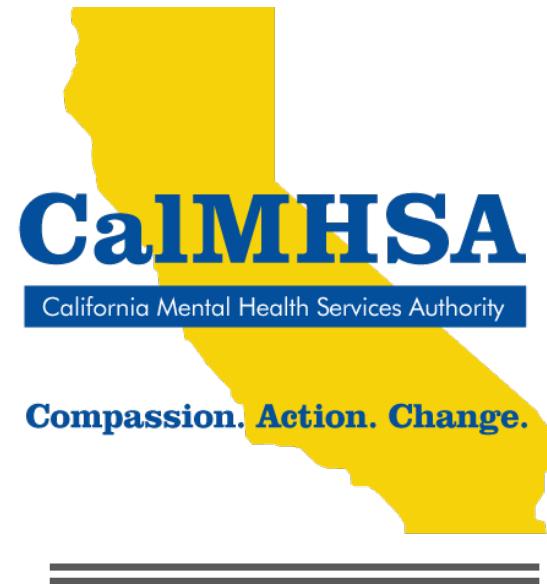# CalMHSA RFP: COVID-19 Crisis Counseling Assistance and Training Program (CCP)

Monday, December 21, 2020
3:00 PM – 4:00 PM

This Bidders Conference is being recorded.

Agenda

❑ RFP Timeline

❑ Overview

❑ CCP Goals

❑ CalHOPE & CCP

❑ CCP Overview

❑ RFP Overview

❑ Budget

❑ Evaluation of Propsals

❑ How to Submit

❑ FAQ

❑ Closing

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RFP Timeline

RFP Issued	Dec. 15, 2020
Bidders Conference	Dec. 21, 2020
RFP Questions Due	Dec. 23, 2020 12pm PST
RFP Questions Answered	Dec. 24, 2020 12pm PST
Deadline for Proposals to be Submitted	Jan. 8, 2021 5:00pm PST
Application Review	Jan. 9 – Jan. 22, 2021

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Overview

- The California Mental Health Services Authority (CalMHSA) is a Joint Powers Authority (JPA) of the County & City Public Mental Health Departments.

- CalMHSA in partnership with the Federal Emergency Management Agency (FEMA) and state of California Department of Healthcare Services (DHCS), is seeking proposals from potential contractors with the experience and expertise to rapidly implement the FEMA Crisis Counseling Assistance and Training Program (CCP) to provide non-clinical emotional and crisis support in response to the ongoing COVID-19 pandemic and associated stressors.

- CCP is one component of the larger CalHOPE response to the COVID-19 pandemic.

- The CCP is currently scheduled to provide services through August 8, 2021. A total of $26,227, 601.78 will be awarded to CCP providers.

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CCP Goals

- Assist individuals and communities in recovering from the effects of natural and human-caused disasters

- Assist survivors in understanding their current situation and reactions, mitigating stress, developing coping strategies, providing emotional support, and encouraging linkages with resources and longer-term supportive services.

- Provide community outreach and support for hardships caused by COVID-19

- Provide statewide community outreach and support leveraging a virtual service delivery.

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CalHOPE and CCP

Warm Hand Off to Treatment Services

CalHOPE Support-
Up to six concordant sessions, American Indian Native Alaskan, CalHOPE Student Support

CalHOPE Peer Warm Line

www.calhope.org
Together for Wellness

CalHOPE Media
Broad and Targeted Messaging

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Target Populations

- California General Population
- Youth, particularly Transitional Age Youth (TAY) and elementary age youth
- Parents, family and caregivers for young children
- Rural populations
- Other underserved, unserved, and inappropriately served communities.
- Older Adults
- LGBTQ+ communities
- Veterans
- African American communities
- Native American/Tribal communities
- Pacific Islander communities
- Asian Americans
- Individuals of Middle Eastern descent
- Latinx and Hispanic populations (including monolingual Spanish and Limited English Proficient)
- Individuals with accessibility and functional needs challenges
- Individuals at high-risk for domestic violence
- Individuals at high-risk for suicide
- Individuals who have recently become unemployed

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Potential CCP Providers

- Have an existing infrastructure to provide non-clinical emotional and crisis support services

