

North Central Crisis Response Center (CRC) RFP Question and Answers

The following questions and responses include questions submitted in advance and questions raised during the August 12, 2026 proposers' Q&A session. These responses are intended to clarify the RFP and should be considered in preparation of proposals. Please note that the deadline for submitting additional questions and requests for clarification regarding this RFP is **Friday, August 21, 2026 at 5:00 p.m. Pacific Time**.

1. What is the deadline for submitting questions and requests for clarification regarding this RFP?

Friday, August 21, 2026 at 5:00 p.m. Pacific Time

2. How much funding is available for the Pre-Service Delivery Planning phase through this RFP?

Funding has been secured for the initial planning phase; however, the County has not established a prescribed project budget for purposes of this RFP. Proposers should submit a realistic budget based on their proposed approach and scope.

3. Question 14 states "Provide an anticipated year-long project budget for pre-service delivery planning, permanent Crisis Response Center operations, and interim services (if applicable)." Please clarify whether proposers should provide the following: (a) a pre-service delivery planning budget covering the time period of 11/1/26-4/30/28, (b) a budget for one year of permanent CRC operations including start-up costs, and (c) other potential interim services prior to opening.

Each proposal should separate these phases and provide separate, distinguishable estimates for:

- **Pre-Service Delivery Planning for the anticipated 11/1/26–4/30/28 period;**
 - **An anticipated annual operating budget for the permanent CRC (separating one-time costs from ongoing operating costs); and**
 - **Interim services only if the proposer recommends an interim model.**
4. The RFP states "Recognizing the geographic size and travel distances across the four-county region, Chelan County and regional partners may explore future opportunities for limited satellite crisis stabilization capacity, such as 23-hour observation services, to support local access and law enforcement diversion. Proposers may discuss how their service model could support future regional expansion or coordination with satellite services, if developed." Should proposers contemplate future satellite crisis stabilization capacity as part of the Crisis Response Center operations budget?

No. Satellite crisis stabilization services are a potential long-term regional vision and are not part of the current RFP scope or required CRC operating budget. However, proposers are encouraged to describe how their proposed service model could support, integrate with, or accommodate future satellite crisis stabilization services across the four-county region, including any opportunities or limitations they foresee.

5. Have the counties established an expected capacity (e.g., number of chairs and beds) for the Crisis Response Center or should proposers establish capacity assumptions as part of the operations budget?

No. The counties have not prescribed a specific number. Proposers should recommend capacity and clearly identify the assumptions underlying their operating budget.

6. Should proposers include anticipated pre-opening operational start-up costs in the proposed Crisis Response Center operations budget?

Yes. Proposers should include anticipated one-time pre-opening/start-up costs as a separate component from recurring annual operations.

7. Should proposers include capital costs associated with facility acquisition, design, renovation, and/or construction in the proposed Crisis Response Center operations budget?

No. The RFP asks the proposer to participate in facility/site identification and design/planning, but actual site acquisition is outside the scope of this RFP. While it would be helpful to identify high-level capital assumptions or considerations, the actual capital costs are not part of the operating budget.

8. Can the county share standard contract terms and conditions including insurance requirements for review?

Yes. A sample Chelan County contract, including standard terms and insurance requirements, is available upon request. Proposers may request a copy by emailing Ron Criddlebaugh, Chelan County Economic Services Director, at es.director@co.chelan.wa.us.

9. Budget templates were not included in the RFP. Is there an expected template or guidance on the level of detail to include?

No specific budget template is required. Proposers may use their own format but should provide sufficient detail to clearly identify assumptions, major revenue and expense categories, one-time start-up costs, ongoing operating costs, and anticipated funding gaps, as applicable.

10. Could some background or history be provided that prompted this RFP and the need for these services in the North Central region?

North Central Washington currently lacks inpatient behavioral health services and has a significant gap in the crisis continuum for individuals who need stabilization beyond community-based services. Capacity at Eastern State Hospital is limited, and individuals experiencing behavioral health crises often end up in local emergency departments or jails because there is no appropriate regional alternative. When individuals must be transported outside the region for treatment, often significant distances, transitioning them back to their home communities and reconnecting them with ongoing treatment and supports can also be challenging. A Sequential Intercept Model (SIM) mapping workshop was conducted for the region, and the lack of 'somewhere to go' was identified

as one of the highest-priority gaps to address. The regional Crisis Response Center is intended to help address this gap by creating a more appropriate local option for crisis stabilization and strengthening continuity of care within the four-county region.

