



Request for Proposals for “Conducting Warm Handoffs” Course Content

Background:

CNYCC seeks proposals from training, provider, and consulting organizations qualified to and interested in providing content meeting CNYCC’s specifications for a “Conducting Warm Handoffs” course.

The creation of the Warm Handoff training will satisfy the requirements for Milestone #3 of the Primary Care/Behavioral Health Integration Project (3ai) (“Conduct preventive care screenings, including behavioral health screenings (PHQ-2 or 9 for those screening positive, SBIRT) implemented for all patients to identify unmet needs. Positive screenings result in “warm transfer” to behavioral health provider as measured by documentation in Electronic Health Record”) and Milestone #13 of the Cardiovascular Disease Management Project (3bi) (“Follow up with referrals to community based programs to document participation and behavioral and health status changes. Metric 2: PPS provides periodic training to staff on warm referral and follow-up process”). The “Warm Handoff” training will support partners’ completion of PA_076 and PA_078 but is not required for either PA (“When appropriate, a comprehensive assessment is conducted for those patients that screened positive and a warm transfer is made” and “Demonstrate that screenings, results, alerts, and warm transfers are documented in the EHR and viewable in the individual patient record”).

Only those interested organizations able to provide final content to CNYCC by 5:00 PM on Wednesday, January 31, 2018 that meets the following course specifications should respond to this request for proposals. Respondents proposing to develop course content may be asked to work with CNYCC’s designees in the development process.

CNYCC’s Desired Course Specifications:

Learning Objectives:

1. Understand what constitutes a “warm handoff”
2. Understand when and why to use a “warm handoff”
3. Learn tools and best practices for “warm handoffs”
4. Know how to successfully conduct a “warm handoff”

Audience: The expected audience includes indicated staff from primary care (adult and pediatric), outpatient specialty care, outpatient mental health and substance use disorder treatment service types.

Course Format & Duration: The requested formats are EITHER eModules, webinars, videos, and/or PowerPoint presentations with a desired duration of 1 hour or less. Transcripts of audio content are strongly requested.

Submission Deadline:

Interested organizations must fully complete the form on the following page and return it to CNYCC via email to rfp@cnycares.org, cc-ing siti.mack@cnycares.org no later than **5:00 PM on Monday, January 22, 2018**.

CNYCC will review all proposals received by the deadline and will notify all respondent organizations of the selection decision by 5:00 PM on Wednesday, January 24, 2018. CNYCC reserves the right to reject any or all proposals and to extend the submission deadline in the event insufficient proposals are initially received.

If you have any questions regarding this request, please contact Siti Mack at siti.mack@cnycares.org.



“Conducting Warm Handoffs” Course Content Proposal Form

Please briefly describe the proposed course content:

Please indicate the current status of the proposed “Conducting Warm Handoffs” course content:

<input type="checkbox"/> Fully developed (few or no modifications required)	<input type="checkbox"/> Not yet developed (but available by 01/31/18)
<input type="checkbox"/> Other (please explain):	

Does the existing or will the proposed course content address ALL specified CNYCC learning objectives outlined on the previous page?

<input type="checkbox"/> Yes	<input type="checkbox"/> No (please explain below)
If no, please explain:	

Is the existing or will the proposed course content targeted at the desired audience outlined on the previous page?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Other (please explain):	

In which format(s) is the existing or will the proposed course content be available?

<input type="checkbox"/> eModule file	<input type="checkbox"/> Webinar
<input type="checkbox"/> Video file	<input type="checkbox"/> PowerPoint file
<input type="checkbox"/> Other (please explain):	

Is or will an audio transcript be available?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Is there a cost associated with this training? If yes, please specify amount: \$_____

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Organization Name

Mailing Address

Type or Print Name

Title

Signature

Date