



**Office of
Mental Health**

LGBTQIA+ Youth and Young Adult Crisis Line

Request for Proposals

Grant Procurements

(On-Line Submission Required)

Statewide Financial System (SFS) Identifier- MH263038

September

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**LGBTQIA+ Youth and Young Adult Crisis Line
RFP#MH263038
Applicant Checklist**

Frequent Issues/Questions:

- Please begin working on your application in SFS **no later than 5 business days before the application due date** and **submit no later than 48 hours before the due date**. This will allow you time to troubleshoot any issues that arise that may prevent you from submitting. Exceptions will not be considered or made for an applicant who cannot complete their proposal/application by the due date and time of the RFP.
- All required forms/templates are available in the “Event Comments and Attachments” section of SFS. Please note that there are restrictions to the type, size and naming conventions of the files and attachments uploaded in SFS. For more information, please review the SFS Attachment Guide [here](#). Failure to comply with these guidelines may result in attachments not being viewable to reviewers.
- No workplan is required at this time, if awarded, a workplan will be developed during the contract development phase.
- The “Bid Amount” box is required to be filled out in SFS. Please enter the total amount of funding your organization is requesting from NYS OMH in this box.
- New York State reserves 5-10 business days from the receipt of complete Prequalification Applications to conduct its review. If supplementary information or updates are required, review times will be longer. Due to the length of time this process could take to complete, it is advised that nonprofits prequalify as soon as possible. Failure to successfully complete the prequalification process early enough will prohibit the submission of the application in SFS.

Please complete the following checklist prior to submission of your proposal. This checklist **SHOULD NOT** be submitted, it is for your use only.

Confirm the following:

- ☐ Your organization has met the eligibility requirements outlined in **Section 2.4 Eligible Agencies**
- ☐ Your organization is prequalified in SFS. SFS will prevent submission if your organization is a not-for-profit and not prequalified (see **Section 2.8 and 2.9 of the RFP document** for more information on Registration, Prequalification and Training Resources for SFS)
- ☐ Updates to the RFP can happen at any time, per **Section 2.6**, check the OMH website for any updates to the RFP posted by OMH.
- ☐ Notification of intent to apply was sent to local government unit and proof has been uploaded in SFS. A list of County Local Mental Hygiene Directors can be found [here](#).
- ☐ Provider Contact form completed and uploaded in SFS
- ☐ Sexual Harassment Prevention Certification Completed and uploaded in SFS
- ☐ Gender Based Violence and the Workplace Certification completed and uploaded in SFS.

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- ☐ Proposal Template completed and any applicable attachments labeled with question numbers (For example, if a question asks for an org chart, when providing that document, make sure it labeled specific to that question number.)
- ☐ Proposal Template and attachments (except budget, see next checkbox) combined into one PDF and uploaded in SFS under Q1
- ☐ Budget Template Completed (left in Excel) and uploaded in SFS under Q2
- ☐ Application submitted in SFS prior to the due date and time listed in **Section 2.2 Key Events/Timeline** (OMH strongly advises that applicants do not wait until the last day/last few hours to complete and submit applications/proposals to Grant RFPs. Exceptions will not be considered or made for an applicant who cannot complete their proposal/application by the due date and time of the RFP.

1. Introduction And Background

1.1 Purpose of the Request for Proposal

The New York State (NYS) Office of Mental Health (OMH) is announcing a recurring funding opportunity of \$1.2 million to expand access to specialized crisis services for LGBTQIA+ youth and young adults through a dedicated crisis line. This funding opportunity will also include a one-time \$600,000 investment to support the provision of specialized training to current NYS 988 Crisis Counselors to strengthen the crisis response system for LGBTQIA+ youth and young adults across the state.

This initiative advances New York State's commitment to strengthening youth mental health supports and ensuring that LGBTQIA+ youth and young adults have access to affirming, responsive, and culturally appropriate crisis care. LGBTQIA+ youth experience disproportionately higher rates of depression, anxiety, suicidal ideation, suicide attempts, substance use, family rejection, bullying, discrimination, housing instability, and other factors that increase the risk of behavioral health crises. At the same time, many LGBTQIA+ youth report concerns about whether crisis services will understand or affirm their identities, creating barriers to seeking help when it is needed most. Expanding access to specialized crisis counselors with expertise in supporting LGBTQIA+ youth and young adults helps reduce these barriers and strengthens New York State's behavioral health crisis continuum.

The availability of crisis services targeted to high-risk LGBTQIA+ youth has changed over time in response to evolving national program structures and funding decisions. Through this investment, New York State seeks to establish a sustainable model that ensures continuous dedicated access to specialized, affirming crisis support for LGBTQIA+ youth and young adults regardless of future changes to national programs. By partnering with an established provider while requiring a New York State-specific service model, OMH aims to provide continuity of care, strengthen confidence in the availability of LGBTQIA+ affirming and targeted services, and ensure that New York youth and young adults have consistent access to trained empathetic crisis counselors and New York-focused resources whenever they are needed.

Through this Request for Proposals (RFP), OMH seeks to identify and contract with an existing qualified organization that currently operates a 24-hour-per-day, 7-day-per-week, 365-day-per-year crisis service for LGBTQIA+ youth and young adults through call, chat, and text that generates a distinct New York State experience by creating routing options for NYS LGBTQIA+ youth and young adults. This approach allows the State to expand access to specialized services while benefiting from established clinical expertise.

The selected contractor will connect LGBTQIA+ youth and young adults with specially trained crisis counselors who provide culturally informed and humble crisis intervention, emotional support, safety planning, referrals, and follow-up services across call, chat, and text. Services shall be designed to address the unique experiences and challenges faced by LGBTQIA+ youth and young adults, including, but not limited to, widespread stigma, suicidal ideation, self-harm, family rejection, bullying, identity-related distress,

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discrimination, social isolation, substance use, and barriers to accessing affirming behavioral health and community-based supports.

To ensure the service reflects the needs of New York State, the selected contractor will describe how its existing service will be tailored to New York youth and young adults. This includes implementing New York-focused outreach and awareness activities, providing a dedicated means for New York individuals to access services, utilizing New York-specific referral resources, and collecting and reporting data on New York contacts and outcomes.

In addition to operating the specialized crisis service, the selected contractor will develop and deliver training and technical assistance to New York State 988 Crisis Contact Centers to strengthen the capacity of crisis counselors to effectively support LGBTQIA+ youth and young adults as evidenced by data from recipients that validates this goal. This initiative is intended to complement the statewide 988 Suicide & Crisis Lifeline by expanding access to specialized expertise, strengthening coordination across New York's crisis continuum, and ensuring that all youth and young adults have access to high-quality, affirming crisis care regardless of where they seek help.

