

DEPARTMENT OF HEALTH  
ADULT MENTAL HEALTH DIVISION  
1250 Punchbowl Street, Room 256  
Honolulu, Hawaii 96813

**REQUEST FOR INFORMATION (RFI)**  
**RFI No. AMHD 420-3-21**

**FY 2021 Crisis Counseling Assistance and Training Program (CCP),  
Regular Services Program (RSP)**  
Statewide

September 14, 2020

Purpose of this request for information:

- To obtain community input in preparation for developing an RFP.
- To include a provider(s) in a federal grant application pursuant to Section 3-143-614, HAR. If the State is awarded the grant, no RFP for this section will be issued and the provider(s) selected and named in the grant application as a result of this RFI will be awarded a contract for the service.
- Other: \_\_\_\_\_

The State of Hawaii has been approved by the Federal Emergency Management Agency (FEMA) and the Substance Abuse and Mental Health Services Administration (SAMHSA) to provide FEMA Crisis Counseling Assistance and Training Program (CCP) services through the Immediate Services Program (ISP) to COVID-19 disaster survivors in all of Hawaii's counties. The FEMA ISP is for a sixty (60)-day duration, and if approved by FEMA and SAMHSA, will be followed by the Regular Services Program (RSP) for a nine (9)-month duration.

The Hawaii State Department of Health, Adult Mental Health Division (AMHD) is issuing this RFI to identify a service provider or service providers interested in partnering with AMHD to make available crisis counseling services statewide to individuals impacted by the COVID-19 pandemic through the FEMA/SAMHSA RSP. Populations of particular concern include: 1) congregate residential care settings of vulnerable populations, such as the elderly, disabled, and individuals with behavioral health issues; 2) Native Hawaiian, Pacific Islander, and Filipino households; and 3) children/adolescents, parents, teachers, and other school staff.

If awarded, AMHD intends to utilize the federal funds to provide CCP services for individuals and families impacted by the disaster. It is anticipated that the funding will be approximately \$2,500,000.00.

**Description of Services:**

The CCP is a neighbor-helping-neighbor model that utilizes counselors, paraprofessionals, and community members to provide short-term emotional support, psychoeducation services, and resource linkages to individuals, families, or groups to assist in their recovery from the various impacts of COVID-19. The goal of the program is to return persons to their previous levels of functioning, to the extent possible. Background information about the CCP can be found at: <https://www.samhsa.gov/dtac/ccp>.

Due to the highly infectious nature and community spread of COVID-19, it is expected that services will be provided using telecommunication platforms to connect with those in need, likely through a warmline coordinated by AMHD and affiliated with Hawaii CARES. This telephonic support may especially target, but would not be limited to, individuals in isolation or quarantine and their families due to COVID-19 infection or exposure. Additional CCP service possibilities include, but are not limited to, virtual support groups for individuals who have recovered from COVID-19, particularly those who are experiencing stigma and rejection for having tested positive previously; virtual psychoeducational groups tailored to individuals living in or working at congregate residential sites; virtual psychoeducational groups tailored to children or parents and the impact of the pandemic and distance learning on their emotional well-being; distribution of educational materials. CCP outreach workers who are native speakers or fluent in the languages of the populations of concern are strongly encouraged. Because of the constantly evolving circumstances and science around COVID-19, it will be necessary to reassess emerging issues throughout the RSP and to flexibly address those needs to provide the appropriate level and nature of services. COVID-19 prevalence in communities varies by region and over time, and as a result, there may be the possibility of in-person outreach at some point during the RSP.

The RSP grant is a reimbursement grant that requires regular Federal review, program and fiscal audits, site visits, weekly report and data collection at the provider agency level. The program covered salaries/wages and fringe; typical hourly reimbursement for crisis counselors is \$22.00/hour, \$31.00/hour for team leaders, and \$34.00/hour for program managers. Support staff such as administrative/data entry assistant (typically \$15.00/hour reimbursement) is allowable. Travel reimbursement for outreach is provided; however, the services and supports in this program will primarily be provided telephonically and virtually. Supplies – including basic office supplies, cell phones, laptops, communication services such as Zoom and TigerText, printing, and local advertising of CCP services – are allowable costs provided they are reflected in the respondent's proposed budget and approved. Administrative or indirect costs are not allowable costs. A detailed, itemized budget justifying every item is required as part of the RFI process. Reports will be required and payment made after AMHD review of expenditures.

Only crisis counseling services, as defined by the FEMA CCP, are allowable; therefore, clinical mental health services and case management services are not included in the program. Allowable services are limited to individual and group psychoeducation and emotional support. AMHD will provide training on the CCP model at key points throughout the RSP.

