**North Carolina Department of Health and Human Services**

**Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

**RFA Questions and Answers**

**RFA #:** *DMH-23-013*

**RFA Title:** Statewide Peer Warm Line

**Addendum Number**: 1

**Bidder Conference Date**: May 23, 2023

**Questions Received Until Date**: May 25, 2023

**Questions and Responses**

1. **If I am a Substance Use (SU) Counselor, would I have to become a Certified Peer Support Specialists (CPSSs)?** The awardee organization needs to be a [Consumer Operated Service Provider (COSP)](https://www.viahope.org/resources/samhsa-cosp-evidence-based-practice-toolkit/) that employs Peer Support Specialists (CPSSs).

2. **Where can someone get that their CPSS certification?** The UNC Springboard training portal has all of the information about becoming a CPSS: <https://pss.unc.edu/>

3. **The RFA said that the awardee has 6 months to fully launch the peer piece, is that accurate?** Yes, the awardee will have 6 months to become a COSP. Part of that requirement is to have a non-profit status with a board made up predominantly of members with lived experience (51%). The awardee will be notified June 30, 2023, with an expected execution of the contract on September 1, 2023. Proposals should include an expected start date for the peer warmline to start taking calls.

4. **Is it required for the awardee to have a physical call center, or can services be delivered by CPSSs working remotely across the state?** The proposal needs to include call center operations which can include alternative operational set-ups. The proposal will be evaluated based upon the details provided.

5. **Is this one single award for the state, not broken out by county?** Yes, one single award to serve callers from all over North Carolina.

6. **Regarding data, do you have any information about what kinds of performance measures you’ll be looking for?** Data points to be collected include answer time, number of calls (answered, hang-ups, missed), wait times, demographics, referrals made, and others to be determined after receipt of award. The proposal can include other recommended data points to be collected.

7. **As far as collecting demographic data, we try to make it so callers feel anonymous, so would it be ok for callers to refuse to provide their personal information?** Yes, they can decline to share information. Data collected will not contain identifying information.

8. **How much collaboration do you anticipate between 988 and the Peer Warmline (PWL), how closely aligned will the two agencies be (partnership, planning and technology interoperability)?** The PWL will be a collaboration between DMHDDSUS, the 988 call center and the awardee. It expected that MOUs will be developed between the agencies.

9. **Will text and chat be part of the requirements for the PWL?** The PWL will start with just calls at this time.

10**. Is there an expectation that a translation service will be provided?** **Bilingual staff at all times?** Proposals should address the ability to respond to callers with varying cultural and linguistic needs.

11. **In regard to the CPSSs, is it required to have lived experience with mental health and substance use, or both?** There is an expectation that there will be CPSSs with varied lived experiences.

12. **What kind of letters of support are needed?** Letters could be from community providers you’ve worked with in past, LME/MCOs, health centers, county agencies, etc.

13. **How many letters of support are needed?** There is no minimum number of letters.

14. **Should the RFA be written as a non-profit or for profit?** Non-profit.

15. **Can you provide more information/clarification on the requirement that 51% of board members must have “lived experience”. Does that mean they themselves must have a mental health diagnosis or substance abuse issue?** They do not need to have a diagnosis or be a CPSS; they need to have lived experience in either mental health or substance use.

16. **I cannot open the budget template in the RFA document. Can the template be emailed or found in another location?** Template provided separately with Addendum 1.

17. **What is the expectation for percentage of answered/missed calls?** Performance measures will be addressed during the contracting process.

18. **Is there additional budget guidance available?**

a.) **Are there required trainings courses, meetings, travel, etc. that should be included in the budget proposal?** Proposals can include training that they would suggest for their CPSSs and the associated costs. Meetings and travel can be included in the budget.

b.) **Can the cost of Peer Support Training for staff be included in the budget proposal?** Yes.

c.) **Will agencies be tasked with running Ad campaigns, and if so, can that be included in the budget proposal?** Agencies will not be tasked with running ad campaigns.

19. If additional funding is available for subsequent years,

a. **what does that timeline look like?**

**b. will the RFA be reopened for new applications for years two and three?**

Funding for subsequent years will be based upon availability of funds and performance measures.

20. **If an agency currently operates a hotline can the PWL number be routed to the existing line?** This will be addressed during the contracting process.

21. **What documentation is required from board members with lived experience?** A list of current board members noting which have lived experience.

22. **Is there a minimum number of contacts per week to be provided?** No, contacts will be based on the call coming into the PWL.

23. **Is there a letter of intent needed for application submission?** No letter of intent is required.

24. **I was a peer support specialist at one time but didn’t renew it what do I need to renew my license?** The UNC Springboard training portal has all of the information about becoming a CPSS: <https://pss.unc.edu/>

25. **Is a recording of the Bidder’s Conference available?** The Bidder’s Conferences was not recorded but an FAQ reflecting the questions asked during the Bidder’s Conferences and those received by email will be posted on the [DHHS website](https://www.ncdhhs.gov/about/grant-opportunities/mental-health-developmental-disabilities-and-substance-abuse-services-grant-opportunities). All questions are due by Thursday, May 25th. After that date questions will not be answered.