



Request for Proposals

CalHOPE Support Program

Responses due by 5:00pm PST on Wednesday, November 30, 2022

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 CaIMHSA in any manner. CaIMHSA 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.

CaIMHSA reserves the right to amend 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 state of California Department of Healthcare Services (DHCS), is seeking proposals from potential contractors with the experience and expertise to rapidly implement the CalHOPE Support Program (CHSP) to provide outreach and non-clinical emotional support in response to the ongoing COVID-19 pandemic, natural and human-caused disasters and other life stressors. The mission of the CHSP is to assist individuals, families and communities in recovering from the effects of the pandemic, and other life stressors by assisting Californians 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.

Contractors selected for the CHSP will provide both in-person and virtual community outreach and support. Additionally, the CHSP represents a unique opportunity for selected contractors to provide statewide community outreach and support leveraging a virtual service delivery system. The CHSP is currently scheduled to provide services through December 31, 2023. Approximately \$33 million will be awarded to CHSP providers. Awards will be made subject to the completion of a contract between DHCS and CalMHSA.

Potential contractors must have an existing infrastructure to provide non-clinical emotional support services, must already provide similar non-clinical emotional support services to one of the identified target populations listed below, and must have a demonstrated history of providing outreach and services to these communities. Contractors would provide culturally proficient, emotional and crisis support sessions to affected populations, throughout the state, that have been impacted by COVID-19 or other life stressors and are experiencing negative outcomes. Each contractor must also provide group and family counseling sessions in addition to individual counseling sessions and outreach.

CalMHSA will seek to contract with providers who have expertise and background in serving the individual target populations outlined below. Contractors should have the ability to provide in-person and virtual non-clinical emotional support sessions provided by experienced staff, which may include Peers, Community Mental Health Workers, Case Managers, Promotoras and other non-licensed personnel. **Contractors employing Peers (people with lived experience) are highly encouraged to apply. A Peer is an individual who is self-identified as having lived experience with the process of recovery from mental illness, substance use disorder, or both, either as a consumer of these services or as the parent or family member of the consumer.** 24/7 service coverage is not required. Referrals may come directly through self-referral as a result of multiple forms of outreach, including the outreach required by each contracting provider. For the purpose of the CHSP, “experienced staff” are defined as individuals who can provide emotional support to the identified target populations. CalMHSA will consider submittals from providers that can provide at least at least 1 Pod, which consists of 4 full-time equivalent (FTE) Support Specialists and 1 Supervisor.

Target Populations

Due to high levels of COVID-19 related infection and outcomes, high risk for death by suicide, economic strain of recent world events, and the increased anxiety and stress affecting children and youth as a result of the pandemic, CHSP will target the following populations throughout California (to include but not be limited to):

- Children and Youth, ages 12 through 17 years
- Parents, family and caregivers for children and youth, ages 0 through 11 years
- Rural populations
- LGBTQ+ communities
- Immigrants and Refugees
- African American/Black communities
- Native American/Tribal communities
- Pacific Islander communities
- Asian Americans
- Latinx and Hispanic populations (including monolingual Spanish and Limited English Proficient)
- Individuals with accessibility and functional needs challenges.
- Other underserved and under-resourced communities

Priority will be given to organizations that have experience reaching and serving youths 12-17 years old and parents and caregivers of younger children, ages 0-11 years old.

CalMHSA developed a web-based platform, calhopeconnect.org, which allows Californians to be counseled via chat under the CalHOPE Support Program. CalMHSA is seeking a limited number of providers to staff and provide virtual counseling services via the calhopeconnect.org chat application. To apply for these chat app contracts, please select the chat app option and complete the required questions. Submittals for staffing calhopeconnect.org will be considered separately from other submittals and preference will be given to providers with experience with calhopeconnect.org or other similar counseling chat applications. Providers will be required to provide teams of three counseling specialists and one supervisor, and be able to work shifts at all hours, including on Friday, the weekends and late evenings to ensure adequate coverage, Monday – Sunday, 8 am – 12 am midnight. Submittals will not be accepted for providers who can only work Monday – Friday, 8 am – 5 pm shifts.

