

The University of Pittsburgh's Youth and Family Training Institute

Family Navigator Pilot Program Request for Proposals (RFP)

Date: February 18, 2025

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Request for Proposals Family Navigator Pilot Program

Part 1. General Information

1.1 Introduction

The University of Pittsburgh's Youth and Family Training Institute (YFTI) is working with the Office of Mental Health and Substance Abuse Services (OMHSAS) Bureau of Children's Behavioral Health Services, and Bureau of Policy, Planning & Program Development, to develop and implement a two-year innovative pilot that will define, develop, implement, and evaluate the role of the Family Navigator in up to six sites within the Commonwealth. The goal of the pilot will be to assist in defining successful Pennsylvania Family Navigator Models by testing the effectiveness and implementation strategies of pilot Family Navigator models for youth and young adults with serious emotional disturbance (SED) which are designed to promote early access, engagement, coordination, and optimization of mental health treatment and services for children, youth and young adults (CYYA) aged 5-21 who are experiencing symptoms of mental health problems along with their family caregiver (defined as family members or other caregivers with a primary responsibility of caring for the individual).

1.2 Background

A Family Navigator plays a critical role in guiding and supporting family caregivers through the array of mental health services and other systems of care that may be needed to support CYYA. They help them navigate the often confusing, overwhelming, and fragmented services available, ensuring that family caregivers have the resources, information, and support they need to access the appropriate care for their CYYA. Family Navigators who are also Family Peers are able to share their own lived experience related to connecting their loved ones to mental health services. This approach offers a safe and comfortable means of educating families that may be overwhelmed in the midst of accessing care for their children.

Family Navigators may perform the following duties:

- Providing information and education
- Assisting with system navigation
- Supporting emotional and practical needs
- Supporting a family caregiver in advocating for themselves
- Supporting family caregiver empowerment
- Facilitating access to resources
- Promoting collaboration
- Provide support during periods of crisis
- Culturally competent care
- Trauma informed care

The qualifications for a Family Navigator can vary depending on the specific organization, program, and geographic region, but there are several common requirements and preferred skills that are typically sought. These qualifications combine educational, experiential, and personal qualities that equip the Family Navigator to effectively support family caregivers navigating the complexities of mental health services.

Part 2. Specification of Requirements

2.1 Proposal/Scope of Work

- Up to six sites across the commonwealth will be chosen to design and implement a model within the parameters of the Family Navigator definition, but could include different populations of focus (i.e. child or young adult-focused), as well as varying recruitment strategies (i.e. job qualifications or lived experience), referral sources, strategies to connect to family caregivers in crisis or who are waiting for services, length of stay in the program, mental health/neurodevelopmental diagnoses, etc.
- If a program will be using Family Peers in the role of Family Navigator, please indicate which training program will be used for the Family Peers and include a brief description.
- Proposals shall work within the defined role of Family Navigator to develop and test various models and implementation strategies. The Family Navigator's duties and responsibilities should be separate and distinct from other existing roles including CASSP/System of Care (SOC) Coordinators, Case Management, Blended Case Management, Family Peer, Family Support Partners in High Fidelity Wraparound (HFW), Student Assistance Program (SAP), etc.
- Each awardee is expected to fully participate in the evaluation process outlined by YFTI to track implementation, fidelity, satisfaction, and outcomes of the service.
- Each awardee is expected to fully participate in the training, coaching, and skill-based requirements as determined by YFTI.
- Each awardee will implement their approved pilot with guidance and oversight from The University of Pittsburgh/YFTI and must meet minimum implementation standards in order to continue to receive funding.

2.2 Target Population

Children, youth, and young adults aged 5-21 years with Serious Emotional Disturbance and their family caregiver(s) who the sites identify as potentially benefitting from a Family Navigator. Childhood Serious Emotional Disturbance (SED) is defined as the presence of a diagnosable mental, behavioral, or emotional disorder that resulted in functional impairment which substantially interferes with or limits the child's role or functioning in family, school, or community activities (SAMHSA, 1993).

2.3 Program Specific Requirements/Eligible Applicants

- Counties, provider organizations, health facilities, or other public, private or non-profit entities within Pennsylvania that serve children, youth, and young adults ages 5-21 are eligible to apply.

