

## CaIMHSA CCP #4569 COVID-19 Questions and Answers, March 4, 2021 Webinar

1. Is there a cash advance?
  - a. No, there is no cash advance or upfront funding available from FEMA.
2. Can counselors begin working before they complete the March training?
  - a. Yes, counselors can begin providing non-clinical counseling after they complete the FEMA [Just-in-Time training](#) and the [data forms](#) and [ODCES](#) trainings. These trainings can be completed at any time, because they are available online.
3. Can we also send Community Health Workers are not being funded through this contract to these trainings? They are doing similar scopes of work.
  - a. All trainings available online at the <https://www.samhsa.gov/dtac/ccp-toolkit> can be accessed by anyone. We will provide recordings of the FEMA live trainings which will be accessible from our LMS.
4. What is the projected time line between contract execution actual service delivery?
  - a. Service delivery should begin two business days after contract execution.
5. Previous CCP grants used a mobile website for reporting, is that no longer being used?
  - a. No, we are using the mobile website for reporting. See <https://www.samhsa.gov/dtac/ccp-toolkit/ccp-mobile-online-data-collection> for information on the mobile site and trainings on how to use it.
6. How will callers to the CalHOPE warm line be referred to our individual PCCs?
  - a. We will be meeting with the warm line to discuss this. In addition, DHCS has assured us that future CalHOPE media messages will include our CalHOPE Connect chat site.
7. Does every person being paid by the grant need to take ALL the trainings?
  - a. Program coordinators and counselors need to take all the trainings. Other administrative staff need to take at least the [Just-in-Time training](#) and the [management org session](#), both of which are available online.
8. When will we receive access to the chat platform?
  - a. On March 10<sup>th</sup>, CaIMHSA will be providing a virtual training of CalHOPE Connect, and this training will be recorded. CalHOPE Connect will go live on March 15, 2020.

9. Does our two-week turn around include being active on the chat platform?
  - a. No.
10. Can we use the phone instead of the chat platform?
  - a. We are encouraging all subcontractors to use both.
11. Will this recording be shared with us?
  - a. Yes. Recording and slides will be sent out.
12. Does the chat platform include video chat?
  - a. No, it is only chat, (like text messages). We are also reimbursing subcontractors for the monthly cost of video conferencing.
13. Will you be recording the CalHOPE Connect Training on 03/10 and make this available for later reference?
  - a. Yes.
14. What is the expected "Case Load" of each Counselor?
  - a. We do not have an expected case load. Counselors are expected to undergo training, provide outreach and provide counseling services.
15. Our agency requires a DV 40 hour certification. For our new 2.0 FTE hires(hired specifically for this program), they will be required by law to take this 40 hours training for them to provide crisis counseling. Can this be invoiced as hours these next three weeks to get the new staff hired for this program fully trained to crisis counsel?
  - a. To provide CCP services, your counselors must take the required CCP trainings before beginning counseling (see Q2). We understand and expect each organization to provide its own counseling training to its counselors.
16. Is the \$50 for wireless per FTE per month?
  - a. Yes, the wireless service and software costs are per FTE and per month.
17. Will our contract lay out max amount for supplies?
  - a. The invoice with instructions will be provided to all subcontractors. Funds for supplies will be provided at \$36.69/FTE/month.
18. What about a headset for the computer since there will be more than one staff in a room?

- a. Headsets can be purchased under the funds allocated for Special Needs equipment.
19. Is the counselor equipment allowance of \$1500 for 100% FTE only or can all counselors whether full time or part time get this allowance?
- a. The equipment allowance for both administrative staff and counselors is provided per total FTE, it is not provided based on the number of counselors employed (FT or PT).
20. At the beginning of this opportunity, it was mentioned it would be for 9 months but we were informed it would be extended. Any update on the extension?
- a. No. DHCS has advised it will not inquire for an extension until we have been up and running counseling individuals, for several months.
21. Is the copier value per month?
- a. No. FEMA has approved the reimbursement of up to \$600 for the purchase of one copier per organization, with a submitted invoice. Funds for the copier's supplies, i.e. ink and paper, will be provided at \$36.69/FTE/month.
22. Is there a style guide for Cal Hope?
- a. We have developed three manuals for CalHOPE Connect. A User Guide, a Supervisor's Guide, and a Counselor/Supporter Guidance. The last manual addresses how to counsel on a text-based application. Additional media assets are available by visiting CalHOPE's website. These assets can be used in your outreach.
23. I still have questions about the Fringe Benefits can you go into to more depth about what's allowable? Health benefits for temporary positions would be difficult.
- a. We are discussing this and will provide further clarification.
24. Did you mention that we can move around funds to another supplies line item if we don't utilize the entire allotted amount per line item?
- a. The funds for the workplace equipment will be provided in a lump sum and these monies can be used for any of the specified equipment, as long as an invoice is provided.
25. Does travel account for transportation from home to work?
- a. No, travel is not for home to work. Reimbursement is for travel for crisis counselors to deliver services.

