



Promoting wellness and recovery

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**Medical Director's Office
Behavioral Health Hotline Provider Training Course Development
Request for Proposal**

Proposals due date: December 14, 2016 by 5:00 p.m.

Purpose

The Department of Mental Health and Addiction Services (OhioMHAS) is accepting proposals to support one entity to develop web based courses and accompanying online training manuals for OhioMHAS certified Behavioral Health (BH) Hotline providers that operate a crisis hot line to assist callers who may be experiencing a crisis, such as contemplating suicide. The selected entity should develop the training modules based on national best practices that can be found in Attachment 3. Since these trainings are based on national best practices, the courses and accompanying online training manuals will be free of cost and available on the OhioMHAS E-Based Academy.

These web-based training modules are intended to increase the skill level of staff members and supervisors who handle crisis calls. Training modules to be funded by this opportunity will target new staff members and supervisors who monitor staff during their probationary period. In collaboration with OhioMHAS, the selected entity will pilot the training modules at four to six providers of BH Hotline Services. After the test period has ended, the selected entity will adjust the training module curriculum as needed. OhioMHAS will host the online training modules on its E-Based Academy site and BH Hotline providers will be encouraged to access the training modules on an as needed basis.

Background and Intent

Between 2008 and 2013, approximately 7,200 Ohioans died by suicide, which is the 11th leading cause of death in Ohio. Research shows that attempters contact crisis lines within 10 minutes or less of deciding to die. (Williams, Davidson, & Montgomery, 1980; Simon et al., 2001; Deisenhammer, Ing, Strauss, Kemmler, Hinterhuber, & Weiss, 2009). These statistics suggest that crisis line services offer a crucial advantage as a readily available form of suicide intervention. BH hotline staff provide crisis support through a variety of telephone-based interventions that allow mentally or emotionally distressed individuals access to trained behavioral health staff and supervisors.

House Bill 64 includes funding for an initiative to reduce the number of suicides in Ohio through a comprehensive public health approach. This approach includes strategies to increase help-seeking behaviors and to improve access to evidence-based prevention, intervention, treatment, and postvention services. As part of this initiative, OhioMHAS conducted a statewide needs assessment and gap analysis. Findings from this assessment/analysis indicate a need for web-based trainings for crisis line service organization staff who handle crisis telephone calls and for supervisors who manage crisis line staff.

This project has limitations. The curriculum modules to be developed are skills-based training for new staff and for supervisors who monitor staff during the probationary training. Training modules to be funded by this grant are not intended to enhance on-going staff and supervisory skills. Also, trainings are intended for new staff who handle hot line telephone calls.

Eligible Applicants

The applicant must:

- Have at least five years of demonstrated experience in developing web-based training courses and online manuals for public behavioral health staff.
- Be knowledgeable about crisis issues handled by crisis hotline workers, and knowledge about implementing

training modules to support effective responses.

- Be able to complete the web-based curriculum and manuals, test the products, and make adjustments by June 30, 2017.

Fund Source and Requirements:

- Period of Funding: December 27, 2016 through June 30, 2017; award is not renewable.
- Amount of Funding Available: One project will be funded; maximum amount of funding for the project is \$25,000.
- Awardee must submit requested information and data electronically through the OhioMHAS Grants Management System (GFMS).

Scope of Work

The applicant will be required to:

