rate (if applicable, with justification of percentage); and other expected incidental expenses.
2. Provide curricula vitae (CVs) for all proposed staff members.
### SAMPLE BUDGET TEMPLATE

<table>
<thead>
<tr>
<th>Budget Category</th>
<th>Budget Justification</th>
<th>Amount Requested</th>
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<tbody>
<tr>
<td>Salaries and Wages</td>
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<td>Fringe Benefits</td>
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<td>Consultant Costs</td>
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<td>Supplies</td>
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<td>Other – please specify</td>
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<td>Direct costs</td>
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<tr>
<td>Indirect cost (maximum 20% of direct)</td>
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<tr>
<td><strong>TOTAL BUDGET</strong></td>
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<tr>
<td>Sum of direct and indirect costs up to $15,000 maximum</td>
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</tbody>
</table>

**Note:** The organization may include expenses to cover general indirect costs up to 20% of total direct costs, or the approved administrative overhead, whichever is lower.