

## ***Engaging Local Community Based Organizations (CBOs) in Developing Cultural Humility Training Tools for Contact Investigators and Contact Tracers for the COVID-19 Response in California***

### **General Information**

Funding Instrument Type: Contract

Issued by: University of California, San Francisco Pandemic Initiative for Equity and Inclusion (UPIEA)

Expected Number of Awards: 6

Posted Date: July 24, 2020

Application Due Date: Aug 19, 2020 Electronically submitted applications must be submitted no later than 11:59 p.m., PST, on the listed application due date.

Estimated Project Start Date: Sept. 1, 2020

Estimated Project End Date: March 31, 2021

Fiscal Year: 2020 - 2021

Award Ceiling: \$75,000 per award

### **Purpose**

In response to the COVID-19 pandemic in California, the UCSF Pandemic Initiative for Equity and Inclusion (UPIEA), in partnership with the California Department of Public Health and UCLA, implemented a training curriculum to equip and rapidly mobilize a work force of contact tracers and case investigators (the 'Virtual Training Academy' [VTA]).

The purpose of this Funding Opportunity Announcement (FOA) is to engage community based organizations (CBOs) to develop supplemental training materials to ensure that contact tracers trained at the VTA are equipped to deliver culturally sensitive care that is responsive to the needs and perspectives of communities most affected by COVID-19 in California. In addition, the FOA will enable funded CBOs to play a critical role in the delivery of this supplemental training program. The objective is to ensure that California's contact tracers have core skills in cultural humility to effectively provide services, recognize the unique issues faced by persons disproportionately affected by COVID-19, offer services to mitigate further infection and make referrals that are appropriate to the range of clients' statuses (e.g. immigration).

UPIEA will hold a pre-application virtual Town Hall on Thursday, July 30, 2020, from 4:30 -5:30PM (PST). At this Town Hall UPIEA staff will discuss issues facing communities disproportionately affected by COVID-19. The Town Hall will also include an orientation to California's contact tracing program, the objectives of the supplemental training program in cultural humility, and will provide more information and necessary technical assistance related to this FOA by answering questions from Town Hall attendees.

Potential applicants are encouraged to submit questions by July, 28 2020 to:

[https://ucsf.co1.qualtrics.com/jfe/form/SV\\_0AEaG6pSwQIEYzH](https://ucsf.co1.qualtrics.com/jfe/form/SV_0AEaG6pSwQIEYzH)

To join the Town Hall, pre-registration is required. For more information on the application process and to register for the Town Hall please visit: [tiny.ucsf.edu/covidfundopp](http://tiny.ucsf.edu/covidfundopp)

Participation in this Town Hall, although encouraged, is optional, and is not required for the submission of an application in response to this FOA. A video recording of the Town Hall can be made available upon request.

### **Eligibility**

Nonprofits with 501(c)(3) IRS Status (other than Institution of Higher Education) providing service in California, with demonstrated relationships to communities disproportionately affected by COVID-19 and to other CBOs with relationships to these communities.

## Background

At present the State of California is directing current staff to work as contact tracers (CTs) and case investigators (CIs). These staff are trained in the Virtual Training Academy (VTA) which is taught by staff and faculty from the Universities of California, at San Francisco (UCSF) and Los Angeles (UCLA) and the California Department of Public Health (CDPH). Across California, the COVID-19

pandemic has disproportionately affected BIPOC (Black, indigenous and people of color) communities, especially Latinx communities as well as those living with disabilities, compounding underlying health and economic disparities. As both CDPH and local health jurisdictions (LHJ) across California rapidly scale contact tracing programs to respond to COVID-19, these programs must elicit trust, and the CI/CT staff delivering healthcare messages must have the prerequisite competencies to deliver client-centered, culturally sensitive, trauma-informed, and structurally responsive services. To ensure that, the VTA team proposes supplementary training to complement current technical training to equip case investigators and contact tracers with those skills. CBOs are important partners as they are actively engaged in numerous outreach and service activities, have trusted relationships with and are often members of the communities they serve and are intermediaries to communities. Selected CBOs will assist with the training curriculum and tools development informed by priorities and concerns identified by the CBO stakeholders. The process will ensure that CBO partners are empowered and engaged and have ultimate ownership of the training content.

### What is Contact Tracing and Case Investigation?

Contact tracing and case investigation are pillars of infectious disease control. This involves identifying people who have COVID-19 (a case) and the people they spent time with (contacts). People with COVID-19 are asked to isolate and their contacts to quarantine at home voluntarily to interrupt the spread of COVID-19 disease.

