



Request for Proposals

COVID-19 Crisis Counseling Program (CCP)

Responses due by 5:00pm PST on Friday, January 8, 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 ongoing COVID-19 pandemic 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 caused by COVID-19 and represents a unique opportunity for selected contractors to provide statewide community outreach and support leveraging a virtual service delivery. 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.

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 to one of the identified target populations listed below. Contractors would 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. Group and family CCP sessions are allowable.

CalMHSA will seek to contract with several providers who have expertise and background in serving the individual target populations outlined below. Contractors should have the 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.

Target Populations

Due to high levels of COVID-19 related infection and outcomes or high risk for death by suicide, CCP will target the following populations throughout California (to include but not be limited to):

- 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

CalMHSA is developing a web-based platform which will allow for all CCP providers to log on and connect with the general population or specific cultural groups. 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

Given the disproportionate impact of COVID-19 on racial and ethnic populations, CalMHSA will select contractors based on ability to provide services to target populations relative to the COVID-19 impact. 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 and crisis 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:

- 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
- 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);
- 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

The hourly cost for each CCP Provider personnel attending and completing the 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/portal/?tab=openOpportunities> as soon as possible. The final submission deadline is 5:00pm PST on Friday, January 8, 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?

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

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):

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.