- A diversity of sites is being sought (urban, suburban, rural) in various contexts and settings.
- Current participants in Substance Abuse and Mental Health Services Administration (SAMHSA) funded System of Care (SOC) grants or interested applicants for an upcoming SAMHSA-funded PA CARE SOC grant are not excluded from applying to this RFP and are encouraged to apply. Please indicate any relevant SAMHSA-funded grants in which your agency is participating in your application and describe how they would be connected to this pilot.
- Selected sites shall actively participate in all implementation support, training, coaching, evaluation, and technical assistance provided by The University of Pittsburgh/YFTI and will consist of:
 - Utilizing tools and templates provided for recruiting, hiring, onboarding, and supervising Family Navigator staff.
 - Participating in training that will be provided to all Family Navigator staff and supervisors.
 - Participating in regular virtual, in-person, and/or hybrid training as staff and/or supervisors are hired and onboarded.
 - Participate in an ongoing skill-based coaching model to support the Family Navigator workforce. Coaching support will be offered monthly to all sites, both individually and collectively to encourage peer-to-peer support. Coaching strategies will include skill demonstrations and practice, role-plays, case studies, group coaching, etc.
 - Work toward certification and/or credentialing standards that may be developed for the Family Navigator workforce.
 - Regularly submit required data to the training registration database to ensure the collection of demographic/descriptive data on all individuals who have been trained/coached in the pilot sites.
 - Submit all pre and post training evaluation materials that are collected to further the development and quality improvement of the training curriculum.
 - Submit training feedback assessments that are used to monitor workforce satisfaction with the training provided. This data will be collected at the end of every training provided and analyzed for quality improvement strategies.
 - Submit coaching feedback assessments that are used to monitor workforce satisfaction with the coaching provided. This data will be collected quarterly and analyzed for quality improvement strategies.
 - Support YFTI in the development of an evaluation structure for the Family Navigator model that will focus both on implementation assessments as well as fidelity, satisfaction, and outcomes of the model. These assessments will include quantitative data collected both from youth and family caregivers participating in services as well as staff implementing the model. The goal of the evaluation will be to track and monitor the various implementation strategies in order to arrive at recommendations for best practices.
 - Support YFTI as they conduct and collect stakeholder interviews and workforce feedback surveys regularly to use for quality improvement strategies for all phases of The University of Pittsburgh/YFTI implementation support.

- Utilize data collected in the web-based data visualization dashboard portal so that all grant participants have access to current data needed to support implementation and quality improvement.
- Each participant will receive a permission-based login/password to the portal so that they have access to the appropriate level of information.
- Each pilot site workforce and leadership will be expected to meet bi-annually with YFTI either in person or virtually to review strengths and challenges of all phases of the implementation.
- Each site is expected to attend a workforce summit event at the mid-point and end of the pilot to share accomplishments, challenges, strategies, lessons-learned and outcomes of the pilot programs.

2.4 Expected Outcomes and Impact of Family Navigators

- **Improved mental health outcomes and satisfaction with care:** Family caregivers that receive guidance from Family Navigators are supported to remove barriers to enrollment in services (transportation, food insecurity, housing issues, lack of insurance, motivation, etc.) and remain engaged during the early clinical sessions to make sure that they are satisfied with the care they are receiving.
- **Reduced Stress:** By providing guidance, support, and resources, Family Navigators can help reduce the stress and anxiety family caregivers experience while navigating child serving systems.
- **Increased Engagement:** Family caregivers are more likely to stay engaged in the care process when they have someone to guide them through the system and help them understand their options.
- **Improved system navigation and integrated planning:** Family Navigators help family caregivers identify their strengths and needs related to care coordination to ensure they have a plan that works for them. Family Navigators also assist family caregivers by educating them on the array of services available, assist in the identification and understanding of any outstanding needs and assist making the appropriate connections to support and address those needs.
- **Increased access to Insurance:** Family Navigators help family caregivers navigate insurance enrollment, including accessing Medical assistance when appropriate, so that they can pay for the services that they may need.

2.5 Budget/Financial Considerations

- Each partner pilot site will receive up to \$250,000 total cost each year of the 2-year pilots.
- Awards may include indirect costs at a maximum rate of 10% of the direct cost amount.
- Pilot sites are required to enter into a subrecipient relationship with the University of Pittsburgh in order to receive funding and must submit detailed budget plans and justifications.

