

# Mayor's Office of Employment Development

## Train Up and Hire Up Support Services: Behavioral Health Services

### Bidders Conference

Friday, February 25, 2022  
3:00 pm  
Virtual Meeting

**Proposals due Thursday, March 17, 2022, by 3:00 PM**

*Train Up and Hire Up are supported by American Rescue Plan Act funds, under an agreement with the Mayor's Office of Recovery Programs.*



# Today's Agenda

1. Introductions + MOED overview
  - Jason Perkins-Cohen, Director
  - Rachel Brash, Strategist
2. Baltimore's ARPA employment recovery strategy
3. Train Up and Hire Up models
4. Behavioral health services overview
5. Proposal guidelines and content
6. Proposal evaluation criteria
7. Contracting
8. RFP timeline
9. Questions





**MOED's mission is to deliver economic justice to Baltimore residents.**

To MOED, economic justice means creating an **equitable workforce system** that responds to all residents' needs and provides viable economic opportunities to all residents, **especially those who have been generationally and systemically disadvantaged.**

# MOED Agency Roles

- **Direct service**

- Adult and youth centers serve thousands of residents
- YouthWorks offers jobs to 8k
- Employer services provided to 600 businesses

- **Strategic convener of workforce system**

- Baltimore Workforce Development Board (BWDB)
- Practice Advisory
- Workforce Integrated Data System (WIDS)
- Industry sector partnerships

- **Investor**

- Occupational training for adults and youth
- Youth wages under YouthWorks





## ARPA PROJECT GOALS

# 2022-2024

Baltimore's COVID-19 employment recovery strategy addresses state and city American Rescue Plan Act priorities by providing training and apprenticeships, increasing access to opportunity, promoting local job growth, supporting low-income households, benefiting historically underinvested neighborhoods, and creating wealth in communities of color. Residents will be able to access one or more of the offered programs based on their needs.



# One Baltimore for Jobs as a Model

2016-2017, US DOL demonstration project that exceeded all targets

U.S. DOL measure	Goal	Outcome
Participants enrolled	700	1,373
Participants receiving industry-recognized credential	525	834
Participants placed into unsubsidized employment	455	745
Average wage at placement	\$11.00	\$12.45
Participants retaining employment for 60 days after placement	295	592



# Baltimore Health Corps as a Model

2020-2021, transitional jobs program led by MOED and Baltimore City Health Department

- Addressed public health and economic crises of COVID-19
- 310 positions, primarily contact tracers and care coordinators
- Workforce services included career navigation, legal services, behavioral health, and financial empowerment counseling
- 42% of 336 hires participated in individual therapy sessions or group workshops



# Baltimore Health Corps as a Model

2020-2021, transitional jobs program led by MOED and Baltimore City Health Department

- Individual therapy participants reported services helped them manage anxiety, depression, grief, and trauma
- Workshops focused on building interpersonal boundaries, understanding and managing anxiety, gaining cognitive coping skills, understanding and responding to grief, and self-care
- Between individual sessions and workshops, employees gained coping skills to help them reduce depression and anxiety, as well as improve self-care and assertiveness





# Train Up Overview

- Free occupational training for jobs in key Baltimore industries
- Will serve at least 1,650 residents over 2.5 program years
- Community-based nonprofits provide training
- Includes behavioral health support, legal services, literacy instruction, financial empowerment counseling, and community-based recruitment
- Funding from State ARPA and City ARPA grants



# Train Up: Occupational Training

- 17 providers offering 18 programs in 8 high-growth sectors
- Training starts in March and April
- Programs include:
  - Industry-recognized credential
  - Case management
  - Job placement assistance
  - Access to Train Up support services
- Providers attend monthly meetings for group problem-solving and are encouraged to attend Practice Advisory



# Hire Up Overview

- Transitional jobs program for 380 unemployed and underemployed residents over 2.5 program years
- Leverages proven policy tool to get people back to work in weak and strong economies (for 70+ years)
- Work opportunities at city agencies and nonprofits to gain skills and earn income
- Benefits city residents and visitors by making parks, rec centers, and public events cleaner, safer, and more welcoming



# Hire Up Basics & Worksites

- 1 week paid job readiness
- Up to 25 weeks paid transitional employment
- \$15/hour x 35 hours/week
- Dept. of Recreation & Parks
- Dept. of Public Works
- Downtown Partnership of Baltimore
- Parking Authority of Baltimore City
- Mayor's Office of African American Male Engagement
- MOED



# Train Up Support Services

- Wraparound supports to improve success during and after program
- Provided in-person at training sites and/or remotely
- Programs should ensure time is set aside for participants to access support services



# Hire Up Support Services

- Wraparound supports to improve success during and after program
- Provided in-person at worksites and/or remotely
- Worksites should ensure time is set aside for participants to access support services



