

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

**Asian Pacific Islander Families – Supporting through Recovery**

**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 implementing Key Informant Interviews and Focus Groups with API family members, API support groups and mental health providers that serve the API community. The goal is to better understand the challenges and identify effective strategies to help support and guide API family members in their efforts to support themselves and their loved one who is suffering from mental illness. Based on the analysis of the information from the Key Informant Interviews and Focus Groups, a culturally and linguistically appropriate Mental Health Informational Booklet will be developed for API family members that will include information on signs and symptoms of mental illness, practical advice on what to expect when supporting a loved one with mental illness and how to take care of themselves. Additionally, there will be information on mental health resources and supports, as well as guidance on how to access the services. The booklet will be translated into 5 API languages (specifically Khmer, Simplified Chinese, Korean, Tagalog, and Vietnamese) and distributed to clinics and community based agencies that serve API consumers and family members.

**III. OBJECTIVE**

This project will result in the development of a Mental Health Informational Booklet specifically designed for API family members and friends to understand the scope of mental illness, address their fears and questions, and offer suggestions on how to care for and assist their loved ones. This project aims

to increase awareness about mental health related struggles that API consumers and family members experience in order to decrease mental health related stigma and encourage early access of services.

#### **IV. DELIVERABLES**

##### **A. Development of Key Informant Interviews and Focus Group Questions**

1. The Consultant must develop Key Informant Interview questions that will gather information from representatives of API family member support groups that are already in place about their successes, challenges, and recommendations regarding the needs of API family members.
  - a. The Consultant must develop at least 8 questions for each interview.
  - b. The interview questions must be a mixture of open-ended and close-ended questions (i.e. Likert scales, multiple choice, etc.).
  - c. The interview questions must be in English and translated into 5 API languages (specifically Khmer, Simplified Chinese, Korean, Tagalog, and Vietnamese)
    - 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.

- d. The interview questions must be submitted to LACDMH for approval before use.
  - e. LACDMH holds the right to provide edits/recommendations and Consultant must adhere to and accommodate suggestions.
- 2. The Consultant must develop a list of Focus Group questions for each of the 3 types of Focus Groups to be conducted: 1 with mental health clinical staff, 1 with Peers, and 1 with API family members.
  - a. The Consultant must develop at least 8 questions for each focus group.
  - b. The questions must be a mixture of formats including, but not limited to, open-ended and close-ended questions (i.e. Likert scales, multiple choice, etc.).
  - c. The Focus Group questions must be developed so that the questions are at a 6<sup>th</sup> grade reading comprehension level.
  - d. The Focus Group questions must be in English and translated into 5 API languages (specifically Khmer, Simplified Chinese, Korean, Tagalog, and Vietnamese).
    - 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 materials. Consultant must incorporate feedback from the reviewer until the document is approved.

- e. The Focus Group questions must be submitted to LACDMH for approval before use.
  - f. LACDMH holds the right to provide edits/recommendations and Consultant must adhere to and accommodate suggestions.
3. The Consultant must 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”)
4. Payment is contingent upon completion of Deliverable A activities and submission of all required paperwork.

#### **B. Data collection: Key Informant Interviews and Focus Groups**

- 1. The Consultant must conduct at least (5) Key Informant Interviews with representatives from API family member support groups that are already in place including, but not limited to, the following: Korean NAMI, Chinese NAMI, Japanese NAMI, and an API LGBTQ support group. The goal will be to gather information on the successes, challenges, and recommendations these groups have regarding the needs of API family members, based on their experience.
- 2. The Consultant must conduct at least 6 Focus Group with the following individuals who have experience working with API consumers and families served by LACDMH. The discussion will explore how they help family members understand mental illness, what needs they have observed in families, identify the strengths that family can bring to

recovery, and what are the obstacles to maintaining family cohesiveness and support.