- Develop web-based crisis line training courses for new staff and for supervisors who monitor new staff during their probationary period, as and online training manuals that will be available through the OhioMHAS E-BasedAcademy.
- Develop, in collaboration with OhioMHAS and selected BH Hotline Organizations:
 - Course Content for two modules
 - BH Hotline New Staff orientation including the following:
 - Call Documentation Component
 - Call Protocol Component
 - Data Entry Component
 - Lethality Assessment Component
 - Basic Counseling Skills Component
 - BH Hotline supervisor Training for Mentoring New Staff including the following:
 - Documentation Skills Component
 - Verbal Feedback Component
 - Written Feedback Component
 - Monitoring Call Component
 - Monitoring Productivity Component
 - Monitoring Counseling Skills Component
 - Online Training Manuals
 - Step by Step instructions
 - Sample Phrases
 - Crisis Call Guidelines
 - Approved Instruments (insert instrument names)
 - Learning Objectives for each module
 - General Course Guidelines for each module
 - Pre-post Tests for each module
 - Short Quiz for each module to show increases in knowledge, skills and abilities.
 - Plan for statewide dissemination
- Identify supplemental materials for the course.
- Secure continuing education credits for course (in collaboration with OhioMHAS).

Questions, Technical Assistance, and Updates

- All questions must be submitted electronically to MHAS-OPWGRANTS@mha.ohio.gov no later than December 14, 2016. No questions will be answered after the deadline. You may NOT contact any OhioMHAS staff member directly with questions regarding this RFP. Contacting staff directly with questions could result in disqualification of a proposal.
- A frequently asked questions (FAQ) document will be posted on the OhioMHAS website. Interested parties are required to monitor this website for any updates to the RFP.

Proposal Contents

The combined page limit for the proposal narrative and applicant qualifications and experience sections is eight

(8) Single-spaced pages in 12 point Times New Roman font. This page limit does not include the cover sheet, the budget table and budget narrative, or any memoranda of understanding with collaborating partners. Proposals must include the following:

A. Cover Sheet, including:

1. Name of applicant, address, phone number; executive director name and contact information; fiscal officer name and contact information; and, applicant's federal tax ID
2. Amount of funding requested, and
3. Applicant's agreement to sign the OhioMHAS Agreements and Assurances (*Do not send a signed copy of the Agreements and Assurances with the application; just a statement that applicant will agree to sign the Agreements and Assurances*).

B. Proposal Narrative

1. Project Description- The project description should be a clear, concise overview of how the applicant will develop and collaborate with OhioMHAS to disseminate web based crisis call line modules and online manuals that are targeted to new staff and to supervisors who monitor new staff during the probationary period. The description should also include how the applicant will comply with national best practices in developing the modules and manuals and should include all components specified in the above scope of work.
2. Competencies: Proposals must include how the applicant will address strength-based strategies and methods to infuse cultural and linguistic competence and other communication needs for the various populations of Ohio.
3. Timeline that include dates for Key Component of Work
 - a. Outline of key topics to be included in the modules
 - b. Meeting dates with OhioMHAS to review/approve the outline
 - c. Modules that will be available for the pilot period and to be reviewed by OhioMHAS and BH Hotline representatives
 - d. Timeframe for completion for test of products and all materials
 - e. Timeframe for approval of CEs and finalized modules and manuals

Maximum allowable points for Project Narrative are 50.

C. Applicant Qualifications and Experience

1. Demonstrated experience in developing web-based training courses and online manuals for public behavioral health staff. Preference scoring will be given to applicants with experience in developing web-based courses and online manuals for BH Hotline staff and supervisors.
2. Subject matter expertise and capacity to complete the project by June 30, 2017.
3. Reference from at least two previous projects.

Maximum allowable points for Applicant Qualifications is 25.

D. Program Management, Budget, and Budget Narrative

Proposals must include a budget that identifies all costs needed to complete the tasks described in the proposal. The budget must encompass all aspects of the proposed work, including any necessary travel costs. All travel must be at State of Ohio rates and relevant to the scope of work. The budget narrative must outline each resource assigned to a task, including the resource's hourly rate, and the estimated number of hours that the resource is expected to expend on the task. You must use the Budget Expenditure Form (Attachment 1) and Budget Narrative (Attachment 2).

Maximum allowable points for the Budget and Budget Narrative is 25.

