

Allegheny County

Department of Human Services

REQUEST FOR PROPOSALS

Mental Health Advocacy, Training and Telephone Support and Management of the Allegheny County Jail Information and Referral Hotline

RFP ISSUED	June 30, 2015
QUESTIONS AND REQUESTS FOR CLARIFICATION ACCEPTED VIA EMAIL	Until 5 Business Days Before Proposal Due Date
RESPONSES (Q & A) POSTED ON WEBPAGE	Ongoing- Final Q&A Posted 1 Business Day Before Proposal Due Date
PROPOSALS DUE	July 17, 2015
ESTIMATED AWARD DECISION / NOTIFICATION	August, 2015
ESTIMATED START DATE	September, 2015

GLOSSARY

ACJ: Allegheny County Jail

ACSP: Acute Community Support Plan

Agreement: The contract negotiated between the County and the Successful Proposer to provide the Contract Services

Contract Services: The specific services which the Successful Proposer agrees to provide to the County in response to this RFP, as described in the Scope of Services in the Agreement

DHS: [Allegheny County] Department of Human Services

MHAD: Mental Health Advance Directive

OBH: [DHS] Office of Behavioral Health

POA: Power of Attorney

Proposal: The response submitted by a Proposer to this Request for Proposals

Proposer(s): the entity or entities submitting a Proposal to the County in response to the RFP in an effort to become the Successful Proposer

RFP: Request for Proposals

Successful Proposer: The Proposer selected by the County to provide the Contract Services

GENERAL INSTRUCTIONS AND INFORMATION

Purpose

Allegheny County is soliciting Proposals to provide the following contract services: 1) mental health advocacy, training and telephone support related to the Acute Community Support Planning (ACSP) process as well as mental health advance directives (MHAD) (see page 6) and 2) operation of the Allegheny County Jail (ACJ) information and referral hotline (see page 7). DHS is seeking to enter into an Agreement with the Successful Proposer(s) to provide one or both of the Contract Services for a term of three years. DHS estimates that funding not to exceed \$200,000 per year for the mental health advocacy, training and telephone support component and not to exceed \$115,000 per year to operate the ACJ information and referral hotline. However, if the Proposer anticipates that the cost to provide the Contract Services will exceed this amount, a justification for higher costs should be provided in the Proposal.

General Information about a Request for Proposal

Allegheny County issues Requests for Proposals (RFPs) to identify entities with the ability to meet the identified needs and quality standards within specified program and funding guidelines. Evaluation

criteria is included in an RFP (see Scope of Services Requested on Page 5) to measure how well a Proposal meets these criteria. The County may request additional information and/or a presentation from the Proposer during the Proposal evaluation period. Following the evaluation period, an Agreement to provide the Contract Services may be awarded to the most qualified Proposer(s), that is, the Successful Proposer(s).

The issuance of this RFP does not obligate the County to enter into an Agreement with any Proposers.

Communication about this RFP

DHS is the “Issuing Office” for this RFP and is the sole point of contact for all questions and communication regarding this RFP. All communication about the RFP, including requests for additional information or clarification, should be submitted via email to: DHSProposals@alleghenycounty.us.

All information about the RFP, including changes, clarifications and responses to Proposer questions, will be posted on the RFP website at: <http://www.alleghenycounty.us/dhs/solicitations.aspx>

All questions and/or requests for clarification concerning this RFP must be submitted no later than five (5) business days prior to the proposal due date in order to guarantee a response on the RFP Website.

Eligibility

Entities eligible to submit a Proposal in response to this RFP include non-profit organizations and for-profit organizations or businesses. In order to be considered under this RFP, Proposers must be willing and able to meet all of Allegheny County’s contractual requirements (available at: <http://www.alleghenycounty.us/dhs/contracting.aspx>).

Minority, Women or Disadvantaged Business Enterprise (M/W/DBE) Requirements

This RFP contains requirements for Proposers to assist Allegheny County in meeting its M/W/DBE goal (all contracts and other business activities entered into by Allegheny County having overall goals of 13% for MBEs and 2% for WBEs). A listing of M/W/DBEs certified by Allegheny County and the Pennsylvania Unified Certification Program can be found at www.county.allegheny.pa.us/mwdbbe

For more information about M/W/DBEs, please review the following. An M/W/DBE Participation Statement or Waiver Statement is **REQUIRED** with Proposal submission.

