2008-2009 REQUEST FOR PROPOSAL

HEALTH & EDUCATION INITIATIVES

Purpose: To fund projects that develop and use innovative approaches or best practices in the Nursing, Allied Health and Education Fields designed to help meet Connecticut’s workforce demands.

Published:
August 18, 2008

Submissions Deadline:
October 3, 2008

E-mail submissions only.
Connecticut Department of Higher Education
Commissioner Michael Meotti

Connecticut Department of Public Health
Commissioner J. Robert Galvin, M.D., M.P.H., M.B.A.

Office for Workforce Competitiveness
Mary Ann Hanley

IT IS THE POLICY OF THE STATE OF CONNECTICUT THAT NO PERSON SHALL BE EXCLUDED FROM PARTICIPATION IN, DENIED THE BENEFITS OF, OR OTHERWISE DISCRIMINATED AGAINST UNDER ANY PROGRAM INCLUDING EMPLOYMENT, BECAUSE OF RACE, COLOR, RELIGIOUS CREED, SEX, AGE, NATIONAL ORIGIN, ANCESTRY, MARITAL STATUS, SEXUAL ORIENTATION, MENTAL RETARDATION AND PAST/PRESENT HISTORY OF MENTAL DISORDER, LEARNING DISABILITY AND PHYSICAL DISABILITY.
I. Statement of Objectives

The Connecticut Department of Higher Education ("DHE"), Department of Public Health ("DPH"), and Office for Workforce Competitiveness ("OWC") are seeking proposals from Connecticut public and independent higher education institutions as part of their Health and Education Initiatives. These parties shall constitute the Health and Education Consortium hereafter called ("HEC"). The priorities identified for competitively awarded funds in FY 2009 are in the following fields:

- Teaching, key shortage areas such as: Bilingual Education PK-12, Comprehensive Special Education 1-12, English 7-12, Intermediate Administrator, Library Media Specialist, Mathematics 7-12, Science 7-12, Speech and Language Pathology, Technology Education PK-12, World Languages 7-12
- Allied health, key workforce shortage areas such as: Clinical/Medical Laboratory Technician, Emergency Medical Technician, Environmental Health Specialists, Health Info/Med records Technician, Nuclear Medicine Technologist, Radiation Therapist, Respiratory Care Therapist, Pharmacy Technician, Physical Therapy Assistant, and Ultrasound Technologist
- Nursing, including, Public Health Nurses

The expected grant awards may be in the range of $25,000 to $130,000. During the last round, 13 grants were awarded ranging from $25,000 - $105,000. The awards will be announced on November 3, 2008 with implementation occurring from December 1, 2008 through December 31, 2009.

II. Background/Scope of Project

DHE is the administrative arm of the Connecticut Board of Governors for Higher Education. The Board is the statewide coordinating and planning authority for Connecticut’s public and independent colleges and universities.

DHE has funded $3 million to Connecticut’s higher education institutions since FY 2002 under its Health and Education Initiatives Program, to expand the number of nursing graduates at two-year and four-year institutions, create a collaborative master’s in nursing program, pilot a summer skills development program for high school graduates interested in allied health and nursing careers and expand the Alternate Route to Certification program to license more teachers, especially in shortage areas.

DPH is the executive state agency responsible for protecting and improving the health and safety of the people of Connecticut through assuring the conditions in which people can be healthy, promoting physical and mental health, and preventing disease, injury, and disability. DPH is committed to addressing health professional shortages that cause disparities in access to and quality of health care services to the population. Through the federal Health Services and
Resources Administration (HRSA), DPH administers the State Loan Repayment Program that allow a variety of primary care clinicians to serve at Community Health Centers in areas designated by HRSA as a Health Professional Shortage Area (HPSA). Additionally, DPH participates in the federal J-1 Visa program which provides opportunities to non-U.S. citizen physicians in primary care specialties, to work in the federally designated HPSAs. DPH also provides technical assistance and consultation on workforce shortages related to primary and specialty care through its regulatory, government relations, and strategic planning programs.

