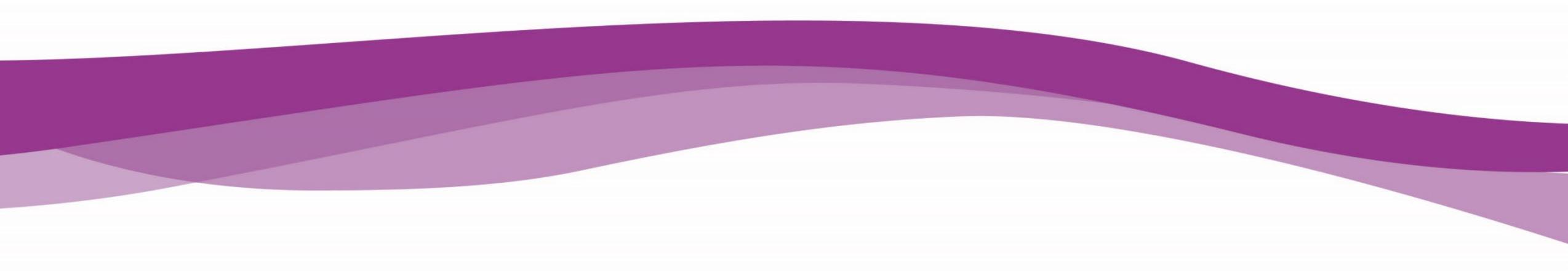


**WELCOME!**





# Behavioral Health Virtual Services (BHVS)

RFI Web Conference

This document serves as the discussion guide for the Children and Youth Behavioral Health Initiative (CYBHI) RFI Vendor Web Conference .

This document was created at the request of DHCS Office of Strategic Partnerships (OSP). Sources of insight include working sessions with OSP, interviews with experts, and inputs from CalHHS and other department teams.

The approaches and considerations included in this document are preliminary and may be further developed based on additional inputs from OSP/DHCS, CalHHS, and other departments.

# Before we start...

## Participant guidelines

**Please note this session will be recorded and disseminated to invited organizations** to provide context for those who cannot attend today, but is not intended for wider distribution.

Please use the **chat function** to ask questions or make comments.

## Today's objectives

**Share the vision and overarching goals for BHVS** for children and youth ages 0-25 and discuss potential user experiences.

**Review the Request For Information (RFI)** components and key dates.

**Answer questions** related BHVS and the RFI.

# Today's Agenda

Topic	Activities	Time (60 mins)
① <b>Introductions</b>	Welcome and introductions	5 mins
② <b>Overview of CYBHI &amp; BHVS objectives</b>	Share goals of the CYBHI and its BHVS workstream.	15 mins
	Review potential capabilities and user experiences.	20 mins
③ <b>Request For Information (RFI)</b>	Review RFI objectives and timeline.	15 mins
④ <b>Next Steps</b>	Review key dates and ways to stay connected.	5 mins

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# Overview of the CYBHI

The goal of the CYBHI is to **address the behavioral health (BH) challenges** facing children and youth **by reimagining the systems that support BH and wellness for children, youth, and their families.**

The initiative will take a **whole system approach** by creating **cross-system partnerships** – involving stakeholders from the various systems that support children and youth behavioral health – to ensure that **the reimagined ecosystem is children and youth centered and equity focused.**



# CYBHI Guiding Principles

**Reimagine BH and emotional wellbeing for ALL children, youth, and families in California** by delivering equitable, appropriate, timely, and accessible mental health and substance use services and supports from prevention to treatment to recovery in an innovative, up-stream focused ecosystem.



**Free of Stigma**



**Right Time, Right Place**



**Advance Equity**



**Start Early, Start Smart**



**Designed for Youth by Youth**



**Center Around Children and Youth**



**Empower Families & Communities**

# Overview of CYBHI Workstreams

  Today's focus

	DHCS	HCAI	DHCS / DMHC	CDPH	OSG	MHSOAC
<p>BHVS</p> <p>CBO Network</p> <p>Pediatric, Primary Care, and Other Health Care Providers</p> <p>eConsult</p>	<p>Student Behavioral Health Incentive Program (SBHIP)</p>	<p>BH Coach Workforce</p>	<p>Statewide All-Payer Fee Schedule for School-Linked BH Services</p>	<p>Public Education and Change Campaign</p>	<p>ACEs Aware Campaign</p>	<p>Mental Health Student Services Act (MHSSA) Partnership Grant Program</p>
	<p>School-Linked Partnership &amp; Capacity Grants</p>		<p>Statewide BH School-Linked Provider Network</p>			
	<p>CalHOPE Student Services</p>	<p>Broad BH Workforce Capacity</p>			<p>Trauma-Informed Training for Educators</p>	
<p>Enhanced Medi-Cal Benefits – Dyadic Services</p>	<p>BH Continuum Infrastructure Program (Initiative Only)</p>					
	<p>Evidence-Based and Community-Defined Practices</p>					