E. Participant Requirements: The applicant must provide a statement to:

1. Meet with OhioMHAS staff on a monthly basis to provide project updates.
2. Be willing to work collaboratively with OhioMHAS and selected BH Hotline Providers in the development and testing process.
3. Submit, on a monthly basis, a narrative of progress made in achieving program goals and problems encountered.

Proposal Submission

Proposal Due Date: **December 14, 2016 by 5:00 p.m.** Proposals must be received by this time to be considered. Risk of delay or failure of delivery rests with the applicant. No faxed, mailed, courier delivered, or hand carried proposals will be accepted.

Where to Submit: All proposals must be submitted to: MHAS_OPWGRANTS@mha.ohio.gov

Criteria for Scoring Proposals

Proposals will be scored using the point values provided below.

Rating Scale:

- 0-Does Not Meet: Proposal does not comply with the requirement or does not meet expectations for the criterion.
- 1-Weak: Proposal does not substantially comply with the requirement and/or does not substantially meet expectations for the criterion.
- 2-Moderate: Proposal generally meets requirement, but is weak in meeting minimal expectations for the criterion.
- 3-Meets: Proposal meets the requirement and meets expectations for the criterion.
- 4-Strong: Proposal meets the requirement and exceeds expectations for the criterion.
- 5-Greatly Exceeds: Proposal meets the requirement and greatly exceeds expectations for the criterion.

Review Criteria	Rating (R)	Weight (W)	Total Possible Score (R X W)
Required Criteria <ol style="list-style-type: none"> 1. Name of applicant , address, phone number, executive director name and contact information, fiscal officer name and contact information, and applicant's federal tax ID 2. Amount of funding requested 3. Agreement to meet with OhioMHAS on timeline and materials 4. Agreement to sign the Agreement and Assurance in full 			
Project Narrative <ol style="list-style-type: none"> 1. Project Description: Description of the approach to be used to develop and disseminate a web-based course and manual that meets the national best practices and includes all components in the above scope of work. 2. Timeline that includes dates for key components of work 3. Description of strength based strategies and methods that infuse cultural and linguistic competence and other communication needs for various Ohio populations <p>Maximum Allowable Points are 50.</p>		5 3 2	25 15 10
Qualifications and Experience <ol style="list-style-type: none"> 1. Demonstrated experience in developing web-based training courses and online manuals for public behavioral health staff. 2. Preference for applicants with experience in developing web-based courses and online manuals for BH Hotline staff and supervisors. 3. Subject matter expertise and capacity to complete the project by June 30, 2017. 4. References from at least two projects. <p>Maximum Allowable Points are 25.</p>		3 1 1	15 5 5
Budget & Budget Narrative: <ol style="list-style-type: none"> 1. Budget form attached and proposes reasonable expenditure of funds; budget narrative identifies specific costs and aligns with the budget form. <p>Maximum Allowable Points are 25.</p>		5	25
Total Possible Score			100

Attachment: 1
Ohio Department of Mental Health and Addiction Services
SFY 2017 Budget/Expenditure Form

Implementing Agency:
Grant Program Area:
Budget Period:
State Grant #:

For OhioMHAS Internal Use Only

- Initial Application**

 Budget Revision*
 Expenditure Report

APPROVED BY _____	DATE _____
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A. Budget Categories:	B. OhioMHAS	C. Other Funds	D. Total Funds
Category I: Personnel Costs			
A1. Personnel	\$0	\$0	\$0
A2. Fringe Benefits	0	0	0
Category II: Non-Personnel Costs			
A3. Consultants	0	0	0
A4. Subscriptions & Publications	0	0	0
A5. Supplies	0	0	0
A6. Printing/Copying	0	0	0
A7. Rent/Lease Expenses	0	0	0
A8. Phone/Utilities	0	0	0
A9. Maintenance/Repair	0	0	0
A10. Rentals	0	0	0
A11. Insurance	0	0	0
Category III: Motor Vehicle/Travel/Food/Conference			
A12. Motor Vehicle	0	0	0
A13. Travel	0	0	0
A14. Food	0	0	0
A15. Conference/Training/Registration	0	0	0
Category IV: Equipment/Furniture			
A16. Equipment/Computer	0	0	0
A17. Furniture	0	0	0
E. Totals	\$0	\$0	\$0

When this form is completed as an expenditure report the person submitting must print or type name and sign the document.

