

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, and OhioMHAS will host the online training modules on its E-Based Academy site and notify the BH Hotline providers that they can access the training modules on an as needed basis.