

Hawaii Department of Health (DOH)
Adult Mental Health Division (AMHD)
Request for Information (RFI) Response Summary
RFI No. AMHD 420-5-21
Peer Coach Services
Statewide

A Request for Information (RFI) for AMHD's Peer Coach services was issued on February 12, 2021, to obtain community input in preparation for developing a Request for Proposals for this service. The AMHD received one response from the community in response to this RFI. Below is a summary of the response received through this process as they relate to the questions from the RFI.

The Respondent stated that they currently provide peer coaching services to adults in the State of Hawaii on the islands of Kauai, Maui, Oahu, and Hawaii, and would be interested in submitting a proposal application if a Request for Proposals was issued for this services.

The AMHD asked organizations to identify the challenges in creating a peer coaching program as described in the RFI. The Respondent stated that the challenge would be to coordinate with case management agencies to know how to use the peer coaches, the benefits for consumers, and appreciating peers who have lived experience.

The AMHD asked organizations to identify any local demographic concerns, resource issues or other special conditions that the AMHD should take into consideration when developing the RFP for peer coach services. The Respondent stated that geographic distances can be a challenge for peer coaches who rely on public transportation to connect with assigned consumers.

The AMHD asked organizations to describe a description of the training and supervision program ideal to support peer coaches in the provision of services, and a provision for level skill enhancement for further workforce development opportunities for peer coaches. The Respondent cited their on-boarding process, employment process, recovery and skill building process, mentors, wellness program, community integration, and support with case management and outreach.

The AMHD asked organizations to provide an overview of potential barriers and challenges to the provision of peer coach services as described in the RFI, and to provide recommendations to modify requirements to mitigate the challenges while achieving the same outcomes. The Respondent stated the AMHD should recommend the coordinating of this service with multiple case management providers for collaboration purposes; to address training challenges due comprehension and deficits due to disabilities; and to handle geographic challenges by utilizing virtual meetings, e.g., Face Time, Skype, etc.

The AMHD appreciates the feedback received from the community in response to this RFI. The constructive feedback and recommendations will be reviewed and taken into consideration when developing the scope for this service.