OWC was established in law by P.A. 00-192. OWC serves as the Governor’s principal workforce development policy agency. The legislation establishing OWC recognizes the importance of a well educated pipeline of skilled talent and a well trained workforce for Connecticut’s continued economic health and development. OWC acts as liaison between the Governor and various federal, state and local entities involved in workforce development issues; and it provides staff support to the Connecticut Employment and Training Commission (CETC) and the Governor’s JOBS Cabinet.

During the 2003 legislative session, the General Assembly established the Connecticut Allied Health Workforce Policy Board. This Board was created to monitor data and trends in allied health workforce and develop recommendations in a range of areas including recruitment and retention of employees, increasing diversity of the workforce, and expansion of nursing and allied health education and training programs. OWC facilitates the work of this Board in conjunction with the Connecticut Career Ladder Advisory Committee efforts currently underway through the agency.

OWC is dedicated to implementing a Talent-Based Strategy that will keep Connecticut competitive regionally, nationally and globally in the 21st century and beyond. OWC continues to ensure that the state’s education and training pipeline is well prepared to meet the rising demands of Connecticut business and industry through its focus on three policy objectives – Growing Talent, Using Talent and Enriching Talent – that together comprise the Talent-Based Strategy for Economic Growth for Connecticut.

This request for proposals is for projects that develop and use innovative approaches or best practices in the Nursing, Allied Health and Education fields designed to help meet Connecticut’s workforce demands. Across these fields, proposals should concentrate on one field and focus on one or more of the following activities:

- Increasing the pipeline of students interested in these careers
- Improving the preparation of middle and high school students, especially in Science, Technology, Engineering and Mathematics (STEM) areas
- Increasing student retention and student success
- Increasing licensure pass rates
- Increasing the number of individuals pursuing nursing and other allied health faculty positions
• Increasing the number of teachers in shortage areas as identified by the State Department of Education for 2008-09 (Bilingual Education PK-12, Comprehensive Special Education 1-12, English 7-12, Intermediate Administrator, Library Media Specialist, Mathematics 7-12, Science 7-12, Speech and Language Pathology, Technology Education PK-12, World Languages 7-12)

• Developing partnerships and strategies for integrating and sharing online learning into these programs

• Increasing the recruitment and retention of nurse faculty through initiatives such as faculty scholarships and nurse faculty student loans.

• Improving the preparation of adult students for college programs in nursing & allied health

• Integrating alternative learning opportunities into health care workplaces (ex. Work Place Learning, Internships)

• Increasing culturally and linguistically appropriate services in health care using the Department of Health and Human Services National Standards (see Attachment C)

Examples of proposals/concepts:

• Activities for middle and high school students to expand knowledge and interest in teaching and allied health fields which project shortages;

• Summer programming to promote retention in allied health fields for college students and/or high school students;

• Collaborations between community-based organizations, colleges/universities, hospitals and/or the business community to enhance professional development opportunities for the current workforce; and,

• Programs specifically targeted to increase enrollment and retention for underrepresented individuals by providing workplace learning opportunities in fields which employ significant numbers of target group (e.g., Certified Nursing Assistants).

New and innovative approaches are welcome and encouraged. Replicable, sustainable programs with significant potential for long-term impact are preferred. Applicants are encouraged to include strategic partnerships and collaborations, especially in the nursing and allied health areas.

III. Eligible Entities

Connecticut public and independent higher education institutions are eligible and are encouraged to include strategic partners as part of their proposals. Partnership proposals are preferred, especially in nursing and allied health areas, and may include:

• Public and independent institutions
• Regional partners (education, healthcare, associations, etc.)
• Private entities (hospitals, insurance companies, etc.)
• Workforce Investment Boards
• State comprehensive and technical high schools
• Local & regional government entities
IV. Calendar

1. Release RFP August 18, 2008
2. Submit RFP Questions until September 15, 2008
4. Interviews with Committee* October 30 & 31, 2008
5. Project Award Announcements November 3, 2008

*The review committee reserves the right to interview applicant if they requires clarification and/or need to negotiate aspects of a proposal. Please hold October 30th and 31st in the event such an interview is requested.