[MWDBE Contract Specifications Manual](#)

[MWDBE Participation Statement form](#)

[MWDBE Waiver Statement form](#)

Proposal Preparation Costs

The Proposer is responsible for all costs related to the preparation and submission of a Proposal. Allegheny County is not obligated, in any way, to pay any costs incurred.

BACKGROUND

About DHS

DHS was created in 1997 to consolidate the provision of human services across Allegheny County. It is the largest department within Allegheny County government. In addition to its Executive Office, DHS encompasses five program offices (Behavioral Health; Children, Youth and Families; Community

Services; Intellectual Disability; and the Area Agency on Aging) and three support offices (Administrative and Information Management Services; Community Relations; and Data Analysis, Research and Evaluation). Last year, DHS served more than 210,000 individuals (approximately one in six County residents) through an array of 1,700 distinct services.

DHS is responsible for providing and administering publicly-funded human services to Allegheny County residents and is dedicated to meeting these human service needs, particularly for the County's most vulnerable populations, through information exchange, prevention, early intervention, case management, crisis intervention and after-care services.

DHS provides a wide range of services, including: services for older adults; mental health and drug and alcohol services (includes 24-hour crisis counseling); child protective services; at-risk child development and education; hunger services; emergency shelters and housing for the homeless; non-emergency medical transportation; job training and placement for public assistance recipients and older adults; and services for individuals with intellectual and/or developmental disabilities.

DHS provides services to eligible individuals without regard to race, color, sex, gender identity or expression, sexual orientation, age, religion, national origin, political affiliation, disability, familial status, military service, or religious, community or social affiliations.

About Acute Community Support Plans (ACSP)

An ACSP is a comprehensive support and resource plan for clients transitioning from intensive residential treatment to a community living situation. The ACSP is created by a team consisting of the client (the individual at the center of the ACSP) and others invited by the client, family members of the client, significant others and/or representatives of the family or significant other(s), representatives of community provider(s) involved with the client (e.g., Residential Program, Clinical Treatment Team, DHS, Managed Care Organization), a facilitator, a recorder and a client advocate. It includes information about the client's competencies and preferences, and includes recommendations about the client's living situation, necessary and available supports, and treatment options.

The ACSP is designed to:

- Identify client strengths, challenges and desires through an assessment process and share the results of this assessment with the team so that they may use the assessment to inform a plan for successful community living
- Provide an opportunity for clients to express their choices during the development of the plan
- Develop a plan that considers client choice and includes realistic, achievable goals
- Develop strategies and identify resources to support the client in achieving the goals of the plan

About Mental Health Advance Directives (MHAD)

A Mental Health Advance Directive (MHAD) is a legal document that states an individual's preferences in regard to mental health treatment for a time in the future when he may not be able to make informed choices or make those choices known.

There are three types of MHADs:

- A *Mental Health Declaration* contains an individual's instructions for doctors, hospitals and other mental health care providers about preferred treatment, to be used only if and when the individual is not able to make mental health treatment decisions at the time of need.

- A *Mental Health Power of Attorney (POA)* allows an individual to designate another person to make treatment decisions in a crisis situation. This person is called a “mental health care agent.”
- A *Combined Form* allows an individual to retain the power of choice over certain decisions and to designate a mental health care agent to make other decisions. The types of decisions and responsible party are individualized according to the wishes and needs of each person.

About the Allegheny County Jail Information and Referral Hotline

The Allegheny County Jail (ACJ) provides detention and incarceration for inmates serving a sentence for a variety of offenses as well as individuals who: have been arrested and are awaiting a preliminary arraignment; have had their bond revoked; have been apprehended as a fugitive; or are awaiting transfer to another corrections facility.

The Information and Referral Hotline is intended to promote positive relationships between the community and the ACJ and to increase the efficiency, accuracy and consistency of telephone inquiries and interactions. By providing transparent access to information, rules and policies, the hotline will reduce incidents resulting from misunderstandings or uncertainty. Confidential and legally protected information will not be released.

SCOPE OF SERVICES REQUESTED

Allegheny County is soliciting Proposals to provide one or both of the following: 1) advocacy, training and telephone support related to the Acute Community Support Planning (ACSP) process and mental health advance directives (MHAD); and 2) operation of the ACJ information and referral hotline.