- Sites are expected to participate in the evaluation process, training, coaching, and skill-based technical assistance throughout the implementation of their approved pilot with guidance and oversight from The University of Pittsburgh/YFTI to ensure sites are meeting minimum implementation standards in order to continue to receive funding.
- All restrictions on allowable costs will be carried through to subrecipients and there will be re-accounting on an annual basis with restrictions on carryover as outlined by the agreement

Part 3. Submissions

3.1 Application Submission

To be considered for this award, eligible agencies must provide a narrative proposal that describes the following items:

- Describe how the agency's mission and vision will ensure successful and creative provision of the Family Navigator program for CYYA and their family caregivers. **(5 pts)**
- Describe in detail the number of children, youth, and young adults the agency is targeting to serve annually and a plan to achieve that goal. Include specifics regarding the systems of care that will be impacted. **(20 pts)**
- Describe the agency's plan for selection of staff (either with or without Family Peer/lived experience), and the rationale for this. Please also include details related to the proposed staff roles and qualifications anticipated to lead and champion the Family Navigator implementation team. If you are planning to use a role that already exists that serves youth and families and split it into two part-time roles across Family Navigator and that other role, please explain how those would be separate and distinct including how their hours and job responsibilities would be broken up. If using a Family Peer, please indicate which training program will be used for the Family Peers and include a brief description. **(20 pts)**
- Describe the context in which the agency plans to provide services. YFTI is seeking sites in diverse settings (urban, suburban, rural), and target populations. This will allow the pilot to test the effectiveness and implementation strategies of various models across the identified sites. Current participants in Substance Abuse and Mental Health Services Administration (SAMHSA) funded System of Care (SOC) grants or interested applicants for an upcoming SAMHSA-funded PA CARE SOC grant are not excluded from applying to this RFP and are encouraged to apply. Please indicate any relevant SAMHSA-funded grants in which your agency is participating in your application and describe how they would be connected to this pilot. **(20 pts)**
- Describe in detail how the agency plans to meet each of the Program Specific Requirements listed above. **(20 pts)**
- Describe the required budget items that are necessary for a successful implementation of the proposed project. This may include staffing costs, and associated costs to operate the program. The applicant must provide justification in the budget explaining the relationship

between the budgeted expenditures and the proposed operation of the project. A sentence must be included for each budget category to justify the expense. All costs must be broken out as separate line items that include the computations used to arrive at those amounts. This section can be completed on an Excell Spreadsheet. **(15 pts)**

- **Total possible points – 100 points**

3.2 Submission/Review

Applications are due on March 28th, 2025.

- A maximum of 20 pages is allowable, not including budget justification, which can be included in an addendum.
- Only complete submissions will be accepted.
- Incomplete applications will be returned and may be resubmitted prior to the due date.

Applications should be submitted via email to YFTI to the attention of Bryon Luke, Director of Program Implementation lukebk@upmc.edu

- A submission confirmation will be provided to all applicants via email.

Applications will be reviewed by a team from OMHSAS and YFTI, who will make the final decision on selecting pilot sites.

Questions can be submitted until March 15th, 2025. Responses will be added to the FAQ on the YFTI website: www.yftipa.org

If there are follow up questions from YFTI/OMHSAS regarding the submissions, a member of the review team may contact the project coordinator on the application for clarification.

3.3 Announcement of Selected Sites

Selected sites will be notified in writing by YFTI by April 25th, 2025.

The projected start date for implementation will be July 1st, 2025.

Part 4. Frequently Asked Questions

Q: What is a Family Navigator program?

A: A Family Navigator program provides individualized support to family caregivers of children and youth with Serious Emotional Disturbance (SED) by helping them learn to navigate complex child-serving systems. The program is designed to connect them with community resources, assist with navigating multiple systems and supports, and promote better outcomes for the child through empowerment and support.

Q: What is a Family Navigator?

A: A Family Navigator plays a critical role in guiding and supporting family caregivers through complex mental health services and systems of care. They help family caregivers navigate the often confusing, overwhelming, and fragmented services available, ensuring that they have the resources, information, and support they need to access the appropriate care for their child.

