

State of Hawaii
Department of Human Services
Social Services Division

Request for Proposals

RFP No.: SSD-14-POS-4040

FAMILY WRAP HAWAII
Geographical Location: O`ahu

RFP Posting Date: August 25, 2014

RFP Proposal Submission Deadline:
October 6, 2014 by 4:30 p.m., HST

Note: *It is the Applicant's responsibility to check the Public Procurement Notices for Solicitations or Health and Human Services RFPs on the State Procurement Office website or contact the RFP Contact Person identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments, or other information regarding this RFP.*

NEIL ABERCROMBIE
GOVERNOR



PATRICIA McMANAMAN
DIRECTOR

BARBARA A. YAMASHITA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
810 Richards Street, Suite 400
Honolulu, Hawaii 96813
August 25, 2014

MEMORANDUM

TO: RFP Proposal Applicants

FROM: Mona Maehara, Division Administrator
Social Services Division

SUBJECT: DEPARTMENT OF HUMAN SERVICES (DHS)
SOCIAL SERVICES DIVISION (SSD)
REQUEST FOR PROPOSALS (RFP)

The State of Hawaii, Department of Human Services, Social Services Division, is currently soliciting proposals from qualified Applicants to provide Family Wrap Hawaii services. The Request for Proposals (RFP) to provide this service is being issued under the provisions of Chapter 103F of the Hawaii Revised Statutes and its Administrative Rules.

Attached is RFP No. SSD-14-POS-4040 for the Family Wrap Hawaii services. Please see the following "Proposal Submission Information Sheet" for important proposal submission information.

An RFP Orientation will be held on **September 3, 2014, from 12:30 p.m. to 3:30 p.m.**, Hawaii Standard Time (HST). See Section 1, 1.7, Orientation of the RFP for further information. All prospective Applicants are encouraged to attend the Orientation. For further information about the Orientation, to participate by phone via teleconference, or for special accommodations please contact Cyndy Pierce, POS Specialist/RFP Contact Person, at (808) 587-3168 or at cpierce@dhs.hawaii.gov. For participation via teleconference please notify Ms. Pierce at least two days before the Orientation.

For questions regarding this RFP, see Section 1, item 1.8, Submission of Questions, of the RFP for information on the question and answer process.

Thank you for your interest. The DHS looks forward to receiving and reviewing your proposals.

PROPOSAL SUBMISSION INFORMATION SHEET

PROPOSAL SUBMISSION DEADLINE: October 6, 2014

NUMBER OF REQUIRED PROPOSAL COPIES:

Applicants are required to submit:

ONE (1) ELECTRONIC COPY OF THE PROPOSAL IN PORTABLE DOCUMENT FORMAT (PDF),

AND

ONE (1) ORIGINAL HARD COPY (PRINTED COPY) OF THE PROPOSAL

Proposals submitted by facsimile (fax) will NOT be accepted.

DEADLINE FOR SUBMISSION OF PROPOSALS IS 4:30 P.M, HAWAII STANDARD TIME (HST), OCTOBER 6, 2014.

THE COMPLETE PROPOSAL SUBMISSION SHALL CONSIST OF BOTH THE PORTABLE DOCUMENT FORMAT (PDF) DOCUMENT AND THE HARD COPY (PRINTED COPY) OF THE PROPOSAL. PROPOSALS FOR WHICH EITHER COMPONENT IS NOT RECEIVED WITHIN THE ESTABLISHED TIMELINE SHALL BE CONSIDERED INCOMPLETE AND SHALL NOT BE ACCEPTED FOR CONSIDERATION. ALL SUBMISSIONS SHALL BECOME THE PROPERTY OF THE DEPARTMENT OF HUMAN SERVICES.

THE ELECTRONIC PDF DOCUMENT SHALL BE HAND DELIVERED OR EMAILED. THE HAND DELIVERED PDF DOCUMENT SHALL BE ON A UNIVERSAL SERIAL BUS (USB) FLASHDRIVE / THUMBDRIVE OR A COMPACT DISC (CD) MEDIUM READABLE BY A PERSONAL COMPUTER (PCS). AN EMAILED PDF DOCUMENT MAY BE SENT TO THE FOLLOWING ADDRESS: ssdposmailbox@dhs.hawaii.gov. EMAIL SUBMISSIONS SHALL BE RECEIVED NO LATER THAN 4:30 P.M., HAWAII STANDARD TIME (HST), OCTOBER 6, 2014.

THE APPLICANT BEARS RESPONSIBILITY FOR THE SUBMISSION OF THE ELECTRONIC PDF DOCUMENT. APPLICANTS SHALL BEAR THE WHOLE AND EXCLUSIVE RESPONSIBILITY FOR ASSURING THE COMPLETE, CORRECTLY-FORMATTED, AND TIMELY SUBMISSION OF THEIR PROPOSALS. THE APPLICANT ASSUMES ALL RISK THAT PROPOSAL SUBMISSION MAY NOT BE READABLE BY DHS.

THE PRINTED COPY MAY BE HAND DELIVERED OR MAILED.

HAND DELIVERIES SHALL BE RECEIVED AT THE "DROP-OFF SITE" LISTED BELOW, BY **4:30 P.M., HAWAII STANDARD TIME (HST), OCTOBER 6, 2014. DELIVERIES BY EMAIL AND PRIVATE MAIL SERVICES SUCH AS FEDEX SHALL BE CONSIDERED HAND**

DELIVERIES. HAND DELIVERIES SHALL NOT BE RECEIVED AFTER 4:30 P.M., HST, **OCTOBER 6, 2014**. NO EXCEPTIONS WILL BE MADE.

EMAIL SUBMISSIONS SHALL BE RECEIVED NO LATER THAN THE PROPOSAL SUBMITTAL DEADLINE OF 4:30 P.M., HAWAII STANDARD TIME (HST), OCTOBER 6, 2014.

ALL MAIL-IN SUBMISSIONS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN 4:30 P.M., HAWAII STANDARD TIME (HST), OCTOBER 6, 2014 **AND** RECEIVED NO LATER THAN 4:30 P.M., HAWAII STANDARD TIME (HST), OCTOBER 16, 2014.

All Mail-ins

Department of Human Services
Social Services Division
Purchase of Services Unit
810 Richards Street, Suite 400
Honolulu, Hawaii 96813

DHS RFP COORDINATOR

Cyndy Pierce
POS Specialist
Phone: (808) 587-3168
Email: cpierce@dhs.hawaii.gov

DROP-OFF SITE:

For All Hand Deliveries :

Department of Human Services
Social Services Division
Purchase of Services Unit
810 Richards St., Suite 400
Honolulu, Hawaii 96813

For submissions by Email:

DHS Email Address:
ssdposmailbox@dhs.hawaii.gov

BE ADVISED:

- 1) A complete proposal consists of **BOTH** the electronic PDF file **AND** the printed hard copy, received within stated timelines.
 - a) The PDF file must be received by 4:30 P.M., Hawaii Standard Time, (HST), on October 6, 2014.
 - b) The printed hard copy, if not accompanying the PDF file, shall be postmarked by the United States Postal Service (USPS) no later than October 6, 2014, **and** shall be received no later than October 16, 2014, 4:30 P.M., HST.
- 2) Hand deliveries attempted after 4:30 p.m., HST, on October 6, 2014 will not be accepted.
- 3) Deliveries by private mail services such as FEDEX AND EMAIL shall be considered hand deliveries and if delivered after 4:30 p.m. HST, October 6, 2014 will not be accepted.
- 4) **MAIL-INS BY THE USPS RECEIVED AFTER 4:30 P.M. HST, ON OCTOBER 16, 2014 WILL NOT BE ACCEPTED.**
- 5) **Proposals sent by facsimile (fax) will NOT be accepted.**

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Section 1

Administrative Overview

Section 1 Administrative Overview

The Applicant is encouraged to read each section of the RFP thoroughly. While sections such as the Administrative Overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the Applicant to understand the requirements of a specific RFP.