11. Is there an expectation that the Crisis Response Center will serve both voluntary and involuntary commitments?

Yes. The Crisis Response Center is expected to serve individuals accessing services both voluntarily and through involuntary commitment processes, consistent with applicable Washington State requirements.

12. Is the expectation to have an “all in one” facility that serves a continuum of behavioral health needs?

Yes. The intent is to develop an integrated Crisis Response Center capable of serving adults with a range of behavioral health crisis needs, including mental health and substance use disorders, within a single service model. Proposers should describe how their proposed clinical and operational model would accommodate individuals with differing needs and levels of acuity. Flexibility has been deliberately built into the RFP to allow proposers to develop a model that best serves the four-county region.

13. Has the Columbia Valley Center for Recovery in Benton-Franklin Counties been explored as a model for this regional CRC?

The Benton-Franklin facility has been considered as one of several examples during development of the regional CRC concept, although the project team has not toured the facility. Other crisis response models in Washington and other states have also been considered. The intent of this RFP is not to replicate a specific existing facility, but to draw from successful models and identify an approach appropriate for the needs and rural geography of the North Central Washington region.

14. Should proposers create a timeline for the first 18 months as well as the future phases or will this be worked out with selected proposer?

The RFP is initially intended to fund the first 18-month phase specifically. Proposers are encouraged to include a timeline for the Pre-Service Delivery Planning phase that identifies anticipated activities and key milestones consistent with their proposed approach.

15. Will there be a second RFP for the start-up and operations phases or is it assumed that the vendor selected for the first phase will continue to deliver the subsequent phases?

No. The intent of this RFP is to select a partner with the capacity to support the Pre-Service Delivery Planning phase and potentially continue into subsequent implementation and operational phases, subject to successful performance, funding availability, contract negotiations, and applicable Chelan County procurement requirements. Proposers are also encouraged to provide a high-level anticipated timeline for future phases to illustrate their overall approach to project implementation.

Additional RFP Questions Submitted 8/21/2026:

16. Do the counties anticipate any funding being available to support interim crisis services, or is the expectation that interim services will be funded primarily through reimbursement from the ASO and/or MCOs?

Funding for interim crisis services has not been specifically identified or committed at this time. The counties are open to considering interim services if a proposer identifies a feasible and sustainable model, but implementation of interim services is not currently planned or required as part of this RFP. Proposers recommending interim services should describe the anticipated service model, estimated costs, potential reimbursement through the ASO, MCOs, or other funding sources, and any anticipated funding gaps.

17. If proposers recommend interim services, do the counties envision those services being implemented after the Pre-Service Delivery Planning phase or during?

The counties have not established a specific timeline for implementation of interim crisis services. The counties are open to and encourage consideration of opportunities to implement feasible interim services during the Pre-Service Delivery Planning phase, particularly where services could be implemented relatively quickly and provide meaningful benefit to the region. Proposers recommending an interim service model should describe the proposed timing, implementation requirements, and how the proposed services would complement development of the permanent Crisis Response Center.

18. For permanent Crisis Response Center operations, do the counties anticipate providing any funding to support uncompensated or underreimbursed care or cover other anticipated funding gaps?

The counties recognize that reimbursement from Medicaid, Medicare, the ASO, MCOs, private insurance, and other sources is unlikely to fully cover the cost of operating a permanent Crisis Response Center, particularly given the rural nature of the four-county region and anticipated fluctuations in utilization. While no specific level or source of supplemental county funding has been committed, the counties anticipate that additional funding will likely be necessary to support sustainable operations.

Proposers should identify anticipated revenues, expenses, uncompensated or underreimbursed costs, and other operating funding gaps as part of their proposed financial model. A key component of the Pre-Service Delivery Planning phase will be to refine these projections and identify sustainable long-term funding strategies for the regional CRC.