Key Responsibilities of a Family Navigator:

- **Providing Information and Education:**
 - Family Navigators provide family caregivers with information about mental health conditions, treatment options, and available services and supports. They help define jargon, acronyms, and processes to ensure that family caregivers understand their options and what to expect at each step of the journey.
 - Family Navigators also educate family caregivers about their rights, such as privacy laws (e.g., HIPAA), and support the learning of skills to advocate for their child.
 - Family Navigators that are also Family Peers are able to share their own lived experience related to connecting their loved ones to mental health services. This approach offers a safe and comfortable means of educating family caregivers that may be overwhelmed in the midst of accessing care for their children.
- **Assisting with System Navigation:**
 - Mental health systems can be fragmented and difficult to navigate, particularly when multiple service providers, insurance companies, and government agencies are involved. Family Navigators help family caregivers understand how to access services, educate them about the roles played by various services providers within the system, and support skills for system navigation and advocacy.
 - They often serve as a bridge between family caregiver and providers, helping coordinate services across various systems (mental health, education, child welfare, juvenile justice, etc.).
 - Family Navigators are skilled in identifying the right resources and connecting family caregiver to services such as therapy, crisis intervention, school support, and community-based programs.
- **Supporting Emotional and Practical Needs:**

- Family Navigators provide emotional support to family caregiver, helping them cope with the stress, anxiety, and uncertainty often associated with having a loved one with a mental health challenge. They offer a listening ear and guidance in managing day-to-day stresses.
- They also provide practical assistance, such as helping family caregiver prepare for appointments, ensuring they understand care plans, or identifying community resources that can assist with other needs (housing, food, transportation, etc.).
- **Supporting Family Empowerment:**
 - The ultimate goal of a Family Navigator is to empower family caregiver by giving them the tools, knowledge, and confidence to manage their family's coordination of care moving forward.
 - They promote involvement in treatment planning and decision-making, ensuring that family caregivers are active participants in the care process.
- **Facilitating Access to Resources:**
 - Family Navigators are typically familiar with local community resources and services, including support groups, advocacy organizations, crisis services, and financial assistance programs. They connect family caregivers to these resources and provide follow-up to ensure that they are able to access and utilize these supports effectively.
 - Family Navigators assist family caregivers in creating measurable action plans that show their growth towards accessing care that directly meets the needs of their child.
- **Promoting Collaboration:**
 - Family Navigators often work closely with other members of a multidisciplinary team (e.g., mental health professionals, case managers, social workers) to ensure a coordinated approach to care. They help ensure that family caregivers and providers communicate effectively, promoting a holistic, strengths-based approach to mental health care.
- **Crisis Support:**
 - In times of crisis, Family Navigators can play a key role in helping family caregivers identify immediate needs and access crisis services, such as emergency psychiatric services, crisis intervention teams, or respite care. They are not, however, on call 24/7 to respond to crises.
- **Culturally Competent Care:**
 - Family Navigators are often trained to understand and respect the diverse cultural backgrounds of the family caregivers they work with. They work to ensure that the mental health services provided are culturally sensitive and appropriate to each family's needs, values, and preferences.

Skills and Qualities of a Family Navigator:

- **Empathy and Active Listening:** The ability to listen without judgment and provide emotional support.
- **Knowledge of the Mental Health System:** Understanding of mental health conditions, treatment options, and the systems involved (e.g., healthcare, education, child welfare, etc.).
- **Resourcefulness:** Ability to identify and connect family caregivers to appropriate community resources.

- **Advocacy Skills:** Supporting family caregivers to develop skills to advocate for themselves or connect to advocacy support.
- **Problem-Solving and Communication:** Strong ability to solve problems creatively and communicate effectively with family caregivers and service providers.
- **Cultural Competency:** Understanding and respect for cultural differences and the ability to provide services that are culturally appropriate.

Impact of Family Navigators:

- **Improved Outcomes for Family caregivers:** Family caregivers that receive guidance from Family Navigators often experience better mental health outcomes, improved access to services, and greater satisfaction with care.
- **Reduced Stress for Family caregivers:** By providing guidance, support, and resources, Family Navigators can help reduce the stress and anxiety family caregivers experience while navigating complex mental health systems.
- **Increased Family Engagement:** Family caregivers are more likely to stay engaged in the care process when they have someone to guide them through the system and help them understand their options.