1.2 Target Population/Eligibility Criteria

The crisis line shall be available to New York State youth and young adults who identify as lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, or other sexual and gender minority identities, as well as individuals exploring their identity. The crisis line shall address a range of presenting concerns including, but not limited to, suicidal ideation, self-harm, family rejection, bullying, identity-related distress, substance use, and social isolation.

The training component of this RFP will serve approximately 600 employed and volunteer crisis counselors across New York State's fourteen 988 Contact Centers, as well as future crisis counselors through asynchronous learning modules. The 988 crisis counselors provide crisis intervention and support to individuals contacting 988 through call, chat, and text, including LGBTQIA+ youth and young adults. The training will strengthen the knowledge, skills, and competencies of NYS 988 Crisis Counselors to provide culturally responsive and affirming crisis services to LGBTQIA+ youth and young adults.

1.3 Bidder's Conference

A Bidders' Conference webinar will be held on Thursday, September 24th from 2pm – 3pm to provide an overview of the RFP components. This webinar will be recorded and made available on OMH's website www.omh.ny.gov.

Please Note: to access the recording, you must have a Webex account.

Below is the information necessary to access the webinar:

Bidder's Conference Date and time: Thursday 9/24/2026 at 2pm

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Webinar link: <https://meetny-gov.webex.com/meetny-gov/j.php?MTID=mc028158ae50c3c982df8eefadc53646c>

Webinar number: 2832 204 1894

Webinar password: isYRcjag288

Access code: 2832 204 1894

2. Proposal Submissions

2.1 Designated Contact/Issuing Officer

OMH has assigned an Issuing Officer for this project. The Issuing Officer or a designee shall be the sole point of contact regarding the RFP from the date of issuance of the RFP until the issuance of the Notice of Conditional Award. To avoid being deemed non-responsive, an applicant is restricted from making contact with any other personnel of OMH regarding the RFP. Certain findings of non-responsibility can result in rejection for a contract award. The Issuing Officer for this RFP is:

Jeremy Rossello
New York State Office of Mental Health
Contracts and Claims
44 Holland Avenue, 7th Floor
Albany, NY 12229
OMHLocalProcurement@omh.ny.gov

2.2 Key Events/Timeline

RFP Release Date	9/10/2026
Bider's Conference	9/24/2026
Questions Due	10/1/2026
Questions and Answers Posted on Website	10/22/2026
Proposals Due by 2:00 PM EST*	11/12/2026
Anticipated Award Notification	12/17/2026
Anticipated Contract Start Date	7/1/2027

*OMH strongly advises that applicants do not wait until the last day/last few hours to complete and submit applications/proposals to Grant RFPs. Exceptions will not be considered or made for an applicant who cannot complete their proposal/application by the due date and time of the RFP. **Please note that there are restrictions to the type, size and naming conventions of the files and attachments uploaded in SFS. For more information, please review the SFS Attachment Guide [here](#). Failure to comply with these guidelines may result in attachments not being viewable to reviewers.**

2.3 Disposition of Proposals

All proposals submitted by the due date and time become the property of OMH. Any proposals not received by the due date and time do not get reviewed and are excluded from consideration.

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2.4 Eligible Agencies

Prequalification is required for all not-for-profit organizations seeking grant funding from New York State. Please see Section 2.8 and Section 2.9 for additional Prequalification Information.

Eligible applicants are not-for-profit agencies with 501(c) (3) incorporation that operate a LGBTQIA+ hotline with 24/7/365 availability covering all 50 states and territories.

Please be advised that all questions regarding Eligibility will be responded to through the official posting of the Questions and Answers. No questions about Eligibility will be responded to either individually or prior to the posting of the Q&As.

2.5 RFP Questions and Clarifications

All questions or requests for clarification concerning the RFP shall be submitted in writing to the Issuing Officer by e-mail to OMHLocalProcurement@omh.ny.gov by the "Questions Due" date indicated in section 2.2 and will be limited to addressing only those questions submitted by the deadline. No questions can be submitted or will be answered after this date. No questions will be answered by telephone or in person. Please enter "LGBTQIA+ Youth and Young Adult Crisis Line " in the subject line of the email.

The questions and official answers will be posted on the OMH website by the date listed in the timeline section 2.2.

2.6 Addenda to Request for Proposals

In the event that it becomes necessary to revise any part of the RFP during the application submission period, an addendum will be posted on the OMH website and the NYS Contract Reporter.

It is the applicant's responsibility to periodically review the [OMH Procurement website](#) and the [NYS Contract Reporter](#) to learn of revisions or addendums to this RFP. No other notification will be given.

2.7 Disqualification Factors

Following the opening of bids, a preliminary review of all proposals will be conducted by the Issuing Officer or a designee to review each proposal's submission for completeness and verify that all eligibility criteria have been met. Additionally, during the proposal evaluation process, evaluators will also be reviewing eligibility criteria and confirming that they have been met. During the course of either of these review processes, proposals that do not meet basic participation standards will be disqualified, specifically:

- Proposals from applicants that do not meet the eligibility criteria as outlined in 2.4; or
- Proposals that do not comply with bid submission and/or required format instructions as specified in 2.9 or
- Proposals from eligible not-for-profit applicants who have not completed Vendor Prequalification, as described in 2.8, by 2:00 PM EST on the Proposal Due Date posted in section 2.2.

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Protests related to disqualification must be filed within fifteen (15) business days after the notice of disqualification.

2.8 SFS Prequalification Requirement

Pursuant to the New York State Division of Budget Bulletin H-1032, dated June 7, 2013, New York State has instituted key reform initiatives to the grant contract process which require not-for-profits to be Prequalified in order for proposals to be evaluated and any resulting contracts executed.

Proposals received from eligible not-for-profit applicants who have not been Prequalified by the proposal due date of 2:00 PM EST on the Proposal Due Date posted in section 2.2 will not be able to submit their bid response through SFS.

Please do not delay in beginning and completing the prequalification process. The State reserves five (5) days to review submitted prequalification applications. Prequalification applications submitted to the State for review less than 5 days prior to the RFP due date and time may not be considered. Applicants should not assume their prequalification information will be reviewed if they do not adhere to this timeframe.

