

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT DIVISION
MENTAL HEALTH SERVICES ACT (MHSA)**

Sharing Tea, Sharing Hope

STATEMENT OF WORK

I. PROGRAM DESCRIPTION

The Asian Pacific Islander (API) UsCC subcommittee was established under the Mental Health Services Act for the purpose of increasing mental health access and reducing disparities for the API community that resides in Los Angeles County. This group works closely with community partners and consumers in order to increase the capacity of the public mental health system to develop culturally competent, recovery oriented policies and services specific to the API community and also develop capacity building projects.

II. PURPOSE

A Consultant will be hired for the purpose of outreaching to the API community using a mobile Tea Cart service. Bilingual API individuals will be recruited and trained as “Community Listeners” and will engage API community members at various Outreach events in discussions about mental health and provide information on mental health issues and services. At least 5 API languages will be targeted and Outreach events will be held in areas across Los Angeles County where there are large concentrations of API community members. The languages must include, but are not limited to, Chinese (Mandarin or Cantonese), Khmer, Korean, Tagalog, and Vietnamese.

III. OBJECTIVE

The objective of this project is to create awareness and destigmatize the topic of mental health in the API community. Tea is an important part of many API cultures and helps facilitate community connection. This project focuses on engaging the API community through the use of tea, using a mobile tea cart, and creating spaces to chat about mental health in community settings. This project aims to increase awareness about mental health in order to decrease mental health related stigma and encourage early access of services.

IV. DELIVERABLES

A. Deliverable A - Mobile Tea Cart and Materials

1. The Consultant must have a mobile Tea Cart that is equipped to store, brew, and distribute tea from various regions. Project funds cannot be used to purchase a mobile tea cart.
 - a. The Tea Cart must be a food cart unit model and must be mobile. The Consultant will be responsible for transporting tea cart.
 - i. At a minimum, the Tea Cart equipped with the following:
 - Burner (to heat water)
 - Sink
 - Kitchen utensils to prepare tea (pots, etc.)
 - Cabinets for storing tea
 - Counter top
 - b. The Consultant must purchase materials to brew and distribute tea to at least 20 servings at a time.
 - c. The Consultant must have the following materials to brew and distribute tea, at a minimum:
 - i. Tea from various regions of Asia and beyond
 - ii. Containers to store tea bags
 - iii. Paper hot cups and lids
 - iv. Plastic utensils (spoons, stirring straws, etc)
 - v. Paper napkins
 - vi. Sugar for tea and sugar dispenser
 - vii. Cream for tea and cream dispenser
 - viii. Cleaning supplies
 - d. The Consultant must have all required permits that authorize the use of the mobile Tea Cart and the distribution of tea in Los Angeles County. Project funds cannot be used to purchase required permits.
 - i. Consultant shall be solely liable and responsible for any and all required permits for project. Consultant shall indemnify and hold harmless the County from and against any

liabilities and costs arising from, connected with, or related to permits as part of this project.

2. The Consultant will sign and comply with the following Health Insurance Portability and Accountability Forms (“HIPAA”) if applicable:
 - a. Exhibit 1 – Protection of Electronic County PI, PHI and MI
 - b. Exhibit 2 – Protection of Electronic County PI, PHI and MI Data Encryption
 - c. Exhibit 3 – Information Security and Privacy Requirements
 - d. Exhibit 4 – LACDMH Proposer’s Compliance with Encryption Requirements Exhibit
 - e. Agreement for Acceptable Use and Confidentiality of County Information Technology Resources
 - f. Exhibit 6 – Confidentiality Oath (Non-LACDMH Workforce Members)
 - g. Exhibit 7 – Business Associate Agreement Under The Health Insurance Portability and Accountability Act of 1996 (“HIPAA”)
3. Payment is contingent upon completion of Deliverable A activities (as listed above in A.1- A.3) and submission of all required paperwork.

B. Deliverable B -Recruitment of Community Listeners

1. The Consultant must recruit at least **10** individuals to be “Community Listeners”. Listeners will target API community members at Outreach events who show interest in the Tea Cart. As well, community members will be provided mental health information and resources, on an as needed basis.
 - a. The Listeners must be API community members (ages 18 and above) and may be consumers, family members, Promotores, etc.
 - b. The Listeners must be bilingual in at least 1 of 5 API languages. The languages must include, but are not limited to, Chinese (Mandarin or Cantonese), Khmer, Korean, Tagalog, and Vietnamese.
2. The Consultant must select the Listeners based on skills, readiness, and appropriateness. The Consultant must assure that there are no legal or ethical concerns in relation to the selection of each participating Community Listener.