- Already provide non-clinical emotional and crisis services to one of the identified target populations listed below

- Provide time-limited (up to 6 sessions per person), culturally proficient, emotional and crisis support sessions to affected populations, throughout the state, that have been impacted by COVID-19 and are experiencing negative outcomes

- Provide individual (1 on 1), group, and family CCP sessions

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Potential CCP Providers

- Expertise and background in serving the individual target populations

- Ability to provide virtual non-clinical emotional and crisis support sessions provided by experienced staff which may include Peers, Community Mental Health Workers, Case Managers, and other non-licensed personnel

- **Contractors employing Peers (people with lived experience) are highly encouraged to apply**

- 24/7 service coverage is not required, as referrals may come directly through an established 24/7 Peer run Warm Line or by self-referral as a result of multiple forms of outreach

For the purpose of the CCP, "experienced staff" are defined as individuals who can provide emotional and crisis support to the identified target populations

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Potential CCP Providers

- Triage and identify client level of need (following guidance provided by CalMHSA)
- Provide virtual emotional and crisis support sessions to individuals for up to six "visits" by phone, videoconference, smart device, or computer chat using the CalMHSA platform (a training will be provided)
- Provide individual, family, and/or group support sessions
- Be able to address access and functional needs challenges
- Scale-up services to support the contractors identified target populations throughout California within 14 business days of executing a contract
- Connect individuals to behavioral health providers (dependent on insurance of individual) after the CCP support has been provided
- Connect individuals to County-based services, when appropriate
- Follow all reporting and documentation requirements
- Comply with all state and federal privacy and security laws
- Enter into a contract agreement with CalMHSA within 14 business days

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Potential CCP Providers

- Complete all CCP data forms and reporting requirements in the Substance Abuse and Mental Health Services Administration's (SAMHSA) Online Data Collection and Evaluation System (ODCES) and the Crisis Counseling Assistance and Training Program (CCP) mobile app/platform
- Basic CCP Data Collection Forms
- Assessment and Referral Tools Training
- Complete trainings identified by FEMA, state of California, and/or CalMHSA. The trainings include but are not limited to:
  - Just In Time Training Sections 1 – 4
  - Core Content
  - RSP Mid-Program and Anniversary
  - RSP Phasedown
- Adhere to training data and completion requirements (CalMHSA will provide access to a Learning Management System);
- Complete CCP trainings identified by FEMA, state of California, and/or CalMHSA
- Adhere to training data and completion requirements (CalMHSA will provide access to a Learning Management System)
- Identify the number of FTEs your agency has readily available to provide CCP
- Ensure CCP is provided without disrupting current contractual obligations with a county department of mental/behavioral health

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RFP Overview

CCP Provider Information
Organization Name:
Primary Contact Name:
Primary Contact Email:
Primary Contact Direct Phone Number:
Organization Type (check one):
      ☐ Non-Profit   ☐ Private/For Profit   ☐ Government

1. Check which Counties you have experience providing services in?

☐ Alameda	☐ Kern	☐ Placer	☐ Sierra
☐ Alpine	☐ Kings	☐ Plumas	☐ Siskiyou
☐ Amador	☐ Lake	☐ Riverside	☐ Solano
☐ Butte	☐ Lassen	☐ Sacramento	☐ Sonoma
☐ Calaveras	☐ Los Angeles	☐ San Benito	☐ Stanislaus
☐ Colusa	☐ Madera	☐ San Bernardino	☐ Sutter
☐ Contra Costa	☐ Marin	☐ San Diego	☐ Tehama
☐ Del Norte	☐ Mariposa	☐ San Francisco	☐ Trinity
☐ El Dorado	☐ Mendocino	City & County	☐ Tulare
☐ Fresno	☐ Merced	☐ San Joaquin	☐ Tuolumne
☐ Glenn	☐ Modoc	☐ San Luis Obispo	☐ Ventura
☐ Humboldt	☐ Mono	☐ San Mateo	☐ Yola
☐ Imperial	☐ Monterey	☐ Santa Barbara	☐ Yuba
☐ Inyo	☐ Napa	☐ Santa Clara	
	☐ Nevada	☐ Santa Cruz	
	☐ Orange	☐ Shasta	

2. Provide a brief organizational background including experience providing non-clinical crisis counselling and support, and community outreach. Describe past partnerships with behavioral health organizations. 1000 word maximum **(20 Points)**

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3. Target Population – Check all populations your organization intends on serving. You will need to provide a Full Time Equivalent (FTE) total per population in your response to question six (6).