2.9 Vendor Registration, Prequalification and Training Resources for Not-for-Profits

NOTE: All applications must be submitted through the Statewide Financial System (SFS). No applications will be accepted electronically, US Postal Service, express mail delivery service or hand delivered.

For any application that does not contain all of the required documentation and/or "See Attached" responses that were to be uploaded, please be advised that the application will be reviewed and scored as submitted. For any incomplete response or missing and/or inappropriately submitted documentation, points will be deducted. It is the responsibility of the applicant to ensure, prior to submission, that the application is appropriate and complete. A workplan is not required for this RFP.

Each proposal submission through SFS is required to contain:

- Operating Budget (Appendix B)

All applicants must be registered with the New York State Statewide Financial System (SFS) and all Not-for-Profit agencies must be prequalified prior to proposal submission.

Not-for-profit organizations must Register as a vendor with the Statewide Financial System and successfully Prequalify to be considered for an award.

This grant opportunity is being conducted as an SFS bid event. Not-for-profit vendors that are not prequalified can initiate and complete bid responses. However, not-for-profit vendors that are not prequalified will NOT be allowed to submit their bid response for consideration.

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Information on [Registration](#) and [Prequalification](#) are available on the Grants Management Website. A high-level synopsis is provided below.

Registering as an SFS Vendor

To register an organization, send a complete [Grants Management Registration Form for Statewide Financial System \(SFS\) Vendors](#) and accompanying documentation where required by email to grantsmanagement@its.ny.gov. You will be provided with a Username and Password allowing you to access SFS.

Note: New York State Grants Management reserves 5-10 business days from the receipt of complete materials to process a registration request. Due to the length of time this process could take to complete, it is advised that new registrants send in their registration form as soon as possible. Failure to register early enough may prevent potential applicants from being able to complete a grant application on time.

If you have previously registered and do not know your Username, please contact the SFS Help Desk at (855) 233-8363 or at Helpdesk@sfs.ny.gov. If you do not know your Password, please click the [SFS Vendor Forgot Password](#) link from the main log in page and follow the prompts.

Prequalifying in SFS

- Log into the SFS Vendor Portal.
- Click on the Grants Management tile.
- Click on the Prequalification Application tile. The Prequalification Welcome Page is displayed. Review the instructions and basic information provided onscreen.

Note - If either of the above referenced tiles are not viewable, you may be experiencing a role issue. Contact your organization's Delegated Administrator and request the Prequalification Processor role.

- Select the Initiate a Prequalification Application radio button and click the Next button to begin the process. Starting with Organization Information, move through the steps listed on the left side of the screen to upload Required Documents, provide Contacts and Submit your Prequalification Application.

Note - If the Initiate a Prequalification Application radio button is not available, your organization may have already started a prequalification application and could even be prequalified. Click on the Version History Link to review your organization's prequalification status. If you are not currently prequalified, or your prequalification expires prior to the due date of this RFA, you will need to choose Collaborate on or Update your application.

- System generated email notifications will be sent to the contact(s) listed in the Contacts section when the prequalification application is Submitted, Approved, or returned by the State for more information. If additional information is requested, be certain to respond timely and resubmit your application accordingly.

Note: New York State reserves 5 business days from the receipt of complete

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Prequalification applications to conduct its review. If supplementary information or updates are required, review times will be longer. Due to the length of time this process could take to complete, it is advised that nonprofits Prequalify as soon as possible. Failure to successfully complete the Prequalification process early enough will prohibit the submission of the application in SFS.

Final Submission Format

Please note that all responses/applications/submissions to this RFP **must** be submitted through the Statewide Financial System (SFS). No mailed, delivered or emailed submissions will be accepted. OMH strongly recommends that applicants plan accordingly and allow themselves enough time to appropriately complete and submit by the due date and time of this RFP.

When providing uploads in response to any of the questions posed (other than the Fiscal/Budget component), please upload only PDF versions of those documents. When saving these files before uploading, with the exception of an underscore, please do not use any special characters in the file name, letters only should be used. All attachments required with the proposal must be combined into the proposal template PDF and clearly labeled. Uploading documents that are not in PDF form (other than the budget, which must be uploaded as an excel document) will result in the disqualification of the application.

Specific questions about SFS should be referred to the SFS Help Desk at helpdesk@sfs.ny.gov.

On Demand Grantee Training Material

A recorded session with information about the transition to SFS is available for Grantees on the Grants Management website - <https://grantsmanagement.ny.gov/> and in SFS Coach.

The following training material focused on grants management functionality is currently available in SFS Coach:

- An SFS Vendor Portal Reference Guide (https://upk.sfs.ny.gov/UPK/VEN101/FILES/SFS_Vendor_Portal_Access_Reference_Guide.pdf) to help Grantees understand which Grants Management roles they need in the SFS Vendor Portal based on the work they are currently involved in.
- A Grantee Handbook (upk.sfs.ny.gov/UPK/VEN101/FILES/Grantee_User_Manual.pdf), which provides screenshots and step-by-step guidance on how to complete Grants Management-related tasks in SFS
- On-demand recorded training videos focused on each aspect of the Grants Management business process

Agencies can view vendor training material in SFS Coach by selecting **SFS**

Training for Vendors from the Topic drop-down list.

3. Administrative Information

3.1 Reserved Rights

OMH reserves the right to:

- Reject any or all proposals received in response to the RFP that are deemed non-responsive or do not meet the minimum requirements or are determined to be otherwise unacceptable, in the agency's sole discretion;
- Withdraw the RFP at any time, at the agency's sole discretion
- Make an award under the RFP in whole or in part;
- Disqualify any applicant, and rescind any conditional award or contract made to such applicant whose conduct as a provider does not meet applicable standards as determined solely by OMH and/or proposal fails to conform to the requirements of the RFP;
- Seek clarifications and revisions of proposals for the purposes of assuring a full understanding of the responsiveness to this solicitation's requirements;
- Use proposal information obtained through the state's investigation of an applicant's qualifications, experience, ability or financial standing, and any material or information submitted by the applicant in response to the agency's request for clarifying information in the course of evaluation and/or selection under the RFP;
- Prior to the bid opening, direct applicants to submit proposal modifications addressing subsequent RFP amendments;
- Prior to the bid opening, amend the RFP specifications to correct errors or oversight, supply additional information, or extend any of the scheduled dates or requirements and provide notification to potential bidders via the OMH website, SFS and the New York State (NYS) Contract Reporter;
- Eliminate any non-material specifications that cannot be complied with by all of the prospective applicants;
- Waive any requirements that are not material;
- Negotiate any aspect of the proposal with the successful applicant in order to ensure that the final agreement meets OMH objectives and is in the best interests of the State;
- Conduct contract negotiations with the next responsible applicant, should the agency be unsuccessful in negotiating with the selected applicant;
- Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of an applicant's proposal and/or to determine an applicant's compliance with the requirements of the solicitation;
- Cancel or modify contracts due to insufficiency of appropriations, cause, convenience, mutual consent, non-responsibility, or a "force majeure";
- Change any of the scheduled dates stated in the RFP.