V. Required Format for Proposals

All proposals must follow the required format and address all requirements listed in the prescribed order, using the prescribed numbering system. Additionally, proposals should be submitted in a font size no smaller than 12, single-spaced, and with pages numbered. Attachments are accepted, but the information included should be supplemental as reviewers are only required to read the proposal section A-E (e.g., if you conducted a needs assessment of your region, you may include the needs assessment as an attachment).

A. Contact Information

Provide the information requested below:

1. Name of Applicant
2. Lead Contact (person to whom application questions should be directed)
3. Physical Location
4. Mailing Address (if different)
5. Telephone Number
6. Email address
7. Please indicate how you heard about the RFP

B. Project Outline

1. Executive Summary

Briefly describe (approximately 300 words) the project including its purpose and goals.
2. Project Narrative (no more than ten (10) pages)
   a. Statement of need (describe how the project addresses local, state and regional workforce needs) (no more than one page)
   b. Overview of Project: include a description of partners and their respective roles (indicate whether the project is an expansion of an existing effort or a new initiative)
   c. Project objectives: state in clearly measurable terms
   d. Major activities designed to meet stated objectives
   e. Target population: describe the population the program has been designed to reach
   f. Work Plan/Schedule: include a proposed work schedule, by activity, indicating when each activity will be accomplished and identify any significant milestones and deadlines. If project completion date extends beyond December 31, 2009, a detailed schedule of activities is required.
   g. Staffing Plan: identify the personnel resources that will be assigned to each activity delineated in the work plan (above)
   h. Project evaluation and outcomes: describe the impact and outcomes expected from the project and how it will be measured and evaluated. If this project is on-going or a continuation (regardless of the funding source), please include examples of successful outcomes and any challenges with initial implementation.

C. Organizational and Individual Profiles

  Qualifications (No more than one page total):
  Describe your team’s qualifications and provide bios of key individuals with a description of their pertinent experience, education and training or special knowledge, skills or abilities. Specifically include information on personnel who will work directly with participants and/or organize the project.

  Past Performance:
  Describe the applicant’s past experience in providing education and training in these areas. Provide at least 3 recent examples of projects conducted, their goals and outcomes.

  Letters of Support:
  Proposals which include partnerships should be accompanied by letters of agreement signed by the official agency representative.
D. Proposed Budget (Use budget form—Attachment D)

Indicate the direct costs for implementing the project, as well as in-kind and matching contributions and funding from all other sources (including partners) by amount and source (use only whole dollar amounts). In-kind and/or matching funds are required.

Note: Project funds can not be used for indirect expenses. In addition, project funds must augment not supplant existing staff salaries and fringe benefits. All significant equipment purchases will be paid in quarterly installments to ensure successful implementation of the program and may be returned to the grantor if the project terminates unsuccessfully.

Budget Narrative: Provide a detailed budget narrative describing the expenses, including calculations and breakdowns of budget amounts and items. If scholarships or stipends are included in project, indicate criteria for dissemination. Funds must be fully expended within grant period.

E. Deliverables

Provide a description of the products created as part of the project (if applicable) and a plan for dissemination.

VI. Evaluation Criteria

The Health and Education Consortium (hereafter called HEC) will convene a proposal review team to make award recommendations to the Commissioner of Higher Education.

The following criteria will be used to evaluate and rate the proposals meeting the minimum submission requirements:

1. Quality of the Overall Proposal
2. Quality and effectiveness of Proposal Work Plan in meeting the stated project objectives
3. Quality of Key Personnel
4. Applicant’s commitment: The extent of the proposer’s commitment to the project and its ability to continue the project and build upon the project when funding has concluded.
5. Budget and cost effectiveness:
   a. The adequacy of the proposed budget to support the project
   b. The efficiency of use of resources
   c. The use of matching and/or in-kind funds to complement the project
   d. The plan for sustainability/replication
6. Assessment of Program: The quality of the metrics to be used to assess the effectiveness and outcomes of the project
Preferred Projects will:

- Build upon existing efforts and/or meet a gap in current programming
- Utilize best practices
- Incorporate partnerships
- Include private matching funds to leverage Connecticut’s investment

In addition, projects that focus on key workforce shortage areas such as those listed below, and target underrepresented groups within these areas, will be given priority.

