

NOTICE IS HEREBY GIVEN THAT Trinity County Behavioral Health Services (TCBHS), a governmental entity within the County of Trinity, State of California, will receive up to and no later than 4:00 P.M. on May 1st, 2024, sealed bids for the award and contract for qualified professionals to serve as the Patients' Rights Advocate for the Trinity County Behavioral Health Services Agency.

RFP General Process Information and Submission of Proposals

To make inquiries regarding this RFP, contact:

Proposals must be submitted marked "RFP—PRA" to:

Trinity County Behavioral Health Services
Attn: Crystal Bennett and/or Danica Reslock
P.O. Box 1640
1450 Main Street
Weaverville, CA 96093-1640
cbennett@trinitycounty-ca.gov / dreslock@trinitycounty-ca.gov

Proposal envelopes must contain the name, contact information, and return address of the bidder. Proposals must be signed, dated, and submitted no later than 4:00 p.m. on May 1st, 2024. Proposals received after this date and time will not be considered. Postmark by the deadline shall **not** constitute receipt. FAX or electronically transmitted proposals will **not** be accepted.

All proposals received are final. All proposals submitted become the property of TCBHS.

Contractor shall serve as the Patients' Rights Advocate (PRA) for TCBHS. The PRA will monitor mental health facilities, services, and programs for compliance with statutory and regulatory patients' rights provisions and ensure that recipients of mental health services in all licensed health and community care facilities are notified of their rights. The PRA will provide periodic training and education for both beneficiaries and mental health providers about patients' rights, laws, regulations, policies, and the TCBHS Grievance and Complaint process.

Services may include, but are not limited to:

- Advocate for beneficiaries and residents of Trinity County who are unable or afraid to register a complaint.
- Assisting beneficiaries with the Grievance process, if appropriate.
- Meet with the Deputy Director of Quality Assurance regularly and with the TCBHS Director occasionally to report findings and observations.
- Act as a liaison between the advocacy program and the California Office of Patient's Rights.

The full Request for Proposal Document can be viewed at:

<https://www.trinitycounty.org/sites/default/files/Behavioral%20Health/RFP%20-%20Patient%20Rights%20Advocate%202024.pdf>