



Community Based Care Coordination Request for Proposals

Webinar #3 Q&A

The following were questions asked and answered during the third webinar for the RFP.

Question: To clarify- the budget is for current community based workforce and how this funding can supplement it to make it more sustainable and impactful? And even though it is not capacity building if adding a new FTE to the team is part of the plan - is that ok?

Answer: Once you earn the dollars, they are yours to decide how you spend or utilize that funding. When our panel reviews the proposal, they are looking to see if you have a CBW that serves the needs and populations we outlined. You will also want to share the supports you provide the CBW, how much experience you have with the CBW, and is the care coordination a large portion of the work.

Question: Clarification on the KPI that states the metric is 30 participants in the hub per CBW. If we split up the funding to cover the 4 existing staff is it 30 each or 30 per staff?

Answer: 30 or 60% of those referred to the organization. It is per FTE. We use 60% as a metric of those that are referred, because if you are only referred 15 people you can't be expected to meet the number 30.

Also keep in mind if you submit a proposal expecting to split it between multiple CBWs, you will want to make sure you address consistency and collaboration in that response. It is difficult when you are splitting up work between team members.

Question: The RFP document said it could fund up to 5 coordinators, however with the budget it would have to be split up?

Answer: When folks look at the proposal it is really up to you to determine given the populations and folks that you see, how many CBWs you need. Don't get hung up on that. Be responsive to the populations, services, and sources. If you ask for 5 CBWs and you are awarded, but we can't provide that much funding, we would come back to you and say "we loved your proposal. Recommendation is to fund you, but we can only support 3." We would have that dialogue with you.

Question: Many of our clients are justice-engaged. How do you respond to court orders or subpoenas for information?

Answer: We have experience with justice involved folks. Typically they have a high level need and it takes a period of time to support them. We don't have a set determination of time you are able to serve them. As long as we can see that there is ongoing efforts to support them. If they need to take a leave of absence from your services that is okay and they can re-engage when ready or able.

Question: Does the 30 include only those referred by the hub or also those internally generated, i.e hospital or clinic



Answer: Our contracted organizations are able to refer to the hub, as well as, engage clients themselves. We/BHT will also send referrals to organizations.