

FAQ for CalHOPE Support Program

PROGRAM START

1. What is the term of the contract for this program?

1/16/2023-12/31/2023

2. If organizations did not start on January 16th, can we use those hours during the rest of the year or have we lost them?

Agencies may only bill for hours up to their awarded pods levels each month. For example if you were awarded 1 pod, you may not bill for 1.5 pods one month. At this time, DHCS has advised us that we should assume that the program ends on December 31, 2023.

3. The 800 dollars allocated to each pod is this per month or a one-time allocation?

Within the Additional Administrative funds, we allocated \$800.00 a month per pod specifically for outreach.

4. If contractors have different benefit rates and or do not offer benefits, can we allocate those funds as we see fit?

Unspent funds provided for benefits may be spent on other costs of the CHSP. That said, we did set this rate to allow for your employees to purchase health insurance on Covered California. We encourage you to review their plans and premiums and provide these funds to your employees for health insurance.

OUTREACH PLAN

5. What timeframe does the outreach plan need to cover? Do you need a plan that covers through the end of 2023, or can it be less?

The outreach plan needs to cover the term of the contract, January 16-December 31, 2023. That said, we understand that it will evolve over time as you become aware of new events in the community. However, we would like a plan that is your current thinking on the best approach to reaching your target populations.

6. Do you have an example or template for an outreach plan? What format does it need to be in? Does it need to be an itemized list of events (some known, some to be pursued)?

We do not have a template for the plan. There is no specific format needed. We would like to your plan for reaching your target populations, if there are specific events that you will hold or attend, please include them. We also need a budget for your outreach plan. Within the Additional Administrative funds, we allocated \$800.00 a month per pod, specifically for outreach. Please note this is a plan and will represent your current thinking on what types of outreach to conduct to reach your target populations in your counties. We hope it will demonstrate some thought and planning, with an eye towards researching the major and regular community events in your counties.

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7. What are permissible or allowable uses for the admin, other reasonable costs and outreach line items?

Costs for outreach (including travel, tabling supplies, materials, event fees, food), office supplies (including keyboards and computer mice), software, conference lines, office and home internet, video conferencing, and other reasonable costs to enable counseling to occur in-person and virtually. AAC funding is \$17,800 per the number of Regular CalHOPE pods awarded, for the entire contract period. Please see the instructions sheet of the monthly invoice template.

Some examples of allowable outreach expenses include:

- Gas/Mileage (to and from outreach activities/events)
- Snacks/food (as incentives for group sessions, outreach activities and events)
- Polo shirts, hats with CalHOPE & agency's logo (for staff to be identifiable)
- Printed banners/posters, canopies with CalHOPE & our agency information

Receipts are required for purchases over \$75.

DEVICES

8. Will the devices need to be returned at the end of the contract?

DHCS may require a return of devices at the end of the contract. Your contract specifies that you must implement a process to track the devices, in case they need to be returned.

9. How will device purchases be reimbursed?

There is a line item on the monthly invoice for devices and they will be reimbursed after they are purchased and included on a monthly invoice with the receipt attached. Each agency was awarded a different number of devices.

10. Don't we have to give the device back? If so, what would we do if we buy chromebooks or laptops that cost more?

All devices purchased with CHSP may be requested to be returned to DHCS.

INVOICING

11. Is there an invoicing template?

Yes, the monthly invoice templates are available on <https://www.calmhsa.org/calhope/>. Please note that there is a January invoice and a separate invoice for Feb-December, 2023. There is also an invoice for chat app agencies that is slightly different than for the 19 agencies that are participating in the regular CalHOPE program.

12. Is there a limit as to what we can utilize the funds for in regard to outreach?

CalMHSA has allocated subcontractors \$17,800 per Regular CalHOPE pod, for Additional Administrative Costs (AAC) for the entirety of the project. CalMHSA arrived at that amount by reviewing expenditures for the Covid CCP. The line item was built by assuming funding needs of different expenses, with the

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largest being outreach. CalMHSA assumed at least \$9,600 of that \$17,800 would be spent on outreach. The AAC also includes funds that can be used for other administrative needs, see questions #7 and #16.

13. We have one subcontractor that started on January 17th. Can they bill for these hours for staff? What documentation would be needed to corroborate that?

Yes, they can. We will allow you to subcontract out for staffing as long as the subcontract provides at least as many FTEs as your agency is contracted with CalMHSA to provide. Please provide a copy of your subcontract with your first invoice that includes these hours.

14. The line item for quality improvement, what does that entail?

Each agency is provided \$5,000/pod for quality improvement training.

For any trainings purchased, you must provide CalMHSA with a written justification of the need for training beyond agency's required training, training curriculum, and copy of certificate provided upon completion by training entity.

15. Can we charge for mileage?

Yes, you may reimburse staff for mileage conducted for outreach and you can pay for these costs from your additional administrative costs funds that are provided. CalMHSA is not collecting information on the mileage. It is up to each agency to decide whether or not to reimburse staff for mileage and how you will oversee this reimbursement.