Prepared By: _____

Fiscal Signature: _____

Date: _____

***Prior written approval must be obtained from OhioMHAS before incurring costs that exceed a 10% change between Budget Categories or any change to Category IV.**

Attachment 2

BUDGET NARRATIVE

Agency Name:

Program Title:

Program Area:

ANTICIPATED INCOME SOURCES DURING PROGRAM PERIOD:

A. **OHIO MHAS** – This is the amount awarded under... **\$0**

B. **Other Funds** – This amount represents the funding from **\$0**

C. **Other Funds** – This represents funding received from... **\$0**

Total Funding	\$0
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LINE ITEM BUDGET JUSTIFICATION:

A1. Personnel Position	Annual Salary	Level of Effort	OHIO MHAS Funds	Other Funds
	\$0	0 FTE	\$0	\$0
	\$0	0 FTE	\$0	\$0
	\$0	0 FTE	\$0	\$0
Total Personnel			OHIO MHAS Funds \$0	Other Funds \$0
<hr/>				
A2. Fringe Benefits			OHIO MHAS Funds	Other Funds
			\$0	\$0
Total Fringe Benefits			\$0	\$0
<hr/>				
A3. Consultants			OHIO MHAS Funds	Other Funds
			\$0	\$0
Total Consultants			\$0	\$0
<hr/>				
A4. Subscriptions and Publications				

**OHIOMHAS Other
Funds Funds
\$0 \$0**

Total Subscriptions and Publications

A5. Supplies

**OHIOMHAS Other
Funds Funds
\$0 \$0**

Total Supplies

A6. Printing/Copying

**OHIOMHAS Other
Funds Funds
\$0 \$0**

Total Printing/Copying

A7. Rent/Lease Expenses

**OHIOMHAS Other
Funds Funds
\$0 \$0**

Total Rent/Lease

A8. Phone/Utilities

**OHIOMHAS Other
Funds Funds
\$0 \$0**

Total Phone/Utilities

A9. Maintenance/Repair

**OHIOMHAS Other
Funds Funds
\$0 \$0**

Total Maintenance/Repair

A10. Rentals

**OHIOMHAS Other
Funds Funds
\$0 \$0**

Total Rentals

A11. Insurance

**OHIOMHAS Other
Funds Funds
\$0 \$0**

Total Insurance

A12. Motor Vehicle

	OHIOMHAS Funds	Other Funds
Total Motor Vehicle	\$0	\$0

A13. Travel

	OHIOMHAS Funds	Other Funds
Total Travel	\$0	\$0

A14. Food

	OHIOMHAS Funds	Other Funds
Total Food	\$0	\$0

A15. Conference/Training/Registration

	OHIOMHAS Funds	Other Funds
Total Conference/Training/Registration	\$0	\$0

A16. Equipment/Computer

	OHIOMHAS Funds	Other Funds
Total Equipment/Computer	\$0	\$0

A17. Furniture

	OHIOMHAS Funds	Other Funds
Total Furniture	\$0	\$0

	OHIOMHAS Funds	Other Funds
Grand Total	\$0	\$0

***Prior written approval must be obtained from OhioMHAS before incurring costs that exceed a 10% change between Budget Categories or any change to Category.**

**Attachment 3
National Suicide Prevention Lifeline
Suicide Risk Assessment Standards**

It is policy that each Lifeline caller be asked about suicidality. An affirmative answer will require that the telephone worker conduct a full suicide risk assessment with the caller consistent with the core principles and subcomponents below. These standards are guidelines for NSPL Centers as to the minimum requirements for the core principles and subcomponents of each Center's suicide risk assessment instrument. The Center can use its own suicide risk assessment instrument as long as all of the core principles and subcomponents are incorporated.

