



Request for Information

CaIMHSA COVID-19 Crisis Counseling Program Service for High Risk Populations

Responses due by 12:00pm on Monday, May 11, 2020

The RFI 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 this RFP via written addendum or cancel at any time.

Request for Information (RFI) Summary

CalMHSA, in partnership with the state of California, is seeking to ascertain potential contractors with the experience and expertise to develop a virtual Crisis Counseling Program (Program) in response to the recent COVID-19 pandemic and associated financial and emotional stressors. Contractors would provide limited-term counseling and emotional support (up to 6 sessions per person) to culturally specific populations throughout the state who are at high risk for negative outcomes. The mission of the CCP is to assist individuals and communities in recovering from the effects of natural and human-caused disasters through the provision of community-based outreach and psycho-educational services. The CCP supports short-term interventions that involve assisting disaster survivors in understanding their current situation and reactions, mitigating stress, developing coping strategies, providing emotional support, and encouraging linkages with other individuals and agencies that help survivors in their recovery process. CalMHSA will seek to contract with several providers who have expertise and background in serving individual target populations outlined below. Contractors should have the ability to provide web-based counseling using counselors who match the strategic outreach population. 24/7 service coverage is not required, as referrals may come directly or through an established 24/7 warm line. For the purpose of the CCP, crisis counselors are defined as individuals who can provide emotional and crisis support to disaster survivors. Crisis counselor is synonymous with the term “outreach worker.”

Target Populations

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

- California General Population
- Youth, particularly transition to adulthood and elementary age youth
- 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 at high-risk for domestic violence

Contractor Eligibility

CalMHSA is seeking contractors with experience serving at least one of the target populations with a high degree of cultural and linguistic competency. The ideal candidates will be representative of the target populations they are seeking to serve. Contractors will need to demonstrate the ability to:

- Ensure counselors are available and able to complete required training

- Triage and identify client level of need (following guidance provided by CaIMHSA)
- Provide remote counseling services to individuals for up to six visits by phone, videoconference, smart device, or computer
- Scale-up services to support the contractors identified target populations throughout California
- Connect individuals to behavioral health providers (dependent on insurance of individual) after the urgent support has been provided
- Connect clients to County based intensive services when clinically appropriate.
- Follow all reporting and documentation requirements
- Comply with all state and federal privacy and security laws

Submission MUST include the following:

Interested respondents should submit the following information via the link provided

<https://www.surveymonkey.com/r/R7BCMOS>

- Proposed target populations
- Proposed media strategies
- Approximate budget
- Proposed staff requirements (# of FTE)

Submission Deadline:

Please respond as soon as possible, ideally by Noon, Friday May 8, 2020. However, proposals may be **submitted no later than Noon, Monday May 11, 2020** to Erin Jernigan at Erin.Jernigan@calmhsa.org.