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3.2 Debriefing

OMH will issue award and non-award notifications to all applicants. Non-awarded applicants may request a debriefing, in writing, requesting feedback on their own proposal, within 15 calendar days of the OMH dated letter. OMH will not offer debriefing to providers who receive an award. OMH will not offer ranking, statistical, or cost information of other proposals until after the NYS Office of the State Comptroller has approved all awards under this RFP. Written debriefing requests may be sent to the Designated Contact, as defined in Section 2.1.

3.3 Protests Related to the Solicitation Process

Protests based on errors or omissions in the solicitation process, which are or should have been apparent prior to the deadline for receipt of all written questions for this RFP, must be filed prior to the deadline for questions. In the event an applicant files a timely protest based on error or omission in the solicitation process, the Commissioner of OMH or their designee will review such protest and may, as appropriate, issue a written response or addendum to the RFP to be posted on the OMH website in the RFP section. Protests of an award, non-award or disqualification decision must be filed within fifteen (15) business days after the notice of conditional award, non-award or disqualification or five (5) business days from the date of the debriefing. The Commissioner or their designee will review the matter and issue a written decision within twenty (20) business days of receipt of protest.

All protests must be in writing and must clearly and fully state the legal and factual grounds for the protest and include all relevant documentation. The written documentation should clearly state reference to the RFP title and due date. Such protests must be submitted to:

New York State Office of Mental Health
Commissioner Ann Marie T. Sullivan, M.D.
44 Holland Ave
Albany, NY 12229

3.4 Term of Contracts

The contracts awarded in response to this RFP will be for a five-year term. OMH reserves the right to modify the first period of the contract to coincide with the applicable fiscal period. For New York City contracts, the fiscal period is July 1 through June 30 of each year. Selected applicants awarded a contract under this RFP will be required to adhere to all terms and conditions in OMH's Contract for Grants.

3.5 Minority and Women Owned Business Enterprises

OMH recognizes its obligation to promote opportunities for maximum feasible participation of certified minority and women-owned business enterprises (MWBES) and the employment of minority group members and women in the performance of OMH contracts. OMH expects that all contactors make a good-faith effort to utilize Minority and/or Women Owned Business Enterprises (M/WBE), on any award resulting from this

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solicitation in excess of \$25,000 for commodities and services or \$100,000 for construction.

With respect to MWBEs, each award recipient must document its good faith efforts to provide meaningful opportunities for participation by MWBEs as subcontractors and suppliers in the performance of the project to be described in each grant disbursement agreement, and must agree that OMH may withhold payment pending receipt of the required MWBE documentation. The directory of MWBEs can be viewed at <https://ny.newnycontracts.com>. For guidance on how OMH will determine a contractor's "good faith efforts", refer to 5 NYCRR §142.8.

In accordance with 5 NYCRR § 142.13, each award recipient acknowledges that if it is found to have willfully and intentionally failed to comply with the MWBE participation goals set forth herein and in its grant disbursement agreements, such finding constitutes a breach of contract and OMH may withhold payment from the award recipient as liquidated damages.

Such liquidated damages shall be calculated as an amount equaling the difference between: (1) all sums identified for payment to MWBEs had the award recipient achieved the contractual MWBE goals; and (2) all sums paid to MWBEs for work performed or material supplied under the grant disbursement agreement.

By applying, an Applicant agrees to demonstrate its good faith efforts to achieve its goals for the utilization of MWBEs by submitting evidence thereof in such form as OMH shall require. Additionally, an Applicant may be required to submit the following documents and information as evidence of compliance with the foregoing:

- A. An MWBE Utilization Plan, which shall be submitted in conjunction with the execution of the grant disbursement agreement except as otherwise authorized by OMH. Any modifications or changes to the MWBE Utilization Plan after the execution of the grant disbursement agreement must be reported on a revised MWBE Utilization Plan and submitted to OMH.

OMH will review the submitted MWBE Utilization Plan and advise the award recipient of OMH acceptance or issue a notice of deficiency within 30 days of receipt.

- B. If a notice of deficiency is issued, the award recipient will be required to respond to the notice of deficiency within seven (7) business days of receipt by submitting to OMH, a written remedy in response to the notice of deficiency. If the written remedy that is submitted is not timely or is found by OMH to be inadequate, OMH shall notify the award recipient and direct the award recipient to submit within five (5) business days, a request for a partial or total waiver of MWBE participation goals. Failure to file the waiver form in a timely manner may be grounds for disqualification of the bid or proposal.

OMH may refuse to enter into a grant disbursement agreement, or terminate an existing grant disbursement agreement resulting from this solicitation, under the following circumstances:

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- i. If an award recipient fails to submit a MWBE Utilization Plan;
- ii. If an award recipient fails to submit a written remedy to a notice of deficiency;
- iii. If an award recipient fails to submit a request for waiver; or,
- iv. If OMH determines that the award recipient has failed to document good faith efforts

The award recipient will be required to attempt to utilize, in good faith, any MBE or WBE identified within its MWBE Utilization Plan, during the performance of the project. Requests for a partial or total waiver of established goal requirements may be made at any time during the term of the project but must be made no later than prior to the submission of a request for final payment under the grant disbursement agreement.

Each award recipient will be required to submit a Quarterly MWBE Contractor Compliance & Payment Report to OMH over the term of the project, in such form and at such time as OMH shall require, documenting the progress made toward achievement of the MWBE goals established for the project.

3.6 Participation Opportunities for New York State Certified Service-Disabled Veteran Owned Business

Article 17-B of the New York State Executive Law provides for more meaningful participation in public procurement by certified Service-Disabled Veteran-Owned Business (SDVOB), thereby further integrating such businesses into New York State's economy. OMH recognizes the need to promote the employment of service-disabled veterans and to ensure that certified service-disabled veteran-owned businesses have opportunities for maximum feasible participation in the performance of OMH contracts.

