

Crisis Counseling Program (CCP) 4558 RFP FAQs

- 1) How does scoring work for organizations that are new and can only show FTEs experience and not the organization's?
 - a. The experience in the submitted proposal will be scored. Organizational and FTE experience will be scored without differentiation.
- 2) What is the referral / handoff process from the warmline to the organization?
 - a. Selected contractors will receive an orientation to the referral/handoff from the warmline and other referral sources.
- 3) We are looking forward to providing some afterhours and weekend coverage. Would we be able to provide two phone numbers for the handoff to the warmline?
 - a. That is an organization decision. There are funds to support connectivity (phone/internet) but the funds are set and non-negotiable. Costs for connectivity above the approved allocation will not be reimbursed.
- 4) Does the beneficiary calling the warmline pick the delivery of service (whether they want to receive phone or chat session)?
 - a. Yes, the individual can select a chat session or phone call session.
- 5) If the beneficiary chooses a chat session, how does the referral /handoff process work?
 - a. Selected contractors will be given an orientation on the referral/handoff process.
- 6) Can CaIMHSA training(s) be provided in Spanish (or other languages)?
 - a. Some of the trainings may be available in Spanish and other languages. We are currently awaiting confirmation from our federal partners on which trainings are available in languages other than English.
- 7) Are the online trainings available in Spanish?
 - a. Some of the trainings may be available in Spanish and other languages. We are currently awaiting confirmation from our federal partners on which trainings are available in languages other than English.
- 8) And are the data collection forms available in multiple languages as well?
 - a. Some of the data collection forms are available in Spanish. We are currently awaiting confirmation from our federal partners on which data collection forms are available in languages other than English and Spanish.
- 9) In addition to the CCP Team Leads, will Cal MHSA funds support a part-time Program Manager position?
 - a. Selected contractors may also receive funds for IT, Fiscal, and Administrative positions. The positions will be negotiated during the contract execution stage and have the same hourly rate and fringe benefits as the Crisis Counselors (\$23.63 an hour with 20% fringe benefits).
- 10) And, if so, is the reimbursement rate the same as the Team Lead and Crisis Counselors?
 - a. \$23.63 an hour with 20% fringe benefits

- 11) Is the \$23.65 non-negotiable rate + fringe @ 20% for CCP Team Leads and Crisis Counselors a reimbursement rate?
 - a. Yes, for the approved scope of work.
- 12) Or is it the hourly rate that we will be required to pay all staff that work on this project?
 - a. The hourly rate is \$23.63 an hour with 20% fringe benefits.
- 13) Can we pay less (i.e. \$20/hour)?
 - a. We are confirming with our federal funders if this will be allowed.
- 14) Can we supplement the hourly rate with additional funds from other sources i.e. general operating support funds?
 - a. Yes, as long as the hours claimed on the invoices are for CCP only work.
- 15) In addition to # of contacts, # of sessions, and # of referrals, will Crisis Counselors be required to submit session notes or other documents?
 - a. Crisis Counselors only have to submit the required FEMA reporting forms identified in the RFP.
- 16) If so, must notes be recorded in English?
 - a. No notes are required. Crisis Counselors only have to submit the required FEMA reporting forms identified in the RFP.
- 17) If not, can Crisis Counselors maintain session notes for their own information for when residents call again (up to 6 sessions)?
 - a. The Crisis Counseling Program is not intended to keep session notes. Please refer to the [FEMA two-page brief](#) that provides an overview of the CCP for further clarification.