3. Payment is contingent upon completion of Deliverable B activities (as listed above in B.1- B.3) and submission of all required paperwork.

C. Deliverable C - Identifying API Mental Health Resource Guide

1. The Consultant must identify an existing up-to-date API Mental Health Resource Guide for API youth and families in Los Angeles County, which includes formal and informal mental health services and supports. Services listed must include, but are not limited to, mental health providers that serve the API community, API consumer and family support/self-help groups (i.e. NAMI groups, etc.), online mental health resources for API consumers and family members (i.e. Each Mind Matters, LACDMH Provider Directories, etc.), and crisis hotlines and warm lines that are available for API community members.
2. The API Mental Health Resource Guide must be available in English and at least 5 API languages, which will be made available to the public via the Tea Cart. The languages include, but are not limited to, Chinese (Mandarin or Cantonese), Khmer, Korean, Tagalog, and Vietnamese.
3. Payment is contingent upon completion of Deliverable C activities (as listed above in C.1- C.3) and submission of all required paperwork.

D. Deliverable D - Gathering of API Mental Health Informational Materials

1. The Consultant will be responsible for identifying API Mental Health Informational Materials tailored to target API adults and youth. The Mental Health Informational Materials should be user friendly, relatable and visually appealing.
2. The API Mental Health Informational Materials must cover the following topics, at a minimum:
 - a. Risk factors for mental illness
 - b. Recognizing signs and symptoms of mental illness
 - i. Diagnoses must include, but not limited to, anxiety, depression, post-traumatic stress, bipolar disorder, schizophrenia, and psychosis
 - c. Nutrition and mental health

- d. Stress Management: Identifying stressors and tips to reduce stress
 - e. How to access culturally and linguistically appropriate mental health services in Los Angeles County
- 3. The API Mental Health Informational Materials must be made available in English and at least 5 API languages, which will be made available to the public via the Tea Cart. The languages include, but are not limited to, Chinese (Mandarin or Cantonese), Khmer, Korean, Tagalog, and Vietnamese. The Consultant is responsible for assuring that the translated materials are culturally and linguistically appropriate.
- 4. The API Mental Health Informational Materials must be submitted to LACDMH (in English) for approval, before being distributed. LACDMH holds the right to provide recommendations and Consultant must adhere to and accommodate suggestions.
- 5. Payment is contingent upon completion of Deliverable D activities (as listed above in D.1- D.5) and submission of all required paperwork.

E. Deliverable E - Development of Outcome Measures

- 1. The Consultant must develop a brief pre and post-test to be completed by the Community Listeners. The survey must assess the impact of the project participation on the Community Listeners' awareness and knowledge of mental illness.
 - a. The Pre and Post-tests must contain no more than 5 close-ended questions (i.e. Likert scales, multiple choice, etc.).
 - b. The Pre and Post-tests must measure, at a minimum, the following: the impact on the Listeners' knowledge about mental illness, knowledge of mental health signs and symptoms, awareness of mental health resources available in the community, awareness of mental health related stigma, etc.
 - c. The Pre and Post-tests must be developed so that the questions are at a 6th grade reading comprehension level.

- d. The Pre and Post-tests must be in English. Consultant is responsible for assuring the cultural and linguistic appropriateness of the Pre and Post-tests.
 - e. The Pre and Post-tests must include the LACDMH logo, MHSA logo, the statement “Funded by MHSA”, and any other logos required by LACDMH.
 - f. The Pre and Post-tests must be submitted to LACDMH for approval before distribution. The Pre and Post-tests will be the property of LACDMH.
2. The Consultant must develop a brief survey to be completed by participants that engage with Community Listeners. The survey must assess the impact of their experience on the participants’ awareness and knowledge of mental illness.
- a. The survey must contain no more than 5 close-ended questions (i.e. Likert scales, multiple choice, etc.).
 - b. The survey must measure, at a minimum, the following: the impact on participants’ knowledge about mental illness, knowledge of mental health signs and symptoms, awareness of mental health resources available in the community, awareness of mental health related stigma, etc.
 - c. The survey must be developed so that the questions are at a 6th grade reading comprehension level.
 - d. The survey must be in English and translated into 5 API languages. The languages include, but are not limited to, Simplified Chinese, Khmer, Korean, Tagalog, and Vietnamese. Consultant is responsible for assuring the cultural and linguistic appropriateness of the survey.
 - i. Consultant must confirm that translations are appropriate through field testing. In field testing, the translated document is reviewed by consumers/family members/community members or LACDMH bilingual certified employees who are proficient in the target language, and that feedback is incorporated to ensure

quality of translation. This process ensures that the translated document has cultural and linguistic appropriateness.

