

## Train Up and Hire Up Support Services: Behavioral Health Services

### Questions & Answers

**1.** The RFP says that services will be offered to about 2,000 participants total across all programs. Does that mean providers will be expected to serve a total of 2,000 people?

**Answer.** No. We do not expect that all people offered services will take them up. Based on past program experience, we estimate that at most about 40 percent of people offered services will take them up. It is very possible that the take-up rate will be well below that. We also know that the intensity of service take-up will vary. We expect that most of those who use these services will attend group workshops, and in many cases just one or two sessions. We anticipate a small fraction of participants will take part in individual counseling.

**2.** How many providers do you expect to select and how many participants will each provider offer services?

**Answer.** We expect to select 2-3 providers, but that is dependent on the proposals received. If we fund 2 providers at the maximum level of \$330,000, that would mean that each would be expected to offer services to about 1,000 people and that each would serve up to about 400 people with at least one type of service. As we stated in Answer #1, for many this would be a light-touch service, such as attendance at a few group sessions. Take-up will also be limited by the length of Train Up and Hire Up programs, which last on average between 3 months and 6 months.

We are also interested in hearing from applicants about the number of people that they feel they can effectively serve. We believe these services are very important, but they are still relatively novel as workforce programming supports, and we view services as a demonstration. The RFP requests the following information in the metrics section (RFP, page 11) and intentionally does not include a target for the number of people served by service type.

*Performance Outcomes and Data Tracking. Include total number of participants to be offered services, both individual and group; number of participants expected to take up individual counseling; number expected to take up group counseling; and other relevant outcomes. Describe the process for tracking participant-level data and progress. Describe how data will be used to inform quality assurance and improvement and to inform decisions about any changes need to interventions to improve client/project outcomes.*

**3.** Will services be offered to all 2,000 people at one time?

**Answer.** No. Train Up occupational training programs last on average about 3 months, and Hire Up jobs last between 3 months and 6 months. The number of active participants across both programs at any given time will be about 300-350 individuals. That is the number of people who would be offered services at a given time, and, as stated in Answer #1, at most about 40 percent of those offered services are expected to take up services.

**4.** How will Train Up and Hire Up participants learn about the behavioral health services my organization is offering?

**Answer.** All Train Up providers and Hire Up worksites will be aware that the services are available, and introduction of the services will be carefully integrated into the workforce program orientation. Train Up and Hire Up sites and program managers will help connect providers to participants and will otherwise assist in the advertisement of available services.

**5.** The proposal indicates that a licensed clinician must be part of the service team. Do all services, group and individual, have to be provided by a licensed clinician, or could some services be provided by other highly-skilled and experienced staff supervised by a licensed clinician?

**Answer:** We require a licensed clinician to be part of the project team and would expect that individual counseling be provided by a licensed clinician. But if your typical service model includes group services provided by other skilled staff, that is acceptable. We request a detailed description of your staffing model in the Key Personnel section of the RFP (RFP, page 10), which would include an explanation for how the staffing model supports provision of high-quality services of all types.

**6.** We would likely rely on telehealth to deliver some of our services for logistical reasons and because we find clients often prefer telehealth. Will Train Up and Hire Up sites be prepared ahead of time for behavioral health staff to conduct telehealth services?

**Answer:** Yes. It is our goal for all Hire Up and Train Up participants to have access to technology needed for telehealth by the time behavioral health services start. Based on our learnings from the Baltimore Health Corps, we know that remote service provision is an important option, and we have prepared for that likelihood for support services. Hire Up participants are currently engaging in group career navigation offered by MOED staff in a remote format.

Most Train Up and Hire Up sites will allow for access to a device (laptop, computer, and/or cell phone), network (WiFi, etc.), and private space to allow for remote services. Some Train Up sites are planning for hybrid instruction so will have already planned for virtual connections. Some Hire Up worksites are virtual or hybrid already. We will assist in finding appropriate locations for receipt of remote services for outdoor Hire Up work sites that might find it challenging to provide a connection or private space at the worksite itself. Participants will also be able to access remote services from home if that is their preferred setting.