



Adult Outpatient Services Transformation: Community Outreach Recovery Empowerment (CORE) Program Overview
Division of Behavioral Health
January 25, 2022
Questions and Answers

Presentation

1. Will these slides be made available?
Yes, the slides and recorded presentation were published to the Adult Outpatient Services Transformation webpage (<https://dhs.saccounty.gov/BHS/Pages/Adult-Outpatient-Services-Transformation.aspx>).

CORE Eligibility

2. Is this service also for individuals who have developmental disabilities?
The CORE Community Wellness Center component is open to all Sacramento County adult community members, age 18 years or older. For the CORE Outpatient Program eligibility, see slide 17 ([Adult Outpatient Services Transformation Overview slide deck](#)) or Behavioral Health Policy and Procedure QM-01-07: [Determination or Medical Necessity and Target Population](#).
3. Is this only available to individuals who have Medi-Cal?
See response to question 2.

CORE Program

4. Is the CORE program open to community-defined and promising cultural practices?
Yes, embedded into the CORE Program objectives is the increase effectiveness of evidence based practices, community defined practices, and promising practices.
5. I know there will be two locations per center. Will the clinical piece be at each location, Example: both locations will have a clinical piece or one location for clinical and the other location just a drop-in service?
Once fully implemented, there will be a total of 10 sites, each with co-located Core Outpatient Program and CORE Community Wellness Center.

6. How will "homebound" individuals access the programs?
The CORE Outpatient Program will offer flexible, community/field-based specialty mental health services, not just site-based.
7. Will outpatient treatment be required to provide psychotherapy by a trained therapist or will they be able to use only case managers?
Brief targeted individual or group therapy is a Medi-Cal covered service and will be offered by the CORE program. Therapy is one of the services offered by the CORE Program and provided as needed. Therapy will be provided by qualified staff who meet the CA guidelines under the Board of Behavioral Sciences (BBS).
8. Social Security in Sacramento is still hard to get a hold of even as a community health worker. Please explain more on how clients will get connected to SSA?
Embedded in the CORE Service Delivery Approaches is the **SSI/SSDI Outreach, Access, and Recovery (SOAR) initiative**. This national model created by Substance Abuse Mental Health Services Administration (SAMHSA) was designed to help mental health (MH) workers navigate, alongside clients, the complicated systems of Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI). This model helps train and inform MH workers so that they can help clients get connected to income and benefit supports. Anyone interested in learning more about SOAR and submitting SSI/SSDI applications can enroll in SAMHSA's free online courses (<https://soarworks.samhsa.gov/content/soar-online-course-catalog>).

CORE Community Wellness Centers

9. Will (the CORE Community) Wellness Centers require mental health participation? Will clients still be able to walk in to wellness centers for groups/engagement without needing to complete an assessment for specialty mental health services?
The CORE Community Wellness Centers will not require enrollment into the CORE Outpatient Program for specialty mental health services. The CORE Community Wellness Centers will be open to any Sacramento County adult community member, age 18 years or older, regardless of insurance, seeking meaningful activities offered by the Centers. Completing an assessment will not be required to participate.
10. Will the (CORE) Community Wellness Centers be open to everyone, including people with private non Medi-Cal insurance as they are now for drop in groups and support?
See response to question 9.

11. Will all referrals go through the Access Team or will (the CORE Community) Wellness Centers be able to admit into the program?

Referrals to the CORE Outpatient Program will go through the Sacramento County Access Team. However, the CORE Community Wellness Centers may also serve as an entry point for CORE Outpatient Program services, if requested.

12. Will all (CORE Community) Wellness Centers have language accessibility for non-English speakers?

All Behavioral Health Service programs are expected to provide culturally and linguistically appropriate services to all individuals seeking service. CORE providers are expected to provide culturally responsive services in the client's preferred language either through on-site bilingual/bicultural staff or through the use of trained interpreters. CORE providers may subcontract for the co-located CORE Community Wellness Center services if doing so increases the expertise in providing services. Furthermore, CORE providers are encouraged to subcontract with grassroots and community-based organizations with knowledge, expertise and familiarity in working with Sacramento County's diverse ethnic and cultural neighborhoods and communities for the purpose of providing culturally responsive care, community defined practices, and cultural brokerage services.

Stakeholder Input

13. (Referring to) Slide #22, (CORE On-going Stakeholder Input from the [Adult Outpatient Services Transformation Overview slide deck](#)) will this process also be required of our FSPs?

At this time, the on-going stakeholder input opportunities referenced on slide 22 are specific to the CORE Program.

Competitive Selection Process

14. Has the RFA been released?

CORE Request for Letters of Interest (LOI) No. MHSA/073 was announced and published on December 15, 2021 on the Department of Health Services Contractor Bidding Opportunity website and the Sacramento Bee. The CORE RFA No. MHSA/074 was released on January 31, 2022 to organizations that successfully responded to Request for LOI No. MHSA/073.

15. Will there be an opportunity to extend the LOI request date, especially given the timing of this presentation and the (2nd) request was sent was asked during holiday season?

Request for LOI No. MHSA/073 was announced and published on December 15, 2021, on the Department of Health Services Contractor Bidding Opportunity website and the Sacramento Bee. The published Request for LOI deadline to respond was January 27, 2022. An extension was not made. The subsequent RFA, No. MHSA/074, was released on January 31, 2022, with an application deadline of March 11, 2022. This allows interested organizations an opportunity to review the recorded presentation from January 25, 2022, meeting materials, and Q&A document prior to the application deadline of March 11, 2022.

16. Why answers to questions after LOI due date?

See response to question 15. Additionally, interested organizations that responded to Request for LOI No. MHSA/073 must register for the Mandatory Applicants' Conference. The Mandatory Applicants' Conference provides potential applicants the opportunity to submit questions and receive answers prior to the RFA application deadline of March 11, 2022.