

Interpreter Network & Directory Request for Proposal

1. Introduction

The Teton Behavioral Health Alliance, an initiative of the Community Foundation of Jackson Hole, works to improve behavioral health in Teton County, Wyoming at a systems level through high-level, cross-sectoral collaboration. The Alliance facilitates community-wide actions that enhance prevention, treatment, and crisis response efforts while addressing the gaps and inequities in the system to better serve everyone who lives and/or works in Teton County.

In partnership with local partners and Government Performance Solutions, Inc. (GPS), the Alliance developed a comprehensive, community-driven Integrated Plan to enhance mental health and substance use services. This multi-year plan includes six priority areas and 24 interconnected strategies across the continuum of care.

This Interpreter Network and Directory RFP focuses on one of the five strategies being released in Fall 2026 within the Integrated Plan and is intended to advance progress toward broader community goals.

The Interpreter Network and Directory strategy is meant to invest in developing a robust interpreter network and directory of interpreters who providers can contract with to improve the ease with which community members identify, connect with, and refer between behavioral health services.

The objectives of this strategy are to:

- Establish a comprehensive picture of current interpreter resources and needs.
- Strengthen coordination and access between providers and interpreter resources.

The selected entity will begin work upon contract execution. The anticipated project duration for this first phase is January 1, 2027, to December 31, 2027, with the possibility of a continuation grant.

2. Eligibility

Applicants must:

- Be a 501(c)(3) nonprofit, government entity, or other IRS-recognized charitable organization serving Teton County, Wyoming OR be fiscally-sponsored by an entity that meets these requirements. (No for-profit applicants, even with a qualified fiscal sponsor.)
- Grant funds must be used exclusively in Teton County, Wyoming. (In select situations, grants may benefit people working in Teton County, Wyoming who live in neighboring communities.)
- Funds may not be used for debt retirement or religious or political activities
- Grant funds may not be used for work that has already been completed

3. RFP Snapshot

- ✎ Strategy Name: Interpreter Network and Directory
- ✎ Priority Area: Navigation and Care Coordination
- ✎ Key Deliverables: Comprehensive Interpreter Directory and Access Plan, including an actively maintained directory, recommended operational approach, sustainability plan, and roadmap for ongoing implementation.
- ✎ Project Duration: January 1, 2027, to December 31, 2027, with possibility of a continuation grant to continue administering the program
- ✎ Funding Available: \$7,000
- ✎ Submission Deadline: November 13, 2026, at 5:00 p.m.

4. Expected Outcomes

Successful completion of this grant is expected to result in:

- An operational interpreter directory serving behavioral health providers and other relevant community partners.
- A current and regularly maintained inventory of interpreters, including language capabilities, availability, service areas, and contact information.
- An engaged network of participating interpreters and provider organizations.
- Increased awareness of and access to interpreter services across the behavioral health system.
- Established processes and workflows for directory maintenance, participant onboarding, and information updates.
- A framework for ongoing monitoring, evaluation, and continuous improvement.
- Recommendations for long-term sustainability and strategies to expand interpreter capacity within the community.

5. Scope of Work

The tasks below reflect components identified through the Alliance's planning process and are intended to guide the scope of work. Applicants may propose additional or alternative activities that can more effectively produce the final deliverable and advance the strategy's objectives. Proposals should clearly explain the rationale for the recommended approach and how it will achieve the intended results.

Task 1: Convene relevant entities to identify and document currently available interpreters, language capabilities, service areas, availability, and associated costs.

Task 2: Review the interpreter landscape and inventory findings to identify strengths, gaps, opportunities, and community needs related to language access services.

Task 3: Design and develop a centralized interpreter directory that addresses identified needs and supports behavioral health providers and other relevant community partners.

Task 4: Develop and implement an approach for interpreter recruitment, provider outreach, participation preferences, onboarding, and launch communications to support adoption and utilization of the directory.

Task 5: Coordinate with the organization leading the Provider Communications Strategy to promote awareness, accessibility, and ongoing use of the directory.

Task 6: Establish and implement processes for ongoing directory maintenance, including regular updates, quality control, participant engagement, and verification of interpreter information.

Task 7: Monitor utilization of the directory, facilitate connections between providers and interpreters, and identify opportunities to improve access, coordination, and user experience.

Task 8: Assess the feasibility of an Alliance-supported interpreter funding program, including potential grant processes, funding mechanisms, and strategies to increase interpreter capacity within the community.

Task 9: Develop and implement a measurement, evaluation, and continuous improvement plan to assess directory utilization, effectiveness, sustainability, and community impact.