In recognition of the service and sacrifices made by service-disabled veterans and in recognition of their economic activity in doing business in New York State, applicants are expected to consider SDVOBs in the fulfillment of the requirements of the Contract. Such participation may be as subcontractors or suppliers, as proteges, or in other partnering or supporting roles.

With respect to SDVOBs, each award recipient must document its good faith efforts to provide meaningful opportunities for participation by SDVOBs as subcontractors and suppliers in the performance of the project to be described in each grant disbursement agreement and must agree that OMH may withhold payment pending receipt of the required SDVOB documentation. For purposes of providing meaningful participation by SDVOBs, the Applicant/Contractor would reference the directory of New York State Certified SDVOBs found at <https://ogs.ny.gov/Veterans>. Additionally, following any resulting Contract execution, Contractor would be encouraged to contact the Office of General Services' Division of Service-Disabled Veterans' Business Development to discuss additional methods of maximizing participation by SDVOBs on the Contract.

3.7 Equal Opportunity Employment

By submission of a bid or proposal in response to this solicitation, the Applicant/Contractor agrees with all terms and conditions of Contract for Grants, Section IV(J) – Standard Clauses for All New York State Contracts including Clause 12 – Equal Employment Opportunities for Minorities and Women. The Contractor is required to ensure that it and any subcontractors awarded a subcontract over \$25,000 for the construction, demolition, replacement, major repair, renovation, planning or design of real property and improvements thereon (the “Work”), except where the Work is for the beneficial use of the Contractor, undertake or continue programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation. This requirement does not apply to (i) work, goods, or services unrelated to the Contract; or (ii) employment outside New York State.

The Applicant will be required to submit a Minority and Women-Owned Business Enterprises and Equal Opportunity Policy Statement, to the State Contracting Agency with their bid or proposal. To ensure compliance with this Section, the Applicant will be required to submit with the bid or proposal an Equal Opportunity Staffing Plan (Form # to be supplied during contracting process) identifying the anticipated work force to be utilized on the Contract. If awarded a Contract, Contractor shall submit a Workforce Utilization Report, in such format as shall be required by the Contracting State Agency on a monthly or quarterly basis during the term of the contract. Further, pursuant to Article 15 of the Executive Law (the “Human Rights Law”), all other State and Federal statutory and constitutional and non-discrimination provisions, the Contractor and sub-contractors will not discriminate against any employee or applicant for employment status because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status, or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest. Please Note: Failure to comply with the foregoing requirements may result in a finding of non-responsiveness, non-responsibility and/or a breach of the Contract, leading to the withholding of funds, suspension or termination of the Contract or such other actions or enforcement proceedings as allowed by the Contract.

3.8 Sexual Harassment Prevention Certification

State Finance Law §139-I requires applicants on state procurements to certify that they have a written policy addressing sexual harassment prevention in the workplace and provide annual sexual harassment training (that meets the Department of Labor’s model policy and training standards) to all its employees. Bids that do not contain the certification may not be considered for award; provided however, that if the applicant cannot make the certification, the applicant may provide a statement with their bid detailing the reasons why the certification cannot be made. A template certification

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document is being provided as part of this RFP. Applicants must complete and return the certification with their bid or provide a statement detailing why the certification cannot be made.

3.9 Gender-Based Violence and the Workplace Certification

State Finance Law §139-m requires all vendors bidding on state contracts to implement and attest to a Gender-Based Violence and the Workplace policy. Applicants on state procurements must certify that they have a written policy addressing gender-based violence and the workplace that meets the minimum requirements of State Finance Law §139-m. Bids that do not contain the certification may not be considered for award; provided however, that if the applicant cannot make the certification, the applicant may provide a statement with their bid detailing the reasons why the certification cannot be made. A template certification document is being provided as part of this RFP.

Applicants must complete and return the certification with their bid or provide a statement detailing why the certification cannot be made.

3.10 Bid Response

Neither the State of New York or OMH shall be responsible for the costs or expenses incurred by the applicant in preparation or presentation of the bid proposal.

3.11 Acceptance of Terms and Conditions

A bid, in order to be responsive to this solicitation, must satisfy the specifications set forth in this RFP. A detailed description of this format and content requirements is presented in Section 2.9 of this RFP.

3.12 Freedom of Information Requirements

All proposals submitted for OMH's consideration will be held in confidence. However, the resulting contract is subject to New York State Freedom of Information Law (FOIL). Therefore, if an applicant believes that any information in its bid constitutes a trade secret or should otherwise be treated as confidential and wishes such information not be disclosed if requested, pursuant to FOIL (Article 6 of Public Officer's Law), the applicant must submit with its bid, a separate letter specifically identifying the page number(s), line(s), or other appropriate designation(s) containing such information explaining in detail why such information is a trade secret and formally requesting that such information be kept confidential. Failure by an applicant to submit such a letter with its bid identifying trade secrets will constitute a waiver by the applicant of any rights it may have under Section 89(5) of the Public Officers Law relating to the protection of trade secrets. The proprietary nature of the information designated confidential by the applicant may be subject to disclosure if ordered by a court of competent jurisdiction. A request that an entire bid be kept confidential is not advisable since a bid cannot reasonably consist of all data subject to a FOIL proprietary status.

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3.13 NYS and OMH Policies

The applicant/contractor must agree to comply with all applicable New York State and OMH policies, procedures, regulations and directives throughout the Term of the contract.

4. Evaluation Factors and Awards

4.1 Evaluation Criteria

All proposals will be rated and ranked in order of highest score based on an evaluation of each applicant's written submission. **Please note that there are restrictions to the type, size and naming conventions of the files and attachments uploaded in SFS. For more information, please review the SFS Attachment Guide [here](#). Failure to comply with these guidelines may result in attachments not being viewable to reviewers.**

The Evaluation will apply points in the following categories as defined in Section 6:

Technical Evaluation	Points
Population	10
Description of Program	20
Implementation	20
Agency Performance	10
Utilization Review, Reporting, and Quality Improvement	10
Diversity, Equity and Inclusion and Peer Support Language	10
Financial Assessment	20
Total Proposal Points	100 Points

For a detailed description of evaluation criteria for the Technical Evaluation and the Financial Assessment components, see Section 6 (Proposal Narrative).

4.2 Method for Evaluating Proposals

Designated staff will review each proposal for completeness and verify that all eligibility criteria are met. A complete proposal shall include all required components as described in Section 2.9. If a proposal is not complete or does not meet the basic eligibility and participation standards as outlined in Section 2.4, the proposal will be eliminated from further review. The agency will be notified of the rejection of its proposal within 10 working days of the proposal due date.