The qualifications for a Family Navigator can vary depending on the specific organization, program, and geographic region, but there are several common requirements and preferred skills that are typically sought. These qualifications combine educational, experiential, and personal qualities that equip the Family Navigator to effectively support family caregiver navigating the complexities of mental health services. Below are the general qualifications:

Education & Training:

- **High School Diploma or GED (Required):** In some cases, a high school diploma or GED may be the minimum educational requirement, particularly in peer-support roles where lived experience is valued more highly than formal education.
- **Bachelor's Degree (Preferred):** Many organizations prefer candidates who hold a Bachelor's degree in social work, psychology, human services, nursing, public health, or related fields. This formal education provides a foundational understanding of mental health, systems of care, and service delivery.
- **Specialized Training in Family Support or Mental Health (Preferred or Required):**
 - Many organizations may require or prefer additional certifications or training specific to family support, mental health, or system navigation, such as:
 - Certified Peer Specialist (CPS) or Family Peer Support Specialist certification.
 - Wraparound Facilitator training (for programs using the High Fidelity Wraparound Model).
 - Cultural competency training to work effectively with diverse populations.

- Crisis intervention training (e.g., Mental Health First Aid, Crisis Intervention Training - CIT).
- Trauma Informed Care training to work effectively with populations that have experienced lifetime trauma.

Relevant Experience:

- **Lived Experience with Mental Health or Caregiving (Highly Valued):** Many Family Navigator positions prefer or require candidates who have lived experience with mental health challenges, whether personally or through a family member. This lived experience gives the Family Navigator a unique perspective and empathy that enhances their ability to relate to and support family caregivers in similar situations.
- Experience accessing the children's serving mental health system within which they will be providing Family Navigator support. It is vital that the Family Navigator is a member of the community that they are attempting to serve in this role.
- **Experience in Mental Health or Social Services (Preferred):** A background in mental health, social work, case management, or other human services is often preferred, especially for those without lived experience. This can include:
 - Previous work as a case manager, mental health technician, counselor, or in a similar role.
 - Experience working in the mental health system, either in direct care or administrative roles, where they became familiar with service access, eligibility requirements, and coordination.
 - **Experience Working with Family caregiver and Youth (Preferred):** Experience specifically supporting family caregivers or working with youth, particularly those with behavioral health, developmental, or emotional challenges, is highly desirable. This experience can include roles in education, child welfare, youth development programs, or similar settings.
 - **Experience with Community-Based Resources (Preferred):** Familiarity with community services (e.g., housing, food assistance, legal aid, educational support) is important to help family caregivers access resources outside of the traditional mental health system.

Skills & Competencies:

- **Strong Communication Skills:** Family Navigators need excellent communication skills to convey complex information clearly, support family caregivers effectively, and build strong relationships with family caregivers and service providers.
- Ability to communicate both verbally and in writing, including case notes and reports.
- Active listening skills to ensure family caregiver feel heard and understood.

- **Problem-Solving and Critical Thinking:** Navigating the mental health system requires strong problem-solving skills. Family Navigators should be able to assess situations, identify barriers, and develop creative solutions to help family caregivers access services and supports.
- **Cultural Competency:** The ability to work effectively with people from diverse backgrounds, respecting differences in culture, language, and values. Familiarity with culturally appropriate services and strategies is a key qualification.
- **Empathy and Compassion:** Family Navigators should have strong empathy and emotional intelligence to understand the stress and challenges that family caregivers face when dealing with mental health issues.
- **Advocacy Skills:** The ability to support family caregivers in developing the skills to advocate for themselves or their child in a variety of settings (e.g., schools, healthcare providers, government agencies) is critical.
- **Organizational and Time Management Skills:** Family Navigators must juggle multiple tasks, appointments, and systems while ensuring that family caregivers receive the necessary care and support. Strong organizational skills are essential for managing schedules, documentation, and case files.
- **Conflict Resolution and Mediation Skills:** Navigators often need to mediate between family caregivers and service providers, especially when there is conflict or misunderstanding. Skills in resolving conflicts or facilitating compromise is valuable.
- **Computer Literacy:** Familiarity with case management software, email, and basic office software is usually required for documentation, scheduling, and communication purposes.

