

Crisis and Access Line RFSQ FAQ

Question 1:

If we already provide 24/7 and/or after-hours services to several counties, should we still apply for the opportunity even if with this project we may have bandwidth issues at this time?

Answer: All interested entities with the requisite expertise are urged to submit their qualifications.

Question 2:

What data would ideally be collected and reported on specifically? Would there be funds for technological infrastructure? Would Avatar access be granted with the capability to service multiple counties from a single point of access?

Answer: Data collection will be inspired by best practices. Data collected may include but is not limited to, classification of call, number of each classification, category of call, follow-ups, demographics, and referral to services.

As this time, there have not been discussions regarding the technological infrastructure planning. If there is a projected technological infrastructure need, the respondent should include that information in their response.

Avatar access will be based on participating county capabilities. Respondents should describe their experience with accessing an electronic health record (EHR) through a single point of access.

Question 3:

Our organization operates a Warm Line eight hours a day and has the capacity to scale up to 24/7. Can we apply for this grant if we are not currently operating 24/7?

Answer: All interested entities with the requisite expertise are urged to submit their qualifications. If a respondent does not have a specific requested expertise the response should describe how they would add specific operations to meet the requisite expertise.

Question 4:

The RFSQ states that the priority will be agencies from Northern California; is there consideration for agencies in Southern California specifically Los Angeles County?

Answer: The respondent does not need to be based in any particular area or region of California. The respondent should describe their experience and how they would ensure they meet the needs of Northern California Counties, regardless of their specific location.