

Request for CalHEERS Development and Operations Services

Draft RFP Comments

General					Description	Cosmetic	Reviewer
ID	Y/N	Section #	Page #	Req #		Y/N	Organization
1	Y	1.4.1	1-7		We're pleased that the RFP plans for horizontal integration in the future, and demands that vendors position CalHEERS to meet future needs for integration with human services programs.	N	California Food Policy Advocates, Catholic Charities of California United, California Association of Food Banks, San Francisco Food Bank
2	N	4.3.1	4-4	BR 46	<i>(In regards to the bullet "Other Non-Health Services Programs")</i> Notifying a consumer of their potential eligibility for human services, and giving them a referral, falls short of our vision of CalHEERS as a "One Stop Shop" to access all health and wellness supports. Directing consumers to a new site for additional human services forces them to tell their story and share their information multiple times. CalHEERS should go beyond the step of referral, or sending data to other programs. Instead, consumers should have the option of applying for CalFresh/determining CalFresh eligibility within CalHEERS.	N	California Food Policy Advocates, Catholic Charities of California United, California Association of Food Banks, San Francisco Food Bank
3	N	4.3.5	4-8		<i>(In regards to the 5th bullet under "Web Portal Online Help")</i> Within the Web Portal Online Help and Consumer Assistance functionality, CalHEERS should provide links to and detailed descriptions of other human services programs; it should also explain that consumers can apply for those additional services through CalHEERS (CalFresh in Jan. 2014, other human services by Dec. 2015).	N	California Food Policy Advocates, Catholic Charities of California United, California Association of Food Banks, San Francisco Food Bank
4	N	4.3.7	4-14		<i>(In regards to the 5th bullet under "Web Portal Online Help")</i> Within the Web Portal Online Help and Consumer Assistance functionality, CalHEERS should provide links to and detailed descriptions of other human services programs; it should also explain that consumers can apply for those additional services through CalHEERS (CalFresh in Jan. 2014, other human services by Dec. 2015).	N	California Food Policy Advocates, Catholic Charities of California United, California Association of Food Banks, San Francisco Food Bank

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5	Y	4.4.3.6	4-23		The RFP should require the vendor to implement the Enroll UX 2014 design, which will provide states with the design option of including the remaining questions an applicant would be required to answer in order to submit applications for other human services, such as CalFresh.	N	California Food Policy Advocates, Catholic Charities of California United, California Association of Food Banks, San Francisco Food Bank
6	Y	4.3	4-31		The RFP should require the vendor to include a detailed timeline for when/how horizontal integration will occur, with the aim of completing it by Dec. 2015 in order to maximize available federal funds. CalHEERS functionality to enroll applicants in CalFresh should be implemented by January 2014. By December 2015, consumers should have the option to complete and submit applications through CalHEERS for other major wellness supports -- including social services such as CalWORKS, child care subsidies, other cash aid, WIC and other nutrition programs, and working family tax credits like the EITC and child credit, among others – and be connected to the appropriate local services and offices for follow-up.	N	California Food Policy Advocates, Catholic Charities of California United, California Association of Food Banks, San Francisco Food Bank

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