City of Seattle Department of Education & Early Learning (DEEL)

**Telehealth Services for Students and Youth**

**Request for Information (RFI) Overview**

*Responses are to be submitted via the Submittable portal.*

**Information Requested**

* **Name of company:**
* **Company Type:** 
  + **Private, for-profit**
  + **Non-profit**
  + **501c3 community-based organization**
* **Primary Contact Information**
  + **Primary Contact name:**
  + **Role:**
  + **Email:**
  + **Phone:**
* **Secondary Contact Information**
  + **Secondary Contact name:**
  + **Role:**
  + **Email:**
  + **Phone:**

*Using the application portal in Submittable, please provide detailed responses to the following areas within the maximum word counts.*

**1. Company Overview (1,000 words maximum)**

- Briefly describe your organization and its experience in providing telehealth services to youth.

- Highlight your experience in delivering culturally responsive care.

- Explain your model of care, including referral and in-take process; number of sessions offered per user; scheduling process and user availability; referral systems for long-term and/or in-person care.

**2. Service Offerings (1,000 words maximum)**

- Describe the types of telehealth services you provide (e.g., mental health counseling, medical consultations, behavioral therapy, referrals to long-term care).

- Explain how these services are tailored to meet the needs of diverse cultural groups.

- Provide any data you have that shows user demographics. Requested demographics include race/ethnicity and age group. Include any additional demographic information you collect.

- Provide any evidence of effectiveness, including reduced rates of anxiety and depression in users.

3. **Cultural Responsiveness (1,000 words maximum)**

- Detail the strategies your organization employs to ensure culturally responsive care that is differentiated by student populations.

- Provide examples of training programs for your staff on cultural competence and sensitivity.

- Explain how you address language barriers and ensure effective communication with non-English speaking students.

- Provide demographic data about the telehealth provider’s backgrounds you have on staff, including race/ethnicity.

4. **Technology and Accessibility (500 words maximum)**

- Describe the technology platform(s) you use for telehealth services and how it specifically engages youth.

- Explain how your platform ensures ease of access for students and families with varying levels of technological proficiency.

- Outline any provisions for students with disabilities.

5. **Privacy and Confidentiality (500 words maximum)**

- Detail your protocols for maintaining the privacy and confidentiality of student health information.

- Explain your compliance with relevant laws and regulations (e.g., HIPAA, FERPA).

6. **Implementation and Support (1,000 words maximum)**

- Describe the process for implementing your telehealth services in a school or community setting.

- Provide information on the support and training you offer to school staff, students, and families for either referral processes or service delivery.

- Describe your current capacity, provider to patient ratios, and your capacity to take on an increased population of youth.

7. **Cost Structure (500 words maximum)**

- Provide a general overview of your pricing model.

- Highlight any available funding options, including insurance acceptance or sliding scale fees to accommodate low-income families.