Proposers may submit Proposals for one or both of the specified services below:

1.) Advocacy, Training and Telephone Information Services

The Successful Proposal will provide advocacy services for clients involved in the ACSP and MHAD processes as well as training and telephone information services related to the MHAD. DHS expects that all of these services will be provided by two full-time staff (or the equivalent).

- **ACSP Advocacy**

ACSP Target Population

To be eligible to participate in the ACSP process, clients must meet one of the following:

- Four mental health in-patient admissions in the past 12 months
- Two prior state hospitalizations or any continued state hospital stay greater than two years in duration
- One acute in-patient hospitalization greater than 90 days in duration in the past 12 months
- Treatment in an Extended Acute Care Unit (e.g., Mercy’s Extended Acute Care Unit, Mercy’s Residential Treatment Facility for Adults, WPIC’s Transitional Recovery Unit, WPIC’s Comprehensive Recovery Unit, or a Long-Term Structured Residence in the past 12 months
- Disposition meeting held within the past 12 months. A disposition meeting is a multi-disciplinary meeting, requested by a psychiatric inpatient unit treatment team through the social worker, designed to formalize and clarify expectations for discharge planning with clients recommended

for extended acute care or who have challenging circumstances related to discharge planning. The meetings are facilitated by the DHS Office of Behavioral Health (OBH) as described in the previous section.

- Consensus of the referral source and County ACSP Coordinator that an ACSP process is necessary to assure the development of a plan that promotes recovery, safety and community stability

In addition to the program criteria outlined above, to be considered for ACSP, clients must: be living in a Long-Term Structured Residence, the community or in inpatient care; receive a recommendation from a community provider(s), OBH, Community Care Managers and/or Program Monitors; and agree to participate in the process. In FY 12/13, a total of 35 clients participated in the ACSP process, with a total of 632 contacts from their advocate.

The role of the advocate in the ACSP

The advocate will assist clients during the ACSP process by helping them prepare for meetings, advocating for what they want and ensuring that the ACSP team focus on the clients' strengths, needs and wants. Advocates will also provide self-advocacy skills training and support to clients, when possible, to increase their ability to actively participate in decision-making about their treatment, housing and other issues that directly impact their recovery.

After being notified that a client is willing to participate and qualifies for the ACSP, the advocate will be responsible for contacting the client. With client permission, the advocate will visit them weekly to establish rapport and discuss the client's values, preferences and needs. The advocate will explain the ACSP process and meeting structure to clients and assist them in creating a list of concerns, questions and preferences that they wish to address during the meetings. The advocate will attend all ACSP meetings and document each client contact in writing. Should any issues or concerns arise between meetings, the advocate (with the client's permission) will communicate with DHS and decide the most productive way to address and resolve issues.

Following discharge from ACSP, the advocate will provide regularly-scheduled follow-up for approximately three months (depending upon client needs). Prior to discharge, the advocate will work with the client to prepare for discharge and for the advocate's changing role.

The advocates will also serve on the ACSP Advisory Committee. The ACSP Advisory Committee includes representatives from the National Alliance on Mental Illness (NAMI), Disabilities Rights Network (DRN), step-down units, inpatient psychiatric units, consumers, Allegheny HealthChoices Inc. (AHC), Community Care, the regional Office of Mental Health and Substance Abuse Services, and the Peer Support and Advocacy Network (PSAN). The ACSP Advisory Committee assures appropriate implementation of the ACSP process.

- **MHAD Advocacy, Training and Telephone Support**

The Successful Proposer will operate a phone line where staff will share information with callers regarding MHADs. The line should be open Monday-Friday, 9am -5pm. If a staff member is not immediately available to answer a call, callers should be able to leave voice messages which will be responded to no later than the end of the next working day. The Successful Proposer also will provide MHAD training upon request and advocacy when issues of MHAD compliance arise.

MHAD Target Population

Telephone support is available to providers seeking information and technical assistance as well as individuals requesting support to develop or to ensure compliance with their own MHADs. In FY 12/13, MHAD phone line operators responded to 144 calls. Individual assistance to develop an MHAD was provided to 32 callers.

Staff Qualifications for Advocacy, Training and Telephone Information Services

Staff should hold a bachelor's or master's degree in a human services-related field and/or an equivalent combination of education and work experience coupled with knowledge of the mental health system, managed care and recovery principles. They should have knowledge of mental health client rights as they relate to treatment, housing and other services/supports, and be trained in the MHAD process.