1.1 Procurement Timetable

Note: The Procurement Timetable represents the State's BEST ESTIMATED schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a Notice to Proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	<u>August 25, 2014</u>
Distribution of RFP	<u>August 25, 2014</u>
RFP Orientation	<u>September 3, 2014</u>
Applicants' submission of written questions for written responses deadline	<u>September 8, 2014</u>
State purchasing agency's response to Applicants' written questions deadline	<u>September 15, 2014</u>
Discussions with Applicants prior to proposal submission (optional)	<u>Optional</u>
Proposal submission deadline	<u>October 6, 2014</u>
Discussions with Applicants after proposal submission (optional)	<u>As needed</u>
Final revised proposals deadline (optional)	<u>An needed</u>
Proposal evaluation period	<u>October 8 -- 13, 2014</u>
Provider selection	<u>October 17, 2014</u>
Statement of Findings and Decision (Notice of Award)	<u>October 21, 2014</u>
Contract start date	<u>January 1, 2015</u>

1.2 Website Reference

The State Procurement Office (SPO) website is <http://spo.hawaii.gov/>

	For	Click on “Doing Business with the State” tab or
1	Procurement Notices for Solicitations (RFP) website	http://spo.hawaii.gov/for-vendors/vendor-guide
2	Procurement of Health and Human Services	http://spo.hawaii.gov/
3	Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://spo.hawaii.gov/
4	Standard Contract – General Conditions (AG103F13)	http://spo.hawaii.gov/spo/ or contact RFP Contact Person, listed in 1.6
5	Cost Principles	http://spo.hawaii.gov/ (Type in “Cost Principles”)
6	Forms	http://spo.hawaii.gov/
7	Protest Procedures/Forms	http://spo.hawaii.gov/

Non-SPO websites

Note: Website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov> or link to: <https://portal.ehawaii.gov>

	For	Go to
8	Hawaii Compliance Express (HCE)	http://hawaii.gov
9	Department of Taxation	http://hawaii.gov
10	Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov
11	Wages and Labor Law Compliance, HRS §103-055	http://hawaii.gov
12	Campaign Spending Commission	http://hawaii.gov

1.3 Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and Hawaii Administrative Rules (HAR). All Applicants are

charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any Applicant shall constitute admission of such knowledge on the part of the Applicant.

1.4 RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides the Applicant with an overview of the procurement process.

Section 2, Service Specifications: Provides the Applicant with a general description of the tasks to be performed, delineates Provider responsibilities, and defines deliverables, as applicable.

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal Application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments: Provides the Applicant with information and forms necessary to complete the Application.

1.5 Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP including system operations, fiscal agent operations, and monitoring and assessing Provider performance. The Contracting Office is:

Department of Human Services
Social Services Division
Purchase of Services Unit
810 Richards St, Suite 400
Honolulu, Hawaii 96813

1.6 RFP Contact Person

From the release date of this RFP until the selection of the successful Provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below:

Cyndy Pierce
Purchase of Services Unit
Phone: (808) 587-3168
Email: cpierce@dhs.hawaii.gov

1.7 Orientation

An RFP Orientation for Applicants in reference to this RFP will be held as follows:

Date: September 3, 2014 **Time:** 12:30 p.m. – 3:30 p.m.

Department of Human Services, Social Services Division, Social Services Office Conference Room, 4th Floor, location as follows:

Location: 810 Richards Street Tissue Genesis Building, Suite 400 Honolulu, HI 96813

The RFP Orientation will be held live at the Honolulu location listed above and via teleconference. If you plan to attend, please contact Cyndy Pierce at (808) 587-3168, or cpierce@dhs.hawaii.gov as soon as possible, and provide your name, agency, telephone number, and email address as well as the number of people planning to attend the meeting.

If you would like to attend but are not able to participate in person, please contact Cyndy Pierce at (808) 587-3168, or cpierce@dhs.hawaii.gov and provide the contact information detailed above to participate via teleconference.

The Applicant is encouraged to submit written questions prior to the Orientation. Impromptu questions will be permitted at the Orientation and spontaneous answers will be provided at the state purchasing agency's discretion. However, answers provided at the Orientation are only intended as general directions and may not represent the state purchasing agency's position. To ensure an official response to an oral question from the Orientation, or to a question that arises after the Orientation, submit the question in writing after the Orientation, but no later than the Applicants' submission of written questions deadline specified in Section 1, 1.1, Procurement Timetable, and 1.8, Submission of Questions, of this RFP. Formal official responses to Applicants' written questions will be provided in writing by the state purchasing agency as specified in Section 1, 1.1, Procurement Timetable, and 1.8, Submission of Questions, of this RFP.

1.8 Submission of Questions

The Applicant may submit questions to the RFP Contact Person specified in Section 1, 1.6, RFP Contact Person, of this RFP. Written questions should be received by the date and time specified in Section 1, 1.1, Procurement Timetable, of this RFP. The state purchasing agency will respond to written questions by way of an addendum to the RFP.

Applicants' submission of written questions deadline:

Date and Time: September 8, 2014, 4:30 p.m., Hawaii Standard Time

State purchasing agency will post response, to Applicants' written questions on approximately:

September 15, 2014

1.9 Submission of Proposals

- A. Forms/Formats.** Forms, with the exception of program specific requirements, may be found on the State Procurement Office website specified in Section 1, 1.2, Website Reference, of this RFP. See Section 5, Proposal Application Checklist, of this RFP for the location of program specific forms.
- 1. Proposal Application Identification (Form SPOH-200).** The form provides the Applicant's proposal identification.
 - 2. Proposal Application Checklist.** The checklist provides the Applicant's specific program requirements, the reference and location of required RFP proposal forms, and the order in which all proposal components should be ordered and submitted to the state purchasing agency.
 - 3. Table of Contents.** A sample Table of Contents for proposals is located in Section 5, Attachments, of this RFP. This is a sample and meant as a guide. The Table of Contents may vary depending on the RFP.
 - 4. Proposal Application (Form SPOH-200A).** The Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, of this RFP including a cost proposal/budget, if required.
- B. Program Specific Requirements.** Program specific requirements are included in Section 2, Service Specifications, and Section 3, Proposal Application Instructions, of this RFP, as applicable. Required State and/or Federal certifications are listed in Section 5, Proposal Application Checklist, of this RFP.
- C. Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2, Service Specifications, of this RFP. In the event alternate proposals are not accepted and an Applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the Applicant.
- D. Hawaii Compliance Express (HCE).** All Providers shall comply with all laws governing entities doing business in the State. Providers shall register with Hawaii Compliance Express (HCE) for online compliance

verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS), Department of Labor and Industrial Relations (DLIR), and Department of Commerce and Consumer Affairs (DCCA). There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered Provider's current compliance status as of the issuance date and is accepted for both contracting and final payment purposes. See Section 1, 1.2, Website Reference of this RFP for HCE's website address.

1. **Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, Providers are required to have a tax clearance from DOTAX and the IRS. See Section 1, 1.2, Website Reference, of this RFP for DOTAX and IRS website addresses.
 - a. **Labor Law Compliance.** Pursuant to HRS §103-55, Providers shall be in compliance with all applicable laws of the State and Federal governments relating to Workers' Compensation, Unemployment Compensation, Payment of Wages, and Safety. See Section 1, 1.2, Website Reference, of this RFP for DLIR's website address.
 - b. **DCCA Business Registration.** Prior to contracting, owners of all forms of business doing business in the State, except sole proprietorships, charitable organizations, unincorporated associations, and foreign insurance companies, shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with the DCCA, Insurance Division. See Section 1, 1.2, Website Reference, of this RFP for DCCA's website address.
- E. **Wages Law Compliance.** If applicable, by submitting a proposal, the Applicant certifies that the Applicant is in compliance with HRS §103-55, Wages, Hours, and Working Conditions of Employees of Contractors Performing Services. Refer to HRS §103-55 at the Hawaii State Legislature website. See Section 1, 1.2, Website Reference, of this RFP, for DLIR's website address.
- F. **Campaign Contributions by State and County Providers/Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county government Providers/Contractors during the term of the contract, if the Providers/Contractors are paid with funds appropriated by a legislative body. Refer to HRS §11-355. See Section 1, 1.2, Website Reference, of this RFP for the Campaign Spending Commission's website address.
- G. **Confidential Information.** If an Applicant believes any portion of a proposal contains information that should be withheld as confidential, the Applicant shall request in writing for nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly

marked, and be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note: Price is not considered confidential and will not be withheld.

