

PEER-LED OUTREACH & ENGAGEMENT TECHNOLOGY INTERVENTIONS RFP QUESTIONS & ANSWERS

The following are answers to questions that were posed by prospective applicants:

1. At the bidder's conference, will you demonstrate the 7 cups intervention?

There is a 7 Cups app. video demonstration that can be shared with interested parties at the bidder's conference. Interested parties may also explore the 7 Cups platform at 7Cups.com

2. Is the app. Available in other languages?

We are in the process of working with 7 Cups to determine if the home page will be available in Spanish. The peer listeners available on the site speak over 100 languages.

3. What is your definition of an older adult, 55 and older?

Yes, older adults are 55+

4. Has this been piloted in other areas? If so, what have been the results with the older adult populations?

San Mateo County is part of a cohort of counties piloting this app. The first cohort of counties began using the app with many different target populations in July, 2018 but we do not yet have any results.

5. Can companies from outside of the USA apply for this (i.e. India or Canada)?

We are looking for organizations who have the capacity to operate within San Mateo county. The focus of the project is to conduct outreach, engagement, education and support the use of the apps with the populations located in San Mateo county, therefore the organization must have the capacity to provide these services.

6. Will there be in person meetings that will need attending in San Mateo County?

Yes

7. Can services required in this RFP be completed outside of the USA (i.e. India or Canada)?

Funding for this project is specifically for the populations of San Mateo County in California. All services and work related to this project must be provided to residents of San Mateo County.

8. Can proposals be submitted via E-Mail?

Yes, but we must also receive 7 Hard Copies by the due date.

9. Can the App. be accessed by a Group or Senior Center?

Yes, a group or center can access the app from a computer, mobile device or tablet. There is additional funding to potentially provide hardware (i.e. tablets) for centers to use to access the apps.

10. What is your definition of Isolated Older Adults?

Adults 55 years and older that struggle to access or receive Mental Health services for any number of reasons.

11. The RFP indicates that the contractor will engage about 2,000 adults age 55 and over. Is this accurate and what are engagement expectations?

We expect that the contractor will engage as many clients as possible BUT understand that deeper, meaningful engagement to the application may be at a lower number.

12. Are Apps already in use by other Counties and do you have any data you can share.

Yes, other Counties have started to use Apps (i.e. Los Angeles) but they are in the initial stages and there is no data available at this time.

13. What does the acronym WRAP stand for?

Wellness Recovery Action Plan

14. How long will this pilot program run?

Currently scheduled through June 2020, potentially extended for another year and a half with successful results.

15. What are Reversion Dollars/Funding?

Money that will need to be paid back to the State if it not used by the County within the required time.

16. What is the client level of care that the App. will be able to support and provide service?

The app is designed to be used by our mild to moderate clients. If it is determined that the client is in crises the app will provide resources to contact emergency services and County BHRS Staff/Departments.

17. What are the expectations for staffing (Peer Support, Program Specialist, Peer Outreach) and must they have lived experience.

It is expected that the staff would have lived experience. It is expected the contractor employ one full-time Peer Program Specialist to coordinate the outreach and engagement, support services and other contract activities.

Additionally, it is expected the contractor employ Peer Outreach Worker(s). It is suggested there be at least one full time Peer Outreach Worker but ultimately, it is up to the contractor to determine the number of staff and hours for the Peer Outreach workers.

18. Will BHRS provide additional support and connection to other County agencies, as well as marketing?

The County will indeed advise and promote the app to other contracted providers in hopes of collaboration. The County will also work with the contractor to assist in their effort outreach within the community.

19. What are the expectation of the contractor for conducting evaluation of the program? Would Contractor have any input on Evaluation?

The contractor will not have any input on the state wide evaluation conducted by UCI.

There will be a local County survey/evaluation which the contractor will have input on through their advisory committee participation.

20. The Outreach and Engagement Forms attached to the RFP, seem to have information/questions that would not pertain to this population. Will this form be updated and when would a client be expected to complete it?

The Outreach and Engagement form attached to the RFP is a draft and currently being updated to capture all of the appropriate and required information. We hope to have larger font and possible drop-down selections by turning this form into an app that can be used while

conducting outreach. The form would be completed within the first engagement with the client.

Contractors are expected to complete the outreach and engagement form with clients they engage for this project. Engaging the client enough to complete this form would be considered meaningful engagement.

21. Are clients expected to attend or be a part of the Advisory Committee?

No, clients are not expected to be part of the Advisory Committee but can attend, if interested. If clients are interested the contractor is responsible for supporting them in their attendance at Advisory Committee meetings.

The Peer Program Specialist and Peer Outreach Worker(s) are required to be a part of and attend the Advisory Committee meetings.

22. Are contractors expected to use the pre-filled in numbers on the budget worksheet attachment in the RFP?

No, these numbers should not be on the worksheet. Contractors should start with a blank worksheet.