# Train Up and Hire Up: Behavioral Health Services

- Group and individual behavioral health services offered to all participants enrolled in Hire Up and Train Up
- If providers have extra capacity, additionally offer services to other MOED clients negatively impacted by the pandemic
- Services provided by licensed clinician virtually and/or in person
- Funded organizations will:
  - Provide individual and group-based behavioral health support as participants navigate employment and training during and beyond the COVID-19 pandemic
  - Provide a safe space to help individuals and families toward self-sufficiency and personal success
  - Help individuals improve problem-solving skills and build healthier relationships
  - Normalize attention to and care of behavioral health in the view employees and employers



# Award Type and Amount

- Approximately \$660,000 expected to be available to fund 2-3 grants of up to \$330,000, with each lasting up to 27 months
- Approximately 2,200 participants to be offered services
  - Includes 1,650 Train Up participants, 380 Hire Up participants, and 170 other MOED clients negatively impacted by pandemic
  - If 2 grantees selected, each grantee would offer services to about 1,100 individuals
- Providers expected to offer services to all allotted participants
- Service uptake will be voluntary, and service utilization rates will vary across sites



# Proposal Guidelines

- Proposals must include the following components:
  - Proposal abstract
  - Proposal narrative
  - Budget & budget justification
  - Subcontractor agreements, if applicable
  - Letters of reference
- Proposal narrative limited to 10 pages
- Submit applications by email to Shantrice Cooper-Mckoy at **Scooper-mckoy@oedworks.com** by **3:00 pm on Thursday, March 17, 2022**
- Include “Train Up and Hire Up: Behavioral Health Services Proposal” in subject line of the email



# Applicant Qualifications

- Selected providers must have demonstrated experience with providing behavioral health services to low-income populations in Baltimore City
- Applicants should offer, at minimum:
  - Services by a clinician (or clinicians) with LCSW-C or LCPC license in Maryland
  - Clinician(s) should have at least 5 years of work experience in the implementation of therapeutic behavioral health services, including professional experience developing and implementing clinical interventions for individuals experiencing trauma, grief and loss, anxiety, depression, anger management, and substance abuse

# Applicant Qualifications

- Applicants should also possess the following, at a minimum:
  - Ability to create individualized plans that address behavioral health and wellness needs
  - Ability to provide behavioral health services in various formats (individual and group format, remote and in-person) and in various geographic locations through Baltimore city
  - Ability to develop a positive culture of mutual understanding and trust and assist in normalizing behavioral health concerns
  - Commitment to provide services through a race equity and inclusion lens
  - Understanding of how potential stigma associated with engaging in behavioral health services could impact individuals' participation in the program
  - Ability to help project partners understand behavioral health services
  - Understanding of common barriers to economic success, including childcare, parenting/family stress, transportation, and academic difficulties



# Period of Performance

- Maximum period of grant performance is 27 months, from date of award execution (April 2022) through June 30, 2024
- Performance period includes all necessary implementation and start-up activities, client recruitment, and execution of proposed counseling activities
- MOED expects start-up activities, such as establishment of relationships with Train Up training providers and Hire Up worksite supervisors, will begin immediately after contract award
- MOED expects grantees will begin serving participants no later than one month after the date of grant award

# Performance Metrics and Data Tracking

- Targets to include in project narrative:
  - Total number of participants to be offered services, both individual and group
  - Number of participants expected to take up individual counseling
  - Number expected to take up group counseling
  - Other relevant outcomes
- Describe the process for tracking participant-level data and progress
- Describe how data will be used to inform quality assurance and improvement and to inform decisions about any changes need to interventions to improve client/project outcomes

# Budget & Budget Justification

Use the included Excel sheet to complete the proposal budget. The budget should cover Year 1. Assuming the agreement will extend 27 months, indicate expected costs for Year 1, Year 2, and Year 3.

<b>Organization</b>	
<b>Address</b>	
<b>Project name</b>	
<b>Fiscal contact</b>	
<b>Fiscal contact's phone number</b>	
<b>Fiscal contact's e-mail address</b>	
<b>Tax ID Number</b>	
<b>Funding award period</b>	
<b>Total proposed budget amount</b>	
<b>Proposed budget request amount for Year 1 (12 months), Year 2 (12 months), and Year 3 (3 months)</b>	
<b>Proposed number of participants to be offered services for Year 1 (12 months), Year 2 (12 months), and Year 3 (3 months)</b>	



# Budget & Budget Justification

- Funding for each agreement will not exceed \$330,000 for the term of the agreement
- Budget detailed should be based on one year.
  - For example, if you are requesting \$330,000 over the course of the grant period, your detailed one-year budget below might be \$150,000, based on the assumption that the second program year would be funded at \$150,000 and the final three months \$30,000, for a total of \$330,000 over the full period.
- Selected providers will not be required to leverage additional resources in order to meet described outcomes but are strongly encouraged to do so