- a. At least 2 Focus Groups must be conducted with mental health clinical staff (i.e. Psychologists, Social Workers, etc.) that have experience providing therapy services to API consumers and families served by LACDMH. Clinicians who work in the following Service Areas (SA) must be included in the Focus Groups, at a minimum: SA 3, 4, 7 and 8. Focus Groups must be held in locations conveniently located in or near the Service Area(s) that clinicians work.
  - b. At least 2 Focus Groups must be conducted with Case Managers that have experience working with API consumers and families served by LACDMH. Case Managers who work in the following Service Areas must be included, at a minimum: SA 3, 4, 7 and 8. Focus Groups must be held in locations conveniently located in or near the Service Area(s) that Case Managers work.
  - c. At least 2 Focus Groups must be conducted with Peer Advocates that have experience working with API consumers and families served by LACDMH. Peer Advocates who work in the following Service Areas must be included, at a minimum: SA 3, 4, 7 and 8. Focus Groups must be held in locations conveniently located in or near the Service Area(s) that Peer Advocates work.
5. The Consultant must conduct at least 5 Focus Groups with API family members who have gone through the process of supporting a loved one who has mental illness, to determine the key elements that are needed to more effectively support API family members.
  - a. API family members (ages 18 and above) who reside in LA County may participate in the Focus Groups.
  - b. API Family Member Focus Groups must consist of approximately 8-10 participants per focus group. Focus groups must be held at times that are convenient for API family members including, but not limited to, evenings, weekends, etc.

- c. Representatives from at least 5 different API ethnic communities must be included in the API family member focus groups including but not limited to Cambodian, Chinese, Filipino, Korean, and Vietnamese. The Consultant may hold focus groups by language and/or ethnicity.
- d. At least (1) API family member Focus Group must be held in each of the following Service Areas: SA 2, 3, 4, 7 and 8. Attendees must reside in the respective Service Area.
- e. The Consultant must collaborate with local community organizations that serve and/or work with API consumers and family members to recruit API family members for Focus Groups. Organizations can include, but are not limited to, mental health providers, community based organizations (CBO), etc.
- f. The Consultant must provide interpretation services as needed.
- g. For the Key Informant Interviews and Focus Groups, the Consultant must provide gift cards (\$25 per person per Focus Group) for family members that participate. Each family member can only participate in one focus group. 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.
- h. For the Focus Groups, the Consultant must provide transportation assistance (bus tokens, taxi vouchers, etc.) for family members that are interested in participating, if needed.
- i. The Consultant must provide food and refreshments for the API family member Focus Group attendees at no cost. Consultant must maintain a spending log and receipts for all food and refreshment purchases, which must be made available to DMH upon request.
- j. Focus Groups with API family members must be held in non-stigmatized community settings where API family members congregate. Locations can include, but are not limited to, mental

health provider clinics, community based organizations, community centers, etc.

6. The Focus Group format must include the following, at a minimum:
  - a. Welcome
  - b. Overview of the topic
  - c. Ground rules for Focus Groups
  - d. Questions for the Focus Groups and facilitated discussion
7. Consultant shall be solely liable and responsible for any and all required consents and releases from participants in Key Informant Interviews and Focus Groups. Consultant shall indemnify and hold harmless the County from and against any liabilities and costs arising from, connected with, or related to consents and releases as part of this project.
8. The Consultant must select the API family members who will be allowed to participate in the Focus Groups based on readiness and appropriateness. The Consultant must assure that there are no legal or ethical concerns in relation to the selection of each participating family member.
9. For individuals who express interest in accessing mental health services, the Consultant must connect them to a contact person and/or agency for appropriate mental health services.
10. A licensed mental health professional must be available to provide consultation and clinical intervention (if needed) for all Key Informant Interviews, Focus Groups and all activities related to the development and implementation of this program.
11. The following information must also be provided to LACDMH from the Key Informant Interviews and Focus Groups.
  - a. Sign-in sheets
  - b. Summary of participant demographics, including attendees' age, ethnicity, gender, linguistic capacity.
12. Payment is contingent upon completion of Deliverable B activities and submission of all required paperwork.

### **C. Development of Mental Health Informational Booklet**

1. The Consultant must analyze feedback from the Key Informant Interviews and Focus Groups using the most current and relevant quantitative and qualitative analyses techniques (such as narrative analysis) and software, in order to determine themes and recommendations. A summary of the data and analysis must be provided to LACDMH. All raw data is property of LACDMH.
2. Based on the analysis of the information from the Key Informant Interviews and Focus Groups, a culturally and linguistically appropriate Mental Health Informational Booklet will be developed for API family members that will include, but is not limited to, the following information:
  - a. Basic information on signs and symptoms of mental illness including, but not limited to, anxiety, depression, post-traumatic stress, bipolar disorder, schizophrenia, psychosis, the possible side effects of psychotropic medications, and the challenges to recovery such as substance abuse.
  - b. Practical advice on what to expect when supporting a loved one with mental illness and the recovery process.
  - c. How to recognize when a family member may need mental health support and how to take care of themselves.
  - d. A list of mental health resources for the API community (including formal and informal mental health services and supportive services) and instructions on how to access these services.
    - i. The resource list must include, but is not limited to, the following agencies/organizations:
      - Mental Health providers that serve the API consumers and family members
      - API consumer and family member 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.)



