



Request for Proposals

Crisis Counseling Program (CCP):

California Wildfire Response

Responses due by 5:00pm PST on Friday, January 15, 2021

The RFP does not constitute a contract or an offer. In addition, any contract awarded as a result of this RFP is subject to any additional restriction, limitation, or condition enacted by CalMHSA in any manner. CalMHSA reserves the right to make one award, multiple awards, or to reject all proposals, in whole or in part, submitted in response to this RFP.

CalMHSA reserves the right to amend this this RFP via written addendum or cancel at any time.



Request for Proposals (RFP) Summary

The California Mental Health Services Authority (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 recent wildfires in California and associated stressors. The mission of the CCP is to assist individuals and communities in recovering from the effects of natural and human-caused disasters by assisting 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. The CCP will provide community outreach and support for hardships resulting from the recent wildfires and represents a unique opportunity for selected contractors to provide support to negatively affected individuals in the following counties: Butte, Lake, Lassen, Mendocino, Monterey, Napa, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma, Stanislaus, Tulare, Trinity, and Yolo. The CCP is currently scheduled to provide services beginning March 2021.

Each of the identified counties impacted by the wildfires will receive at least one (1) CCP “pod” which consists of four (4) CCP crisis counselors and one (1) team lead. Based on the calculated impact factor, Santa Cruz and Butte County will have more than one pod. Team leaders will be responsible for supporting CCP crisis counselors and identifying community outreach opportunities for connecting CCP crisis counselors with community members impacted by the fires. The team leader will also be the point of contact for CalMHSA’s Project Manager to ensure deliverables are met. The CCP team leads will work with their CCP crisis counselors to ensure that the teams are covering different areas in the county where evacuees and those impacted by the fires are gathering (i.e.: evacuation centers, resource centers, grocery stores, etc.).

Potential contractors must have an existing infrastructure to provide non-clinical emotional and crisis support services and must already provide non-clinical emotional and crisis services in the identified counties. It is important to note that another RFP will be released soon for additional counties. Contractors would provide time-limited (up to 6 sessions per person), culturally proficient, emotional and crisis support sessions to affected individuals, families, and groups in the listed counties. Group and family CCP sessions are allowable.

CalMHSA will seek to contract with providers who have expertise, background, and ability to provide virtual non-clinical emotional and crisis support sessions using 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 disaster response infrastructure 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.

Identified Counties

This RFP will fund CCP sessions for first responders and individuals displaced by fires in the below identified counties:

- Butte
- Lake



- Lassen
- Mendocino
- Monterey
- Napa
- San Mateo
- Santa Clara
- Santa Cruz
- Solano
- Sonoma
- Stanislaus
- Trinity
- Tulare
- Yolo

CalMHSA is developing a web-based platform which will allow for all CCP providers to log on and connect with individuals in the identified counties. Additionally, the web-based platform will include a master calendar displaying the various live groups Californians can join at any time and be utilized to provide available resources.

Contractor Eligibility

CalMHSA will select contractors based on ability to provide services to individuals negatively affected by the wildfires in the above listed counties. CalMHSA is seeking innovative contractors with experience providing CCP like services with a high degree of cultural and linguistic proficiency and humility. CalMHSA recognizes and supports the intersectionality of cultural, racial, and ethnic populations. For this RFP, target populations (individuals displaced by the wildfires in the listed counties) are defined with the understanding that intersectionality is woven throughout the diversity of Californians. The ideal candidates will have a current infrastructure to provide non-clinical emotional and crisis support sessions. Additionally, ideal candidates will have experience and/or capability to employing and/or utilizing Peers, Community Health Workers, Promotoras, Family Members of individuals with mental health challenges, and/or other lay workforce as appropriate for the communities they serve. Contractors will need to demonstrate the ability to:

- Triage and identify level of need (following guidance provided by CalMHSA) for the person(s) served;
- 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;
- 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, which include but are not limited to:
 - Basic CCP Data Collection Forms
 - [Individual/Family Crisis Counseling Services Encounter](#)
 - [Group Encounter Log](#)
 - [Weekly Tally Sheet](#)
 - [Adult Assessment and Referral Tool](#)
 - [Child/Youth Assessment and Referral Tool](#)
 - [Participant Feedback Survey](#)
 - [Service Provider Feedback Form](#)
 - CCP Mobile App Training
 - [Section 1: Overview of the CCP Mobile App](#)
 - [Section 2: Individual/Family Encounter Log](#)
 - [Section 3: Group Encounter Log and Weekly Tally Sheet](#)
 - Assessment and Referral Tools Training
 - [Section 1: Overview of A&R Tool Training](#)
 - [Section 2: Adult A&R Tool](#)
 - [Section 3: Child/Youth A&R Tool](#)
- 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);
- 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.

The hourly cost for each CCP Provider personnel attending and completing the trainings will be an allowable cost in the negotiated contact.

Submission Deadline:

Please submit your response through (INSERT RFP Platform link) by 5:00pm PST on Friday, January 15, 2021 .



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?

- Butte
- Lake
- Lassen
- Mendocino
- Monterey
- Napa
- San Mateo
- Santa Clara
- Santa Cruz
- Solano
- Sonoma
- Stanislaus
- Trinity
- Tulare
- Yolo

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)

3. Identified Counties – Check all of the counties that your organization intends to serve. You will need to confirm that your organization's ability to provide the number of FTEs per county listed in question six (6).



- Butte
- Lake
- Lassen
- Mendocino
- Monterey
- Napa
- San Mateo
- Santa Clara
- Santa Cruz
- Solano
- Sonoma
- Stanislaus
- Trinity
- Tulare
- Yolo

4. Describe your organization's experience serving the counties 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 provide culturally proficient CCP sessions in the counties you have selected. Please also identify which counties you intend to serve through the CalMHSA web-based platform. 750 word maximum **(20 points)**:

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. For counties checked in question #3, please confirm that your organization has the capacity to provide the

below listed FTEs (Full Time Equivalents) for the non-clinical emotional and crisis support? The hourly rate for CCP Team Leads and Crisis Counselor is \$23.63 an hour with fringe benefits at 20%. Please note how many of the CCP Team Leads and Crisis Counselors from your agency will be Peer Providers. **(20 points)**:

County	Team Lead (FTEs)	Crisis Counselor (FTEs)	Peers (Lived Experience) FTEs
Butte	2	8	
Lake	1	4	
Lassen	1	4	
Mendocino	1	4	
Monterey	1	4	
Napa	1	4	
San Mateo	1	4	
Santa Clara	1	4	
Santa Cruz	4	16	
Solano	1	4	
Sonoma	1	4	
Stanislaus	1	4	
Trinity	1	4	
Tulare	1	4	
Yolo	1	4	

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.