2. Information and Referral Hotline for the ACJ

The Successful Proposer will provide on-site staffing to operate an Information and Referral Hotline in the ACJ 60 hours per week during afternoon, evening and weekend hours as follows:

- Monday through Thursday from 3 pm to 10 pm
- Friday from 3 pm to 11 pm
- Saturday from 7 am to 11 pm
- Sunday from 7 am to 3 pm.

Target Population

The ACJ receives up to 50,000 phone calls annually from a wide variety of callers (e.g., friends and family members of inmates or former inmates, criminal justice professionals, employers, creditors). The most frequent calls are inquiries about how to contact inmates, the status of an inmate, how to contact other County or criminal justice agencies, how to lodge a complaint, visitation rules for self and/or children, or other ACJ policies and rules.

Role of Information and Referral Hotline Staff

Staff will provide information about the status of individuals whom they think might be in the ACJ or alternative housing, within the guidelines of confidentiality regulations and policies, as well as information about ACJ policies and procedures. Staff will also refer callers to other resources in the community that are relevant to the caller's needs. In all cases, staff should communicate effectively and respectfully with callers and document each call and the nature of the inquiry. Outcomes that will be measured include timeliness with which calls are answered, the accuracy of the information provided and caller satisfaction.

The ACJ will provide training and access to information systems for the Successful Proposer's staff. Once trained, it is the responsibility of the staff to stay informed about relevant changes to policies and procedures.

Staff Qualifications for Information and Referral Hotline

Staff must meet requirements for obtaining clearance to work in the ACJ. Staff will also need to complete 40 hours of ACJ training annually. This training, which is required for all ACJ and contracted employees, covers basic ACJ policies/protocols and self-defense. Additional training about information-sharing, confidentiality policies/procedures and data systems will also be required.

Budget

Proposers must provide a 3-year budget for each service they are proposing to provide, including a breakdown of staffing structure and direct and indirect costs. DHS estimates that funding will not exceed \$200,000 per year for the mental health advocacy, training and telephone support and \$115,000 per year for the ACJ information and referral hotline. If submitting a Proposal that exceeds DHS annual cost estimates, the Proposer must provide a justification for higher costs.

PROPOSAL INSTRUCTIONS AND FORMAT

A complete Proposal must include all of the components listed below, submitted as a Word document or PDF (budget may be submitted in Excel). Use 1-inch margins, 12 point font and numbered pages. Single spacing is permissible. Please adhere to page limitations indicated below; other than required attachments, no additional attachments will be accepted (attachments may be included as a link).

Narrative

I. Executive Summary (1 page)

II. Organizational Philosophy (3 pages)

Complete only one statement of organizational philosophy, even if submitting a Proposal to provide both services.

- Describe your organization's philosophy and approach to service delivery.
- Provide a brief overview of your entire organization, the range of services you offer, current contracts, your geographic coverage and the size of your operating budget.
- Describe your experience providing culturally- and linguistically-competent, trauma-informed, and gender-responsive services. Include specific information on staff training, how staff skills and proficiency are assessed in this area, and what steps supervisors and managers take to ensure that services delivered meet these criteria.
- Describe your organizational experience using data to measure and improve program and client outcomes.
- Describe your organization's capacity to recruit, develop and supervise high-quality staff. Provide your agency-wide staff turnover rate for the past five years.
- Describe your organization's approach to providing high-quality customer service.

III. Service (5 pages per service)

Complete this section separately for each service that your organization is proposing to provide.

1.) Mental Health Advocacy, Training and Telephone Support

Organizational Experience

- Describe your organizational experience working with individuals with a mental health diagnosis, particularly those who would be likely to seek a MHAD and/or participate in the ACSP process.

- Describe your organization’s experience advocating for the needs of clients with a mental health diagnosis.
- Describe your organization’s experience operating an information hotline.
- Describe your organization’s experience working with MHADs.
- Describe your organization’s experience performing training sessions for outside entities.
- Describe your organization’s experience collaborating with outside provider agencies.