Personal Qualities:

- **Non-Judgmental Attitude:** A Family Navigator must be non-judgmental and able to work with family caregiver in crisis without making them feel stigmatized or judged for their circumstances.
- **Resilience and Patience:** The role often involves working with family caregivers in distress, and situations can be emotionally taxing. Family Navigators need resilience and patience to continue offering support even in difficult or frustrating situations.
- **Commitment to Family-Centered Practice:** A belief in the importance of family involvement in the decision-making and care processes is essential. Family Navigators must help empower family caregivers to take an active role in their care plans.

Certification & Licensing (Optional):

- Certified Peer Specialist (CPS).
- Family Peer Specialist
- High Fidelity Wraparound Credentialed Workforce Member

Q: Is lived experience (i.e. Family Peer Specialists or Certified Peer Specialists) required to be a Family Navigator?

A: Sites will determine their own hiring requirements to best meet the needs of the family caregivers that they intend to serve with this proposed program. Family Navigators programs typically employ staff members that have experience accessing the local mental health system either through their own lived experience with a loved one or as a mental health professional that connected youth and family caregiver that they served. It is highly recommended that the Family Navigator has direct experience with the system(s) they will be serving. The goal of the pilot will be to assist in defining Pennsylvania's Family Navigator Model by testing the effectiveness and implementation of various strategies of pilot family navigator models developed by the identified sites.

Q: Will it be required that Family Navigators provide crisis support services?

A: Family Navigators are not considered crisis intervention professionals. It would be expected, however, that Family Navigators offer resources that could be utilized by family caregivers during a crisis by connecting them to services in the community that can address crisis stabilization needs.

Q: Will Family Navigators act as advocates for family caregivers?

A: Family Navigators can support the development of advocacy skills for family caregivers by ensuring they are aware of their rights as consumers in the child serving system and provide support to family caregivers in the expression of their voice and choice. They are not, however, advocates that work on behalf of a family caregiver or youth and referrals should be made to agencies that specialize in this support if this need is identified.

Q: Who will provide Family Navigator training to the sites that are selected for this RFP?

A: The Youth and Family Training Institute will provide the training to each selected site. An individualized training plan will be developed with each site to provide training, ongoing coaching, and technical assistance with both service delivery and data collection.

Q: How will the selected sites determine the scope of service provision? Can they be a stand-alone program serving the community vs. providing services to a specific program or agency internally?

A: The site will determine the scope of work for their Family Navigator program in their RFP. Clear justification of the needs, rationale and anticipated outcomes will need to be addressed.

Q: What are the expected outcomes of the Family Navigator program?

A: Expected outcomes may include:

- **Improved mental health outcomes and satisfaction with care:** Family caregivers that receive guidance from Family Navigators are supported to remove barriers to enrollment in services and connection to needed supports (transportation, food insecurity, housing issues, lack of insurance, motivation, etc.). Family navigators can remain involved for a period of time to ensure coordination and engagement continue to meet the family caregivers needs.
- **Reduced Stress:** By providing guidance, support, and resources, Family Navigators can help reduce the stress and anxiety family caregiver experience while navigating complex mental health systems.

- **Increased Engagement:** Family caregivers are more likely to stay engaged in the care process when they have someone to guide them through the system and help them understand their options.
- **Improved system navigation and integrated planning:** Family Navigators help family caregivers to identify their strengths, needs and culture to develop a plan that works for them, while supporting freedom of choice in choosing service providers that fit their needs best.
- **Increased understanding of insurance options:** Family Navigators help family caregivers get enrolled in Medical Assistance make sure they are utilizing private insurance when available, supporting the coordination of benefits when multiple insurances are involved.

Q: How should proposals address the diversity of family caregiver and youth served?

A: Proposals should demonstrate an understanding of the diverse cultural, linguistic, and socioeconomic backgrounds of the family caregivers they intend to serve. This may include providing services in multiple languages, using culturally relevant materials, and employing navigators from similar backgrounds to build trust and rapport with family caregivers. Providers should also ensure services are accessible to family caregivers with varying levels of technological access.

Q: How will proposals be evaluated?