- H. Proposal Submission. FOR PROPOSAL SUBMISSION INFORMATION REGARDING THIS RFP PLEASE REFER TO THE PROPOSAL SUBMISSION INFORMATION SHEET AT THE BEGINNING OF THIS RFP.**

1.10 Discussions with Applicants

- A. Prior to Proposal Submittal Deadline.** Discussions may be conducted with Applicants to promote understanding of the state purchasing agency's requirements until September 30, 2014.
- B. After Proposal Submittal Deadline.** Discussions may be conducted with Applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions in accordance with HAR §3-143-403.

1.11 Opening of Proposals

Upon the state purchasing agency's receipt of a proposal at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped and, when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes, until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

1.12 Additional Materials and Documentation

Upon request from the state purchasing agency, an Applicant shall submit additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

1.13 RFP Amendments

The State reserves the right to amend this RFP at any time prior to the final revised proposals deadline.

1.14 Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner and by the date and time specified by the state purchasing agency. If a final revised proposal

is not submitted, the previous submittal shall be construed as the Applicant's final revised proposal. *The Applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After the final revised proposals are received, final evaluations will be conducted for an award.

1.15 Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected, in whole or in part, when it is determined to be in the best interest of the State.

1.16 Costs for Proposal Preparation

Any costs incurred by the Applicant in preparing or submitting a proposal are the Applicant's sole responsibility.

1.17 Provider Participation in Planning

Provider(s) awarded a contract resulting from this RFP,

are required

are not required

to participate in the state purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase Health and Human Services prior to the release of an RFP, including the sharing of information on community needs, best practices, and Providers' resources, shall not disqualify Providers from submitting proposals if conducted in accordance with HAR §§3-142-202 and 3-142-203.

1.18 Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and compliance with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- A. Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- B. Rejection for inadequate accounting system. (HAR §3-141-202)
- C. Late proposals. (HAR §3-143-603)
- D. Inadequate response to request for proposals. (HAR §3-143-609)
- E. Proposal not responsive. (HAR §3-143-610(a)(1))
- F. Applicant not responsible. (HAR §3-143-610(a)(2))

1.19 Notice of Award

A Statement of Findings and Decision (Notice of Award) shall be provided by mail (USPS) to all responsive and responsible Applicants for the award or non-award of the contract, upon completion of the evaluation of all competitive purchase of service proposals. The Statement shall provide information regarding only the individual Applicant, not all of the Applicants, as well as the name of the Applicant that the contract was awarded to.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order, or other directive.

No work is to be undertaken by the Provider(s) awarded a contract prior to the contract start date. The State of Hawaii is not liable for any costs incurred prior to the official contract start date.

1.20 Protests

Pursuant to HRS §103F-501 and HAR Chapter 148, an Applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form (SPOH-801) and related forms are available on the SPO website. See Section 1, 1.2, Website Reference, of this RFP for SPO's website address. Only the following matters may be protested:

- A. A state purchasing agency's failure to follow procedures established by HRS Chapter 103F.
- B. A state purchasing agency's failure to follow any rule established by HRS Chapter 103F.
- C. A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a Request for Proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by the USPS or hand delivered to: 1) the head of the state purchasing agency conducting the protested procurement, and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Statement of Findings and Decision sent to the protestor. If delivery services other than the USPS are used they shall be considered hand delivery and the Notice of Protest shall be considered submitted on the date received by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Director of the Department of Human Services	Director of the Department of Human Services
Mailing Address: Department of Human Services P.O. Box 339 Honolulu, Hawaii 96809-0339	Mailing Address: Department of Human Services P.O. Box 339 Honolulu, Hawaii 96809-0339
Business Address: Department of Human Services 1390 Miller Street, Room 209 Honolulu, Hawaii 96813	Business Address: Department of Human Services 1390 Miller Street, Room 209 Honolulu, Hawaii 96813

1.21 Availability of Funds

The award of a contract and any allowed renewal or extension thereof is subject to allotments made by the Director of Finance, State of Hawaii pursuant to HRS Chapter 37 and subject to the availability of State and/or Federal funds.

1.22 General and Special Conditions of Contract

The General Conditions that will be imposed contractually are on the SPO website. See Section 1, 1.2, Website Reference, for SPO's website address. Special Conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

1.23 Cost Principles

To promote uniform purchasing practices among state purchasing agencies procuring Health and Human Services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPOH-201, which is available on the SPO website. See Section 1, 1.2, Website Reference, for SPO's website address. Nothing in this section shall be construed to create an exemption from any cost principle arising under Federal law.

Section 2

SERVICE SPECIFICATIONS

Section 2

Service Specifications

2.1 Introduction

A. Overview, purpose or need, and development:

The Department of Human Services (DHS), Child Welfare Services Branch (CWSB) strives to safely maintain children in their family homes and within their communities. Families may need support and resources for their children through multiple agencies. This can sometimes be a difficult journey for families to receive the services they need for themselves and their children. CWSB seeks to support families in coordination and partnership with other agencies and community resources to promote positive family outcomes, prevent removal, and reduce time in foster care through Family Wrap Hawaii.

The Department of Human Services is seeking proposals from qualified entities to provide the family engagement and support, family team facilitation and coordination functions for utilizing high fidelity Wraparound planning processes for youth in the Title IV-E Waiver on the Island of O`ahu.

This is a projected five-year demonstration project. The demonstration project will be implemented on O`ahu beginning January 1, 2015, and then expand to Hawai'i Island beginning October 1, 2015.

The ultimate goal of Family Wrap Hawaii is to keep youth with their birth families, reunify with birth family, or permanency with caregivers by providing individual, intensive, comprehensive, integrated and creative treatment, intervention, and support services.

The Family Wrap Hawaii model of service provision begins with a shared vision developed with the family. This is supported by a family-centered, strength-based, needs-driven planning process through which the youth and the family's service needs are identified. Parents and youth actively participate in identifying their strengths and needs, and are viewed as full partners throughout the entire process. Individualized services, supports, and interventions are identified to meet the family's needs.

This wraparound process involves a paradigm shift away from traditional service delivery systems, which are professionally driven and focus on family deficits rather than strengths. As the needs of the youth and family change, the services must be changed along with them. Service provision and intervention must work towards being creative and flexible to support the family's unique needs. Commitment and support are unconditional and the youth and family are not denied support when problems are encountered.