CORE PRINCIPLES & SUBCOMPONENTS

SUICIDAL DESIRE	SUICIDAL CAPABILITY	SUICIDAL INTENT	BUFFERS/CONNECTEDNESS
Suicidal Ideation • Killing self and/or others	History of suicide attempts	Attempt in progress	Immediate supports
	Exposure to someone else's death by suicide		Social supports
	History of/current violence to others		
Psychological pain	Available means of killing self/ other	Plan to kill self/other • Method known	Planning for the future
Hopelessness	Currently intoxicated		Engagement with helper • Telephone worker
Helplessness	Substance abuse	Preparatory behaviors	
	Acute symptoms of mental illness, for example: • Recent dramatic mood change • Out of touch with reality		
Perceived burden on others	Extreme agitation/rage, for example: • Increased anxiety • Decreased sleep	Expressed intent to die	Core values/beliefs
Feeling trapped			Sense of purpose
Feeling intolerably alone			

* Developed by staff from the NSPL at Link2Health Solutions, Inc. in collaboration with the NSPL Certification and Training Subcommittee (for more information see Appendix 1 or <http://www.suicidepreventionlifeline.org/about/BioCertification.aspx>) under grant No. 6 U79 SM56176-02-3 from the Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services. Any opinions, findings, conclusions and recommendations expressed herein are those of the authors and do not necessarily reflect the views of the Department of Health and Human Services, Substance Abuse and Mental Health Services Administration.

Revised as of 4/17/07

**Recommendations for an Approach to Asking Lifeline Callers
about Suicidality***

PROMPT QUESTIONS

Are you thinking of suicide?

Have you thought about suicide in the last two months?

Have you ever attempted to kill yourself?

The NSPL Certification and Training Subcommittee recommends that crisis center workers ask a minimum of three “prompt questions” (listed above) which address current suicidal desire, recent (past two months) suicidal desire, and past suicide attempts. An affirmative answer to any or all of the above will require that the telephone worker conduct a full suicide risk assessment with the caller consistent with the core principles and subcomponents of the Lifeline’s Suicide Risk Assessment Standards (page 1).

It is important to elicit current suicidal desire given the caller is calling the Lifeline now. What is happening in the caller’s life today that motivated him/her to reach out by calling the Lifeline now?

If the caller denies current suicidal ideation, inquiring about recent suicidal ideation (e.g., past two months) may indicate the caller’s emotional instability. In addition, a caller may feel more ready to acknowledge previous thoughts/behaviors rather than to discuss the more immediate situation. Depending on how the crisis center worker responds, discussing previous suicidal desire and/or attempts can increase rapport and trust leading to disclosure of current suicidal desire if present.

Inquiring about previous suicidal attempts also allows for the telephone worker to engage the caller in a discussion about what happened during and after the attempt, which has the potential to increase awareness of the caller’s coping skills, reasons for living and awareness of available resources.

* Developed by staff from the NSPL at Link2Health Solutions, Inc. in collaboration with the NSPL Certification and Training Subcommittee (for more information, see Appendix 1 or <http://www.suicidepreventionlifeline.org/about/BioCertification.aspx>) under grant No. 6 U79 SM56176-02-3 from the Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services. Any opinions, findings, conclusions and recommendations expressed herein are those of the authors and do not necessarily reflect the views of the Department of Health and Human Services, Substance Abuse and Mental Health Services Administration.

Attachment 4
Ohio MHAS Agreements and Assurances

Revised as of 4/17/07

Revised as of 4/17/07

Revised as of 4/17/07

Revised as of 4/17/07

***** OhioMHAS Attach Agreements and Assurances**

Revised as of 4/17/07