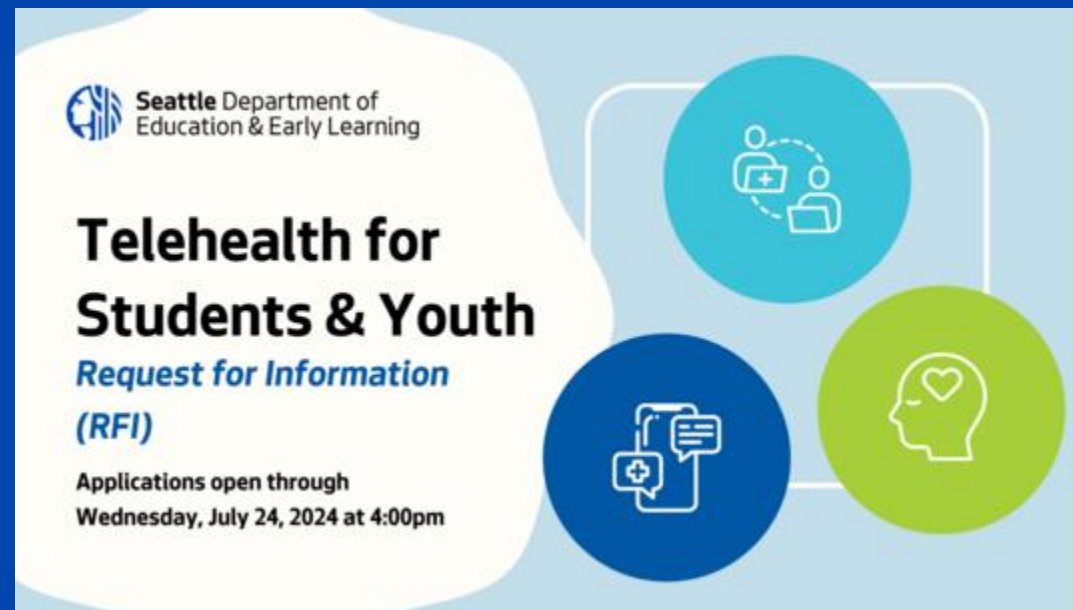# TELEHEALTH FOR STUDENTS & YOUTH

REQUEST FOR INFORMATION | TECHNICAL ASSISTANCE SESSION

JULY 10, 2024 | 4:00-5:30PM

BEFORE WE GET STARTED…
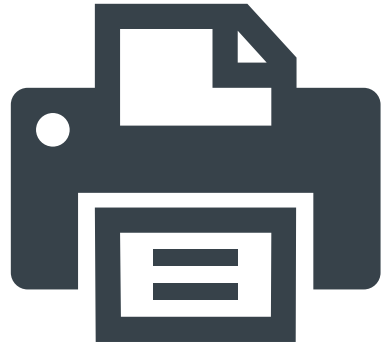
Please have the RFI document available in either print or electronic form as a reference

Put you name and organization into the chat

PLAN FOR TODAY

RFI Overview : Agenda Item
Timeline, Background
Culturally-Specific Responsive Focus
Criteria and Objectives
RFI Response Areas
How to Apply: Submittable
Open Q&A

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TIMELINE

Event	Date/Time
Request for Information (RFI) Opens	Wednesday, June 26
Technical Assistance/Information Session	Wednesday, July 10 at 4pm
Question and Answer Period	Wednesday, June 26 – Monday, July 22
Application Deadline	Wednesday, July 24 by 4pm
Application Review Period & Development of RFP	Thursday, July 25-Friday September 13
Notification of Qualified Applicants	Friday, September 13
RFP Issued	Monday, September 16
Qualified Applicants Invited to Apply for RFP	Monday, September 16

BACKGROUND

RFI Purpose

- Responses to this RFI will be used to **inform our decision-making process regarding a future RFP for telehealth services for middle and high school Seattle Public School students, and Seattle youth up to age 24**, expected to launch within School Year 2024-25.

- Additional information regarding the planned future investment approach is available [here](#).

- Organizations interested in **participating in future DEEL RFP processes related to student telehealth services MUST** complete the RFI process.

CULTURALLY-SPECIFIC RESPONSIVE (CSR) FOCUS

The evidence-base shows there **are population-specific mental health challenges** based on school level, socio-economic & housing status, race, color, national origin, ethnicity, language, immigration status, sex, LGBTQI+ status.

There's a **critical gap** in providing CSR, healing-centered mental health services for BIPOC students.

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CULTURALLY-SPECIFIC RESPONSIVE (CSR) FOCUS

DEEL and SPS **serve a diverse population of students and youth** from various cultural, racial, ethnic, and socioeconomic backgrounds. We are committed to **providing equitable health services that respect and honor the cultural identities** of our community members.

Telehealth services should be **accessible, inclusive, and adaptable to the needs of all students**, especially those who may face barriers to accessing mental health services.