A: Proposals will be evaluated by staff at OMHSAS and YFTI based on the strength and creativity of the submission, including:

- Experience and qualifications of the organization and staff.
- Clarity and feasibility of the program model and approach to service delivery.
- Demonstrated ability to engage and support family caregivers with youth with SED.
- The proposed budget plan.
- Capacity to meet the program specific requirements and expected outcomes.
- Understanding of and commitment to cultural competence, equity, and inclusion and trauma informed care.

Q: What is the timeline for this RFP process?

A: Applications are due on or before March 28, 2025. Only complete submissions will be accepted. Applicants will be informed if their application is incomplete. Incomplete applications can be resubmitted prior to the due date. Applications should be submitted via email to YFTI to the attention of Bryon Luke, Director of Program Implementation lukebk@upmc.edu. An email submission confirmation will be returned to all applicants. Applications will be reviewed by a team from OMHSAS and YFTI, who will make the final decision on selected sites. Questions can be submitted until March 15th, 2025, and will be replied to in the FAQ. If there are follow up questions regarding the submissions, a member of the review team may contact the project coordinator on the application for clarification.

Q. When can we anticipate the announcement of selected sites?

A. Selected sites will be notified in writing by the project director from YFTI by April 25th, 2025. The projected start date for implementation will be July 1st, 2025.

Q: Can virtual or telehealth components be included in the Family Navigator proposal?

A: Yes, proposals that incorporate virtual, telehealth, or hybrid models for delivering Family Navigator services are encouraged, especially in areas where in-person support may be limited or less accessible. Proposals should ensure that virtual services are accessible to family caregivers and align with the needs and preferences of the target population.

Q: Can I submit my proposal electronically, or does it need to be submitted in hard copy?

A: Proposals must be submitted electronically in PDF format via email attachment according to the instructions in the RFP.

Q: How can I obtain a copy of the RFP?

A: The RFP announcement and document can be downloaded from www.yftipa.org or requested via email to Bryon Luke, Director of Program Implementation, YFTI. lukebk@upmc.edu.

Q: Who can I contact if I have questions or need clarification about the RFP?

A: All questions regarding the RFP should be directed to Bryon Luke at lukebk@upmc.edu. Questions must be submitted by March 15th, 2025 and will be responded to in the FAQ.

Q: Are subcontractors allowed?

A: No, subcontractors may not be used because of auditing requirements.

Q: Can an organization submit multiple proposals?

A: Yes, an organization can submit multiple proposals, as long as each proposal is for a distinct project or service and meets the criteria outlined in the RFP.

Q: Can an organization apply to this RFP if they are also participating or applying to participate in another SAMHSA-funded grant or specifically the PA CARE System of Care grant?

A: Yes, current participants in a PA CARE System of Care grant are not excluded from applying to this RFP and are encouraged to apply. Current participants in Substance Abuse and Mental Health Services Administration (SAMHSA) funded System of Care (SOC) grants or interested applicants for an upcoming SAMHSA-funded PA CARE SOC grant are not excluded from applying to this RFP and are encouraged to apply. Please indicate any relevant SAMHSA-funded grants in which your agency is participating in your application and describe how they would be connected to this pilot.

Q: Is there a page limit for the proposal?

A: Yes, the proposal should not exceed 20 pages, excluding appendices and supporting documents.

Q: How detailed should the budget be?

A: The budget should provide a detailed breakdown of costs, including personnel, materials, travel, and any other relevant expenses. Please also include a justification for each cost item.

Q: Will there be interviews or presentations during the selection process?

A: If necessary, shortlisted applicants will be invited for an interview or presentation as part of the final evaluation to clarify questions from the RFP Application Review Team. Details will be provided to those selected for this stage.

Q: How do I know if my proposal was accepted?

A: All applicants will be emailed the outcome of their application. An award contract will be included for the selected applicants

Q: What format should the proposal be submitted in?

A: Proposals must be submitted in PDF format. All attachments should be included in the same document or as clearly labeled separate files.

Q: Will my proposal be kept confidential?

A: Yes, all proposals will be treated confidentially and only reviewed by authorized members of the evaluation team. However, proposal information may be shared as required by law.

Q: What happens if I am awarded the contract and cannot fulfill the terms?

A: If you are unable to fulfill the terms of the contract, you must notify Bryon Luke, Director of Program Implementation, YFTI, immediately. Depending on the situation, the contract may be canceled, and the next highest-ranked bidder may be selected.