6. Measurement, Evaluation, and Reporting

To ensure accountability and alignment with project goals, proposals should clearly connect activities and deliverables to measurable outcomes, including:

- Increased visibility of interpreter resources and capacity needs
- Providers experience fewer barriers to obtaining qualified interpreter services

Applicants should suggest key performance indicators that can be used to evaluate progress against the objectives and outcomes of the Provider Communications strategy. Examples of key performance indicators could include:

- Number of interpreters
- Number of languages offered
- Number of providers using interpreters
- Increase awareness of services in Latine community

Reporting Expectations

- The Community Foundation of Jackson Hole may request quarterly calls to receive progress updates.
- Grantees are asked to submit an interim report and budget to provide a progress update and budget alignment.
- Grantees are asked to participate in a mid-year check-in meeting to provide updates on implementation progress, discuss successes and barriers, and ensure alignment with grant objectives.
- Grantees are asked to submit a final report after completion of their grant-funded work. Reporting dates are customized to individual project timelines. The Grant Report form focuses on impact, evaluation, strategies, and budget alignment.

7. Timeline

The selected entity will begin work upon contract execution. The anticipated project duration for this first phase is January 1, 2027, to December 31, 2027, with a possibility of renewal to administer the program. Proposals should include a detailed timeline aligned with the scope of work and key milestones. Examples of potential phases are below.

Potential Phases

Phase 1: Discovery and assessment

Phase 2: Strategy and solution design

Phase 3: Resource development and launch

Phase 4: Ongoing implementation and continuous quality improvement

8. Budget

The total project budget for this phase is expected to be \$7,000. Applicants should include a detailed itemized budget including fee structure and budget narrative.

9. Contract Terms

Disbursement Type: Grant

Data Sharing: Organizations are expected to share relevant, non-confidential data, both quantitative and qualitative, to help The Teton Behavioral Health Alliance better understand the needs of our community and the impacts of our efforts.

Collective Impact: Organizations are expected to engage in collaborative efforts that strengthen communication, coordination, and shared action across the behavioral health system, leveraging collective strengths to advance common goals and address community needs.

9. Proposal Requirements

To ensure a fair and consistent review process, please organize your proposal using the following sections and prompts below.

1. Approach to scope of work
 - a. Describe your overall approach to the design and implementation of the program.
 - b. Outline how you will ensure the program respects diversity and is inclusive of all residents throughout the program.
2. Work plan and timeline
 - a. Provide a detailed work plan and timeline that outlines key milestones and project management strategy.
3. Measurement, Evaluation, and Reporting
 - a. Provide additional key performance indicators to evaluate progress against the objective and outcome of this strategy.
4. Relevant experience and qualifications
 - a. List 2 projects that illustrate relevant organizational experience and qualifications that make your organization a good fit for this strategy.
 - b. List key staff, their roles and their qualifications.
 - c. One reference that can verify experience and qualifications.
5. Budget, including fee structure, and budget narrative not to exceed \$7,000

10. Selection Process

Proposals will be evaluated by the Alliance's Integrated Plan Selection Committee based on the following criteria:

- Approach— 40 percent
 - Understanding of the project goals and scope
 - Clear description of how the tasks will be accomplished
 - Effective plan for constituent engagement and collaboration in the design and execution of the program
 - Consistent diversity and inclusion considerations throughout the project
- Team – 30 percent
 - Relevant experience and demonstrated success from past related projects
 - Experience collaborating in cross-sector work
 - Relevant qualifications of the proposed project team
- Activities– 20 percent
 - Clear timeline and project milestones
 - Effective approach to project management
- Budget – 10 percent
 - Detailed listing that covers the staff and direct costs required for the proposed approach

The anticipated selection timeline is December 14 – 16, 2026. The Alliance reserves the right to modify this timeline as needed. All applicants will be notified once a final decision has been made.

The Alliance reserves the right to reject any or all proposals, to modify the scope of work before the completion of the agreement and does not guarantee the award of a contract through this RFP process.

11. Submission Guidelines

Proposals should be submitted via Survey Monkey Apply by 5pm MT on November 13, 2026.

All inquiries should be directed to: Kate Schelbe, Backbone Leader of the Teton Behavioral Health Alliance at KSchelbe@tetonbha.org. Questions must be submitted via email to Kate Schelbe by 5pm MT on October 21, 2026. Answers to questions will be shared on the RFP website (<https://www.cfjacksonhole.org/behavioral-health-integrated-plan-rfps>) to ensure equitable access to information.