

Appendix B – Scope of Work and Technical Requirements

Department Overview

The Delaware Department of Health and Social Services (DHSS), created in 1970, is the largest single state agency in Delaware. DHSS is comprised of 11 Divisions and the Office of the Secretary. The mission of DHSS is to improve the quality of life for Delaware's citizens by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations.

The mission of the Division of Substance Abuse and Mental Health (DSAMH) is to promote health and recovery by ensuring that Delawareans have access to quality prevention and treatment for mental health, substance use, and gambling conditions. DSAMH is responsible for the development and implementation of a state plan for prevention and treatment, coordination of state and federal funding, and development of standards for certification and approval of prevention and treatment programs.

Purpose

The Department of Health and Social Services (DHSS), Division of Substance Abuse and Mental Health (DSAMH) seeks proposals from qualified training providers to design and deliver a comprehensive program to prepare addiction professionals to meet the requirements for Certified Alcohol and Drug Counselor (CADC) certification through the Delaware Certification Board and to provide continuing education credits for addiction professionals.

Background

DSAMH Workforce Development offers clinical substance use disorder training opportunities (either directly or through contractual partnerships) to expand knowledge, skills, and expertise of providers in the field. CADC training is funded through the Delaware State Opioid Response (SOR) grant, a Substance Abuse and Mental Health Services Administration (SAMHSA) funded initiative that provides financial resources to build a strong and effective OUD and STUD system of care.

Target Audience

The Certified Alcohol and Drug Counselor Credentialing Training Series aims to improve clinical competency and enhance the addiction treatment workforce in Delaware. This program will assist addiction professionals to meet the requirements for Certified Alcohol and Drug Counselor (CADC) certification through the Delaware Certification Board and prepare participants for the International Certification and Reciprocity Consortium (IC&RC) Alcohol and Drug Counselor (ADC) Exam and/or the

National Certification Commission for Addiction Professionals (NCC AP) National Certified Counselor Level I (NCAC I) Exam.

General Requirements

Vendor is responsible to perform all services and cover all costs in providing a CADC Credentialing Training Series to meet the following requirements:

Schedule

The Vendor shall facilitate three (3) eight-week training series per contract year. The first series will be facilitated as a pilot and the Vendor shall gather feedback from the participants. Based upon feedback, the Vendor may be required to modify the curriculum.

Each series shall be eight (8) weeks in duration and include two sessions per week, each session lasting two (2) hours, for a total of sixteen (16) two-hours sessions and thirty-two (32) hours of group training/educational instruction per series. Each course of the training CADC series shall count towards the required hours of education to obtain the CADC credential through the Delaware Certification Board (DCB). The curriculum shall be in alignment with the current DCB-CADC official credentialing board exam. For information on the current exam accepted by DCB see www.decertboard.org/certifications.

Participants may enroll in the entire series or for individual sessions to meet continuing education requirements.

The Vendor shall facilitate a fall, spring, and summer series. Series are typically offered as follows (start and end dates contingent on contract and mutual agreement of DSAMH and Vendor):

<u>Fall Session:</u>	October 1, – November 30
<u>Spring Session:</u>	February 1, – March 30
<u>Summer Session:</u>	May 1, – June 30

All sessions will be scheduled for **Tuesdays and Thursdays 5:00PM-7:30PM** (excluding state holidays or closures). Schedule changes must be authorized in advance by DSAMH Workforce Development.

Class Size

Up to 80 participants per cohort.

Training Location and Delivery

All sessions are offered virtually. DSAMH Workforce Development will host training registration and virtual training via the Delaware Learning Center and Zoom platforms.

The Vendor must have an adequate telephone and computer system, with internet service that allows participants/providers to access a live person who can facilitate virtual trainings sessions. Vendors should expect heavy volumes of attendees' (80+) with a system in place to ensure all participants can engage.

Curriculum

The Vendor's proposal shall include an outline of the curriculum that will enhance skills for addiction professionals focusing on current evidenced-based treatment practices for substance use disorders and prepare students to meet CADC credentialing requirements through the Delaware Certification Board. The curriculum shall be aligned with the current DCB-CADC required exam (www.decertboard.org/certifications). The selected Vendor will provide a draft version of the curriculum for DSAMH review and comment and the final curriculum to include learning materials and assessment tools. The curriculum costs (worksheets, workbooks, facilitator's guides, etc.) shall be the responsibility of the Vendor.

The curriculum should be interactive, include case studies and role-playing exercises, and instruct participants in the following performance domains: ([IC&RC Candidate Guide](#))

DOMAIN 1: Scientific Principles of Substance Use and Co-Occurring Disorders

- A.** Recognize how addiction effects the brain (e.g., disease model, reward pathways, tolerance, and, cravings)
- B.** Identify risk factors for developing substance use disorders (e.g., trauma, family history)
- C.** Identify behavior, patterns, and progressive stages of substance use disorders
- D.** Differentiate among common substances of abuse and their characteristics
 - a. Pharmacology (e.g., drug classifications, interactions, cross-tolerance)
 - b. Signs and symptoms of intoxication and overdose
 - c. Stages and symptoms of withdrawal
 - d. Physiological, psychological, and social effects
- E.** Identify signs and symptoms of co-occurring mental health conditions
- F.** Identify signs and symptoms of co-occurring medical conditions (e.g., cirrhosis, respiratory deficits, sexually transmitted infections)

