

## Attachment B: Application Scoring Criteria

### 988 SUICIDE & CRISIS LIFELINE GRANT RFP

Each application will be scored on a numerical scoring system out of 100-points. Scores will be used to develop final recommendations.

### Rating Description

Rating or Score	Description
Excellent or 5	Outstanding level of quality; <b>significantly exceeds and addresses all aspects of the criterion</b> ; high probability of success; no significant weaknesses
Very Good or 4	Substantial response; <b>meets all aspects and in some cases exceeds and addresses, the criterion</b> ; good probability of success; no significant weaknesses.
Good or 3	<b>Generally, meets or addresses the criterion</b> ; probability of success; some weaknesses, but correctable.
Marginal or 2	<b>Lack of essential information; did not fully address the criterion</b> ; low probability for success; significant weaknesses, but correctable.
Unsatisfactory or 1	<b>Fails to address the criterion</b> ; little likelihood of success; needs major revision to make it acceptable.
Blank/Did not Answer or 0	Did not answer the question or offered no response

### Section A. Organizational Capacity (50 Points)

Criteria	Score (0 – 5)
The applicant described a general background of the organization that includes the types of service provided, and the organization’s experience operating and providing 988 Lifeline services in Minnesota. The applicant also includes the 988 service it intends to provide and the primary counties they intend to cover. <i>If applicable, the applicant includes a description of proposed partners/subcontractors.</i>	Score (0 – 5)
The applicant described the organization’s staffing structure and capacity, including information about how it will support 988 contacts 24/7/365 and handle unexpected spikes in volume.	Score (0 – 5)
The applicant described a plan for achieving and maintaining a 90% answer rate from incoming 988 interactions. Included in the response is a description their current answer rate and the number of FTEs needed to achieve this goal. <i>If applicable, the applicant provides a description of staff to be hired and recruiting efforts to achieve a 90% answer rate.</i>	Score (0 – 5)
The applicant proposed a 1.0 FTE Data Coordinator to oversee monthly data reporting requirements to MDH. The applicant also describes how the center will actively participate in evaluation activities. <i>If the applicant does not propose a 1.0 FTE Data Coordinator, the applicant clearly outlines how they will continue to meet all data reporting requirements and fully participate in evaluation activities.</i>	Score (0 – 5)

## 988 COMMUNICATIONS RFP SCORING CRITERIA

Criteria	Score (0 – 5)
<p>The applicant proposed a 1.0 FTE Program Coordinator (or equivalent) to oversee and participate in collaborative 988 initiatives with partners including Mobile Crisis Services, Public Safety Answering Points, and other related services.</p> <p><i>If the applicant does not propose a 1.0 FTE Data Coordinator, the applicant clearly outlines how they will continue to meet all data reporting requirements and fully participate in evaluation activities.</i></p>	Score (0 – 5)
<p>The applicant describes how they will provide other relevant 988 services such as follow-up care and their ability to adapt or implement new guidance and recommendations throughout the grant period.</p>	Score (0 – 5)
<p>The applicant fully described all hardware and software technology utilized, including capabilities to implement new technology updates for the purpose of interoperability with other relevant services in Minnesota.</p> <p><i>If challenges were identified, the applicant provides a description of how the organization will overcome technology barriers.</i></p>	Score (0 – 5)
<p>The applicant describes the organization’s infrastructure to manage data collection and provides a description of any contingency plans in the event of technical issues, outages, or disaster.</p>	Score (0 – 5)
<p>Overall, the applicant organization demonstrates high staffing capacity to execute and meet all requirements, deliverables, expectations, and tasks, and work plan of this grant.</p> <p><i>*Scores from this criterion will be multiplied by 2.</i></p>	

### Section B. Health Equity (30 Points)

Criteria	Score (0 – 5)
<p>The applicant described the organization’s culture, approach, and any formal commitments to diversity, equity and inclusions diversity of the organization’s leadership team and Board of Directors, as applicable. An outline of diversity of staff in both experience and cultural representation is included and any efforts to ensure workforce diversity and inclusion in the recruiting, hiring, and retention of staff.</p>	Score (0 – 5)
<p>The applicant described its plan to support and ensure that culturally adapted and effective 988 services are provided for American Indian people in Minnesota.</p>	Score (0 – 5)
<p>The applicant described how its organization will enhance the collection of demographic data to improve 988 service; communication; reduce disparities in access, quality and outcomes; and addressed different populations with high numbers of suicide deaths and attempts.</p>	Score (0 – 5)
<p>The applicant described the organizations trainings related to diversity, inclusion and cultural sensitivity. If trainings are currently not available, the organization outlines a plan to strengthen this area.</p>	Score (0 – 5)
<p>The applicant describes different ways the organization supports the overall well-being of 988 Lifeline Center staff.</p>	Score (0 – 5)
<p>Overall, the applicant organization demonstrates a clear commitment to advancing equity through the organization’s culture, workforce, training, and partnerships within their community.</p>	Score (0 – 5)

### Section C. Work Plan (10 Points)

988 COMMUNICATIONS RFP SCORING CRITERIA

Criteria	Score (0 – 5)
For each objective, the applicant has specified a specific person or position of the individual who will be responsible for leading the task.	Score (0 – 5)
Overall, the applicant organization presents a realistic and achievable work plan that clearly demonstrates capacity to ensure goals and objectives will be accomplished by the end of the grant period.	Score (0 – 5)

**Section D. Budget (10 Points)**

Criteria	Score (0 – 5)
<p>The budget detail and justification are clear and provides a description of how funds will be used during the grant period.</p> <p><i>For Salary and Fringe Categories, a 1.0 FTE is proposed for the position Program Coordinator and Data Coordinator or a justification is provided.</i></p>	Score (0 – 5)
The expenses included in the budget detail and justification supports activities outlined in the work plan, including meeting grant requirements, subcontractors (as applicable), evaluation of project strategies and outcomes.	Score (0 – 5)