Proposals will be conducted in two parts: Technical Evaluation and Financial Assessment. The technical evaluation committee, consisting of at least three evaluators, will review the technical portion of each proposal and compute a technical score. A financial score will be computed separately based on the operating budget and budget narrative submitted.

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Evaluators of the Technical Evaluation component may then meet to discuss the basis of those ratings. Following the discussion, evaluators may independently revise their original score in any section. Once completed, final Technical Evaluation scores will then be recalculated, averaged, and applied to the final Financial Assessment score to arrive at final scores.

Any proposal not receiving a minimum score of 70 will be eliminated from consideration.

In case of a tie in the scoring process, the proposal with the highest score on the Description of Program (Section 6.3) of the Proposal Narrative will be ranked higher.

4.3 Process for Awarding Contracts

One award will be made to a LGBTQIA+ crisis line and training entity.

4.4 Initial Awards and Allocations

Proposals will be ranked, and one award made to the applicant with the highest score to assume the operation of New York specialized LGBTQIA+ youth and young adult crisis line.

4.5 Contract Termination and Reassignment

There are a number of factors that may result in the contract being reassigned. This includes, but is not limited to an OMH determination that the agency has failed to adequately progress a project within 18 months of the award notification date; an OMH determination that the project is not feasible; failure to meet start-up milestones. A contractor will be provided notification if there is need for reassignment.

To reassign the contract, OMH will go to the next highest ranked proposal. In the event the award cannot be made, OMH reserves the right to re-procure the terminated or reassigned contract.

4.6 Award Notification

At the conclusion of the procurement, notification will be sent to successful and non-successful applicants. All awards are subject to approval by the NYS Attorney General and the Office of the State Comptroller before an operating contract can be finalized.

5. Scope of Work

5.1 Introduction

The New York State Office of Mental Health (OMH) is issuing this Request for Proposals (RFP) to secure a dedicated, 24/7/365 crisis line for Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual, and other diverse identities (LGBTQIA+) youth and young adults in New York State (NYS). This initiative is a core component of the Governor's FY 26-27 State of the State initiative, demonstrating a strong commitment to support the mental health and overall wellbeing of LGBTQIA+ youth and young adults living in New York. This RFP seeks to partner with a nationally trusted and established provider of LGBTQIA+ crisis services to address these critical needs by offering culturally responsive and humble, non-judgmental, and gender-affirming support. This specialized service will ensure that LGBTQIA+ youth and young

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adults have access to crisis counseling that is tailored to their experiences, fostering an environment where they feel heard and supported.

The goal is to provide immediate, confidential, and 100% free crisis counseling support through multiple modalities: call, chat, and text. This service will deliver immediate crisis de-escalation, work towards the reduction of acute suicide risk, and facilitate the collaborative development of safety plans. Counselors will receive specialized training to understand and respond to the unique challenges faced by LGBTQIA+ young people, equipping them with healthy coping strategies while connecting them to ongoing LGBTQIA+-affirming mental health services and community-based resources.

The goal of this RFP is to identify a nationally recognized LGBTQIA+ serving organization that can provide New York State specific routing for LGBTQIA+ youth and young adults on their currently existing crisis line. The contractor shall leverage its established crisis service infrastructure to provide a seamless New York State-specific experience through call, chat, and text, while delivering specialized crisis intervention, referral, and follow-up services. Furthermore, to strengthen the overall mental health infrastructure, the selected entity will play a pivotal role in enhancing cultural humility and responsiveness across the broader NYS 988 Suicide & Crisis Lifeline network. This will include providing synchronous training for current NYS 988 crisis counselors and creating enduring asynchronous training resources for future NYS 988 crisis counselors. This comprehensive approach aims to ensure that all young New Yorkers, particularly those within the LGBTQIA+ community, receive timely, trauma-informed, and culturally responsive care when they need it most.

5.2 Objectives and Responsibilities

The awarded vendor(s) will be expected to meet the objectives and responsibilities below. These will form the basis for the scope of work and contract deliverables when an award is made.

A. Crisis Service Delivery:

- Provide 24/7/365, free, and confidential crisis intervention and emotional support to LGBTQIA+ youth and young adults via phone, text, and chat by implementing a dedicated routing option specifically for NYS youth and young adults;
- The crisis line must be able to accommodate non-English speakers, including established procedures for language access;
- Support de-escalation, emotional regulation, and stabilization during crisis situations;
- Deliver immediate crisis de-escalation to reduce acute emotional distress, support emotional regulation and stabilization, and reduce immediate suicide risk through evidence-based crisis intervention;
- All crisis line staff must be trained in suicide assessment and intervention and

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use evidence-based suicide assessment screens;

- Collaboratively develop safety plans as appropriate;
- Provide culturally competent, non-judgmental, and gender-affirming support that recognizes the unique experiences and challenges faced by the LGBTQIA+ youth and young adult population;
- Any warm transfer must take place after crisis counseling has been provided and the immediate risk has been assessed and de-escalated;
- The crisis line must provide follow-up services to contacts as needed with the consent of the caller/texter/chatter in a timely manner;
- Connect help seekers to appropriate New York State-specific behavioral health, peer support, community-based, and other affirming resources, as appropriate;
- The crisis line must meet the following performance standards:
 - Calls answered within 2 minutes;
 - Chat/texts answered within 4 minutes;
 - Minimum 90% answer rate;
- The LGBTQIA+ line vendor must have frequent and/or abusive caller protocols in place, ensuring protection of staff answering the phone and those contacting the line.

