

State of Hawaii  
Department of Health  
Adult Mental Health Division

## **Addendum 2**

**June 24, 2009**

**To**

**Request for Proposals**

**RFP No. HTH 420-9-09  
Peer Coaching - Statewide**

**Proposal Deadline  
July 20, 2009**

June 24, 2009

**ADDENDUM NO. 2**

To

**REQUEST FOR PROPOSALS  
Peer Coaching - Statewide  
RFP No. HTH 420-9-09**

The Department of Health, Adult Mental Health Division is issuing this addendum to RFP No. 420-9-09, Peer Coaching - Statewide for the purposes of:

- Responding to questions that arose at the orientation meeting of June 15, 2009 and written questions subsequently submitted in accordance with Section 1-V, of the RFP.
- Amending the RFP.
- Final Revised Proposals

The proposal submittal deadline:

- is amended to <new date>.
- is not amended.
- for Final Revised Proposals is <date>.

Attached is (are):

- A summary of the questions raised and responses for purposes of clarification of the RFP requirements.
- Amendments to the RFP.
- Details of the request for final revised proposals.

If you have any questions, contact:

Ms. Betty Uyema  
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1256 Punchbowl Street

Responses to Question Raised by Applicants  
For RFP No. HTH 420-9-09, Peer Coaching - Statewide

**1. Question:**

Page 2-15. Will Peer Specialist training materials be made available to providers?

**Answer:**

One of the goals of this service is to incorporate some of the foundational training components from the Hawaii Certified Peer Specialist (HCPS) training program into the Peer Coach training curriculum of the new provider. As the HCPS training program is quite extensive and unique to the certification program, it is difficult to disseminate the training curriculum in entirety. As such, the following foundational principles have been identified from the HCPS training modules for incorporation into the Peer Coach training. These principles are intended to serve as a foundation from which additional knowledge and skills may be built, rather than the entire training curriculum:

1. The Five Stages of Recovery
  - a. Feeling overwhelmed by the disabling power of a psychiatric diagnosis
  - b. Giving in to the disabling power of a psychiatric diagnosis
  - c. Questioning the disabling power of a psychiatric diagnosis
  - d. Challenging the disabling power of a psychiatric diagnosis
  - e. Moving beyond the disabling power of a psychiatric diagnosis
2. The role of Peer Support in the Recovery Process
3. Creating Relationships that promote Recovery
  - a. Establishing supportive, trust-based relationships
  - b. Empowering a commitment to change in another person
  - c. Supporting recovery actions by another person

**2. Question:**

Page 2-16-17. Please elaborate on “complete programmatic autonomy”. It would appear that the agency that has ultimate responsibility for implementation and management of the program has no control over the budget.

**Answer:**

This section was revised; please refer to page 7, section 2. The Peer Coach program must operate either as a distinct program within a larger organization or may be operated as a stand-alone program. If operating as a distinct program within a larger organization, the agency’s management shall have control over the budget.

**3. Question:**

Do you have an estimate of the approximate volume of referrals for this service by island?

**Answer:**

The table below reflects the number of consumers served and hours or services provided by county as of 6/15/09 for FY09.

<b>Oahu</b>												
	1 <sup>st</sup> Qtr (July, Aug, Sept)			2 <sup>nd</sup> Qtr (Oct, Nov, Dec)			3 <sup>rd</sup> Qtr (Jan, Feb March)			4 <sup>th</sup> Qtr (Apr, May, June)		
# consumers served	19	22	17	16	15	20	18	31	32	32	35	33
# of svc hours	982			827			1,537			1,639		
<b>Hawaii</b>												
	1 <sup>st</sup> Qtr (July, Aug, Sept)			2 <sup>nd</sup> Qtr (Oct, Nov, Dec)			3 <sup>rd</sup> Qtr (Jan, Feb March)			4 <sup>th</sup> Qtr (Apr, May, June)		
# consumers served	7	6	4	5	6	5	6	5	5	5	5	5
# of svc hours	423			255			382			525		
<b>Maui</b>												
	1 <sup>st</sup> Qtr (July, Aug, Sept)			2 <sup>nd</sup> Qtr (Oct, Nov, Dec)			3 <sup>rd</sup> Qtr (Jan, Feb March)			4 <sup>th</sup> Qtr (Apr, May, June)		
# consumers served	0	0	0	0	2	0	1	1	1	1	1	1
# of svc hours	0			80			27			23		
<b>Kauai</b>												
	1 <sup>st</sup> Qtr (July, Aug, Sept)			2 <sup>nd</sup> Qtr (Oct, Nov, Dec)			3 <sup>rd</sup> Qtr (Jan, Feb March)			4 <sup>th</sup> Qtr (Apr, May, June)		
# consumers served	2	0	2	1	1	1	0	9	9	9	9	9
# of svc hours	128			96			190			311		