Key workforce shortage areas in teaching:

- Bilingual Education, PK-12
- Comprehensive Special Education, 1-12
- English, 7-12
- Intermediate Administrator
- Library Media Specialist
- Mathematics, 7-12
- Science, 7-12
- Speech and Language Pathology
- Technology Education, PK-12
- World Languages, 7-12

Key workforce shortage areas in allied health/nursing:

- Clinical/Medical Laboratory Technician
- Dental Hygienist
- Emergency Medical Technician
- Environmental Health Specialist
- Health Info/Med Records Technician
- Nuclear Medicine Technologist
- Pharmacy Technician
- Physical Therapy Assistant
- Public Health Nurse
- Radiation Therapist
- Registered Nurse
- Respiratory Care Therapist
- Ultrasound Technologist

VII. Terms and Conditions to be accepted by the Responding Organization

HEC reserves the right to cancel or amend this RFP prior to the due date and time if it is in the best interests of HEC.

HEC reserves the right to reject any and all proposals submitted for consideration, to waive technical defects, irregularities and omissions if, in its judgment, the best interest of the state will be served. HEC is not required to furnish a statement of reason why a particular response was not deemed appropriate. HEC may accept RFP responses in whole or in part.
No additions or changes to the original proposal will be allowed after submittal. Clarifications at the request of HEC may be required at the responding organization’s expense.

All proposals in response to this RFP are to be the sole property of HEC and subject to the provisions of Section 19 of the Connecticut State Statutes (re: Freedom of Information).

Organizations selected for an award will enter into a Grant Agreement prepared by HEC to implement the grant project. HEC reserves the right to correct inaccurate awards resulting from its clerical errors.

With regard to a State contract (which includes grant agreements) as defined in P.A. 07-1 having a value in a calendar year of $50,000 or more or a combination or series of such agreements or contracts having a value of $100,000 or more, the authorized signatory to this submission in response to the State’s solicitation expressly acknowledges receipt of the State Elections Enforcement Commission’s notice advising prospective state contractors of state campaign contribution and solicitation prohibitions, and will inform its principals of the contents of the notice. See Attachment A.

Documentation Required Subsequent to Grant Award. The respondent chosen for the award will provide the documentation below at time of execution of the grant agreement. **This requirement does not apply to an entity of the State of Connecticut.**

(a) Nondiscrimination Certification: Public Act 07-142 and Public Act 07-245 have amended the nondiscrimination provisions of the Connecticut General Statutes to add civil unions to the existing protected classes and to require State responders to adopt policies in support of the new statutes by means of a resolution. Accordingly, Attachment B is a form certification that the successful responder must deliver executed at the time that it executes the grant agreement. The execution and submittal of this certificate is a condition precedent to the State’s executing the grant agreement, unless the responder is exempt from this statutory requirement, in which case the responder must obtain a written waiver from the State’s Commission on Human Rights and Opportunities.

VIII. Applicant Questions

All questions must be in writing and directed exclusively to Ms. Beth Trenchard at the Office for Workforce Competitiveness. Inquiries must be transmitted via email to: beth.trenchard@po.state.ct.us

All questions must be received no later than 4:00 p.m. on September 15, 2008 to be considered for a reply. All potential applicants will be able to view the answers to questions through addendums to this RFP document which will be posted as necessary on the following websites:

http://www.ctdhe.org

http://ct.gov/dph

http://www.das.state.ct.us/Purchase/Portal/Portal_home.asp
VX. Due Date for Proposals

Proposals must be received no later than 4:00 pm on October 3, 2008 via email only to the following:

Ms. Beth Trenchard
Office for Workforce Competitiveness
860-258-4309
Beth.Trenchard@po.state.ct.us

You will be notified of receipt of the proposal within 24 hours of submission. It is the applicant’s responsibility to ensure that the proposal has been received by the submission deadline.
NOTICE TO EXECUTIVE BRANCH STATE CONTRACTORS AND PROSPECTIVE STATE CONTRACTORS OF CAMPAIGN CONTRIBUTION AND SOLICITATION BAN

This notice is provided under the authority of Connecticut General Statutes 9-61 2(g)(2), as amended by P.A. 07-1, and is for the purpose of informing state contractors and prospective state contractors of the following law (italicized words are defined below):