The Ten Principles of the Wraparound Process are:

1. **Family voice and choice.** Family and youth/child perspectives are intentionally elicited and prioritized during all phases of the wraparound process. Planning is grounded in family members' perspective, and the team strives to provide options and choices such that the plan reflects family values and preferences.
2. **Team based.** The wraparound consists of individuals agreed upon by the family and committed to them through informal, formal, and community support and service relationships.
3. **Natural supports.** The team actively seeks out and encourages the full participation of team members drawn from family members' networks of interpersonal and community relationships. The wraparound plan reflects activities and interventions that draw on sources of natural support.
4. **Collaboration.** Team members work cooperatively and share responsibility for developing, implementing, monitoring, and evaluating a single wraparound plan. The plan reflects a blending of team members' perspectives, mandates, and resources. The plan guides and coordinates each team member's work towards meeting the team's goal.
5. **Community-based.** The wraparound team implements service and support strategies that take place in the most inclusive, most responsive, most accessible, and least restrictive settings possible; and that safely promote child and family integration into home and community life.
6. **Culturally competent.** The wraparound process demonstrates respect for and builds on the values, preferences, beliefs, culture, and identity of the child/youth and family, and their community.
7. **Individualized.** To achieve the goals laid out in the wraparound plan, the team develops and implements a customized set of strategies, support, and services.
8. **Strengths based.** The wraparound process and the wraparound plan identify, build on, and enhance the capabilities, knowledge, skills and assets of the child and family, their community, and other team members.
9. **Persistence.** Despite challenges, the team persists in working toward the goals included in the wraparound plan until the team reaches agreement that a formal wraparound process is no longer required.
10. **Outcome based.** The team ties the goals and strategies of the wraparound plan to observable or measurable indicators of success, monitors progress in terms of these indicators, and revises the plan accordingly.

The overarching goal for Child Welfare Services Branch is safety, permanency and well-being. Emerging evidence supports the effectiveness of Wraparound for youth who have needs in multiple life domains, such as home, school and community (Effland, Walton and McIntyre, 2011). Nine controlled studies have found improved outcomes for youth in Wraparound compared to similar youth in other programs (Bruns and Suter, 2010; Suter and Bruns, 2009).

1. The development of program/project is based on the following:
 - a. In efforts to provide appropriate and supportive services to meet the needs of the target population of foster and former foster youth/young adults, the program/project will provide documented and verified information of the following:
 - Assessment of the service area and target population;
 - Assessment of the services currently available in the community to assist youth currently or formerly in foster care;
 - Assessment of gaps in services and unmet needs of the target population;
 - Description of the impact of the proposed services on the target population and the proposed number of individuals impacted;
 - A proposed budget that reasonably supports the delivery of the proposed services to the target population, with rationale and factors considered in its practical design.

The program/project will be supported by evidence-based, informed and promising best practices to provide appropriate services to meet the needs of the target population of foster and former foster youth/young

B. Planning activities conducted in preparation for this RFP:

- Information from fundors (legislature, federal agencies, private foundations, etc.) on funding terms and conditions;
- Information from other state agencies on services to the same target group;
- Views of service recipients and community advocacy groups on conditions affecting achievement of desired goals;
- Views of PROVIDER organizations on how to improve service specifications; a request for information (RFI) process may have been used for this purpose;
- Information from POS monitoring and other reports for current contracts; and
- Other data (socio-economic and health trends, waiting lists for services, client satisfaction surveys, etc.).

Planning information may be obtained from RFP contact person, Cyndy Pierce, by email at cpierce@dhs.hawaii.gov.

C. Description of the service goals

The goals and outcomes of the Family Wrap Hawaii process in the Title IV-E demonstration are:

Goals:

1. Engage and partner with the family;
2. Utilize a family centered, strength-based, needs-driven planning processes to create individualized services and support for youth and their families;
3. Promote improved collaboration with agencies and individuals that support the family; and
4. Agency partners are able to sustain the process with families when formal Family Wrap Hawaii ends.

Outcomes:

1. Reduce the child's length of time in foster care;
2. Achieve permanency through reunification;
3. Prevent (or reduce) the number of re-entries into foster care;
4. Increase placement stability;
5. Improve the well-being for youth (e.g., behavioral and emotional functioning, social functioning, school attendance, physical health and development, mental health);
6. Support the child in the least restrictive setting; and
7. Improved agency collaboration to support the shared vision.

D. Description of the target population to be served:

Children referred by Department of Human Services/Child Welfare Services (DHS/CWS) on the island of O`ahu.

Goal of seventy (70) children from (50) families will be served during the first year with the Family Wrap Hawaii on the island of O`ahu and seventy (70) children from (50) families for each additional year of the demonstration.

The priority population of children/youth who will be referred for Family Wrap Hawaii services will meet all of the following criteria:

1. The child has been in foster care at least nine (9) months;
2. Reunification with parents/guardians is not unlikely;

3. The child is involved with or in need of services from two (2) or more agencies;
4. The child and the family's needs are not being met, which is a barrier to reunification.
5. The child and the parent(s)/guardians are willing to participate in the Family Wrap Hawaii process.

In addition to the above criteria, higher priority will be given to youth who:

- have or continue to run away;
- have more than 3 placements in the last year or time in care;
- are or have been suicidal;
- are at risk for institutionalization;
- are using substances;
- are at risk for being trafficked;
- and/or are at risk for being arrested/detained.

In addition to CWS involvement, the two agencies that the children/youth may be involved with include, but are not limited to:

- Department of Education (DOE);
- Department of Health (DOH) – Child and Adolescent Mental Health Division (CAMHD);
- DOH – Developmental Disabilities Division (DDD);
- Department of Health – Special Health needs Branch;
- Office of Youth Services (OYS); and/or
- The Judiciary.

Families will exit formal Family Wrap Hawaii when:

1. All of the following are met:
 - The child is no longer in foster care;
 - The Family Wrap transition plan has been implemented and is working;
 - The Family Wrap Partners are working together with the family to support the shared vision and plan; and
 - The Family Wrap Partners can continue to meet with the family in a collaborative manner without the formal facilitation; or
2. The family no longer chooses to participate in Wrap and the Family Wrap Hawaii process is not needed to achieve permanency.

E. Geographic coverage of service

O`ahu: The Family Wrap Hawaii process is to be provided on the island of O`ahu. Assurance must be given that the full range of contracted services will be available throughout the geographic area. Applicants must address any specific needs of the geographic areas that they are proposing to serve.

F. Probable funding amounts, source, and period of availability

The initial contract will be for nine (9) months, federal fiscal year (FFY) beginning 1/1/2015, with four (4) potential annual renewals, for a total of five (5) years, *subject to the availability of funds*, program utilization, and satisfactory performance. The contract will be funded at the annual level indicated below. It will be essential for the contracted PROVIDER(S) to be fully aware of the funding sources of the contract in order to be compliant with any and all pertinent regulations.

Funding may be adjusted, based upon the service needs, the size of the population, as well as availability of funding sources. Also, additional funding may become available over the life of the contract, and the sources of funding may change. Funding for any given year or for the contract as a whole may increase up to three hundred percent (300%) of the original amount without being considered a fundamental change, according to Section 3-149-303(d) of Hawai'i Administrative Rules (HAR).

Funding under this RFP provides for:

1. An allocation for the Provider's administrative expenses, not to exceed fifteen percent (15%); and
2. The balance of the contract amount to be expended for the provision of services in accordance with this RFP.

The Family Wrap Hawaii process is part of the Department of Human Services' Title IV-E Waiver Demonstration Project, whose goals are to reduce the number of children in foster care and reduce the amount of time children are in foster care. Title IV-E Waiver Demonstration Project services are funded through the savings from successfully achieving these goals. Continued funding for the services of this RFP are dependent upon meeting the goals of the Waiver and thereby saving enough money to fund the services.

