

## **Request for Proposals: Community Needs Assessment for DotHouse Health**

As DotHouse Health (DHH) prepares for our next Community Health Needs Assessment we are issuing a request for proposals (RFP) for assistance in conducting this health needs assessment for the health center's service area that includes all of Dorchester, MA and contiguous neighborhoods.

### **Introduction**

DotHouse Health (DHH) is a federally qualified community health center serving the Fields Corner neighborhood of Dorchester within the city of Boston since 1972. In January 2016, DHH received NCQA (National Committee on Quality Assurance) Patient-Centered Medical Home Level 3 Recognition, the highest recognition level NCQA offers. Last year the health center provided medical care to over 21,000 patients through almost 100,000 medical visits. DHH provides the following programs and services: primary care across the life span; a walk-in urgent care clinic; nutrition; clinical and social services case management; women's health; behavioral health; dental and eye clinics; radiology; a 340(b) pharmacy and an onsite laboratory. The health center removes barriers to access for the target patient population by hosting essential services on-site; creates programs that address the social determinants of health, major contributors to poor outcomes in racial and ethnic minority groups; and maintains a robust foreign language capacity. As such, we offer case management, translation, financial counseling for insurance enrollment, youth development at our Teen Center, family-centered recreation and wellness including a swimming pool and gymnasium, free tax preparation, a farmer's market and a food pantry. These programs work in concert with our clinical teams to insure residents have access to resources to help them improve their health.

### **Project Goal/Scope of Services**

DHH is seeking consulting services to provide a community needs assessment that will aid in the strategic planning and development of programs aimed at improving the health of our communities and meeting the populations that we serve. The key functions of such a community needs assessment includes:

- A. Obtaining statistically valid information on the health status and socioeconomic/environmental factors related to the health of residents in the service area and surrounding neighborhoods.
- B. Supplementation of the general population survey data currently available to us as an organization.
- C. Ensuring community members, including those within a broad based racial/ethnic/cultural/gender identity/sexual orientation/veteran status and linguistic minority group, are primary participants in the needs assessment survey process. In addition, board members and health center staff, as well as educators, health-related professionals, local government, human service and community based organizations, institutes of higher learning, and the private sector will be engaged at some level of the survey process. The survey process shall include stakeholder interviews and focus groups, as well as written survey responses.
- D. Development of accurate comparisons to the state and national baseline of health measures utilizing the most current validated data
- E. Utilization of data obtained from the assessment to address the identified health needs of our service area

To complete all services related to this project in a timely fashion. Key deadlines include:

## **Request for Proposals: Community Needs Assessment for DotHouse Health**

- a. **February 12, 2018:** proposals received from vendors
- b. **February 16, 2018:** chosen Vendor will be notified and contract process will begin
- c. **February 26, 2018:** Vendor commences work
- d. **March 26, 2018:** Vendor provides monthly written progress report to [michelle.nadow@dothousehealth.org](mailto:michelle.nadow@dothousehealth.org)
- e. **August 2018:** Vendor completes final report (s) and submits to DotHouse Health
- f. **September 2018:** Vendor presents final report at the meeting of the health center's Governing Board.
- g. **October 2018:** Vendor presents final report to the community at-large.

### **Bid Response Requirements: Please prepare a written document responding to the following**

A. Describe your firm and its capabilities, highlighting any prior involvement with DHH and/or other agencies of comparable size, specifically other community health centers, and mission/vision. Identify similar projects that your firm has overseen, providing reference names and contact information of clients for which your firm undertook similar projects. Expound upon your subject matter expertise as it would apply to the matters described in the Scope of Services portion of this RFP. Clearly indicate any current or past contracts your firm has held to provide advisory services of a similar nature to other health related organizations. Describe the proposed staff assigned to this project, their background and their availability.

B. Develop a Statement of Objectives which will identify the potential goals and expectations of the project.

C. Describe, in detail, the methodology, tools and/or techniques that would be utilized to conduct a comprehensive community needs assessment. The scope of this identification will be determined in accordance with the Statement of Objectives described above. This description should minimally include, but not be limited to:

- A description of relevant sampling techniques that you would propose utilizing to complete this assessment.
- Clarify types of techniques, proposed quantities, proposed timelines, target audiences, recruitment strategies to engage target audience, and staffing resources to accomplish tasks.
- Your proposed methodology for clarifying the research objectives, data collection requirements, sampling strategy and timetables.
- The level of granularity of the data.
- A description of how data will be compiled.
- A description of identified trends.
- A description of end report that will be produced, Include sample reports that your firm has produced for similar projects.

D. Provide a schematic of the timeframe needed to complete this assessment. ***Timeline must be*** based upon the deadlines included in Project Goals (above).

E. Provide a reference list of your firm's relevant clients, especially any for which you have conducted a community health needs assessment. If applicable, summarize the most recent

## **Request for Proposals: Community Needs Assessment for DotHouse Health**

engagement.