# BHVS Overview



## Vision & Overview

**Build and drive adoption** of the BHVS for all children, youth and families in California.

**Support delivery of equitable, appropriate, and timely** behavioral health services from prevention to treatment to recovery.

**Provide an eConsult capability** for pediatric and primary care providers to eConsult with BH providers.



## Potential Recipients

- Children and youth
- Parents and caregivers
- Educators
- Pediatricians and primary care physicians (eConsult)



## Key Milestones

BHVS launch: **January 1, 2024**

*Note: Date subject to change*

# Work to date on BHVS



**Children & Youth  
Engagement**



**Expert  
Engagement**



**Vendor  
Engagement**

# Potential BHVS High Level Goals



**Improve BH equity by delivering and improving access to culturally relevant resources** for historically underrepresented groups and those with higher risk of BH challenges (e.g., BIPOC, LGBTQ+, rural).



**Improve emotional and social wellbeing of children, youth, and families by providing tools** to better understand and manage BH, build resilience, and address challenges in healthy, constructive ways.



**Improve access to BH support by augmenting the current delivery system** with free, on-demand, representative, engaging, and confidential virtual services.



**Improve BH outcomes by connecting children, youth, and families with appropriate and trusted resources** (e.g., health plans, county BH, school-linked counselors, community organizations).

# Potential BHVS Capabilities

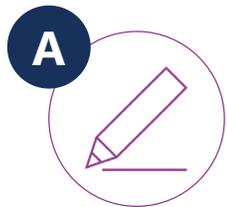
Example Capability	Working description
1 <b>Education resources, tools, &amp; games</b>	Enable children and youth (C&Y) and caregivers to <b>access and search/filter for multi-media content</b> (e.g., videos, games)
2 <b>Peer and community support</b>	Enable C&Y and caregivers to <b>text, chat, and/or video chat with available and relevant peer counselors</b> (e.g., LGBTQ+)
3 <b>BH screenings</b>	Enable C&Y to <b>anonymously self-assess BH</b> via validated resources, <b>be directed to content, save and share results</b>
4 <b>Virtual access to a licensed professional</b>	Enable C&Y and caregivers to <b>text, chat, and/or video chat with BH providers</b>
5 <b>Referrals / warm hand-offs</b>	Enable C&Y to <b>connect and meet in-person with counselors who meet specific needs</b> (e.g., language)
6 <b>BH management</b>	Enable C&Y and caregivers to <b>track</b> (e.g., mood), <b>share</b> (e.g., providers), and <b>connect with system supports</b> (e.g., AA)
7 <b>eConsult</b>	Enable providers and healthcare professionals ability to <b>access, share, and search for content</b> , and <b>video chat</b> with BH experts

For capabilities not explicitly discussed today, please **refer to the use cases included in the RFI** to serve as a basis for potential child / youth experiences

# Example 1: Potential reimagined experience for **virtual education resources, tools, and games**

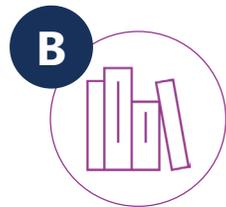
Problem statement	Desired outcome	Implementation considerations
How might C&Y <b>learn about BH and access curated, tailored content</b> through various mediums?	Provide C&Y with <b>engaging, age-tailored, searchable, informational material</b> for a range of BH and wellness needs.	Consider aspects such as how to <b>leverage existing education resources / content</b> and <b>curate</b> based on community or user input.