Probable Funding for this service will be allocated for following periods of the federal fiscal years (FFY):

FFY 2015 (1/1/15-9/30/15)	\$ 375,000.00
FFY 2016 (10/1/15-9/30/16)	\$ 500,000.00
FFY 2017 (10/1/16- 9/30/17)	\$ 500,000.00
FFY 2018 10/1/17-9/30/18	\$ 500,000.00
FFY 2019 10/1/18-9/30/19	\$ 500,000.00

2.2 Contract Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

- A. Performance/Outcome Measures
- B. Output Measures
- C. Quality of Care/Quality of Services
- D. Financial Management
- E. Administrative Requirements

2.3 General Requirements

- A. **Specific qualifications or requirements, including but not limited to licensure or accreditation**

State Contracting Requirements

1. At the request of the STATE, the PROVIDER must submit to the STATE, if applicable, subcontracts with other agencies for services under the Agreement, prior to the service being provided, for review for appropriateness and relevancy. The PROVIDER shall ensure that all subcontractors comply with the requirements of the contract, which includes this RFP. Upon the request of STATE, the PROVIDER shall submit documentation of the subcontractor's compliance with the requirements of the contract.
2. When there is a disagreement between the PROVIDER/ PROVIDER'S staff and the DEPARTMENT'S staff, in regard to the performance of service activities within contracted specifications, the wishes of the DEPARTMENT of Human Services shall prevail. Failure of the PROVIDER to comply with the DEPARTMENT'S wishes shall be deemed cause for corrective action and potential contractual remedies, including possible termination.
3. During the term of the contract, the parties may renegotiate terms and conditions related to the performance of the PROVIDER, including, but not limited to, measurable outcomes, benchmarks for monitoring timely and adequate provision of services, special reporting requirements, pricing methodology, units of service, unit rates, penalties, incentives, and bonuses. At the time of the renegotiation, either party has the right to terminate the Agreement under General Conditions, paragraph 4.3 or 4.4, as applicable. Any amendments to the Agreement will not constitute a fundamental change as defined in §3-149-303(d) of Hawai'i Administrative Rules. A fundamental change is one which "is so great that a reasonable purchasing agency would, in light of all the circumstances, re-procure the required services instead of amending an existing contract in order to assure that the State is receiving the most advantageous bargain."
4. The contract will be modified, if necessary, to comply with any changes in

federal or state statutes or rules or the requirements of various funding sources. In the event such changes are necessary, the DEPARTMENT will notify the PROVIDER in writing of the need for the change and the proposed changes. The PROVIDER will have the opportunity to discuss the changes prior to their implementation.

5. The PROVIDER shall comply with the Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 9/2011), which can be found on the State Procurement Office website. The provider shall also comply with Federal Cost Principles, as applicable.
6. The PROVIDER shall have an accounting system in compliance with generally acceptable accounting principles.
7. The PROVIDER shall cooperate with DHS as requested to implement changes to the program including changes in target populations to be served and/or service delivery.
8. Pursuant to §103F-401.5, HRS, proposals submitted shall include all costs, fees, and taxes, and any award or contract shall be for the amount of the proposal. No award or contract shall include any other payment, rebate, or direct or indirect consideration that is not included in the proposal, such as insurance or general excise tax rebates to or waivers for an applicant or bidder.
9. The contract amount may be adjusted during the term of the contract based upon availability of funds and pursuant to applicable statutes, or as provided for in the Request for Proposals. The contract amount may be increased or decreased based on changes to the scope of service as supported by revised Performance Measurement Forms A, B, and C, program utilization, and provider performance.
10. For cost reimbursement contracts, the contract costs are subject to adjustment by the STATE, based on the availability of funds and pursuant to applicable statutes, or as agreed upon during the term of the contract. Cost adjustments may be permitted if there is a change in the scope of service as supported by revised Performance Measurement Forms A, B, and C, program utilization, and provider performance. By submitting a proposal in response to this RFP, the applicant agrees to all the provisions, terms, and conditions of the RFP.
11. The PROVIDER must support and assist the Department in meeting Federal requirements, such as IV-E claiming, Reporting Requirements, etc.
12. Maintaining a positive working relationship with the Department is critical in this collaboration. The PROVIDER and its partners/subcontractors are contracted to support the Department's mission and work.
13. The PROVIDER shall maintain throughout the contract period, policy and procedures that include competency and requirements. The policy must also clearly identify scope over any subcontractors of the contracting agency.
14. The PROVIDER shall ensure that it will adhere to all applicable state laws regarding the obtaining and release of client information.

15. By submitting a proposal in response to this RFP, the applicant agrees to all the provisions, terms, and conditions of the RFP.
16. Exceptions to the requirements of the RFP or contract may be made at the discretion of the Department. If the applicant/PROVIDER desires an exemption to any of the RFP or contract requirements, the request shall be made in writing to the Department's Social Service Division, Purchase of Service and Grant Management Unit. The Department's approval or denial of the request shall also be made in writing.

Service Delivery

17. The PROVIDER must not charge clients or families for contracted services without the prior approval of the STATE.
18. The PROVIDER must assure and be responsible for the continuity of service activities by providing full service activity in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The PROVIDER must not require nor depend on the DEPARTMENT'S staff to provide service activities in the event that program resources are not available due to the above situations.
19. The PROVIDER must ensure smooth transitions between service activities for clients or families under the contract and, if applicable, to a new service PROVIDER, when the contract ends.
20. The PROVIDER must provide a continuum of services to meet the individualized needs of the clients. All services must be goal-oriented and time-limited to ensure that clients are provided with the information, skills, and resources to transition.
21. The PROVIDER shall provide timely and accurate case documentation necessary to monitor and evaluate the quality, quantity, and timeliness of service delivery activities to the DEPARTMENT'S staff. The PROVIDER must maintain files documenting information that includes, but is not limited to: Family Wrap Hawaii referrals, initial contacts with the family and other Family Wrap Partners (including goals, objectives, and service activities), case status reports, case transition plans. This information shall be forwarded to the DEPARTMENT, using an electronic format and schedule, as determined by the DEPARTMENT. Reports shall be provided, as requested by the DEPARTMENT.
22. As applicable, services must be provided within contracted time limits, or if no time limits are specified, then within a reasonable time, as well as on weekends and evenings to accommodate the client's needs and schedule.
23. The PROVIDER must assure and be responsible for the provisions of contracted service activities, as specified in this RFP, to clients/children/families, as applicable, statewide, and to the full extent of the proposed and contracted resources and funding.
24. Recruitment and representation of any staff is preferred to be from the geographic area, as and if respectively specified.
25. The PROVIDER shall ensure the program's capacity to deliver services to

all clients, including those with limited English proficiency and/or physical limitations to the maximum extent practicable.

26. The PROVIDER must provide service activities in concurrence with the Department's statutory mandates under 45CFR 1340, Hawai'i Revised Statutes Chapters (HRS) 346, 350, and 587, and Hawai'i Administrative Rules (HAR) and Departmental procedures. The PROVIDER must provide service delivery in concurrence with the philosophy and treatment goals related to safety of children, the family's ability to protect the child, and a youth's transition to self-sufficiency.
27. The PROVIDER must have accommodations to service a multicultural and multilingual population, and shall provide services without discrimination, e.g., regarding ethnicity, religion, socioeconomic class, and Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQ) issues.
28. The PROVIDER must ensure full participation in and cooperation with the Family Wrap Hawaii, and provide the staff time necessary for participation and training, as deemed appropriate by the DEPARTMENT.

Evaluation and Monitoring

29. Throughout the term of the contract, the PROVIDER must maintain a system for evaluating the quality and effectiveness of the activities provided, with respect to client or service delivery outcomes. The evaluation process must include credible and tested measurement tools or instruments to be used to assess any applicable program efficacy in meeting performance and quality standards, including identifying indicators of client change, or service delivery performance. The evaluation process must also include a protocol or plan for making improvements or taking corrective action based upon evaluation findings. Upon request, the PROVIDER must provide the DEPARTMENT with copies of its evaluation documentation and plans for improvements/modifications, as well as any other reports that include the contracted service.
30. The PROVIDER shall participate in quality assurance/improvement projects as requested by DHS for research and evaluation purposes. Such activities shall include one (1) Child and Family Service Review (CFSR) per year, per qualified staff as requested and arranged by DHS. Qualifications of provider staff to participate in the CFSR shall be determined by DHS. Other quality assurance/improvement activities will include data collection and other future requests related to current DHS initiatives, activities and programs. The PROVIDER will be requested to provide records for review by DHS for these purposes.