- ii. There must be at least two reviewers for each language.
 - iii. A Reviewer Verification form must be completed by the person reviewing the questions. The Consultant must incorporate feedback from the reviewer until the document is approved.
 - e. The survey must include the LACDMH logo, MHSA logo, the statement “Funded by MHSA”, and any other logos required by LACDMH.
 - f. The survey must be submitted to LACDMH for approval before distribution. The survey will be the property of LACDMH.
3. Payment is contingent upon completion of Deliverable E activities (as listed above in E.1- E.3) and submission of all required paperwork.

F. Deliverable F - Development of Advertising Materials

- 1. The Consultant will be responsible for advertising the Tea Cart at different Outreach events.
 - a. Materials can include brochures, flyers, tea cup holders, etc.
 - b. Materials will be developed and tailored to be culturally and linguistically appropriate.
 - c. The materials must include the LACDMH logo, MHSA logo, the statement “Funded by MHSA”, and any other logos as required by LACDMH. The materials must also include the LACDMH 24/7 Mental Health Helpline phone number.
 - d. All materials must be submitted to LACDMH for approval before distribution. LACDMH holds the right to provide recommendations and Consultant must adhere to and accommodate suggestions.
 - e. The materials will be the property of LACDMH.

2. Payment is contingent upon completion of Deliverable F activities (as listed above in F.1- F.2) and submission of all required paperwork.

G. Deliverable G -Training of Community Listeners

1. The Consultant must develop or use an existing training guide to train the Community Listeners to provide the services for this project.
2. The training guide must be submitted to LACDMH for approval, before being implemented. LACDMH holds the right to provide recommendations and Consultant must adhere to and accommodate suggestions.
3. Training topics must include, but are not limited to, how to engage community members, interview skills, how to recognize and manage a mental health crisis, recognize when a person needs to be referred to a higher level of care, discussing mental health stigma, and mental health/referral resources for the API community.
4. Community Listeners must participate in a LACDMH Mental Health First Aid training. This training will be provided for free by LACDMH.
5. Payment is contingent upon completion of Deliverable G activities (as listed above in G.1- G.5) and submission of all required paperwork.

H. Deliverable H - Mental Health Promotional Outreach Events

1. The Consultant will conduct 4 Outreach events per month, for 6 months, with the API community using the mobile Tea Cart.
2. At least (1) Outreach event must be held in at least each of the following Service Areas in LA County:
 - a. Service Area 2 – San Fernando Valley (e.g. Studio City, Thousand Oaks, etc.)
 - b. Service Area 3 – San Gabriel Valley (e.g. Pasadena, Claremont, etc.)
 - c. Service Area 4 – Metro Los Angeles (e.g. Hollywood, Downtown LA, and Koreatown, etc.)
 - d. Service Area 7 – Southeast Los Angeles (e.g. East LA, Norwalk, Huntington Park, Cerritos, etc.)

- e. Service Area 8 – South Bay (e.g. Long Beach, Carson, Torrance, etc.)
3. The Tea Cart will be set up in accessible community (non-clinical) locations such as parks, schools, faith based community centers, etc., where there are concentrations of API community members.
 - a. The Tea Cart will also be set up at various API community events, such as API themed night markets, farmer's markets, etc., where there are concentrations of API community members. Outreach events must take place at times that are convenient for API community members including, but not limited to, evenings, weekends, etc.
 - b. The Tea Cart can also be set up in areas in LA that are "park poor" and be set up on sidewalks and parking lots.
 - c. The Outreach Events may take place at events hosted by partnering community organizations and events.
 4. The Consultant must provide tea for API community members at no cost. Consultant must maintain a spending log and receipts for all refreshment purchases, which must be made available to DMH upon request.
 5. At each event, Community Listeners will be responsible for engaging, interacting and listening to community members that engage with the Tea Cart.
 - a. In each interaction with an API community member, the Community Listener will provide mental health promotional information in a non-stigmatized, culturally, and linguistically competent manner. Community Listeners will also provide mental health referrals and resource information, as needed.
 - b. The Community Listeners must be provided a \$15 gift card per hour for each Outreach event. The Consultant must maintain a spending log and receipts for all gift card purchases. Recipients must sign an attestation that they received a gift card, which must be made available to DMH upon request.