DOMAIN 2: Evidence-Based Screening and Assessment

- A.** Utilize established interviewing techniques (e.g., Motivational interviewing, probing, questioning)
- B.** Utilize established screening and assessment methods and instruments (e.g., ASAM, ASI, ACE, SASSI)
- C.** Identify methods and interpret results from drug and alcohol testing
- D.** Utilize established diagnostic criteria for evaluating substance use (i.e., DSM)
- E.** Assemble a comprehensive client biopsychosocial history (e.g., health, family, employment, collateral sources)
- F.** Determine the course of action to meet the individual's immediate and ongoing needs
- G.** Determine level of care based on placement criteria

DOMAIN 3: Evidence-Based Treatment, Counseling, and Referral

- A.** Demonstrate practicing and responding to verbal and non-verbal communication skills
 - a. Learning styles
 - b. Communication styles (e.g., person-centered language)
- B.** Recognize methods and opportunities to build rapport with clients
- C.** Review client's patterns and methods of use
- D.** Recognize and respond to emergency/crisis events (e.g., de-escalation)
- E.** Recognize when to utilize and how to facilitate referrals for clients (e.g., case management, follow-up)
- F.** Identify and respond to concerns related to specific populations (e.g., pregnancy, youth, justice-involved, housing insecure)
- G.** Collaborate with multidisciplinary team, other professionals, and client supports (e.g., family) to determine and provide care
- H.** Recognize the relationship between substance use and trauma
 - a. Effect on client (e.g., adverse childhood experiences, domestic violence)
 - b. Effect on counselor (e.g., vicarious trauma, burnout)
- I.** Utilize methods to address client ambivalence or resistance to change
- J.** Utilize best practices in developing and updating a treatment plan

- a. Goals and objectives
- b. Strategies and interventions (e.g., relapse prevention, coping skills)
- K.** Identify available resources to meet client needs
- L.** Utilize counseling approaches specific to group sessions
 - a. Structured curriculum and process
 - b. Group dynamics and cohesiveness
- M.** Recognize elements of discharge planning
- N.** Explore multiple pathways of recovery (e.g., MAT, holistic health, support groups)
- O.** Utilize methods and techniques for providing feedback (e.g., reflection, reframing, clarification)
- P.** Recognize when to terminate the counseling process

DOMAIN 4: Professional, Ethical, and Legal Responsibilities

- A.** Demonstrate professional boundaries and practice self-awareness regarding:
 - a. Dual relationships
 - b. Self-disclosure
- B.** Develop and utilize multi-cultural perspectives throughout the counseling process
- C.** Recognize and respond to issues that are outside the practitioner's scope of practice
- D.** Demonstrate best practices in documentation
 - a. Record keeping
 - b. Storage
- E.** Demonstrate compliance with confidentiality and privacy laws
- F.** Identify and address potential conflicts of interest
- G.** Demonstrate compliance with informed consent guidelines
- H.** Identify and utilize sources of supervision and consultation
- I.** Recognize the grievance process and respond to client grievances
- J.** Demonstrate adherence to established client/patient rights

Each course must meet continuing education requirements established by the Delaware Certification Board. Vendor will submit curriculum to include learning objectives and the workshop submission form (Appendix D) to DSAMH WFD. DSAMH WFD will evaluate and submit to Delaware Certification Board for approval. Vendor will make any modifications required by DSAMH WFD or Delaware Certification Board to meet continuing education requirements.

Assessment and Evaluation

The Vendor shall:

- Administer pre- and post-training assessments to evaluate knowledge acquisition
- Include quizzes and knowledge checks in the curriculum
- Administer a CADC-style mock exam for each training course that aligns with DCB credentialing standards.

DSAMH-WFD will utilize the Delaware Learning Center learning management system to store data associated with the CADC training series to evaluate program quality and outcomes. This information will also be provided by DSAMH as an accreditation requirement to DSAMH-associated certification boards (DCB, NAADAC, NBSW and NBCC) for all participants who successfully complete each course.

Support Services

In order to support relevant course discussion and local application of content knowledge during sessions, vendor will have knowledge of local Delaware resources that offer recovery support services and addiction treatment for SUD.

Vendor/Staff Qualifications and Experience

Vendor shall provide experienced trainer educators. Trainer Educators shall have:

- Minimum Advanced degree (master's level) in Counseling, Psychology, Sociology, Social Work, or other related field.
- Current Certified Alcohol and Drug Counselor or Certified Advanced Alcohol and Drug Counselor from Delaware Certification Board
- Minimum of five-years' experience in the addictions/substance use disorder/mental health field
- Minimum of five-years' experience in developing and delivering training
- Knowledge of the current SUD treatment landscape in Delaware
- Experience with virtual meeting facilitation platforms to include the use of polling, question, and breakout session features.

Documentation of staff qualifications and experience to be provided with bid response and during term of contract in response to license and certification renewal or new trainer educators assigned.

Vendor Primary Contact

The Vendor shall identify a primary contact to serve as the liaison to DSAMH's Workforce Development unit which will oversee the partnership.

Coordination, Communication, and Reporting

The Vendor shall:

- Submit monthly progress reports including attendance metrics and roster completion status, evaluation summaries, and participant feedback, in coordination with DSAMH.
- Submit a final report summarizing outcomes including number of participants who completed the training, in coordination with DSAMH.
- Communicate program updates, issues, and/or concerns in real time.

Price Proposal

Payment for services will be made on a cost reimbursement basis. The price proposal shall be reflective of the proposed costs to fully develop and deliver the Certified Alcohol and Drug Counselor (CADC) Credentialing Training Series.

Vendors shall propose a detailed statement identifying any and all fees indexed to specific services to be provided. The price proposal shall include a detailed budget to include the following essential components:

- Development and planning fees
- Instructional fees
- Materials and technology costs
- Administrative/indirect costs
- Per-participant cost estimate

Administrative/Indirect costs may not exceed 15% of the direct costs.

Proposed budget not to exceed **\$70,000**.