**Selection Criteria:**

The provider(s) selected to be included in the application and/or contracts for the CCP in all counties shall demonstrate the capacity, experience, and abilities including, but are not limited to, the following:

1. Provide appropriate infrastructure and staffing necessary to provide CCP services, including staffing support for a statewide CCP warmline.
2. Design, in collaboration with AMHD, and deliver services to identified populations of concern.
3. Reassess, in collaboration with AMHD, emerging issues throughout the RSP and flexibly address those needs to provide the appropriate level and nature of services.
4. Implement a CCP program in a cost effective and efficient manner.
5. Develop working relationships with the Department of Health, Department of Human Services, Department of Education, Department of Public Safety, police department(s), public agencies, homeless outreach organizations, community organizations, primary and behavioral health care providers, hospitals, and other support services for individuals.

**Staffing Qualifications:****Provider Project Manager**

1. Often found in larger provider staffing plans.
2. Acts as lead coordinator for the crisis counseling response at the provider agency and is main point of contact for the State CCP Program Manager/Director.
3. Oversees staffing, training, reporting, and fiscal monitoring to the provider.
4. Sometimes serves as a team leader.

**Team Leader**

1. Leads a team of crisis counselors in the field and typically supervises a team of four (4) crisis counselors.
2. Is usually an experienced disaster behavioral health worker or behavioral health professional who supervises paraprofessional or less-experienced crisis counselor.
3. May help to assess people who require traditional mental health or substance abuse treatment.
4. May be one of several team leads on staff with a provider, depending on the size and scope of the disaster.
5. Trains, debriefs, and provides supervision for the crisis counselors.
6. Has a basic understanding and stays updated on local resources and assistance available to individuals and families impacted by COVID-19.
7. Has a basic understanding of COVID-19 (i.e., clinical signs and symptoms, risk factors, diagnosis, transmission, infectious period, contact tracing, isolation, and quarantine) and to stays updated with the latest CDC and State guidelines.
8. Uses data to conduct ongoing needs assessment.
9. Coordinates data collection activities and reviews data form submissions for accuracy.
10. If the program is using the mobile application, the team leader views and accepts or rejects forms submitted through the mobile application.

11. May use the mobile application to complete data forms.
12. Provides coordination and oversight of the crisis counselors' plans of service.
13. May perform crisis counseling, as needed.

#### Crisis Counselor

1. Works in a culturally-sensitive manner with individual families and groups to provide outreach, emotional support, individual and group crisis counseling, public education, and referrals when needed.
2. Is synonymous with term "outreach worker."
3. Establishes trust with callers and identifies resources that would benefit their situation.
4. Provides counseling to callers, promotes resilience and successful coping techniques, and explores their mental and emotional states of mind through active, comforting, positive, and problem-solving language.
5. Represents program in the community and networks with other agencies and partners to ensure needs of survivors are met.
6. Provides presentations to community groups on disaster reactions, coping skills, stress management, resiliency techniques, and the CCP.
7. Has a basic understanding and stays updated on local resources and assistance available to individuals and families impacted by COVID-19.
8. Has a basic understanding of COVID-19 (i.e., clinical signs and symptoms, risk factors, diagnosis, transmission, infectious period, contact tracing, isolation, and quarantine) and to stays updated with the latest CDC and State guidelines.
9. May use the mobile application to complete data forms.

#### Administrative and Data Entry Assistant

1. Provides administrative support including, but not limited to, collecting and verifying timesheets, collecting data forms, ordering supplies, answering office phone calls, photocopying, faxing, and emailing of CCP information.
2. Schedules events and related training activities.
3. Implements and oversees the CCP data collection activities and is the point of contact for entering data into the CCP web-based systems.
4. Supports provider project manager and team leader(s).

#### **Submission Format**

All interested applicants shall submit responses to this RFI proposals in the following format:

1. Cover sheet containing agency information to include:
  - a) Principal name of agency and dba if applicable;
  - b) Address;
  - c) Contact name;
  - d) Telephone number;
  - e) E-mail address; and
  - f) Website address.
2. Names and resumes of key personnel.

3. The agency's mission and brief background of the organization's history and experience providing supportive mental health services, particularly crisis support services, if available.
4. Description of the proposed services which the applicant intends to provide and implement, including county or counties to be served, estimated number of individuals to be served, how the service will be provided, and how the agency will make the services known to target populations. Service design and delivery should focus on populations of concern, and participation in a warmline coordinated by AMHD and affiliated with Hawaii CARES should be included. The proposal should also take into consideration the possibility of in-person outreach at a future point of the RSP.
5. Line item budget justified by the proposal narrative. Use the attached RSP Budget Narrative template. The period of the annual budget should be October 26, 2020 – July 26, 2021.

**Submission Deadline**

All submissions must be received by Tuesday, September 22, 2020 at 9:00 a.m., HST. Written proposal submission must be made via fax to the following:

Ms. Amy Yamaguchi, Procurement Officer  
Department of Health  
Adult Mental Health Division  
fax: (808) 586-4745