- c. For individuals who express interest in accessing mental health services, the Listeners must connect them to a contact person and/or agency for appropriate mental health services.
 - d. Each person who interacts with a Community Listener must be asked to complete the survey.
- 6. A licensed mental health professional must be available to provide consultation and clinical intervention (if needed) for all activities related to the development and implementation of this program.
- 7. The following information must also be provided to LACDMH for each Outreach event:
 - a. Log of all Outreach events
 - b. Summary of participant demographics, including attendees' age, ethnicity, gender, linguistic capacity.
- 8. Payment is contingent upon completion of Deliverable H activities (as listed above in H.1- H.8) and submission of all required paperwork.

I. Deliverable I - Project Summary Report

- 1. The Consultant must submit the Project Summary Report at the conclusion of the project.
- 2. The Project Summary Report must include, but is not limited to, the following information:
 - a. Project Description: A description of the project development and implementation, as well as the project timeline.
 - b. Project Outcomes: A summary of outcomes collected for this project (as specified in the SOW) that demonstrates the project's impact on community capacity.
 - i. A comprehensive analysis of the Pre and Post-tests completed by Listeners who participated in this project must be included in this section. The data must be analyzed using matched-pairs.
 - ii. A comprehensive analysis of the survey and narrative from the Outreach events must be included in this section.

- iii. Testimony and anecdotes from Listeners who took interacted with the API community about the impact of this project on their lives.
 - iv. Testimony and anecdotes from individuals at the Outreach events that interacted with the Community Listeners should be included in this section.
 - c. Lessons Learned: A summary of the successes and challenges related to all aspects of project implementation must be provided. Consultant must provide a summary of challenges encountered and what was done to overcome problems as well suggestions for increasing project efficiency and impact.
 - d. Recommendations: Consultant must provide recommendations for LACDMH on how to improve outreach and engagement to the API community in order to increase accessibility, penetration and retention of consumers in mental health services.
3. Payment is contingent upon completion of all Deliverable I activities (as listed above in I.1- I.3) and submission of all required paperwork.

V. LACDMH RESPONSIBILITIES

- 1. Provide oversight of Consultant's activities to ensure compliance with agreement terms and conditions.
- 2. Provide required HIPAA documents.
- 3. Review/approve API Mental Health Resource Guide.
- 4. Review/approve API Mental Health Informational Materials.
- 5. Review/approve all outcome measures including the pre/post-tests and survey.
- 6. Review/approve Advertising Materials.
- 7. Review/approve Project Summary Report.
- 8. Review/approve, as appropriate, all payments of invoices.
- 9. LACDMH will provide copies of the LACDMH logo, MHSA logo, the County of Los Angeles seal and all other required logos.

VI. Consultant Minimum Bidder's Requirements

1. Consultant must meet one of the following requirements:
 - a. Have a Undergraduate or Graduate degree in Psychology, Social Work, or a social/health service related field, have at least (3) years of experience of working with API community members and have a subcontract with a licensed mental health professional in the State of California who is in good standing. A copy of the mental health professional's degree and license must be provided to LACDMH.
 - b. Be a licensed mental health professional in the State of California who is in good standing and have at least (3) years of experience working with API community members in LA County. A copy of the mental health professional's degree and license must be provided to LACDMH.
2. Consultant must have at least (3) years of experience coordinating and implementing outreach events targeting the API community focused on health and wellness related issues. CV/Resume documenting Consultant's experience must be submitted.
3. Consultant must own a mobile tea cart.
4. Consultant must be located in Los Angeles County and be available to be present in person for project related activities, upon request.
5. Consultant must provide (2) Letters of Reference that include information on Consultant's experience and skills as related to required activities in this project.
6. Consultant must submit a CV/Resume if bidding as an individual. If Consultant is an organization, a summary of programs and services offered by the organization must be submitted.

VII. Summary of Deliverables

DELIVERABLES – PAYMENT SCHEDULE	
Quarter 1	A. Recruitment of Community Listeners B. Identifying API Mental Health Resource Guide C. Gathering of API Mental Health Informational Materials D. Develop Outcome Measures (Pre/Post-test and Survey) E. Development of Advertising materials
Quarter 2	A. Training of Community Listeners
Quarter 3	A. Outreach events (at least 4/month)
Quarter 4	A. Outreach events (at least 4/month) B. Project Summary Report

I _____ (Name of Respondent's authorized representative),
 certify that I have read, understand and accept the terms and conditions set forth herein.

 Signature

 Name

 Title

 Date