B. Training for NYS 988 Crisis Counselors

- The vendor must create and deliver asynchronous LGBTQIA+ training materials to support onboarding and ongoing education for all New York State 988 crisis counselors;
- Training must include annual follow-up or refresher training;
- Training must address:
 - LGBTQIA+ youth-specific risk factors, including disproportionate systems involvement for LGBTQIA+ youth such as child welfare and juvenile justice system
 - LGBTQIA+ Ally Training
 - Affirming and culturally responsive and humble crisis intervention, including for intersectional identities
 - LGBTQIA+ Sensitivity Training
 - Developmental considerations for serving youth and young adults
 - Establishing connection and active engagement
 - Active listening

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- Asking clarifying questions empathically
- Assessing immediate safety
- Conducting a full safety assessment
- Responding to imminent risk
- Collaborating on a safety plan
- Additional needs/specialties of the Center's choosing

C. Technology

- The LGBTQIA+ crisis line provider shall **not** utilize:
 - automated answering services,
 - cellular telephones to answer incoming calls,
 - automated attendants/telephonic systems,
 - artificial intelligence (AI) services,
 - or, interactive voice response (IVRs) messages for incoming communications
- The LGBTQIA+ crisis line provider should have access to a secure database that:
 - Protects caller information,
 - Tracks call data and quality assurance metrics,
 - List updated LGBTQIA+ resources and referral sources,
 - Tracks scheduling and workflow of Center staff
- The LGBTQIA+ crisis line provider should have a telephony system which includes sequential call forwarding capabilities that minimize missed calls

CI. Reporting and Coordination

- The vendor must complete all OMH reporting requirements:
 - Sentinel events (any unexpected occurrences involving death, or serious physical or psychological injury, or risk thereof) require expedited communication, within 24hrs, to OMH including details (dates, times, de-identified information about the contactor, etc.);
 - The vendor must inform the NYS OMH prior to data sharing or otherwise participating in any external research or evaluation of the NYS routing option on their LGBTQIA+ line;
 - The vendor must report best available data on all NYS users of the line, including all users of any specific routing option, and any users of the general services who identify as from NYS.

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- The vendor must identify at least three points of contact for ongoing communication with OMH;
- Provide a plan for how the LGBTQIA+ crisis line provider will establish formal relationships with other emergency services in their coverage areas, including 988, law enforcement, 911 PSAPs, EMS, and fire departments;
- Ongoing monitoring will be in place for:
 - Call/chat/text volume
 - Answer rate and response times
 - Monthly REDCap data
 - Follow-up for engagement of high-risk contacts

5.3 Operating Funding

One award will be made in the amount of \$1.8 million for the first fiscal year, with an annual funding amount of \$1.2 million for the following 4 years. One time funding of \$600,000 for training is included in the first year of the award.

6. Proposal Narrative

Please note that there are restrictions to the type, size and naming conventions of the files and attachments uploaded in SFS. For more information, please review the SFS Attachment Guide [here](#). Failure to comply with these guidelines may result in attachments not being viewable to reviewers.

A proposal template is provided in the “Event Comments and Attachments” section of SFS and MUST be used to answer the following questions. Any supporting attachments MUST be included in the upload of the proposal template as one continuous PDF document AND be labeled specific to the question number it is associated with. **Proposals/applications not submitted as described (other than the budget which must be uploaded in excel format) may result in disqualification of the application.**

When submitting proposals for funding under this RFP, the narrative must address all components listed below, in the following order:

https://www.clmhd.org/contact_local_mental_hygiene_departments/

6.1 Attestations

Please attest to the following with a Yes/No response:

- a. Do you attest to operating a hotline with 24/7/365 call and chat capability?
- b. Do you attest to operating a hotline that is specialized to LGBTQ+ individuals (operationalized as advertising as a hotline specialized to LGBTQ+ individuals)?

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- c. Do you attest to operating a hotline that advertises physically or digitally to individuals across the United States?

6.2 Population

This section will be evaluated based on the extent to which the proposer demonstrates experience in working with the LGBTQIA+ youth and young adult population based on the criteria listed in this section.

- a. Describe your experience working with individuals who identify as lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, or other sexual and gender minority identities, as well as individuals exploring their identity;
- b. Describe your experience operating a LGBTQIA+ youth and young adult call, chat, and text line, including how the service currently operates and your experience providing these services with national coverage;
- c. Describe your experience providing training on LGBTQIA+ populations, particularly with regard to suicidal ideation, self-harm, family rejection, bullying, identity-related distress, substance use, and social isolation.

6.3 Description of Program

This section will be evaluated based on the extent to which the proposer demonstrates their plan to utilize an existing LGBTQIA+ youth and young adult crisis services line to provide a New York State-specific service experience, including dedicated routing for NYS youth and young adults.

- a. Describe the overall program model for the LGBTQIA+ youth and young adult crisis line, including the types of services that will be provided through the crisis line and how individuals will access services, how contacts will be received, and how crisis counseling services will be delivered from initial contact through as needed follow-up;
- b. Describe your current policies, procedures, and protocols for ensuring quality crisis services for LGBTQIA+ youth and young adult help seekers;
- c. Describe how your existing crisis service will be tailored to provide a New York State-specific experience, including how you will implement dedicated routing options for NYS youth and young adults;
- d. Describe how you will conduct outreach and marketing to NYS youth and young adults, curate and maintain NYS-specific resources and referral pathways across all counties in NYS, and ensure crisis counselors serving NYS contacts are knowledgeable about New York State services and resources;
- e. Describe the proposed content for training, including the audience and any content specialized to a subset of the audience of NYS 988 contact center

staff;

- f. Describe the proposed delivery of training including delivery models, intensity, frequency, duration, and trainers.

6.4 Implementation

This section will be evaluated based on the extent to which the applicant demonstrates an implementation plan based on the criteria listed in this section.

- a. Describe the plan to implement a LGBTQIA+ youth and young adult crisis line routing option for New Yorkers including the implementation timeline. This should include major phases of implementation, key activities, and timeframes from contract award through full operation. Key milestones and deliverables should be identified. The proposal should identify staff responsible for implementation activities.
- b. Describe staffing and supervision at implementation for the crisis line. This should include staff qualifications, supervision structure, and staffing coverage. This should include plans for recruitment, hiring, and onboarding, preparation of staff necessary to support implementation of the New York-specific routing option, and development or modification of policies and procedures and required technology, as well as system testing. The proposal should describe how sufficient staffing levels will be maintained to support 24/7/365 service delivery.
- c. Describe the technology and infrastructure required to operate the crisis line. This should include systems used to support call, text, and chat services, as well as data collection and reporting. The proposal should describe plans to ensure continuity of operations. Describe development or modification of policies, procedures and implementation of required technology, including phone, text, and chat platforms. This should include plans for staff training and system testing required prior to service delivery.
- d. Describe coordination with the broader NYS crisis response system. This should include coordination with 988 contact centers, crisis service providers, and youth-serving and LGBTQIA+-affirming organizations. The proposal should describe referral processes and coordination with external partners. Describe your internal and external network of New York State behavioral health care partnerships, and how you plan to utilize those networks to facilitate rapid access to care.
- e. Describe the implementation of the proposed training including major phases of implementation, key activities, and timeframes from contract award through full operation. Key milestones and deliverables should be identified. The proposal should identify staff responsible for implementation activities and supervision of staff.

