



Addendum No 1
Issued July 31, 2024
Student Mental Health Support, RFP 24-011

- Q1. In addition to on-demand emotional and crisis counseling support, is KCKCC also looking for a service to refer students to off campus behavioral health providers?
A1. We would like students to be referred to the campus Counseling Center, which has three licensed counselors and provides therapy at no charge. Students who decline this referral can be referred to their insurance carrier for referral to a safety net clinic or to community mental health in the area where they live.
- Q2. Who is the executive sponsor of this study?
A2. Mr. Jerry Pope, Vice President of Academic Affairs.
- Q3. Is KCKCC looking to cover the cost of student sessions with behavioral health providers?
A3. No, we do not pay for outside providers.
- Q4. Is KCKCC looking to cover the cost of psychiatric sessions as well as psychotherapy sessions?
A3. No, we do not cover psychiatric services. We provide assistance to students seeking medication by referring them to their PCP, the safety net clinic closest to them, or community mental health.
- Q5. Are these services currently provided by a vendor?
A5. Yes. Crisis Therapy and Wellness Modules, along with concierge services for other things like financial planning, Legal support, etc.
- Q6. If so, who is KCKCC's current vendor for these services?
A6. ERS – AllOne Health
- Q7. What is the current cost of these services?
A7. A flat rate per head. This, despite the fact, that 30% of our student are dually enrolled high school students and Will likely not use the service.
- Q8. What is the reason for seeking a new vendor?
A8. The pricing of the current vendor does not align with Utilization. The vendor is more of an AP and not focused on the needs of the student populations. The vendor is not an active partner in serving students by collaboration with campus counseling.
- Q9. What has been the utilization of these services?
A9. Services were underutilized by students, particularly the Wellness training components. Utilization of crisis calls was consistently low for the past three years (one call per month).
- Q10. What is KCKCC's annual budget for this project?
A10. That information is not currently available. We are looking for a fee structure that is commensurate with Utilization trends.