Campaign Contribution and Solicitation Ban
No state contractor, prospective state contractor, principal of a state contractor or principal of a prospective state contractor, with regard to a state contract or state contract solicitation with or from a state agency in the executive branch or a quasi-public agency or a holder, or principal of a holder of a valid prequalification certificate, shall make a contribution to, or solicit contributions on behalf of (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of Governor, Lieutenant Governor, Attorney General, State Comptroller, Secretary of the State or State Treasurer, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee;

In addition, no holder or principal of a holder of a valid prequalification certificate, shall make a contribution to, or solicit contributions on behalf of (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of State senator or State representative, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee.

Duty to Inform
State contractors and prospective state contractors are required to inform their principals of the above prohibitions, as applicable, and the possible penalties and other consequences of any violation thereof.

Penalties for Violations
Contributions or solicitations of contributions made in violation of the above prohibitions may result in the following civil and criminal penalties:
Civil penalties—$2000 or twice the amount of the prohibited contribution, whichever is greater, against a principal or a contractor. Any state contractor or prospective state contractor which fails to make reasonable efforts to comply with the provisions requiring notice to its principals of these prohibitions and the possible consequences of their violations may also be subject to civil penalties of $2000 or twice the amount of the prohibited contributions made by their principals.
Criminal penalties—Any knowing and willful violation of the prohibition is a Class D felony, which may subject the violator to imprisonment of not more than 5 years, or $5000 in fines, or both.

Contract Consequences
Contributions made or solicited in violation of the above prohibitions may result, in the case of a state contractor, in the contract being voided.
Contributions made or solicited in violation of the above prohibitions, in the case of a prospective state contractor, shall result in the contract described in the state contract solicitation not being awarded to the prospective state contractor, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

The State will not award any other state contract to anyone found in violation of the above prohibitions for a period of one year after the election for which such contribution is made or solicited, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

Additional information and the entire text of P.A 07-1 may be found on the website of the State Elections Enforcement Commission, www.ct.gov/seec. Click on the link to “State Contractor Contribution Ban.”

Definitions:

"State contractor" means a person, business entity or nonprofit organization that enters into a state contract. Such person, business entity or nonprofit organization shall be deemed to be a state contractor until December thirty-first of the year in which such contract terminates. "State contractor" does not include a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

"Prospective state contractor" means a person, business entity or nonprofit organization that (i) submits a response to a state contract solicitation by the state, a state agency or a quasi-public agency, or a proposal in response to a request for proposals by the state, a state agency or a quasi-public agency, until the contract has been entered into, or (ii) holds a valid prequalification certificate issued by the Commissioner of Administrative Services under section 4a-100. "Prospective state contractor" does not include a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

"Principal of a state contractor or prospective state contractor" means (i) any individual who is a member of the board of directors of, or has an ownership interest of five per cent or more in, a state contractor or prospective state contractor, which is a business entity, except for an individual who is a member of the board of directors of a nonprofit organization, (ii) an individual who is employed by a state contractor or prospective state contractor, which is a business entity, as president, treasurer or executive vice president, (iii) an individual who is the chief executive officer of a state contractor or prospective state contractor, which is not a business entity, or if a state contractor or prospective state contractor has no such officer, then the officer who duly possesses comparable powers and duties, (iv) an officer or an employee
of any state contractor or prospective state contractor who has managerial or discretionary responsibilities with respect to a state contract, (v) the spouse or a dependent child who is eighteen years of age or older of an individual described in this subparagraph, or (vi) a political committee established or controlled by an individual described in this subparagraph or the business entity or nonprofit organization that is the state contractor or prospective state contractor.

"State contract" means an agreement or contract with the state or any state agency or any quasi-public agency, let through a procurement process or otherwise, having a value of fifty thousand dollars or more, or a combination or series of such agreements or contracts having a value of one hundred thousand dollars or more in a calendar year, for (i) the rendition of services, (ii) the furnishing of any goods, material, supplies, equipment or any items of any kind, (iii) the construction, alteration or repair of any public building or public work, (iv) the acquisition, sale or lease of any land or building, (v) a licensing arrangement, or (vi) a grant, loan or loan guarantee. "State contract" does not include any agreement or contract with the state, any state agency or any quasi-public agency that is exclusively federally funded, an education loan or a loan to an individual for other than commercial purposes.