- Crisis hotlines and warm lines that are available for API consumers and family members
  - ii. This resource list must include agency/organization logistical and contact information, as well as API Language capacity of the staff.
3. The Booklet should be user friendly, relatable and visually appealing. The Consultant is responsible for editing and formatting of the booklet, including providing all text, photos, quotes, etc.
  4. Consultant is responsible for all aspects of publishing the Booklet including writing, proofreading, contacting publishing outlets, establishing a contract with publishing outlet, arranging for the publishing of the Booklet, negotiating cost, etc.
  5. The Mental Health Informational Booklet must be submitted to LACDMH in English for approval, before being translated. LACDMH holds the right to provide edits/recommendations and Consultant must adhere to and accommodate suggestions.
  6. The Consultant will be responsible for developing the Mental Health Informational Booklet in English and translating the booklet into at least 5 API languages including, but not limited to, Khmer, Simplified Chinese, Korean, Tagalog, and Vietnamese.
    - a. The 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.
    - b. There must be at least two reviewers for each language.
    - c. A Reviewer Verification form must be completed by the person reviewing the materials. Consultant must incorporate feedback from the reviewer until the document is approved.

7. The final draft (including final images, etc.) of the Mental Health Informational Booklet must be submitted to LACDMH in English for approval, before being printed. LACDMH holds the right to provide edits/recommendations and Consultant must adhere to and accommodate suggestions.
8. The final drafts of the translated Mental Health Informational Booklets must be reviewed by 2 API family members for each language for final approval, before being printed. The Consultant must document the feedback and accommodate suggestions.
9. The Consultant must print at least 800 hard copies of each Booklet (Simplified Chinese, English, Khmer, Korean, Tagalog, and Vietnamese).
10. The Consultant is solely responsible for the accurate and timely developing and publishing of the Mental Health Informational Booklet.
11. The Consultant must distribute the Booklets to LACDMH clinics, LACDMH contracted agencies, and community based agencies that serve API consumers and family members, as approved by LACDMH.
12. The Consultant will be responsible for posting the Booklet online, including social media, on websites that are accessible by API family members including, but not limited to, mental health provider websites, and community based organization websites. The booklet must include direct links to the LACDMH website.
13. The Consultant will be responsible for providing an electronic version of the booklet to LACDMH. Consultant must use software that can be accessed by LACDMH and allow for edits/changes in the English version and all translated versions.
14. The Mental Health Informational Booklet must include the LACDMH logo, MHSA logo, the statement "Funded by MHSA", and any other logos as required by LACDMH.
15. The Mental Health Informational Booklet will be the property of LACDMH.
16. Payment is contingent upon completion of Deliverable C activities 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. Review/approve Key Informant Interview Questions.
3. Provide required HIPAA forms.
4. Review/approve Focus Group Questions.
5. Provide Reviewer Verification form.
6. Review/approve Mental Health Informational Booklet.
7. Review/approve, as appropriate, all payments of invoices.
8. LACDMH will provide copies of the LACDMH logo, MHSA logo, the County of Los Angeles seal and any other required logos.

**VI. Consultant Minimum Bidder's Requirements**

1. Consultant must meet one of the following requirements:
  - a. Have a Bachelor's degree in Psychology, Social Work, or a social service related field, have at least (3) years of experience of working with API family members and have a subcontract with a licensed mental health professional in the State of California who is in good standing.
  - 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 family members in LA County.
2. Consultant must have at least (3) years of experience working with API family members on mental health related issues.
3. Consultant must have (3) years of experience coordinating and conducting Key Informant Interviews and Focus Groups.
4. Consultant must have (3) years of experience collecting and analyzing quantitative and qualitative data, as well as developing summary reports.

5. Consultant must have experience developing and publishing mental health promotional material, including informational booklets.
6. Consultant must be located in Los Angeles County and be available to be present in person for project related activities, upon request.
7. Consultant must provide (2) Letters of Reference that include information on Consultant's experience and skills as related to required activities in this project.
8. 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.