_____ California General Population
_____ Youth, particularly Transitional Age Youth (TAY) and elementary age youth
_____ Parents, family and caregivers for young children
_____ Rural populations
_____ Older Adults
_____ LGBTQ+ communities
_____ Veterans
_____ African American communities
_____ Native American/Tribal communities
_____ Pacific Islander communities
_____ Asian Americans
_____ Individuals of Middle Eastern descent
_____ Latinx and Hispanic populations (including monolingual Spanish and Limited English Proficient)
_____ Individuals with accessibility and functional needs challenges
_____ Individuals at high-risk for domestic violence
_____ Individuals at high-risk for suicide
_____ Individuals who have recently become unemployed
_____ Other underserved, unserved, and inappropriately served communities
          (please explain_____)

4. Describe your organization's experience serving the target populations you have selected. For all target populations you have selected, describe how you will serve individuals with accessibility and functional needs challenges. Include how you will serve the target populations utilizing the CalMHSA web-based platform. 750 word maximum (20 points):

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13

RFP Overview

5. List current group sessions that you would provide during the CCP time period. Please describe which target populations, the frequencies, and outreach strategies (that go beyond the use of CalHOPE media and creative assets) would be used. 500 word maximum **(20 points)**:

6. How many FTEs (Full Time Equivalents) will your organization would make available to provide non-clinical emotional and crisis support? The hourly rate for CCP Administrative and Crisis Counselor is $23.63 an hour with fringe benefits at 20%. Please note the number of FTEs that will be Peer Providers. **(20 points)**:

Position	Peers (Lived Experience) FTEs	Total FTEs
Administrative		
Program Manager		
IT		
Fiscal Staff		
Crisis Counselor (Spanish Speaking)		
Crisis Counselor (English Speaking)		
Crisis Counselor (Other Language, please identify)		

7. Describe your plan for rapid deployment (within 14 calendar days of contract execution) of CCP sessions. 500 word maximum **(20 points)**:

8. **Contractor Acknowledgement**

    I acknowledge that _____ (INSERT name of organization) meets all the listed criteria in this RFP document for contractor eligibility.

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Budget Information

- Total CCP Funds $26, 227, 601.78

- Full Time Equivalents (FTEs) calculated at 8 hours a day, 5 days a week

- Each organization will have 1 dedicated CCP Lead

- $23.63 hourly rate

- 20% Fringe Benefits

- CCP Provider FTEs based on capacity and bandwidth

- Operating Costs

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Evaluation Process

- CalMHSA will review all applications for completeness and adherence to the guidelines outlined in the RFP document

- Following this, an evaluation panel with conduct a fair and impartial evaluation of the received proposals

- Panelist's personal information may not be disclosed as a matter of confidentiality

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How To Submit

- All proposals must be submitted to the CalMHSA e-procurement portal located here: https://calmhsa.bonfirehub.com/.

- You will need to create a New Vendor Account on Bonfire.
  - Click here to access instructions.

- By January 8 5:00PM, you will need to submit your completed proposal.
  - Click here to access instructions.

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FAQ

- Please submit all questions in writing to:
  https://calmhsa.bonfirehub.com/

- Once you have accessed the CCP RFP Opportunity via the link above, you can ask a question in two ways
  - In "Project Details", next to "Questions Due Date", click the "Ask a question" button.
  - Scroll down to the "Messages" section and click the "Opportunity Q&A" tab to ask a question.

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Closing

- The Powerpoint from this Bidders Conference will be on the [CalMHSA Website](), on [CalMHSA's e-Procurement Portal]() and sent to all registered attendees

- All additional inquiries must be directed to CalMHSA's e-Procurement Portal

- The FAQ will be posted on [CalMHSA's e-Procurement Portal]() on December 24, 2020

- CalMHSA's e-Procurement Portal: https://calmhsa.bonfirehub.com/

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Closing

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