"State contract solicitation" means a request by a state agency or quasi-public agency, in whatever form issued, including, but not limited to, an invitation to bid, request for proposals, request for information or request for quotes, inviting bids, quotes or other types of submittals, through a competitive procurement process or another process authorized by law waiving competitive procurement.

"Managerial or discretionary responsibilities with respect to a state contract" means having direct, extensive and substantive responsibilities with respect to the negotiation of the state contract and not peripheral, clerical or ministerial responsibilities.

"Dependent child" means a child residing in an individual's household who may legally be claimed as a dependent on the federal income tax of such individual.

“Solicit” means (A) requesting that a contribution be made, (B) participating in any fund-raising activities for a candidate committee, exploratory committee, political committee or party committee, including, but not limited to, forwarding tickets to potential contributors, receiving contributions for transmission to any such committee or bundling contributions, (C) serving as chairperson, treasurer or deputy treasurer of any such committee, or (D) establishing a political committee for the sole purpose of soliciting or receiving contributions for any committee. Solicit does not include: (i) making a contribution that is otherwise permitted by Chapter 155 of the Connecticut General Statutes; (ii) informing any person of a position taken by a candidate for public office or a public official, (iii) notifying the person of any activities of, or contact information for, any candidate for public office; or (iv) serving as a member in any party committee or as an officer of such committee that is not otherwise prohibited in this section.
ATTACHMENT B

CERTIFICATION

(By corporate or other business entity regarding support of nondiscrimination against persons on account of their race, color, religious creed, age, marital or civil union status, national origin, ancestry, sex, mental retardation, physical disability or sexual orientation.)

I ___________ (signer’s name) ___________ (signer’s title) ___________ of ___________ (name of entity) ___________, an entity lawfully organized and existing under the laws of ___________ (name of state or commonwealth) ___________, do hereby certify that the following is a true and correct copy of a resolution adopted on the _____ day of ____________, 20__ by the governing body of ___________ (name of entity) ___________, in accordance with all of its documents of governance and management and the laws of ___________ (name of state or commonwealth) ___________, and further certify that such resolution has not been modified, rescinded or revoked, and is, at present, in full force and effect.

RESOLVED: That ___________ (name of entity) ___________ hereby adopts as its policy to support the nondiscrimination agreements and warranties required under Connecticut General Statutes § 4a-60(a)(1) and § 4a-60(a)(1), as amended in State of Connecticut Public Act 07-245 and sections 9(a)(1) and 10(a)(1) of Public Act 07-142.

IN WITNESS WHEREOF, the undersigned has executed this certificate this ___ day of ____________, 20__.

By: ________________________________
Print Name:

Title: ________________________________

Effective June 25, 2007
APPENDIX C

NATIONAL STANDARDS ON CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES (CLAS)

The CLAS standards are primarily directed at health care organizations; however, individual providers are also encouraged to use the standards to make their practices more culturally and linguistically accessible. The principles and activities of culturally and linguistically appropriate services should be integrated throughout an organization and undertaken in partnership with the communities being served.

The 14 standards are organized by themes: Culturally Competent Care (Standards 1-3), Language Access Services (Standards 4-7), and Organizational Supports for Cultural Competence (Standards 8-14). Within this framework, there are three types of standards of varying stringency: mandates, guidelines, and recommendations as follows:

CLAS mandates are current Federal requirements for all recipients of Federal funds (Standards 4, 5, 6, and 7).

CLAS guidelines are activities recommended by OMH for adoption as mandates by Federal, State, and national accrediting agencies (Standards 1, 2, 3, 8, 9, 10, 11, 12, and 13).

CLAS recommendations are suggested by OMH for voluntary adoption by health care organizations (Standard 14).

Standard 1: Health care organizations should ensure that patients/consumers receive from all staff member's effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.

Standard 2: Health care organizations should implement strategies to recruit, retain, and promote at all levels of the organization a diverse staff and leadership that are representative of the demographic characteristics of the service area.