Contractor Eligibility

Given the disproportionate impact of COVID-19 and recent economic world events on racial and ethnic populations, and underserved and under-resourced communities, CalMHSA will select contractors based on ability to provide services to the listed target populations. CalMHSA is seeking innovative contractors with experience serving at least one of the target populations 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 are defined with the understanding that intersectionality is woven throughout the diversity of Californians. The ideal candidates will be representative of the target populations they are seeking to serve and will have a current infrastructure to provide non-clinical emotional support sessions. Additionally, ideal candidates will have experience and/or capability to employ 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:

- Identify client level of need and refer to other support and clinical services, as needed
- Provide in-person, as health conditions allow, and virtual emotional support sessions to individuals by phone, videoconference, and smart device
- Provide individual, family, and group support sessions
- Enter group support sessions into the calhopecconnect.org master calendar and keep the calendar updated on a monthly basis
- Be able to address access and functional needs challenges
- Within 14 days of an offer, contractor must notify CalMHSA of its intent to enter into contract and its timeline of staff hiring and training
- Connect individuals to behavioral health providers (dependent on insurance of individual) after the CHSP support has been provided
- Connect individuals to County-based services, when appropriate
- Connect to the Children and Youth Behavioral Health Initiative as programs and funding are rolled out by the state
- Follow all reporting and documentation requirements, to be specified by CalMHSA
- Comply with all state and federal privacy and security laws
- Fully executed contract agreement with CalMHSA within 21 business days
- Provide training to support specialist staff consistent with the core competencies required under the [Medi-Cal Peer Support Specialists program](#)
- Complete trainings identified by the state of California, and/or CalMHSA
- Adhere to training data and completion requirements to be specified by CalMHSA. CalMHSA will be designing a data collection instrument similar to the forms required under the federal ODCES
- Identify the number of FTEs your agency has readily available to provide counseling services under the CHSP
- Ensure CHSP is provided without disrupting current contractual obligations with a county department of mental/behavioral health

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

****Awards are dependent on when funds are made available****

Submission Deadline:

Please submit your response through <https://calmhsa.bonfirehub.com/> as soon as possible. The final submission deadline is 5:00 pm PST on Wednesday, November 30, 2022.

CalHOPE 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

Applying to staff the Calhopeconnect.org Chat App?

Yes

No

1. Check which Counties you have experience providing services in (Use drop down response, and have agencies select the counties.)

Alameda

Alpine

Amador

Butte

Calaveras

Colusa

Contra Costa

Del Norte

El Dorado

Fresno

Glenn

Humboldt

Imperial

Inyo

Kern

Kings

Lake

Lassen

Los Angeles

Madera

Marin

Mariposa

Mendocino

Merced

Modoc

Mono

Monterey

Napa

Nevada

Orange

Placer

Plumas

Riverside

Sacramento

San Benito

San Bernardino

San Diego

San Francisco

City & County

San Joaquin

San Luis Obispo

San Mateo

Santa Barbara

Santa Clara

Santa Cruz

Shasta

Sierra

Siskiyou

Solano

Sonoma

Stanislaus

Sutter

Tehama

Trinity

Tulare

Tuolumne

Ventura

Yolo

Yuba

2. Provide a brief organizational background including experience providing non-clinical emotional counseling and support, and community outreach. Describe past partnerships with behavioral health organizations and give specific examples of community outreach that your organization has provided. 500 word maximum (10 points)

3. Check the top three populations your organization intends on serving and rank them in their priority for your agency. Describe your organization's experience serving the target populations you have selected and describe how you will serve individuals with accessibility and functional needs challenges for all target populations you have selected. 750 word maximum (20 Points)

- Children and Youth, ages 12-17
- Parents, family and caregivers for children and youth, ages 0-11
- Rural populations
- Immigrants and Refugees
- LGBTQ+ communities
- African American/Black communities
- Native American/Tribal communities
- Pacific Islander communities
- Asian Americans
- Latinx and Hispanic populations (including monolingual Spanish and Limited English Proficient)
- Individuals with accessibility and functional needs challenges
- Other underserved and under-resourced communities

(Please explain below)

4. Describe your agency's protocols for referring individuals to clinical and higher need services, if needed. What is your agency's crisis protocol? Describe the counseling training you provide for your staff and the strengths of your training. 750 word maximum **(20 points)**:

5. List group counseling sessions that you would provide during the CHSP contract. Please describe which target populations will be served, the expected frequency of sessions, and outreach strategies (that go beyond the use of CalHOPE media and creative assets) that would be used. Group counseling sessions are regular group meetings focused on specific topics or populations, led by at least one support specialist or supervisor, where members of the group freely discuss their concerns with the group. Also describe your agency's history of providing group counseling specific to your selected target populations. 750 word maximum **(20 points)**:

6. How many Pods, consisting of 4 Full Time Equivalents (FTEs) Support Specialists (SS) and 1 FTE Supervisor, will your organization make available to provide non-clinical emotional support? Describe the staff that will be filling these positions; you may include job descriptions.