**4. Question:**

Is there a cap on the number of service hours that can be provided to each consumer per month?

**Answer:**

Peer Coaching services are currently authorized at 1,152 units per consumer per year and

no more than 4 hours of Peer Coaching services may be provided each day. There are no restrictions related to the breakdown of these service hours per month. It is anticipated that the total number of units authorized per consumer per year will decrease with the start of the new contract to better reflect the actual number of units that have been utilized by consumers for this service.

**5. Question:**

Will contract be awarded by geographic area?

**Answer:**

The DIVISION has the flexibility to award more than one contract. Contract awards may be made for a single county or multiple counties, depending on the nature of the proposals submitted.

**6. Question:**

How many providers will be awarded?

**Answer:**

The DIVISION has the flexibility to fund more than one provider for this service. The actual number of awards made depends on the nature of the quality of the proposals submitted for review.

**7. Question**

Is there an interview process for peer coaching?

**Answer:**

There are no standard interview processes or protocols established by the DIVISION for this service. The recruitment and hiring processes for Peer Coaches are at the provider's discretion given the applicant meets all of the minimum requirements sent forth in the RFP.

**8. Question:**

If we cannot use service directors or service area administrators as reference, can we use community mental health center personnel?

**Answer:**

Community Mental Health Center personnel may be used as references for this proposal.

**9. Question:**

Can consumers participate in the selection of their peer coach?

**Answer:**

Consumers should play an integral role in the selection of their peer coach based on their needs and preferences, as well as the skills and availability of the Peer Coach. Decisions related to the assignment of a Peer Coach to an consumer should be a collaboration between the consumer, case manager and Peer Coach program to find the best match.

**10. Question:**

What is the staff to client ratio?

**Answer:**

Each Peer Coach shall provide active peer coaching services to no more than 10 consumers at any given time.

**11. Question:**

Will there be multiple providers on each island?

**Answer:**

Based on the rate of utilization in the past, it is unlikely that more than one provider will be awarded per island.

RFP No. HTH 420-9-09, Peer Coaching – Statewide is amended as follows:

<i>Subsection</i>	<i>Page</i>	
<b>Section 1, Administrative Overview</b>		
No Changes		
<b>Section 2, Service Specifications</b>		
III. Scope of Work, Service Activities, A.7.a-b	2-16, 2-17	The following paragraphs have been revised to read as follows:  7. Operate the peer coaching program either as:  a. A distinct and separate program within an existing clinical provider program.  b. A stand alone service program with complete programmatic autonomy.  1) The stand alone Peer Coaching program shall have a governing board or advisory board whose membership is composed of a minimum of seventy-five percent (75%) of persons with mental illness or families with persons with mental illness.  2) The governing board or advisory board shall have the ability to develop program descriptions and guidelines, be responsible for the peer coaching program's budget, review activity offerings, and participate in the implementation of activities for the program, <u>or</u>  c. A stand alone program operated by a consumer organization  1) The applicant shall ensure that a minimum of seventy-five percent (75%) of the governing board of the consumer organization shall be composed of persons with mental illness or their

families.

2) The governing board shall be required to have either board members or operating relationships with personnel with legal and accounting expertise.

**Section 3, Proposal Application Instructions**

II. Experience and Capability, B.1 Experience	3-2	The following sentence has been revised to read as follows: Detailed list of experience as an agency providing peer coaching services;
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**Section 4, Proposal Evaluation**

No Changes

**Section 5, Attachments**

No Changes