6.5 Agency Performance

This section will be evaluated based on the extent to which the proposer demonstrates successful relevant experience based on the criteria listed in this section.

- a. Provide a brief summary of the agency, the services for which the agency is licensed or otherwise authorized to provide, and the population(s) served.
- b. Describe the agency's organizational structure, administrative and supervisory support for services to be provided by the LGBTQIA+ youth and young adult crisis line. Include the governing body, and any advisory body that supports the organization and effective service provision.
- c. Describe the agency's experience operating and sustaining 24/7/365 crisis services through call, chat, and text, including its ability to maintain adequate staffing, supervision, and continuous service delivery.
- d. Provide the following specific data points over the last two calendar years (2024 and 2025): call volume, calls answered, answer rate, average talk time, average speed to answer, text/chat received, text/chats answered, and staff turnover levels. Applicants must submit documentation/data that supports your response for this question.
- e. Describe metrics used to evaluate previous training efforts and performance on metrics.

6.6 Utilization Review, Reporting, and Quality Improvement

This section will be evaluated based on the extent to which the proposer demonstrates appropriate monitoring, quality improvement, and reporting based on the criteria listed in this section.

- a. Describe how the agency will ensure adherence to standards put forth by NYS OMH in section 5.2.
- b. Describe how confidentiality of individuals' records will be ensured in ways that comply with all local, state, and federal confidentiality and privacy regulations. This should include how the agency monitors crisis counselor performance, identifies areas of improvement, and implements improvement plans when performance or quality concerns are identified.
- c. Describe the agency's process for identifying, reviewing, documenting, and responding to sentinel events, and other significant clinical or operational incidents, including processes for timely notification to NYS OMH.
- d. Describe how the agency will collect, monitor, and report service utilization, performance, and outcome data for New York State contacts, including call, chat, and text volume, answer rates, response times, follow-up activities, referrals, safety planning, and emergency interventions, as applicable.
- e. Describe how the agency will develop a process for regular LGBTQIA+ feedback on agency performance and responsiveness to the population's crisis and other

needs, e.g., through satisfaction surveys and other methods of engagement and feedback.

6.7 Diversity, Equity, Inclusion and Recipient Input

This section describes the commitment of the entity to advancing equity. OMH is committed to the reduction of disparities in access, quality, and treatment outcomes for historically marginalized populations as well as centering and elevating the voice of individuals with lived experience throughout the system.

Commitment to Equity and the Reduction of Disparities in Access, Quality and Treatment Outcomes for Marginalized Populations

- a. Provide a mission statement for this project that includes information about the intent to serve individuals from marginalized/underserved populations in a culturally responsive trauma-informed way.
- b. Identify the management-level individual responsible for coordinating and leading efforts to reduce disparities in access, quality, and treatment outcomes for marginalized, underserved, and disconnected populations.
- c. Identify the management-level individual responsible for coordinating and leading efforts to ensure incorporation of feedback from participants in services in continuous agency improvement. Information provided should include the individual's title, organizational positioning and their planned activities for coordinating these efforts).
- d. Provide the diversity, equity, inclusion, cultural and linguistic competence strategic plan for this program (as outlined in the National CLAS Standards). The plan should include information in the following domains:
 - Workforce diversity (data-informed recruitment);
 - Workforce inclusion;
 - Reducing disparities in access quality, and treatment outcomes in the patient population;
 - Soliciting input from diverse community stakeholders, organizations and persons with lived experience;
 - Efforts to adequately engage underserved foreign-born individuals and families in the project's catchment area;
 - How stakeholder input from service users and individuals from marginalized/underserved populations was used when creating the diversity, equity, inclusion, cultural and linguistic competence plan;
 - Discuss how the plan will be regularly reviewed and updated.

Equity Structure

- e. Describe the organization's committees/workgroups that focus on reducing disparities in access, quality, and treatment outcomes for marginalized

populations (diversity, inclusion, equity, cultural/linguistic competence).

- f. Describe the organization's committees/work groups that focus on incorporating participants of services into the agency's governance. Note - it is important to describe how membership of any such committee/work group includes people with lived experience and representatives from the most prevalent cultural groups to be served on this project.

Workforce Diversity and Inclusion

- g. Describe program efforts to recruit, hire and retain staff from the most prevalent cultural group of service users and staff with lived experience with mental health and receiving mental health services.

Language Access

- h. Describe efforts to meet the language access needs of the clients served by this project (limited English proficient, Deaf/HOH). This information should include the use of data to identify the most prevalent language access needs, availability of direct care staff who speak the most prevalent languages, and the provision of best practice approaches to provide language access services (i.e., phone, video interpretation). Also, include information about efforts to ensure all staff with direct contact with clients are knowledgeable about using these resources. Additionally, provide information about the plan to provide documents and forms in the languages of the most prevalent cultural groups of its service users (consent forms, releases of information, medication information, rights, and grievances procedures). This section should also include information related to: addressing other language accessibility needs (Braille, limited reading skills, large print), service descriptions and promotional material.

Recovery Values

- i. Describe the agency or program's plan to espouse recovery and resilience-oriented values into practice.

Collaboration with Diverse Community-Based Stakeholders/Organizations

- j. For this project, describe proposed efforts to partner, collaborate with and include diverse, culturally relevant community partners in service provision and in the gathering of stakeholder input. This includes information about subcontracting entities (if applicable) and other efforts to ensure government resources reach organizations and populations that are historically economically marginalized, including those that are peer run.

6.8 Financial Assessment

- a. The proposal must include a 5-year Budget (Appendix B). **\$1.2 million** is available annually, and the one-time \$600,000 for training. The indirect cost/administrative

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overhead rate is capped at 15%. Providers must follow Consolidated Fiscal Report (CFR) Ratio-Value guidance which excludes equipment/property from the direct cost base. Federal Negotiated Indirect Cost Rate Agreements (NICRA) are not allowable. Any travel costs included in the Budget must conform to New York State rates for travel reimbursement. Applicants should list staff by position, full-time equivalent (FTE), and salary. A guide to financial operations in NYS can be found [here](#).

- b. Describe how your agency will manage the proposed programs operating budget. Please include the following:
- detailed expense components that make up the total operating expenses;
 - the calculation or logic that supports the budgeted value of each category; and,
 - description of how salaries are adequate to attract and retain qualified employees.