


### Questions & Answers

Q	Bidder Question	DHS Answer	Section	Pg
1	<b>Q: Caring Contact is currently on target to answer 6,000 calls in 2022. Is the funding we request for calls answered above and beyond the 6,000 we expect to answer this year, or is this funding inclusive of our current target?</b>	A: This is a grant to build agency capacity to answer Lifeline calls routed by 988. Therefore, DMHAS is asking for a commitment to answer calls <u>in addition</u> to the center's current plan/capacity (see RLI page 2).		
2	<b>Q: Are the number of calls counted over the contract period or the calendar year?</b>	A: The start date for call data will be July 1, 2022. The number of calls will be counted July 1 through June 30 of each year.		
3	<b>Q: What is the contract period?</b>	A: August 1, 2022 through April 29, 2024 (see RLI page 2).		
4	<b>Q: To confirm, is the total funding of \$500,000 over two years or annually (total of \$1,000,000)?</b>	A: The total available funding for this RLI is \$500,000. This amount covers the entire contract period (August 1, 2022 through April 29, 2024). This is not an annual amount. (see RLI page 2).		
5	<b>Q: If we request and receive \$75,000, would that be \$75,000/year for 2 years (total of \$150,000) or \$75,000 spread over 2 years (\$37,500/year)?</b>	A: Based on this information, your agency would have made a commitment to respond to 1,000 calls/year. If an award were granted, you would receive \$75,000 <u>per year</u> (prorated on a monthly basis) for the duration of the contract period (August 1, 2022 through April 29, 2024) (see RLI page 2).		
6	<b>Q: Previously, it was stated that the funding would be paid in prorated monthly amounts. Is this still true?</b>	A: DMHAS will provide a prorated monthly amount. Agencies will need to submit quarterly reports (Report of Expenditures) on a form provided by DMHAS (see RLI page 5).		
7	<b>Q: When we applied for the 1st Capacity Building grant, we had begun the process of adding paid part time crisis line workers to be prepared for the 6/15/22 deadline. We added some of those individuals in June and more will start in July. We plan to continue adding a targeted number of paid part time crisis line workers in July, August, and September. Can the individuals who began in June and those who are due to start in the coming weeks be counted towards this award (i.e. can we include their costs in the budget)?</b>	A: Yes. Costs for newly hired crisis line staff can be included in the budget as of the beginning of the contract period (August 1, 2022) (see RLI page 5). However, costs associated with these staff prior to this date will not be allowed.		

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8	<p><b>Q: We have already hired Follow Up staff and started offering follow up as appropriate. Can these staff members be included in the budget for this request?</b></p>	<p>A: Yes. Costs for newly hired Follow Up staff can be included in the budget as of the beginning of the contract period (August 1, 2022). However, costs associated with these staff prior to this date will not be allowed (see RLI page 5).</p>		
9	<p><b>Q: Under Requirements to Apply: Ensure services are available and accessible to persons with limited English proficiency: We spoke in May about our Listener training and Caring Contact offering the Lifeline’s translation service this fall. Will that satisfy this requirement? Is it still ok that we offer training on how to use the translation service to our Listeners in the fall?</b></p>	<p>A: Ensuring services are available and accessible to persons with limited English proficiency is a requirement of a successful application (see RLI page 3). If an award were made but crisis line staff would not be trained until the Fall, funding would be delayed until after this training had been accomplished. In that case, the contract period would begin at the time funding began and run through April 29, 2024.</p>		
10	<p><b>Q: What will our reporting requirements be and how often? Are there formats for us to review? What will we be reporting on? Previously you mentioned a 1/11/22 meeting where this information was shared, however we have no record of the reporting requirements discussed at this meeting. Could those be shared with the centers?</b></p>	<p>A: Reporting requirements were established by SAMHSA and listed in the Notice of Funding Opportunity. Please note that all of the data shown on this document will need to be reported to DMHAS by the Lifeline centers on a monthly basis. A Data Reporting Form will be provided to all agencies.</p> <p></p>		
11	<p><b>Q: On page 2 of the RLI: "Total funding available through this RLI is \$500,000, based on funding availability." Does that mean that each of the two Lifeline centers can apply for a total of \$500,000 from the contract start date of August 15, 2022 to April 29, 2024? Or, do we apply at a maximum for \$250,000 for this time period? Or, is there another maximum that we can apply for?</b></p>	<p>A: The total available funding for all awards made through this RLI is \$500,000. This amount will cover the entire contract period (August 1, 2022 through April 29, 2024). The amount of an award will be based on the strength of the application and the total amount available to fund all awards.</p> <p>Applications should be based on the agency’s ability to meet the required commitments (in increments of 1,000 contacts) associated with that level of funding. For example:</p> <ul style="list-style-type: none"> <li>• Commitment to 1,000 calls per year would be shown in the budget as \$75,000 per year</li> <li>• Commitment to 2,000 calls per year would be shown as \$150,000 per year</li> </ul>		

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		<ul style="list-style-type: none"> <li>• Commitment to 1,000 chats/text per year would be shown as \$80,000 per year</li> <li>• Commitment to 2,000 chats/text per year would be shown as \$160,000 per year</li> </ul>		
12	<b>Q: Our preference is to apply for BOTH Calls and Chats/Texts. Can we do this?</b>	A: Yes. You can apply for funding for calls and also apply for funding for chats/texts (see RLI page 2).		
13	<b>Q: The total months from Aug. 15, 2022 to April 29, 2024 are 20 months, a year and 8 months. So, would the annual award amounts be prorated?</b>	A: Yes. DMHAS will provide a prorated monthly amount. Agencies will need to submit quarterly reports (Report of Expenditures) on a form provided by DMHAS to substantiate agency expenses (see RLI page 5).		