## Sample journey



**A** Filter for relevant resources

Provide a few basic demographics (e.g., age) and **filter for specific topics** (e.g., stress)



**B** Interact with multi-media content

Select from a menu of **engaging options**, including interactive games, videos, or articles



**C** Get recommendations

Receive **curated recommendations** on additional resources and/or support options



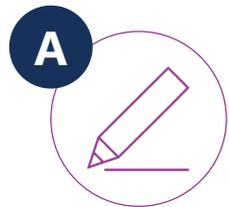
**D** Share with others

Share content via **text or email** with other youth, parent(s) and/or caregiver(s)

## Example 2: Potential reimaged experience for **virtual peer and community support**

Problem statement	Desired outcome	Implementation considerations
<p>How might C&amp;Y <b>engage with each other in various moderated forums?</b></p>	<p>Provide C&amp;Y with <b>virtual opportunities to engage with each other in various moderated forums.</b></p>	<p>Consider aspects such as how to ensure a <b>diverse moderator network</b>, and <b>obtain consent</b> based on age or legal requirements.</p>

### Sample journey



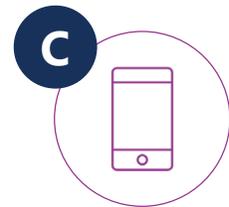
**A** Search for **relatable peer counselors**

**Filter on preferences** (e.g., peer with similar background) and **select from a list** of potential counselors with bios.



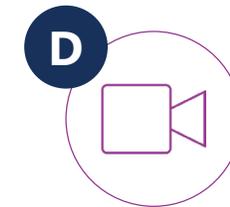
**B** Obtain **parental/care-giver consent**

**Parent(s)/caregiver(s) are asked to give consent** for youth to receive texts or join a group chat (e.g., for children <12 years old).



**C** Text and/or chat with **peer counselors**

**Create a group chat with peer counselor** (and parent(s)/caregiver(s)) and **receive a response within minutes.**



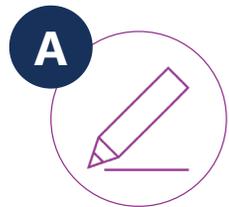
**D** Video chat **live with peer counselors**

**Connect via live video chat with the same peer counselor** within minutes (with parent(s)/caregiver(s)).

# Example 3: Potential reimagined experience for **BH** screenings

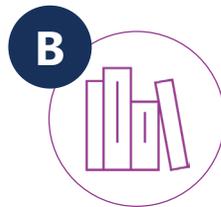
Problem statement	Desired outcome	Implementation considerations
How might C&Y <b>identify BH and receive resource suggestions?</b>	Provide C&Y with <b>self-assessments and other activities to help identify BH, save results, and explore curated resources.</b>	Consider aspects such as how to <b>leverage existing assessments / screening resources</b> and <b>how to curate based on user input.</b>

## Sample journey



**A** **Assess need for care & save results**

**Anonymously self-assess BH** via clinically validated resources, and create an optional profile to **save results.**



**B** **Get suggestions to relevant resources**

**Be directed to relevant resources** to learn more about BH assessment results.



**C** **Choose virtual care options**

**Receive potential virtual care options** based on BH assessment results.



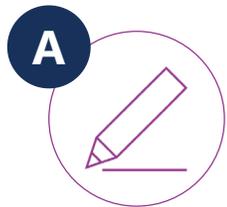
**D** **Share results with others**

**Share assessment results, recommended resources and/or care options** with parent(s), caregiver(s), and/or BH specialists.

# Example 4: Potential reimaged experience for **virtual access to a licensed professional**

Problem statement	Desired outcome	Implementation considerations
<p>How might users <b>receive live virtual services</b> from trained BH professionals?</p>	<p>Provide children and youth with <b>virtual, free, multi-modal 1:1 session(s)</b> with a BH professional providing live services.</p>	<p>Consider aspects such as how to ensure a <b>representative/diverse</b> BH professional network and <b>sufficient coverage</b> at peak times.</p>

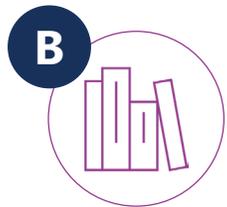
## Sample journey



**A**

**Assess need for care**

**Take a fast, simple assessment to reflect on** and understand feelings before speaking to someone and to preserve anonymity.



**B**

**Find support options**

**Explore support options through a personalized list of resources,** navigation directory, and chat support with an option to create a profile.



**C**

**Choose type of support**

**Filter on specific support and preferences** (e.g., provider with a similar background) and type of connection (e.g., text/chat, phone, video).



**D**

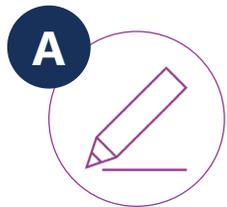
**Receive support**

**Connect with a specific provider on the platform** for free, short-term counseling. Set up an optional profile to stay in touch.