### **Pricing and Payment Terms**

**The maximum obligation for this contract shall range from \$25,000 to \$35,000.**

A. Provide detailed fee-related information. This should include a total project cost and staff hourly rates.

### **Other Related Information about the DotHouse Health**

#### **History of DotHouse Health**

The Dorchester House Multi-Service Center opened in 1887 as a settlement house to serve low-income/immigrant populations in the Fields Corner neighborhood of Dorchester. We have evolved over time in response to the changing needs and demographics of the community. In the early 1970's, with the support of area residents, Dorchester House won federal and state funding and the right to create a community-based health center. In 2015, the health center changed its name to DotHouse Health to better reflect the core service – health care – delivered.

DotHouse is now a full service community health center with approximately 100,000 annual visits. We have provided essential health and social services to the community for 45 years. We know that the health disparities in our community cannot be addressed through the treatment of individual, medically-based issues alone.

As such, we offer our over 21,000 patients extensive case management, financial, and legal services as well as a number of community programs. By connecting our patients with comprehensive primary care, social services, and in-house programs – all under one roof – we support the overall good health of our patients and help build a stronger and healthier community.

DotHouse Health is one of the largest employers in Fields Corner and has received the highest level recognition from the National Committee for Quality Assurance as a Level 3 Patient Centered Medical Home.

#### **Patient Demographics:**

- 37% Asian/Pacific Islander (largely Vietnamese)
- 31% Black (African American/Afro Caribbean/African)
- 15% White
- 16% Latino
- 2% Other (bi/tri racial).

The diversity of the community requires culturally and linguistically sensitive care. Our patients also experience increased health and mental health risks resulting from the trauma of war, displacement, and acculturation challenges. Approximately 93% of our patients live at or below 200% of the Federal

## **Request for Proposals: Community Needs Assessment for DotHouse Health**

Poverty Level and 63% receive health care through Medicaid, Medicare, or Commonwealth Care. Approximately 12% of patients are uninsured.

### **Our Mission**

- To be an essential resource for our community in its efforts to achieve the highest levels of health, well-being and quality of life for its residents.
- To provide affordable, accessible and exceptional health care and other essential services in an environment that respects our consumers, staff and diverse community.
- To be a leading force for change in the health, economic and social well-being of our community.

### **Our Vision**

DotHouse Health will be the best community-based health and social services organization in the City of Boston. We will serve as a center of community life in Fields Corner and as a critical resource for all of Dorchester. With a diversity of programs, services and staff, Dorchester House will continue to offer a welcoming environment for all.

DotHouse Health will be known for clinical excellence, offering exceptional care that values and reflects the cultural diversity of our neighborhood. We will be looked to as a model for providing care for all, regardless of ability to pay. We will be known for our leadership in promoting the health of our entire community and we will continue to seek opportunities to integrate public health priorities with our clinical care.

As a large business and major employer, we will be recognized as a substantial contributor to the economy of our community and city. Our organization will be governed by our community and our consumers, to whom all who work at DotHouse Health will be accountable. We will attract and retain skilled and motivated staff and we will aggressively cultivate a work environment designed to ensure the highest levels of job satisfaction. We will remain dedicated to training future health professionals for service in the community, fulfilling our role as an academic community health center.

We will offer ourselves as a resource for information and technology, benefitting the residents of our community, our partners and ourselves. We will be tireless champions and advocates for public policy that benefits the most vulnerable among us. The financial health of our organization will be an integral component of our dedication to service excellence. Our strategic development will reflect the value of partnership. Accordingly, we will initiate and participate in networks of care that will be models of collaboration and we will bring new benefits and services to our community

### **Our Core Values**

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1. The most important person at DotHouse Health is the customer. Our patients, staff, and community, are all customers of DotHouse.
2. The health, economic and social needs of the individual, the family and the community are intertwined. Meeting the needs of our customers means viewing and treating them in a comprehensive and holistic manner.
3. Respect for our customers and for each other is among our highest priorities
4. Access to our services regardless of ability to pay is the underlying principle of our mission
5. Our patients have the right to receive health care in a manner that respects their dignity and their privacy. Our whole organization is dedicated to recognizing the rights of all who use our services.
6. We are proud of the cultural and ethnic diversity of our community and reflect this pride in the diversity of our staff, the languages in our communications, and the cultural competency of our services.
7. DotHouse Health strives to be a work place where respect for each other is essential. We will assure that compensation and benefits are attractive, the physical work environment is comfortable and uplifting, and opportunity for advancement is available.
8. Financial stability is essential for meeting the needs of the community. This requires that we operate in a prudent manner - consistent with sound business principles - incorporating a clear decision-making process that is based on sound information and analysis.
9. We must be willing to improve our systems and ourselves continuously. This means that assessment, change and innovation are always part of our organization.
10. We are dedicated to meaningful collaboration to meet the complex health, economic and social needs of our community.

**Governing Board**

Kevin McDermott, Chair

Judi Smith, Treasurer

Rosemary Gallagher, Secretary/Clerk

Gloria J. Coulter

Paulo A. DeBarros

Annissa George

**Request for Proposals:  
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Jeffrey Lopes

Chris McCoy

Megan Sonderegger

Dominique Sye

Phi Tran

Joel Wool

**Leadership**

Michelle Nadow, President & CEO

**Executive Leadership Team**

John Cooney, Finance Director and Interim Chief Financial Officer

Don Duger, Chief Operating Officer

Mary Irwin, Chief Human Resources Officer

Danny MacNeil, Chief Information Officer

Huy Nguyen, MD, Chief Medical Officer