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CRITERIA AND OBJECTIVES

DELIVER **HIGH-QUALITY MENTAL HEALTH AND BEHAVIORAL HEALTH SERVICES,** OFFERED BY THERAPISTS AND COUNSELORS LICENSED TO PROVIDE TELEHEALTH SERVICES IN WA STATE

OFFER **CULTURALLY RESPONSIVE CARE** THAT CONSIDERS THE DIVERSE BACKGROUNDS OF **STUDENTS ATTENDING SEATTLE PUBLIC SCHOOLS AND YOUTH** IN SEATTLE COMMUNITIES.

PROVIDE **SERVICES IN MULTIPLE LANGUAGES** OR OFFER TRANSLATION SERVICES.

ENSURE **CONFIDENTIALITY AND PRIVACY** FOR ALL USERS.

OFFER **FLEXIBLE SCHEDULING** TO ACCOMMODATE THE VARIED NEEDS OF STUDENTS AND THEIR FAMILIES.

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CRITERIA AND OBJECTIVES

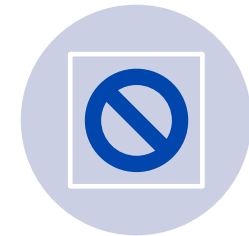UTILIZE **TECHNOLOGY & PLATFORM DESIGN** THAT IS ACCESSIBLE & USER-FRIENDLY FOR YOUTH.

PROVIDE AN **OPTION OF ACCEPTING** INSURANCE.

SHOW DOCUMENTED RESULTS OF **REDUCING DEPRESSION & ANXIETY** FOR PARTICIPATING YOUTH.

DEMONSTRATE CAPACITY TO PROVIDE SERVICES TO AN **INCREASED NUMBER OF YOUTH.**

SEE PATIENTS WITH A VARIETY OF MENTAL HEALTH NEEDS, WITH **NO RULE-OUT CRITERIA.**

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RFI APPLICATION RESPONSE AREAS

Company Overview

Service Offerings

Cultural Responsiveness

Technology and Accessibility

Privacy and Confidentiality

Implementation and Support

Cost Structure

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HOW TO APPLY: USING THE ONLINE APPLICATION FORM

Important: Application form must be submitted using an online portal ([Submittable](#))

Follow the below 3 steps to apply. Feel free to watch this [video](#) for a demo of the 3 steps.

1. Create a Submittable account

- Are you a new user to Submittable? You need to create an account. It's quick and free!
- Are you an existing user? You need to sign in.
- [Sign up/Sign in link](#)

2. Fill in the application form

- Application can be saved along the way
- (Optional) An offline word template of the application is available for internal collaboration only

3. Submit the application form

- Submittable portal automatically closes on July 24 at 4:00 pm
- Expect to receive an email confirmation that the application was submitted successfully

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FAQ: 1. CREATE A SUBMITTABLE ACCOUNT

Question	Answer
How do I access the online form?	If you are a new user, your organization must sign up for an account.
Who from my organization should sign up? Why is this important?	We recommend an organization designates an individual to sign up for Submittable. This individual will submit the online form. The email linked to the Submittable account is the primary contact receiving updates on the organization's submission.
How do I sign up?	Sign up/Sign in Link Fill in an email, password and name. Then, verify the email entered – you will receive a confirmation request by email from notifications@email.submittable.com.
What if I have a question about Submittable?	Check out the Submitter Resource Center. If question is not answered, contact Submittable (open ticket with Submittable Customer Support) AND DEEL (email to DEELFunding@seattle.gov with "Question Telehealth Services for Students & Youth RFI" in the subject line)

FAQ: 2. FILL IN THE ONLINE APPLICATION FORM

Question	Answer
Can I save progress on the application form?	Yes. To save an application so it can be completed later, click the Save Draft button at the bottom of the application form.
What if I forget to submit the draft application form before the deadline?	Any **saved but unsubmitted drafts will not be considered.** Once the deadline passes, access to the draft will be lost in Submittable. **Make sure to submit the draft before the deadline!**
How can my organization collaborate on the application form?	An optional word version of the application form is posted on the Telehealth Services for Students & Youth RFI DEEL website page dedicated for an organization to use for internal purposes only. **The word version will not be accepted as an official application**. **Draft responses may be copied/pasted into the Submittable online application form prior to the application deadline.**

FAQ: 3. SUBMIT THE APPLICATION ON SUBMITTABLE

Question	Answer
What if I do not submit the application form before the deadline?	To submit the application, **click the "Submit" button at the bottom of the application form before the cutoff time**, Wednesday, July 24, 2024 by 4:00 pm. The Submittable online portal will automatically close at the deadline, late applications will not be accepted.
I just submitted. What's next?	A confirmation email from notifications@email.submittable.com will be sent to the email address provided during sign up. This email is proof of an organization's submission. **If an email confirmation is not received, email DEELFunding@seattle.gov** ASAP with "Question Telehealth Services for Students & Youth RFI" in the subject line.
How can I save a copy of the submitted application?	To save a copy of the submitted application, log in to the Submittable account to download a PDF copy for your records.

QUESTIONS

For future questions related to the Telehealth Services for Students and Youth RFI:

- Submit questions about this RFI via email to DEELFunding@seattle.gov and include "*Question: Telehealth Services for Students and Youth RFI*" in the subject line. Responses will be published and linked in the table above. Please allow three (3) business days for answers to submitted questions.

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