



County of Roanoke

FINANCE DEPARTMENT PURCHASING DIVISION

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August 16, 2021

RFP #2022-002

Psychological Services for Roanoke County Police Department

ADDENDUM NO. 1

Answer to Questions

Due Date & Time:

August 25, 2:00PM
(Local Prevailing Time)

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1. Contract may be split into several Vendors
2. Please provide a brief description of the department's existing wellness program and services.

Answer: The departments existing wellness program / services includes a peer support program, EAP services— these services can be voluntarily received by officers or mandated by supervisors if they identify issues affecting work performance, and an in-house life coach who works with officers daily. The Department offers employees a workout facility within the building, 8-hours per pay schedule of workout time, and financial education.

3. Please provide a more detailed description of mandatory wellness education visits.

Answer: The goal of mandatory Wellness Education Check is to instill into our employees a sense of education about their mental wellness; provide them with psychological services annually, breaking the stigma and barriers about counseling and to encourage them to speak about anything that may be burdening them.

We foresee the Wellness Education Checks as two-pronged approach to helping employees improve their overall mental and physical health. The first prong would focus on the therapist/clinician providing the officer with wellness education. This may include information about sleep hygiene, tactical breathing, meditation, or mindfulness practices. The second prong of the Wellness Education Check is to provide staff an opportunity to share their thoughts about something troubling them. We see the Wellness Education Checks as a way to inform staff about useful practices geared towards improving their mental health and an opportunity to express themselves. It is believed creating a therapeutic environment that includes education will remove the uncomfortableness of the stereotypical therapeutic session.

4. Please provide the designated locations within the County Facilities. How will the county work to establish privacy and confidentiality for those accessing services?

Answer: The provision in the RFP stating "such as county facilities" is an example of a location if the vendor so choose we may be able to make available to the vendor upon request if they do not have suitable location(s) within the Roanoke Valley.

5. Please describe the current peer support structure/program and how many are serving in the capacity of peer supporters.

Answer: We currently have 12 Critical Incident Stress Management (CISM) team members that serve as peers for the Department. All of our peers have completed training put on by VALEAP in Critical Incident Stress Management. All

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members are trained in one on one meetings with employees as well as group exercises to include Defusing and Debriefs. All Peer support members have been assigned employees of the Department to conduct quarterly mental health check ins. These are informal discussions with employees that are not required to talk. Peer members discuss signs of stress and how to deal with stress. Critical Calls are tracked that all employees respond to. These include homicides, suicides, drug overdoses, fatal accidents, and other critical calls. All Peer Members are given these tracking sheets and discuss these calls with employees during one on one check ins. A Department policy describing these processes in more detail is pending approval.

6. How are critical incident debriefings currently provided?

Answer: Debriefs are conducted by our CISM members for employees that need services. When a critical call has occurred involving a large group of employees, the CISM coordinator or other member responds to the scene to either conduct a Defusing, one on one services or set up a debriefing. All affected employees are contacted with date and time of Debriefing. This is a voluntary process and attendance is not mandated. Those that attend the Debriefing are advised that participation is voluntary but all are encouraged to participate. The CISM team has a mental health provider from Blue Ridge Behavioral that attends Debriefings and is available to answer questions and provide services. For some Critical Incidents that cannot be handled in house, VALEAP is contacted to bring in team members to conduct the debriefing.

7. What is the expected duration of program/funding?

Answer: The expected duration of funding is 2 years.

8. What is the preferred duration of the contract?

Answer: The preferred duration of the contract is 2 – 5 years

9. What is the preferred method of record keeping? Would providers be able to use existing electronic record management systems?

Answer: The preferred method is the vendors current record management system. Our agency would seek that vendors be able to provide analytics on items such as attendance, general percentages of major diagnosis groups (such as depression, anxiety, PTSD, substance abuse, etc..). This data would be used to help identify.

10. If more longitudinal, would the provider be able to install elements in phases to ensure reliability of services?

Answer: 11. Yes, the priority for our agency is the mandatory Wellness Education Checks.

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11. Are we able to include trainees (residents, post-docs, interns, license-eligible staff) and other licensed mental health staff under direct supervision of a psychologist(s) for some or all aspects of the services/education? this would allow for much more range/reach of services.

Answer: Yes, as long as the employee who is receiving services approves as well.

12. If there are measurable outcomes, will we be able publish them in scientific communities as a shared venture with Roanoke County?

Answer: Yes, Roanoke County PD highly encourages research and publication of findings to promote wellness in the profession. Prior to any release for publication, RCPD would request an opportunity to thoroughly review the publication and provide feedback. The Department would like all employee data to be redacted from any published research.

13. Who will manage scheduling of appointments and coordination of other services?

Answer: We would look to the vendor to schedule appointments through direct communication with employees using an intuitive system. Coordination for employees who have not attended their annual wellness education visit as well as other services would be through the Assistant Chief of Police or their designee.

14. Please better describe the parameters or scope in response to 4.g "at the direction of the Chief of Police and his/her designee, upon request from other agencies...."

Answer: The purpose of this is to facilitate our contracted vendor if an unfortunate situation occurs where a nearby agency needs critical officer wellness services (examples for reference would be a mass shooting, such as, Virginia Tech or officer suicide/Capital Police). This would allow us to offer our contracted service to a nearby agency to assist their officers during a time of tragedy.

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*****REQUIRED*****

*****Sign and return with your bid package*****

Sign Name:

Print Name:

Date:

Company

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