Approach

- Describe your plan for delivering this service in accordance with the Scope of Services described above, particularly your plan for:
 - Providing consistent, high quality coverage of the MHAD hotline with minimal disruptions in service.
 - Ensuring that advocates are maintaining regular, quality contact with ACSP participants.
- Describe your plan for retaining and recruiting qualified staff, including the qualifications you will look for in staff.
- Describe your plan for providing MHAD training sessions.
- Describe your plan for collecting and reporting data on those calling into the MHAD phone line, participating in trainings around MHADs and participating in the ACSP process.
- Describe the challenges that you foresee in performing these services and your plan to address those challenges.

2.) ACJ Information and Referral Hotline

Organizational Experience

- Describe your experience successfully serving families of inmates and ex-offenders or similar populations.
- Describe your experience providing call center staffing or related customer service activities and provide examples of success, with supporting data.
- Describe your experience partnering with ACJ, DHS, or related agencies.
- Summarize your organization’s policy on hiring ex-offenders.

Approach

- Describe your plan for providing consistent, high quality coverage of the Information and Referral Hotline with minimal disruptions in service.
- Describe your plan for ensuring that staff provide high quality customer services to callers.
- Describe your plan for providing staff training.
- Describe your staffing plan, including day to day staffing, supervision and coverage for the Hotline during holidays and staff vacation or other paid time off.
- Describe your plan for addressing any challenges that you may face in carrying out this work in the ACJ environment.
- Describe your plan for acting as a positive liaison to the public through the delivery of this service.
- Describe how the qualifications of existing staff or the proposed job descriptions (please attach) show the ability to effectively interact with the target population.

IV. Budget and Budget Narrative

Provide your organization's financials and describe how they reflect your organizational stability. If your organization is for-profit and this information is not publically available, please indicate this in your budget narrative.

Proposers should complete the following section separately for each service your organization is proposing to provide.

Please provide a detailed 3-year budget and narrative that clearly supports the service as described in the Scope of Services section and that fits within the funding guidelines **for each service**. Funding will not exceed \$200,000 per year for the mental health advocacy, training and telephone support and \$115,000 per year for the ACJ information and referral hotline. If you anticipate that the annual operating budget will differ significantly from the budget for the start-up year, please provide both budgets, along with justification for the difference.

Your budget should clearly show:

- Cost by line item
- Staff salaries and benefits by position
- Any matching funds, listing the funding source
- Total expenses and total revenues

Required for Submission

1. Executive Summary (1 page limit)
2. Organizational Philosophy (3 page limit)
3. Service
 - Organizational Experience and Approach (5 page limit per service)
 - Budget and Budget Narrative
4. References (1 page): Include name, affiliation and contact information [include email address and telephone number] for three references who are able to address relevant experience with your organization.
5. Required Attachments (Documents marked with a * are available on our website at <http://www.alleghenycounty.us/dhs/solicitations.aspx>)
 - Cover Page*
 - Resumes or job descriptions
 - MWDBE Participation Statement form*
 - W9*
 - Vendor Creation Form*

SCORING AND SELECTION PROCESS

Scoring Criteria

The narrative, budget and demonstration materials sections will be evaluated as detailed below.

Organizational Philosophy (20 points)

Service (80 points)

Organizational Experience
Approach
Budget

Selection Process

DHS will use a formal evaluation process to select the Successful Proposer, including review of the Proposal and additional information/presentation as requested. DHS may contact individuals or entities with whom the Proposer has had dealings in the past, regardless of whether or not they are included as references in the Proposal.

DHS will perform an initial screening of all Proposals received. For a Proposal to be eligible for evaluation, the Proposal must be:

- **Received from the Proposer by the due date/time**
- **Properly signed by the Proposer**
- **Properly formatted and include required forms and sections**

Proposals that do not meet the initial screening are subject to rejection without further evaluation.

After the initial screening has occurred, the evaluation process for Proposals is as follows:

- DHS will designate an evaluation committee to review and evaluate all Proposals submitted in response to this RFP. The evaluation committee may consist of some or all of the following individuals:
 - County employees/contractors
 - Representatives of foundations, educational institutions, community and civic organizations, businesses and/or non-profit agencies
 - Individuals selected for subject matter/content expertise or experience, or by virtue of other relevant experience/knowledge
- The evaluation committee will evaluate the Proposals based upon the Scoring Criteria listed above.
- The County shall have exclusive discretion to shortlist a small number of Proposals receiving the highest or most satisfactory evaluations for more extensive review.
- If determined necessary, DHS may contact the Proposer for the purpose of clarifying any ambiguities in the Proposal, requesting Proposal modifications, or discussing Budget modifications.