Standard 3: Health care organizations should ensure that staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery.

Standard 4: Health care organizations must offer and provide language assistance services, including bilingual staff and interpreter services, at no cost to each patient/consumer with limited English proficiency at all points of contact, in a timely manner during all hours of operation.

Standard 5: Health care organizations must provide to patients/consumers in their preferred language both verbal offers and written notices informing them of their right to receive language assistance services.

Standard 6: Health care organizations must assure the competence of language assistance provided to limited English proficient patients/consumers by interpreters and bilingual staff. Family and friends should not be used to provide interpretation services (except on request by the patient/consumer).
**Standard 7:** Health care organizations must make available easily understood patient-related materials and post signage in the languages of the commonly encountered groups and/or groups represented in the service area.

**Standard 8:** Health care organizations should develop, implement, and promote a written strategic plan that outlines clear goals, policies, operational plans, and management accountability/oversight mechanisms to provide culturally and linguistically appropriate services.

**Standard 9:** Health care organizations should conduct initial and ongoing organizational self-assessments of CLAS-related activities and are encouraged to integrate cultural and linguistic competence-related measures into their internal audits, performance improvement programs, patient satisfaction assessments, and outcomes-based evaluations.

**Standard 10:** Health care organizations should ensure that data on the individual patient's/consumer's race, ethnicity, and spoken and written language are collected in health records, integrated into the organization's management information systems, and periodically updated.

**Standard 11:** Health care organizations should maintain a current demographic, cultural, and epidemiological profile of the community as well as a needs assessment to accurately plan for and implement services that respond to the cultural and linguistic characteristics of the service area.

**Standard 12:** Health care organizations should develop participatory, collaborative partnerships with communities and utilize a variety of formal and informal mechanisms to facilitate community and patient/consumer involvement in designing and implementing CLAS-related activities.

**Standard 13:** Health care organizations should ensure that conflict and grievance resolution processes are culturally and linguistically sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts or complaints by patients/consumers.

**Standard 14:** Health care organizations are encouraged to regularly make available to the public information about their progress and successful innovations in implementing the CLAS standards and to provide public notice in their communities about the availability of this information.

For more information, visit:

- [National Standards on Culturally and Linguistically Appropriate Services (CLAS) in Health Care (Final Report)](HTU)
- [National Standards for Culturally and Linguistically Appropriate Services in Health Care (Executive Summary)](UTH)
- [Normas nacionales para servicios cultural y lingüísticamente apropiados en la atención sanitaria (Resumen ejecutivo)](UTH)
- [Cultural Competency Site](UTH)
## Appendix D
### Proposed Budget

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<td></td>
</tr>
<tr>
<td>Subtotal Consultant Services/ Contractual</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>E. Other Direct Costs</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Materials &amp; Supplies (list major items separately)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Publication Costs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Miscellaneous</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subtotal Other Direct Costs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>F. Total Project Costs</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Indirect costs may not be charged to the grant or counted as a donation.
## Budget Narrative

<table>
<thead>
<tr>
<th>I. Personnel</th>
<th>Requested</th>
<th>Donated</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explain the responsibilities and role of each position, numbers of hours to be worked, compensation rate and percentage of effort if applicable, existing staff or to be hired, and other information that will be helpful to justify the expense</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B. Fringe Benefits</th>
<th>Requested</th>
<th>Donated</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show the calculation for the fringe benefit total</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C. Participant Support Cost</th>
<th>Requested</th>
<th>Donated</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explain purpose and activities for all categories and show the calculation for costs estimates</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>D. Travel</th>
<th>Requested</th>
<th>Donated</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explain purpose of travel, method, estimated number of trips, cost components, etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>E. Other Direct Costs</th>
<th>Requested</th>
<th>Donated</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe each item, its purpose and its planned contribution to the project. Provide an explanation of the cost estimate.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>F. Total</th>
<th>Requested</th>
<th>Donated</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>G. Additional Narrative</th>
<th>Requested</th>
<th>Donated</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide additional information for items that may not fit into the categories above or that will help the HEC understand the planned expenditures under the project.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>