

- 1. Are any live direct services anticipated to be provided directly to youth or their families? Is any live direct support limited to accessing and utilizing digital (technical) resources, or is support of a clinical or therapeutic nature required or desirable?**

Live direct support would be limited to technical support. We do not have any direct clinical or therapeutic support in scope. It would be helpful if it is within the agency's capability, but it is not in scope now.

- 2. What is the expectation of use of the described services by youth/diagnosed individuals versus parents/guardians/caregivers? (Please express as a proportion, e.g., 50/50, 70/30 in favor of parents, etc.)?**

70/30 in favor of parents; some families may opt only for intervention with caregivers.

- 3. Is it anticipated that CBH will request new or amended content? Does CBH anticipate needing custom content or requesting ownership of any new or amended content? When discussing the potential need to adapt to CBH's "culture and needs," can examples of what that entails be shared?**

Ideally, the vendor will have enough clinically and culturally relevant content not to need additional content developed, particularly for the initial launch. CBH wants to ensure that the content reflects our membership's cultural makeup and life experiences and may request amendments to confirm this. For example, we want to ensure diversity in families and children portrayed in the content. If there is a module on supporting routines related to transportation, it should include both public and private forms of transport.

- 4. What languages does CBH anticipate users may request?**

CBH members most often requested interpretation services for Spanish, Chinese, Mandarin, Arabic, Vietnamese, and Portuguese (most requested to least requested). CBH members also requested interpretation services for Chinese Cantonese, Haitian Creole, Russian, Ukrainian, Cambodian, and French.

- 5. Is there a limit to the number of languages CBH may request?**

No, there is no limit to the number of languages CBH may request.

- 6. Are there any limitations to how translations may be offered to users?**

Currently, there are no limitations to how translations are offered to users. However, CBH would like to have the option to provide input and suggestions for the translation services that may be offered to our members.

- 7. Can you tell us a ballpark number of participants so we can provide the most accurate pricing information?**

We anticipate there will be approximately 500 families.