# Subcontractor Agreements and Letters of Reference

- Proposals should include drafts of agreements with all planned subcontractors
- Three letters of reference from previous or current clients required



# Participant Eligibility

- At least 18 years of age
- Baltimore City resident
- Negatively impacted by COVID-19
- Enrolled in Train Up and Hire Up
- Capacity permitting, enrolled in another MOED workforce program

# Proposal Evaluation Criteria

- Total of 115 points possible
- Experience and qualifications (20 points)
- Key technical staff and project management (10 points)
- Statement of work (50 points)
- Performance outcomes and data tracking (15 points)
- Budget and budget narrative (20 points)

# Experience and Qualifications (20 points)

- Applicant has a successful history of designing and delivering high quality, comprehensive counseling for the targeted population. Applicant has substantial professional experience developing and implementing clinical interventions for individuals experiencing trauma, grief and loss, anxiety, depression, anger management, and substance abuse (10 points)
- Applicant describes experience serving target population and demonstrates understanding of common barriers to economic success, including childcare, parenting/family stress, transportation, and academic difficulties and understanding of how potential stigma associated with engaging in behavioral health services could impact individuals' participation in the behavioral health services (5 points)
- Applicant demonstrates understanding of and commitment to race equity and inclusion through proposed programmatic approaches and outcomes (5 points)



# Key Technical Staff and Project Management (10 points)

- Applicant describes past experience and identifies a project clinician, or clinicians, with an LCSW-C or LCPC license in Maryland and other key personnel likely to work on the project (5 points)
- Application contains timeline depicting all activities, timeframes, and deliverables, and core partners to be engaged in initiative implementation (3 points)
- Proposed timeframes are realistic and achievable within the project performance period (2 points)

# Statement of Work (50 points)

- Applicant describes how project clinician(s) and other staff will create individualized plans addressing behavioral health and wellness needs, develop a positive culture of mutual understanding and trust, and assist in normalizing behavioral health concerns (10 points)
- Applicant describes proposed activities and methodologies for individual counseling, including assessment/intake; screening for trauma, suicidality, and substance use disorders; supervision of project clinician and other staff; counseling methods; substance use disorder treatment; suicide prevention; and enhanced psychiatric referrals if needed (15 points)
- Applicant describes services to be offered in group format in detail, including topic areas and justification for those topics areas. These might include anxiety reduction, stress management, work/life balance, or grief and loss. (15 points)
- Applicant describes methods for service delivery in telehealth form, in-person, and/or hybrid format and how they will ensure counseling will be high-quality and reliable across formats. Applicant describes how services will be accessible to participants without reliable access to computer or internet (5 points)
- Applicant describes methods for communication, engagement, and re-engagement with Hire Up and Train Up participants throughout program (5 points)



# Performance Outcomes and Data Tracking (15 points)

- Applicant provides numerical projections for outcome measures (5 points)
- Proposed outcomes appear realistic and achievable within the project performance period (5 points)
- Application describes process by which participant-level data and progress will be tracked and how data will be used to inform program improvement (5 points)

# Budget and Budget Narrative (20 points)

- All applicable expenses are clearly identified with accurate calculations (10 points)
- Budget justification provides a complete description of costs associated with each line item in sufficient detail to justify the total cost for each line item (5 points)
- Budget justification demonstrates that the budget is reasonable given scope of work of project, including adequate staff personnel devoted to project to support achieving project objectives (5 points)

# Contracting with MOED

- Registered as a legal business entity with the Maryland State Department of Assessments and Taxations and in “good standing”
- Must have financial system capable of accurately capturing project related budgets and actual expenses
- Provide a copy of your most recent Audited Financial Statements/Report for the fiscal year that ended within past 9 months
- Must have adequate insurance coverage, consistent with the minimum requirements stated in standard contract terms and conditions
- Must allow MOED and other applicable regulatory and funding agencies to physically inspect your books, records, and other documents related to work performed and expenses incurred/reported under the award





# City Subgrant Agreement Process

- MOED drafts subgrant agreement that will include:
  - MOED standard terms and conditions
  - Statement of work and related deliverables
  - Budget and invoice template
  - Any other governmental or funding source-related regulations or requirements
- Agreement is reviewed by provider, City's Audits Department, and City's Law Department before signature by MOED
- Agreement goes to City's Board of Estimates for approval
- Once agreement is approved, work can begin



# RFP Timeline



# Questions?

Send by Wednesday, March 2, to:

**Shantrice Cooper-Mckoy**

Mayor's Office of Employment Development

Assistant to Agency Director

[Scooper-mckoy@oedworks.com](mailto:Scooper-mckoy@oedworks.com)