Staffing and Management

31. The PROVIDER must assure that staff, if any, meets the minimum educational requirements as required by the DEPARTMENT.
32. The PROVIDER shall conduct criminal history and Child Welfare Services (CWS) Child Abuse and Neglect (CA/N) registry checks and shall ensure that no staff/employee, if any, has a record of criminal convictions or CWS

involvement that would pose a risk to the health, safety, or well-being of children, foster youth, former foster youth, and families.

- 33. No contract proposals shall be accepted from any applicant who lacks any license necessary to conduct the business being sought by this Request for Proposals (RFP), pursuant to §103F-401.5, HRS. Proposals that lack the required verifications, as specified in this RFP, will be rejected and not be evaluated.
- 34. The PROVIDER staff must have knowledge and experience with children in foster care, including, but not limited to, dealing with domestic violence, child abuse and neglect, substance abuse, adolescent brain development, trauma-informed care, and youth/young adults in transition from foster care to self-sufficient interdependent living; and must be willing to work with youth/young adults and families that present those safety issues.
- 35. The PROVIDER staff shall be knowledgeable about DHS' programs, services, rules, and procedures. Those who are not familiar with DHS must be oriented and trained by the PROVIDER, and/or must take the initiative to learn about the Department's Child Welfare Services, Foster Care programs.
- 36. The PROVIDER must ensure that all staff and subcontractors abide by federal and state statutes and Hawai'i Administrative Rules (HAR), which include, but are not limited to, issues related to Language Access, Civil Unions, and non-discrimination. It is the PROVIDER'S responsibility, and not the responsibility of the Department, to be aware of and compliant with all relevant federal and State laws and HAR.

B. Secondary purchaser participation
(Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases: None

C. Multiple or alternate proposals **check one**
(Refer to HAR §3-143-605)

Allowed Not Allowed

D. Single or multiple contracts to be awarded **check one**
(Refer to HAR §3-143-206)

Single Multiple Single & Multiple

One contract will be awarded to serve the entire island of O`ahu. The contractor may subcontract to other providers.

E. Single or multi-term contracts to be awarded **check one**
(Refer to HAR §3-149-302)

- Single term (2 years or less) Multi-term (more than 2 years)

Contract Terms:

Initial term of contract: Nine (9) months, anticipated to be effective 1/1/2015 through and including 9/30/2015.

The initial period shall commence on the contract start date or the “Notice to Proceed” date, whichever is earlier.

Length of each extension: One (1) year unless otherwise agreed by the STATE.

Number of possible extensions: Four (4) annual extensions.

Maximum length of contract: Four (4) years and nine (9) months from 1/1/2015 through and including 09/30/2019, subject to “Option to Extend” provision in the Special Conditions of the contract. See Exhibit “E,” Special Conditions, in Section 5 of the RFP.

Conditions for extension:

1. Satisfactory performance as determined by the STATE
2. Availability of funding
3. Acceptable utilization as determined by the STATE
4. Ongoing need for the service as determined by the STATE
5. Satisfactory compliance as determined by the STATE with the terms and conditions of the contract
6. Must be in writing and must be executed prior to expiration

F. RFP Contact Person

The individual listed below is the sole point of contact from the date of release of this RFP, until the selection of the winning provider or providers. Any question requiring a written response must be submitted, in writing, to the RFP contact person and received on or before the date and time specified in Section I, Item IV, “Procurement Timetable,” of this RFP.

Contact Person: Cyndy S. Pierce
 Telephone number: (808) 587-3168
 Facsimile number: (808) 586-5700
 Email address: cpierce@dhs.hawaii.gov

2.4 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

Definitions:

Family Wrap Hawaii - A planning process that is family-centered, strengths-based, needs-driven that is guided by the shared vision developed with the family.

Family Wrap Meetings - Facilitated Family Wrap Hawaii meetings with the Family Wrap Partners to develop, review, and revise the Family Wrap Plan and Transition Plan. Meetings are held monthly or more/less frequently as needed, depending on the needs of the youth/family.

Family Wrap Partners - Comprised of the parents, children, Facilitator, Community Navigation, Parent Partner, Youth Partner, and all other Family Wrap Partners that come together to work towards the shared vision for the family. Family Wrap Partners may include government and community agency individuals who are or will be working with the family to help implement the shared vision.

Family Wrap Plan - A written plan that is creative, strength-based and integrated community plan created by the Family Wrap Partners that focuses services/interventions on the identified needs of the youth and family. The Family Wrap Plan will include notes and identified tasks and activities that may require follow up by Family Wrap Partners prior to the next scheduled meeting.

Family Wrap Transition Plan - A written plan that supports the family and child to maintain the progress of the Family Wrap Plan when formal Family Wrap Hawaii ends. The Family Wrap Transition Plan will identify who will continue to support the family and child, frequency, and role including convening and facilitating meetings as necessary.

The scope of work encompasses the following tasks and responsibilities (Minimum and/or mandatory tasks and responsibilities):

Family Wrap Hawaii is a planning process.

1. The PROVIDER shall provide family engagement/partnership, facilitation, recording, community navigation and agency follow-up, parent partner support, and youth partner support to develop a shared vision with the family and plan utilizing the Family Wrap Hawaii process.
2. The PROVIDER shall support family engagement/partnership to facilitate Family Wrap Meetings that incorporate the ten (10) principles of Wraparound to develop a shared vision with the family and a planning process that incorporates the following:
 - a. Families as full partners with access, voice, and ownership at all levels of planning and implementation;
 - b. Obtain an interpreter as needed for the family;

- c. Obtain cultural consultation as needed for the family;
 - d. Strengths defined from first conversation;
 - e. Mechanisms and structures to support parent advocacy and leadership;
 - f. Unique youth and family teams (individualized participants based on child and family);
 - g. Strengths-based, needs-driven planning;
 - h. Culturally relevant services tailored to family culture, values, norms, strengths, and preferences;
 - i. Life domains, such as: family living situation, educational/vocational, social/recreational, psychological/emotional, medical, legal, and safety;
 - j. Perseverance in support and assistance to families;
 - k. Care and services provided in the context of home and community; and
 - l. Commitment to permanence.
3. The PROVIDER shall receive and respond to referrals and schedule, and hold initial and ongoing Family Wrap Meetings in a timely manner.
- a. Accept referrals from Child Welfare Services (CWS).
 - b. Contact referring CWS worker or supervisor, as needed.
 - c. Make initial phone contact with family within 24 hours of referral.
 - d. Engage and inform the family about the process.
 - e. Make timely initial face-to-face contact with the child and family based on the needs of the youth/family, as defined by the referring party and discussion with the family (within 24 hours to 14 calendar days).
 - f. Obtain the signed consent forms for the child and parents/guardians, as appropriate.
 - g. Contact all Family Wrap Partners within five (5) business days to schedule the first Family Wrap Meeting.
 - h. Engage and inform the Family Wrap Partners about the process.
 - i. Facilitate the first Family Wrap Meeting within thirty (30) calendar days of consent form signature by parents.
 - j. Be available to schedule the first Family Wrap Meeting or other meetings more quickly as urgent needs arise.
 - k. Schedule Family Wrap Meetings at times that accommodate the family's and other Family Wrap Partners' schedules.
 - l. Schedule Family Wrap Meetings in the family's home, community, school, etc., that accommodate the family's and other Family Wrap Partners' preference and availability. The PROVIDER shall have a (meeting) room available, when needed.
4. The PROVIDER shall facilitate the Family Wrap Hawaii planning process to develop a Family Wrap Plan which address areas including:
- a. Intensive engagement services including assessment, crisis stabilization, safety planning, respite care, resource needs to transition the youth back into the home or lesser restrictive setting, and/or maintaining a successful outcome;