# Example 5: Potential reimagined experience for referrals / warm hand-offs

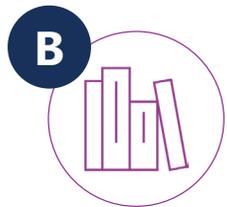
Problem statement	Desired outcome	Implementation considerations
<p>How might C&amp;Y <b>searching for and connect to in-person BH resources</b> through self-serve means?</p>	<p>Provide C&amp;Y with <b>self-service tools with live assistance support</b> that helps connect to off-platform BH service options.</p>	<p>Consider aspects such as how to <b>engage existing supports</b> (e.g., schools, CBOs, providers) and <b>ensure quality care is delivered.</b></p>

## Sample journey



**A** Assess need for care

**Take a fast, simple assessment to reflect on** and understand feelings before speaking to someone and to preserve anonymity.



**B** Find support options

**Explore in-person support options** through a geography-based directory and **chat support** (e.g., AI chatbot, navigator).



**C** Choose type of support

**Filter for specific support** with a provider, based on preferences (e.g., location, insurance coverage) and **schedule an introductory call.**



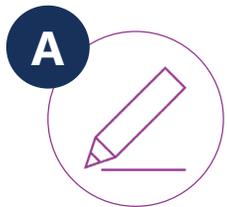
**D** Recieve support

**Connect with provider in-person and receive follow-up** to ensure support was established, for additional resources, and for feedback.

# Example 6: Potential reimagined experience for **BH** management

<b>Problem statement</b>	<b>Desired outcome</b>	<b>Implementation considerations</b>
How might C&Y <b>manage, track, and share BH over time?</b>	Provide C&Y with <b>self-assessments and activities to regulate and track BH</b> , and connect to community supports.	Consider aspects such as how to <b>leverage existing assessments/resources</b> , and to <b>CBOs or other local partnerships</b> .

## Sample journey



### **A** Track BH regularly

**Record BH** (e.g., mood) on a regular basis (e.g., daily, weekly, monthly) and **track progress over time**.



### **B** Securely share results with others

**Share secure BH results and health data** with each other, parent(s)/ caregiver(s) and provider(s).



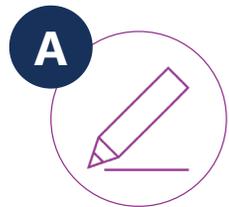
### **C** Connect with off-platform support in the community

**Receive help locating community supports** (e.g., child who lost housing provided with safe, immediate options).

## Example 7: Potential reimaged experience for eConsult

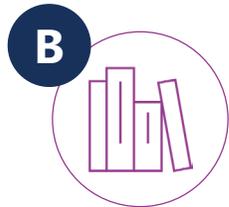
Problem statement	Desired outcome	Implementation considerations
<p>How might providers and healthcare professionals <b>better access relevant and timely BH expert</b> support?</p>	<p>Enable providers and healthcare professionals <b>ability to access, share and search for content, and video chat with BH experts.</b></p>	<p>Consider aspects such as how to <b>leverage and/or build BH expert network</b> and <b>ensure sufficient coverage</b> at peak times.</p>

### Sample journey



**A** Search for relevant resources

**Search for specific educational content** (e.g., anxiety) and be directed to relevant list of resources / experts.



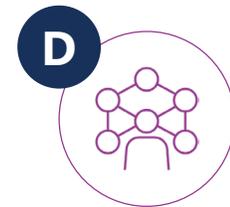
**B** Access multi-media content

**Select from list of resources** (e.g., videos, academic articles).



**C** Share educational content

**Share additional content** with other providers / health care professionals and **tag for easy searching.**



**D** Connect live with BH experts

**Video chat immediately with a BH expert** based on specialty area(s), and/or **schedule a future call** with the BH expert.

# Today's Agenda

Topic	Activities	Time (60 mins)
① <b>Introductions</b>	Welcome and introductions	5 mins
② <b>Overview of CYBHI &amp; BHVS objectives</b>	Share goals of the CYBHI and its BHVS workstream	15 mins
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④ <b>Next Steps</b>	Review key dates and ways to stay connected	5 mins

## RFI for BHVS and eConsult Platform

The purpose of the RFI is to **inform design, development and launch of the BHVS**. The insights gained will be used to refine solution scope and schedule, and to establish a timeline for launch.

