

Conditions of Award
FY2017

Maryland Crisis Hotline Services

1. A legally constituted Board of Directors must oversee the vendor providing the Maryland Crisis Hotline (MCH).
2. The vendor's director for the MCH must have at least one (1) year of work experience in the mental health field, and a bachelor's degree in mental health or a related field.
3. The MCH vendor shall have dedicated office space and staff, to ensure that services are provided twenty-four (24) hours a day, seven (7) days a week, by persons on duty solely to answer hotline calls. Call forwarding, tele-diverting, answering machines, telephone triage systems, or anything other than a live person answering the phone, are not acceptable alternatives to this requirement.
4. The MCH vendor shall provide brief screening, naloxone information and Substance Use Disorder (SUD) referral to Local Health Department or private insurance provider. MCH will attempt to directly connect callers identifying a need for SUD services, including family members.
5. The MCH vendor must be accredited by a national organization (American Association of Suicidology or Contact USA).
6. A telephone counselor trainee will complete the training program approved by the accrediting body and be supervised a minimum of fifteen (15) hours before being allowed to work independently. Additional training on management of substance use disorder calls will be provided by the Behavioral Health Administration (BHA).
7. The vendor sends agency representatives to designated trainings and the annual suicide prevention conference co-sponsored by the Behavioral Health Administration.
8. The vendor must adhere to any and all state and federal laws that apply to hiring practices.
9. The MCH vendor shall be required to ensure the completion of a hotline call report for each call received.
10. The MCH vendor shall have written rescue procedures developed and implemented, to avoid interruption of any crisis calls. Crisis prevention, intervention and post-vention policies and procedures should meet the 2013 standards of National Suicide Prevention Lifeline.
11. The vendor's hotline program shall have its written code of ethics, to be based on standards outlined by the National Association of Social Workers, the American Association of Suicidology, and other professional groups that deal with suicide issues.

12. Through the CSA the vendor shall send, to the Behavioral Health Administration's Administrator of Hotline Services, copies of any service evaluations.
13. The MCH program shall handle calls from the designated service area.
14. The Behavioral Health Administration Administrator of Hotline Services will act as a consultant to the Core Service Agency and others, and will oversee the overall operation of the MCH.
15. Provide reports outlining demographic data on callers requested by the Behavioral Health Administration and John Hopkins. Additional demographic reporting will be required for SUD calls.
16. Attend meetings with the head of the Maryland Suicide Prevention Program with the Behavioral Health Administration upon request (up to 12 meetings per year)
17. Work with suicide prevention projects and attend trainings as directed by the BHA.
18. Report on suicide prevention, intervention, and post-vention outreach and training including nationally recognized programs (ASIST, SafeTalk, Mental Health First Aid, QPR).
19. Collaborate with the MCH network to provide crisis chat services via the iCarol program for 6 hours a day 7 days a week.
20. Conduct outreach for the Maryland Crisis Hotline (1-800-422-0009) in service area, including schools, health fairs and local agencies for a minimum of 400 hours per year.
21. The vendor's policy and training program will emphasize the need for confidentiality regarding caller information, so that staff members fully understand the related issues. The vendor will institute written procedures to ensure confidentiality regarding this information, and will designate a staff member to handle any and all requests for confidential information. In addition, each staff member who shall at any time have access to confidential information will sign a statement outlining the adverse consequences of violating the confidentiality of caller information.