- b. Intensive coordination leading the family to healthy functioning and mental health, and self-sufficiency;
 - c. Service interventions that reflect requirements for referring and partner agencies;
 - d. Formal support and services (home-based and community-based, provided by professionals and non-professionals) to address identified needs to the family;
 - e. Helping families to develop, coordinate, and identify informal supports and services;
 - f. Ensuring youth and families have the knowledge, skills, and abilities to access services and supports, after the Family Wrap Meetings end.
5. The PROVIDER shall write up the plan and follow-up with the family, partners, and other community agencies/individuals on activities, services, supports, and interventions identified including:
- a. Assist the Family Wrap Partners to develop the initial Family Wrap Plan within 60 days of the consent form signature.
 - b. Provide a copy of the initial and revised Family Wrap Plan with notes, and identify tasks/activities to each participant in the Family Wrap Meeting within two (2) calendar weeks after each Family Wrap Meeting date, or less if the meetings are scheduled less than two weeks from the prior meeting day.
 - c. Contact all Family Wrap Partners with identified tasks/activities within seven (7) business days prior to the next scheduled Family Wrap Meeting to support follow-up, and to include information at the next Family Wrap meeting.
 - d. Ensure follow through with tasks/activities identified by the planning process for the Facilitator, Community Navigator, Parent Partner, and Youth Partner.
6. The PROVIDER shall assist the family and Family Wrap Partners to develop a Family Wrap Transition Plan to support the family and planning process when formal Family Wrap Meetings end. This shall include:
- b) A crisis plan for the family to access appropriate Family Wrap Partners in the event of escalating needs or a change in the plan;
 - c) A network of formal and informal supports for the child and family;
 - d) A plan, training, and assistance for the Family Wrap Partners to continue to support the family in a coordinative, family driven manner;
 - e) Consultation, when needed, to support ongoing collaborative planning.
7. The PROVIDER shall administer flexible funding for the family to achieve a specific outcome as identified in the Family Wrap Plan. Funding is limited and shall only be administered when no other resource is available. The Family Wrap Participants shall provide input on resources to achieve the specific outcome.

8. The PROVIDER shall contact the Coordinating Committee when there are barriers to implementing the Family Wrap Plan to identify solutions and receive consultation. The Coordinating Committee is comprised of government agencies and others including the Department of Education, Department of Health, Department of Human Services, Family Court of the First Circuit, and Office of Youth Services.
9. The PROVIDER shall provide and coordinate training on Family Wrap Hawaii and the Wraparound model to community and government agencies and individuals initially as part of implementation and annually thereafter. Training and information shall be provided individually to those who will participate in Family Wrap Hawaii meetings as well as to broader groups. The PROVIDER shall coordinate and acquire feedback on training topics and opportunities in consultation with the DHS, the Coordinating Committee, and other applicable agencies/individuals. The PROVIDER shall also work with the DEPARTMENT to coordinate and expend available funds for ongoing training opportunities.
10. The PROVIDER shall provide or subcontract services to facilitate the Coordinating Committee meetings on a quarterly basis or more frequently as needed.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel-General

- a. The PROVIDER shall employ/contract/access an adequate number of individuals, and appropriately train all individuals to achieve the Family Wrap Hawaii goals and objectives.

The applicant is required to submit with the proposal, and maintain throughout the contract period, policy and procedures that include competency and privileging requirements. The policy must also clearly identify scope over all subcontractors of the contracting agency.

Contractor assumes all responsibility for the quality of work provided by employees/subcontractors.

Applicant must ensure that it will adhere to all applicable state laws regarding the obtaining and release of client information.

Staff/contractors shall have the educational qualifications and necessary training and experience to provide the activities requested. The DEPARTMENT will consider waivers on a case-by-case basis. If a provider requests a waiver it must be in writing and provide the following:

1. The reason for the requested waiver.
 2. Justification for the request, i.e., staff may not have the required educational background, but may have years of training and experience, and can demonstrate their ability to adequately perform the position's duties.
 3. A resume for the individual for whom the waiver is being requested.
 4. An explanation of the training and level of supervision that will be provided to the individual.
 5. The duration of the waiver request.
- b. When disagreement between the provider's staff and the DEPARTMENT'S staff exists in regard to the performance of service activities within contracted specifications, the decision of the DEPARTMENT shall prevail. Failure on the part of the provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

2. Specific Activities

a. Facilitation

The Facilitator is responsible to engage the family members and facilitate the meeting in partnership with the Community/Cultural Navigator and Parent Partner. The facilitator is responsible for all aspects of the initial Family Wrap Hawaii planning process with the family. The Facilitator shall engage parents and children, in a respectful and strength-based manner.

The facilitator will also be responsible for the initial introduction to the Family Wrap Hawaii model and early stabilization and support responses for families, until the first Family Wrap Meeting is held where a Wrap Plan that includes a safety response is set in place. The facilitator will be assigned to facilitate Family Wrap Meetings composed of individuals, including family members, service providers, and others invited by the families

The facilitator will guide the Family Wrap Partners to formulate a creative, strength-based and integrated community plan that focuses services/interventions that may help address the identified needs of the family. This may include non-governmental supports that are community and culturally based.

In addition to facilitation, the Family Wrap Meetings shall include note taking, summarization, a written document of the tasks and activities to be completed by each Wrap partner, and the written plan.

Additional duties for the Facilitator include, but are not limited to the following tasks:

- Collaboratively work with State agencies, non-profit organizations, community leaders and other service providers to implement the Family Wrap Hawaii process and resolve differences that may arise;
- Respond and manage a crisis during initial plan development, and support the family's stability to engage in the Family Wrap Hawaii process;
- Respond to, develop and monitor a rapid response plan for families engaged in Family Wrap Hawaii as part of the family's plan;
- Assist when needed, in the quality improvement processes designed to improve outcomes for Family Wrap Hawaii, Family Wrap Partners and the Wraparound process, in general;
- The Facilitator will assure the quality implementation of the tasks, as well as the adherence of the Family Wrap Hawaii to Wraparound practices. They will assist the Family Wrap Partners by coaching new members on the process and procedures;
- Assist the Family Wrap Partners in making decisions by providing outcome data on the child and family, and how well the Family Wrap Plan is helping in accomplishing goals and objectives that have been set forth;
- Welcome and respond to concerns raised by families, as well as other Family Wrap Partner; and
- Help the Family Wrap Partners, which include how the child and parents respond and adapt to changing service, system and community environment.

Individuals who perform facilitation activities shall have the following:

- A 4-year college/Bachelors degree;
- Ability to engage parents and children in the Family Wrap Hawaii process;
- Ability to productively facilitate meetings and help the Family Wrap Partners generate strengths-based, creative options to support the child and family's needs;
- Ability to prevent and de-escalate contentious situations; and
- Ability to engage, educate, train government Family Wrap Partners on the Family Wrap Hawaii process.

b. Community Navigation

The Community Navigator will identify and coordinate with Family Wrap Partners and community resources, as appropriate, to meet the child and family's needs.

The Community Navigator will assist the child and family to be able to link with community resources/individuals to achieve a specified

goal/outcome. They must have knowledge of the child's and family's strengths and needs to connect to community resources/individuals that will support the child and family. The Community Navigator will help the child and family build relationships and connections with community individuals/resources and may serve as a support to help the community individuals/resources understand and support the child and family.

Additional duties for the Community Navigator include, but are not limited to the following:

- Develop and maintain strong partnerships with State agencies, community groups and other organizations to help attain resources to achieve successful outcomes for children and their families.
- Be responsible for providing guidance and support to the Family Wrap Partners and follow-up on tasks/activities that have been identified for the Community Navigator at the Family Wrap Meetings.