The overarching goals of this program include the following:

1. Developing training materials in collaboration with stakeholders from CBOs representing the needs, contexts, and perspectives of communities most affected by COVID-19
2. Creating supplemental training materials to ensure that all graduates of the VTA have core skills in cultural humility in order to effectively fulfill the roles of contact tracers/case investigators.
3. Implementing a supplemental training program and developing a community of practice to enable transformative learning across diverse California LHJs and enable CBOs to lead in the implementation of that training.

## Scope of Work

This scope of work applies to CBOs. UPIEA will work with a diverse set of selected CBOs to conduct the following phased approach and activities related to the California COVID response:

1. **Phase 1:** CBO stakeholders participate in the VTA course, enrolling as trainees and eventually serving as facilitators for a discreet period of time (anticipated period of time: 6 weeks)

In the first phase, stakeholders from selected CBOs will complete the current VTA training followed by training and serving as VTA facilitators to ensure all CBO stakeholders have had an opportunity to participate in the VTA course and have been 'on-boarded' as facilitators.

The minimum anticipated hours for this component is 60 person hours / week for 4-6 weeks.

2. **Phase 2:** CBO stakeholders co-design a 1-day cultural humility training program for California's contact tracers (anticipated period of time: 4 weeks)

The second phase of the project will happen immediately after Phase 1 and will involve a curriculum creation sprint. This phase of the project will happen with a core set of CBO stakeholders working in close partnership with the VTA team. The process for developing the supplemental training will include identifying and prioritizing the skills and learning tools to develop the training to ensure that learners achieve capacity to deliver contact tracing in a culturally humble manner. The learning content will be informed by priorities, perspectives, and concerns identified by the CBO stakeholders. Once the training has been developed, it will be rapidly piloted and

revised as needed to ensure that the content is enhanced and adapted, responsive both to the input of the co-creators and feedback from learners. The curriculum design sprint will involve a two-week intensive phase, followed by a further two weeks of content creation and collaboration. At the end of that four-week period, the training resources will be ready to be deployed.

The minimum anticipated number of hours for this component is roughly 60 person hours/week for four weeks.

3. **Phase 3:** CBO stakeholders facilitate cultural training program (anticipated period of time: 4 months)

Once the supplemental content is ready, VTA graduates will be invited to participate in the cultural humility training. This process will be managed by CDPH in collaboration with the UCLA Extension team who can send invitations to all VTA graduates who are working as contact tracers or case investigators. The frequency and length of training sessions will be confirmed during Phase 2 and in collaboration with CDPH. But, each week between 250 and 500 learners will participate in these trainings, and each training will be co-hosted by VTA faculty and one of the CBO stakeholders. A key goal of this project is to enable the CBO stakeholders who are engaged in the training to take over training/facilitation over the course of the project. In the first two months of phase 3, the core VTA team will deliver content and project manage. However, concurrently we will establish a community of practice involving all project stakeholders to ensure that by the project month five, much of the content will be delivered and the project will be managed by CBO partners, with support from the VTA team only as needed. The budget reflects this transition. Given the importance of this training to a broader audience of public health professionals beyond contact tracers and case investigators, we anticipate that by month six, the training could also be made available to other health professionals working on the COVID-19 response.

The minimum anticipated number of hours for this component is roughly 30 person hours / week for 16 weeks.

**Selection Criteria; Successful CBO's will:**

- Be engaged and working on the ground with communities experiencing the highest burden of COVID-19 disease (e.g. Latinx, limited English proficiency, Indigenous groups, Black, Pacific Islander, Native/Tribal communities, Migrant/Farm workers, people with disabilities, economically disadvantaged)
- Provide adequate geographic coverage of California (e.g. rural/urban, north/central/south)
- Have capacity to engage in the work (e.g. FTE's to dedicate)
- Relevant experience/expertise preferred but not required (e.g. training experience, experience with COVID CI/CT)
- Be agile/ flexible

**Estimated Funding**

Max: \$75,000 for each CBO

**Budget template**

See Excel template titled "Proposed budget"

**Inquiries**

**Programmatic**

Kelly Taylor, PhD, MPH

Email: [Kelly.Taylor@ucsf.edu](mailto:Kelly.Taylor@ucsf.edu)

**Grants Management**

Kelly Harvard, MA

Email: [Kelly.Harvard@ucsf.edu](mailto:Kelly.Harvard@ucsf.edu)

**Finance**

Rachelle Ruivivar

Email: [Rachelle.Ruivivar@ucsf.edu](mailto:Rachelle.Ruivivar@ucsf.edu)