The RFI will also provide **understanding of vendors and their services**, as well as any product (e.g., tech), operational (e.g. workforce), and implementation (e.g., change management) solutions they offer.

We are seeking to learn about **'standalone' solutions** and/or **comprehensive solutions** (e.g., offers multiple capabilities and integration services), **approach to scale** (e.g., to a large user base), potential **integration and timeline** considerations, and **successful examples** of solutions being customized and implemented.

# RFI Question Types

## Vendor profile

- **General background** (e.g., mission, size, user base)
- **Public sector experience** (e.g., references)
- **Ability to scale** (e.g., technical)

## Capability – specific

- **Use cases** (e.g., virtual care)
- **Technical solution** (e.g., accessible via API)

## Cross-capability

- **Breadth of services network** (e.g. schools, CBOs)
- **Implementation partners** (e.g., preferred partners)
- **Data & security** protocols and support systems (e.g., certifications, user customizability, storage)
- **Marketing and outreach** to engage youth
- **Customizable/tailored content** to youth

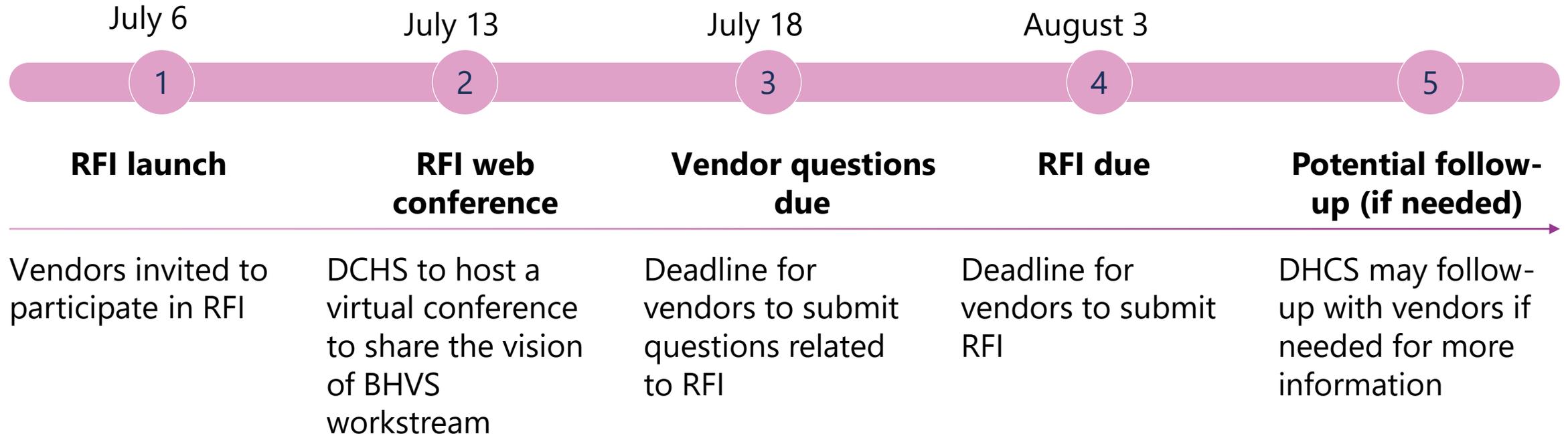
## Cost

- **Cost model** by component parts (if applicable)
- **Pricing of provided services** (build, maintenance)

All interested vendors with **relevant capabilities** (e.g., customization / hosting of a technology backbone, integration services) **and/or relevant experience** (e.g., BH, C&Y, government entities) are encouraged to participate.

Please note that respondents are asked to provide details on their specific capabilities only, and are **NOT required to address all capabilities mentioned in the RFI.**

# RFI Key Dates



**Please submit questions to the State at: [CDRFP9@dhcs.ca.gov](mailto:CDRFP9@dhcs.ca.gov)**

Note: The State may respond to vendors directly, or release an addendum or updated RFI

# THANK YOU!



**To submit the RFI**

Please use the following link:

[www.surveymonkey.com/r/SVBMFXK](http://www.surveymonkey.com/r/SVBMFXK)



**To submit supplemental information and/or documents, or for questions**

Please email the State at: [CDRFP9@dhcs.ca.gov](mailto:CDRFP9@dhcs.ca.gov)