16. What can Additional Administrative Costs be used for?

Costs for outreach (including travel, tabling supplies, materials, event fees, food), office supplies (including keyboards and computer mice), software, conference lines, office and home internet, video conferencing, and other reasonable costs to enable counseling to occur in-person and virtually.

17. Can we add another cell under staffing with different hourly rate?

If you have a different hourly rate, please send Taylor the reason why it is not the max amount (ex: you pay your other employees a different rate). If approved, you will get the full amount of the max rate which can be spent on other CHSP costs.

18. For the outreach, it was mentioned initially that each month around \$800. Let's say some months we may spend less than that, can we spend more (more than 800) on certain months where we have events packed month?

Yes. Each agency is advised to budget out their allocations and plan for how they balance out the outreach costs over the entire year.

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Data Collection Forms

19. Do we have to backdate service forms from services provided starting 01/16 or from now moving forward?

If the SS has the information to submit the forms, please do. The data collection forms are the only record of your work.

20. How do we identify each of our employee's "Employee #"?

This is just a field to put the person's name, or number, this is up to each agency to determine how they will track their employee's work. We suggest using the employee's name.

21. Do we fill out the form for virtual events?

Yes, please fill out the form for virtual events.

22. When does this form need to be filled out?

The data collection forms should be filled out as soon as possible. Each session or event should be captured in the form within one week of its occurrence. We will be providing a report to DHCS each month, and it's in your interest to get all your agency's information in before we submit the report.

23. Will we have access to the dashboards?

These dashboards are in CalMHSA's Salesforce account, CalMHSA provide a copy of each agency's information at the end of the month.

TRAINING

24. What training is required for staff?

CalHOPE Support Contractors shall provide training to their CalHOPE Support staff *consistent* with the core competencies required under the Medi-Cal Peer Support Specialists program. In the RFP, you provided a description of your training which we considered in making the awards. We are assuming the training you described will be provided. In addition, staff are required to attend the CalMHSA trainings provided virtually.

25. Is Peer Certification training a requirement?

No. Your staff is not required to go through a Medi-Cal Peer Support Specialists program, and *we will not reimburse you for their time nor the cost of that training*. This is not a Medi-Cal program and that training is more than what is required for this program. That said, CalMHSA will pay for up to forty hours of training for new staff, and therefore you can bill for a portion of their time attending the Medi-Cal training. There is also an additional administrative allocation in your budget which is for your outreach costs and other administrative costs. These funds are for you to allocate, and you may use them to provide a stipend to staff attending that training, if you are using other funds to pay for its cost.

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26. Will training costs be covered?

It is assumed that each agency is providing its own basic training, through its staff. Therefore, staff that conduct the training may bill their time within the awarded supervisor amounts. During January, CalMHSA emailed each agency asking if they needed to purchase outside training. No agencies responded, and thus no additional funds were included in the contracts. Finally, there is a line item for Quality Improvement Training. See Q#30 below.

27. How many hours can we allocate for training?

Onboarding training for the CalHOPE Support Program may include up to forty (40) hours of training for staff new to a peer support specialist position and up to twenty (20) hours of training for staff new to the agency but with prior peer support experience. CalMHSA will reimburse staff time up to these limits.

28. What if our training requirements are longer than these limits?

If your regular training requirements are longer than these limits, you may have staff attend them as long as their time is paid for by a different funding source.

29. Will you need any documentation of our training?

You will need to document the time and place of each training session, the content of the session, the number of participants and their titles (CHSS or Supervisor) and maintain such documentation for the duration of the Program. Upon reasonable request, this documentation may be subject to audit by DHCS and/or CalMHSA, or their designated personnel, at any time throughout the Program. This language is included in your contract.

30. Will quality improvement training be covered?

Each agency is provided \$5,000/pod for quality improvement training. For any trainings purchased, you must provide CalMHSA with a written justification of the need for training beyond agency's required training, training curriculum, and copy of certificate provided upon completion by training entity.

31. Can the training be divided into a couple months? for example for 40 hours of training 20 hours in the first month and 20 in the second month?

Yes, as long as the agency sees the initial training hours are sufficient to prepare the Support Specialist for the work they will be starting before the next training is provided.

32. Would it be permissible to use an online training organization called Relias?

We are not familiar with Relias and thus cannot recommend it. Please see questions #24-31. If you have additional questions regarding training, please ask during your monthly one-on-one meetings.

PTO

33. What is the PTO policy? What is covered by CalHOPE Support Program Funding?

DHCS has agreed to honor agencies' PTO policies up to CalMHSA's policies. Up to 15 days per year of vacation accrued per year for the first three years. This increases to 20 days from 3 to 10 years of



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employment and to 25 days from 10 to 15 years of employment. 30 days a year are earned after 15 years of employment.

34. What is the policy for paid holidays?

DHCS agrees to recognize up to 13 paid holidays per year, as per each Agency's PTO policy. If you have not already done so, please send your PTO policy to taylor.intermill@calmhsa.org.