In the Table 1 below, provide the total number of pods you will provide under the CHSP from existing staff and the number you plan to newly hire and add the two numbers to provide your overall total.

In Table 2 below, provide by the target populations (Pop'n) you selected in question # 2, the number of pods from existing staff, the number to be hired, and the total number of pods, which will serve each of the target populations. The hourly rate for the CHSP Supervisors is up to \$30 and the hourly rate for Support Specialist is up to \$26 with fringe benefits at 20% and indirect at 15% **(20 points)**:

Table 1

	Number of Pods from Existing Staff	+	Number of Pods to be Hired	=	Total Number of Pods
<i>CalHOPE Total</i>					

Table 2

	Number of Pods from Existing Staff	+	Number of Pods to be Hired	=	Total Number of Pods
<i>Target Pop'n #1</i>					
<i>Target Pop'n #2</i>					
<i>Target Pop'n #3</i>					

6a. Each pod consists of 5 people, multiply your total number of pods by 5, approximately how many of these pod staff persons speak Spanish?

6b. Each pod consists of 5 people, multiply your total number of pods by 5, approximately how many of these pod staff persons speak other languages (besides Spanish)? Other languages include American Sign Language.

6c. Each pod consists of 5 people, multiply your total number of pods by 5, approximately how many of these pod staff persons identify as Peers?

7. Describe your plan for rapid deployment of CHSP, the hiring of pod staff, and establishment of group counseling sessions. Provide a timeline for your work within the first 30 calendar days of contract execution, including the number of support specialists that will be fully trained within this timeframe. 500 word maximum **(20 points)**:

8. If you selected children/youth or parents/caregivers as your target populations, describe your organization's experience providing non-clinical emotional support to youth, ages 12-17, and/or parents of younger children, ages 0-11 across all racial, ethnic, geographic, and cultural populations. Give specific examples of outreach and services provided to these populations including past group counseling sessions, resource navigation and referral to other services including clinical services. Include how staff are recruited and trained to serve youth, and families across diverse populations. 500 word maximum (20 points)

9. Chat App Questions: CalMHSA developed a web-based platform, calhopeconnect.org, which allows Californians to be counseled virtually via chat under the CalHOPE Support Program. CalMHSA is seeking a limited number of providers to staff the calhopeconnect.org chat app. To apply for these chat app counseling contracts, please select yes above and complete these additional questions.

- a. Describe your experience with staffing calhopeconnect.org or providing other similar counseling over online chat applications. Describe your ability to work to handle issues on online applications independently. Describe your agency's experience of working with WordPress or working with a platform like WordPress and other similar applications. Please describe the types of software, platforms, and applications your staff use on a regular basis. 500 word maximum (20 Points)**

- b. Describe the main issues you feel need to be addressed in administering counseling over an online chat application and your ideas for ensuring adequate staff coverage every day, 8 am – 12 am Midnight. How would you ensure transfers and/or referrals to other services if needed. What is, or what would be, your digital/online crisis protocol? Provide examples of previous experience with counseling over texting that highlight issues they have previously encountered and handled successfully. 500 word maximum (20 Points)**

- c. **How many chat app teams of 1 FTE Supervisor and 3 FTEs SS are you proposing to provide to staff the chat app? (Please note that chat app teams are smaller than the Pods in the regular CalHOPE program.) Chat app teams will be required to work the same shifts together. Individuals will not be signing up for separate shifts. Provide a timeline for your work within the first 30 calendar days of contract execution including the number of support specialists that will be fully trained within this timeframe. Approximately, how many of the team members will have prior experience staffing calhopeconnect.org or other similar chat applications? Approximately how many of the team members identify as Peers? Chat App teams must be trained and ready to work by the beginning of February 2023. 500 word maximum (20 Points)**



Contractor Acknowledgement

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