26. What documentation is needed for personnel expenses? Do we need to submit all the back-up documents monthly? Are receipts or proof of payment like payroll reports required?
- Laura Li is preparing a final invoice that will include instructions on these items. This final invoice will be emailed out to all organizations.
27. Is there a certain number of crisis counseling hours expected per FTE?
- No, however, the workplace package of funds for equipment will only be provided per FTE.
28. If staff attended trainings in February when should we invoice?
- Laura Li is preparing a final invoice that will include instructions on these items. This final invoice will be emailed out to all organizations. Specifically, the first invoice will be for February and should include any trainings attended that month.
29. We are hiring and transitioning FTEs this week. Can we bill for this week even if the final contract is not signed yet?
- Laura Li is preparing a final invoice that will include instructions on these items. This final invoice will be emailed out to all organizations and include what activities are approved to include the first invoice. Contracts will be retroactive to February 1, 2021.
30. How many of the 500 FTE Crisis Counselors have been committed thus far?
- We were funded by FEMA for 425 crisis counselors. These totals are still changing, and we won't know our final number until all subcontractors have confirmed their numbers.
31. I am not finding this invoice template on the website. Where is it located?
- Laura Li is preparing a final invoice that will include instructions on these items. This final invoice will be emailed out to all organizations.
32. When you send out this invoice template, can you please add a clarification on the operating expense line items regarding which are a one-time expense, and which can be billed monthly?
- Yes.
33. For the cost budget you are requesting along with FTE verifications, is there a specific format or template you want us to send it in?
- Laura Li is preparing a final invoice that will include instructions on these items. This final invoice will be emailed out to all organizations.

34. My understanding is we can pay counselors a lower rate & admins higher rate (internally) as long as billing has fixed amounts listed. Is that correct?
- No. We will pay up to \$23.63/hour for counselors and \$27.16/hour for administrative staff. You may pay your staff more augmented with other funds. If you pay less than these amounts, you will be reimbursed for the actual rate paid.
35. Our understanding is that payment for staff is based upon reporting of actual hours worked x the designated amount, not the actual amount that we pay staff.
- See Question 34.
36. If possible, could we get a checklist on "next steps required" just to have a better sense of key action steps (e.g. training) and order of priority with accompanying timeline.
- Please refer to the slide deck from the March 4, 2021 CCP Zoom. A copy has been included in this email communication.
37. For participants in need of mental health services or services provided by clinicians, is the only referral option "county-operated behavioral health services"?
- Referrals are not limited to any one entity.
38. Do we need to return any equipment purchased for the program?
- You are allowed keep any equipment or supplies purchased, except that any unused equipment or supplies in excess of \$5,000 (statewide) are the property of the federal government.
39. Please advise how to keep records for audit purposes?
- CaIMHSA will provide further guidance on this question.
40. Per the Board of Behavioral Services guidelines, we as virtual clinic must verify client location (in case of crisis) at every contact - are we allowed to still continue this practice?
- This guideline is for someone who is licensed to provide clinical services. The CCP is a non-clinical counseling program and CCP counselors do not provide clinical services. We understand that your organization may have procedures and trainings that are outside of the CCP.
41. Do they need to print out all forms or can they create a fillable pdf for their counselors to use during calls?
- No, do not print out the forms. The forms are filled out online, through the ODCES. All counselors and program coordinators must take the data form and ODCES trainings which are available anytime online.

42. Since we will be using our out-sourced IT company for the IT money allocation, should I base the contract on the \$27.16 hourly ONLY or should I add the 20% admin to their contract on top of that amount?
  - a. Include the rate plus fringe for outsourced IT.
43. To assist with outreach, marketing, and increased community awareness, can we use the CalHOPE name, can we use the CalHOPE logo, Are we able to create links to the calhope.org web page from our websites?
  - a. Yes, you can create links from your website to CalHOPE. We are waiting on guidance from DHCS regarding the use of logos.
44. Are we permitted to send out press releases regarding the Crisis Line? I am aware that we are to obtain written approval to use the above. How should we go about obtaining said approval?
  - a. Press releases must be approved by DHCS. Please email [Michele.Wong@dhcs.ca.gov](mailto:Michele.Wong@dhcs.ca.gov), [Michael.Alarcio@dhcs.ca.gov](mailto:Michael.Alarcio@dhcs.ca.gov), and [courtney@aurerhealth.com](mailto:courtney@aurerhealth.com).
45. How will calls be routed to our CCPs?
  - a. There is no process to route calls to the subcontractors. Subcontractors are required to conduct outreach including visiting vaccination sites to provide counseling.