

Youth Telehealth RFP: Scoring Criteria

Criteria Area	Description: Strong proposals will -	Total Points
Partnership	<ol style="list-style-type: none"> 1. Describe concrete actions (past or planned) that demonstrate ability to build relationships and successful partnerships with leadership, staff, and administration for youth telehealth services with K12 schools/districts and/or colleges. A particularly strong response will demonstrate understanding of the various types of agreements that have to be in place to offer services to youth and ability to navigate complex systems to offer youth streamlined access to care. 2. Demonstrate general knowledge of existing student support systems (such as student support staff, community partnerships, related initiatives) to bolster coordination and partnership development. 3. Provide clear details about how services fit within the youth Ecosystem of Supports (health agencies, SBHCs CBOs, students, families,) to support the successful implementation of well-coordinated telehealth supports. A particularly strong response will demonstrate recent successes working across various types of stakeholders and exhibit strong coordination skills. 	15
Outreach & Marketing	<ol style="list-style-type: none"> 1. Provide detailed information on current common referral source(s) for their youth clientele and experience with community outreach while articulating a compelling plan to leverage those sources and connections to expand their current reach. A particularly strong response will demonstrate understanding of the differentiated needs of diverse communities and an ability to reach youth and families through multiple avenues. 2. Demonstrate understanding of and experience with social media as an outreach tool. 3. Articulate relevant experience with leveraging and coordinating with current screening and referral systems to reach focus student populations and ensure youth receive appropriate levels of mental health care. 	15
Removing Barriers	<ol style="list-style-type: none"> 1. Demonstrate thorough understanding of the youth mental health climate and challenges that need to be addressed by their services, including evidence such as data points and input from students, families, and/or staff. 2. Specify strategies to address these challenges and to support youth mental health with increased access to services. 	10
Youth Experience	<ol style="list-style-type: none"> 1. Provide detailed and specific plan on youth engagement strategy and how they will collect, analyze, and be responsive to youth participant feedback to inform service delivery. 2. Demonstrate ability to provide services that are supported by a youth- informed evidence base (student, youth, and community input), and/or a concrete plan to incorporate learning and youth involvement to inform development of and improvements to services. 	10

Culturally Specific & Responsive	<ol style="list-style-type: none"> 4. Clearly articulate different subgroups of target youth populations (specific race/ethnicities, gender identities, etc.) with demographic data that shows these youth currently being served by services with staffing population that aligns with target youth. 5. Describe how implementation of telehealth services are differentiated based on the strengths and cultural assets of the youth populations identified. 6. Culturally specific and responsive strategies are clearly described and integrated into multiple aspects of the services (such as outreach, staffing, etc.) with accountability structure in place. 7. Youth/community feedback and/or supporting research is included to support the proposed culturally specific and responsive strategies and approach. 	15
Capacity Building & Budget	<ol style="list-style-type: none"> 1. Proposed plan for staffing and administration of telehealth services is clear and commensurate with the intended scale and capacity range identified. 2. Estimated wait-time for student aligns with description of current capacity and does not exceed reasonable timeframes for youth in need of critical support to have to wait. 3. Budget is clearly articulated and inclusive of cost-per-student, # of sessions, role of insurance, and any additional costs. 	15
Timeline	<ol style="list-style-type: none"> 1. Includes a clear description of timeline, relevant activities, and key milestones towards full implementation. A particularly strong response will demonstrate alignment between the Capacity Building & Budget and Timeline sections. 	5
Data & Reporting	<ol style="list-style-type: none"> 1. Articulates a clear plan for tracking service delivery and participation, service delivery quality, and outcomes. A strong response will include specific measures, targets, and existing or proposed data sources. 2. Describes anticipated changes in student mindsets, behavior, or other indicators that are associated with progress toward outcomes. A particularly strong response will demonstrate an understanding of risk and protective factors that influence student mental health. 3. Describes a planned or current process for using data and/or participant engagement (e.g., students, families, partner organizations) to support continuous improvement of telehealth services. A strong response will include demonstrated experience using monitoring & evaluation to inform service quality. 	15
Total		100