Oral Presentations and Site Visits

DHS may create a short-list of Proposers who will be invited to give an oral presentation and demonstration of their tool(s). In that case, selected Proposers will be notified of the time and location, and will be provided with an agenda or topics for discussion. Questions asked during oral presentations or site visits will be for the purpose of clarifying the scope and content of the written Proposal. Upon invitation, DHS may ask the Proposer to demonstrate how the tool(s) would function in several scenarios. The Proposer would be expected to demonstrate those functionalities during oral presentations.

Final Award Process

Following the evaluation process, which may include oral presentations and/or negotiations, the evaluation team will tabulate and submit an award recommendation to the DHS Director (the County reserves the right to recommend that none of the Proposals be selected). The DHS Director will then issue a recommendation to the County Manager who will make the final determination concerning award of an Agreement.

NOTHING HEREIN SHALL BE CONSTRUED OR INTERPRETED IN ANY WAY AS OBLIGATING THE COUNTY TO ENTER INTO AN AGREEMENT WITH ANY PROPOSER. THE COUNTY RESERVES THE RIGHT AT ALL TIMES NOT TO AWARD OR ENTER INTO AN AGREEMENT FOR THE SCOPE OF SERVICES FOR ANY REASON WHATSOEVER.

SUBMISSION INFORMATION

Proposals must be submitted by email to DHSProposals@alleghenycounty.us, no later than 3:00 p.m. EST on **July 17, 2015**. Proposals received after this time will not be accepted. The County reserves the right to extend or postpone the date and time for RFP activities; in the event of a change, the information will be posted on the website at <http://www.alleghenycounty.us/dhs/solicitations.aspx>.

If necessary, attachments may be sent via U.S. Mail, Courier or hand-delivery, by the date/time above, to:

Maria Wallace
Allegheny County Department of Human Services
One Smithfield Street – Suite 400
Pittsburgh, PA 15222-2221

You will receive an email confirmation of receipt of your Proposal. Please contact us (via email or by calling Maria Wallace at 412-350-7144) if you do not receive an email confirmation.

To be considered, the Proposal must include all of the specified information. DHS may request additional information and/or conduct investigation as necessary to determine the Proposer's ability to provide the requested service. This additional information may become part of the County's final award decision-making process.

All Proposals are the property of the County and may become part of any subsequent Agreement.

CONTRACT TERMS AND CONDITIONS

Agreement Terms and Conditions

The Successful Proposer will enter into an Agreement with the County of Allegheny, on behalf of DHS, for performance of the Scope of Services specified in this RFP and set forth in the Proposal. The Scope of Services specified in the RFP shall become the Contracted Services. Information about contracting with the County on behalf of DHS and the standard County terms and conditions for County contracts for services for DHS which will be included in the Agreement can be found on the DHS Website at:

<http://www.alleghenycounty.us/dhs/contracting.aspx>

[HIPAA compliance](#)

DHS is a “covered entity” under the Health Information Portability and Accountability Act (HIPAA). The Successful Proposer must describe how it will comply with HIPAA requirements.

CYBER Security

A significant portion of DHS business activities and related billing carried out under this RFP are done through information management systems or tools, including email. Proposers should meet the minimum computer specifications beginning on page 14 of the [DHS Contract Specifications Manual](#) available on the DHS webpage and should make sure their computers, laptops and other electronic devices have sufficient security software and settings to minimize the risk of a breach of information. In addition, the Proposer should have policies and procedures in place to assure that their electronic devices are physically secure when not in use (e.g., locked in a vehicle trunk, password protected, etc.).

Conflict of Interest

By submitting a Proposal, the Proposer certifies and represents to the County that the Proposer has not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient’s decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

Equal Employment Opportunity/Non-Discrimination

Proposer agrees to not discriminate against any employee, applicant for employment, independent contractor, consumer or any other person on the basis of race, color, religion, national origin or ancestry, sex, gender identity or expression, sexual orientation, disability, marital status, familial status, age (40 or over), or use of a guide or support animal because of blindness, deafness or physical disability of any individual or independent contractor or because of the disability of an individual with whom the person is known to have an association or on any other basis prohibited by federal, state or local law.