Individuals who perform Community Navigation activities shall have the following:

- A 4-year college/Bachelors degree;
- Ability to identify, contact, network, and develop relationships with community individuals/agencies/groups to meet the child's and family's needs, including culturally-specific resources;
- Ability to build connections for children and parents with community individuals/agencies/groups;
- Ability to engage and educate community individuals/agencies/ groups on the needs of the child and family to positively access and participate in resources; and
- Ability to help the family access other government agency and community resources.

c. Parent Support

The Parent Partner provides peer-to-peer support to parents who participate in Family Wrap Meetings and choose to have the support of a Parent Partner. The Parent Partner seeks to understand the parents and family in the context of their culture, experiences, community, etc. The Parent Partner helps parents share their story and share their strengths and challenges in their own voice and words, and makes an effort to ensure that the parent voice is heard and understood by the Family Wrap Partners at all meetings. The Parent Partner uses a strengths-based framework to help the Family Wrap Partners identify unique strategies to support the family and achieve the shared vision. The Parent Partner helps the family understand the role of the different Family Wrap Partners. The Parent Partner may also help the family connect to other parent support organizations and groups.

Individuals who perform Parent Partner activities shall have the following:

- Experience assisting and advocating for parents;
- Ability to work with the family to understand their story, strengths, and challenges and serve as bridge to Family Wrap Partners and others;
- Ability to help the parents advocate for their and their child's needs.
- Ability to partner and collaborate with Family Wrap Partners and others to implement the shared vision.

d. Youth Support

The Youth Partner provides peer-to-peer support to youth who participate in the Family Wrap Meetings and choose to have the support and assistance of a Youth Partner. The Youth Partner helps the child understand the role of the different Family Wrap Partners. The Youth Partner helps the child participate in the Family Wrap Meetings to share their story, voice, and preference for service and support interventions/activities, as well as what has worked for them and what has been challenging. The Youth Partner may be someone who knows the child and is already involved in the child's life.

Individuals who perform Youth Partner activities shall have the following:

- Experience assisting and advocating for youth;
- Ability to work with the child to understand their story, strengths, and challenges and serve as bridge to Family Wrap Partners and others;
- Ability to help the child advocate for child's preferences for service and support interventions/activities.
- Ability to partner and collaborate with Family Wrap Partners and others to implement the shared vision.

3. Administrative

The provider shall accept individuals who are referred by the Department of Human Services (DEPARTMENT), Child Welfare Services. The provider shall consult the assigned Child Welfare Services case manager on referrals from other sources.

The PROVIDER shall implement policies and procedures to maintain personnel/provider files of training, supervision, credentialing, and ongoing monitoring on all mental health professional/staff performance.

The PROVIDER shall maintain the necessary infrastructure to support the provision of services in compliance with the standards, as specified herein.

The PROVIDER shall maintain supporting documentation for credentialing in separate files on PROVIDER'S premises. The PROVIDER must make this information available to DEPARTMENT, as requested.

The PROVIDER shall collect maintain and report to DEPARTMENT, on a quarterly basis, information documenting progress towards achieving the outcome objectives cited in this RFP.

The PROVIDER shall allow DEPARTMENT representatives or any authorized representatives full access to all case files and administrative records for the purpose of program evaluation and/or contract monitoring.

The PROVIDER shall maintain and show proof of:

- a. General liability (GL) insurance of no less than \$1 million per occurrence, \$2 million annual aggregate;
- b. Automobile (auto) insurance of no less than \$1 million per accident and;
- c. Professional liability (Errors and Omissions) of no less than \$1 million per claim, \$2 million annual aggregate.

The STATE reserves the right to amend insurance requirements in order to maintain all contracts in compliance with the most current State requirements.

Subcontracting will be allowed per prior approval from DEPARTMENT.

4. Quality assurance and evaluation specifications

All contracts shall be monitored by the DEPARTMENT in accordance with requirements set forth by Chapter 103F, Hawaii Revised Statutes (HRS). Annual contract monitoring may include site visits with comprehensive evaluation of several areas of performance. These include review of conformance with standard contractual requirements, agency files, accounting practices, and case record keeping. In addition, ongoing contract monitoring shall include review of monthly and quarterly reports, and periodic assessment of program effectiveness.

The provider must maintain throughout the term of the contract, a system of self-appraisal and program evaluation for evaluating the effectiveness of the activities provided. The evaluation process must include tools or instruments to be used to identify client indicators of change, which are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

5. Output and performance/outcome measurements

The State has projected the minimum number of families to be served. The Applicant shall propose goal numbers. These figures should be based on the estimated funding, proposed staffing, and other factors deemed relevant by the Applicant. The STATE will have the final determination on goal numbers for this agreement.

The PROVIDER shall maintain the capacity to deliver services throughout the term of the Agreement at the levels specified in the contract.

The effectiveness of the contract will be evaluated according to the utilization of the service (Form A, plus units of service provided, if applicable), the levels of service provided (Form B), and the outcomes achieved (Form C). Where performance under the contract is 80% or less of the goals levels specified on Forms A, B, and C or, if applicable, the number of units of service provided is 80% or less of the program capacity, the PROVIDER shall submit a corrective action plan to remedy the substandard performance, and at its option, the STATE may reduce payments or funding, or terminate the contract if the proposed corrective action is not successful.

The applicant may propose goal and outcome measurements in addition to those specified in Forms A, B, and C. The goal and outcome measurements shall be approved by the DEPARTMENT.

The numbers to be served may be adjusted, based on utilization and available funding.

Unless otherwise agreed to in writing, the numbers of people to be served and the levels of service activity specified in Form A and Form B, will change in proportion to future changes in funding under this Agreement.

The PROVIDER shall also work with the Title IV-E Waiver Evaluation Team to collect and provide data and information needed for the Title IV-E Waiver Evaluation.

6. Experience

The PROVIDER shall demonstrate a thorough understanding of the purpose and scope of the service activities, including working with parents and children, as well as the necessary skills, abilities, and knowledge of, and experience relating to the delivery of the proposed services.

The PROVIDER shall be a community-based organization whose purpose is to provide social services to children and families within their communities.

7. Coordination of services

Service provision and referral shall be seamless and requires coordination by the PROVIDER with other existing government and community agencies/individuals. The PROVIDER shall coordinate and collaborate with other offices within the DEPARTMENT, with other agencies, and resources in the community relating to the delivery of the proposed services.

The PROVIDER shall have the ability to effectively collaborate and communicate with other service providers and community agencies to meet the needs of this population.

Coordination is essential to prevent the duplication of service provision. The PROVIDER shall have the ability to engage and coordinate the communication between individuals/resources and the family, and the Family Wrap Partners to seamlessly implement the shared vision.

Coordination is also essential to assist the target population in the Family Wrap Hawaii planning process.

8. Reporting requirements for program and fiscal data

Required Program Reports:

Quarterly and year-end reports shall be submitted in a format specified by the DEPARTMENT in which the provider summarizes major activities undertaken during the report period. Data to be reported includes the number of service units provided, the number of persons serviced, accomplishments of program outcomes and objectives, problems encountered, recommendations, and proposed future activities.

Program report forms are located in RFP Section 5.

Required Fiscal Reports:

- a. The PROVIDER shall submit invoices in the format provided by the DEPARTMENT.
- b. The PROVIDER shall submit monthly and year-end reports listing total expenditures of contract funds, contract revenues received, collections and expenditures from program income, and/or other sources of funding according to a schedule established by the DEPARTMENT.

Fiscal report forms are located in RFP Section 5.

9. Facilities

The PROVIDER shall obtain and maintain adequate facilities for satisfactory delivery of contracted services. The PROVIDER'S facilities shall meet ADA requirements, as applicable and special equipment that may be required for services for the child and family. Facilities must be operational by the contract start date.

2.5 COMPENSATION AND METHOD OF PAYMENT

A. Pricing Structure or Pricing Methodology to be used.

Unless otherwise proposed and agreed between the PROVIDER and the DEPARTMENT, the pricing methodology for this service is checked below. The pricing methodology may be revised by mutual agreement throughout the term of the contract.

 X Cost reimbursement where the State pays the provider for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum contract amount.

 Fixed rate where the State pays the provider a set rate for a defined unit of service up to a stated maximum contract amount. The State and the provider agree on the number of units of service to be delivered for the stated contract amount.

 Base Cost /Fixed Rate Combination where the State pays the provider a base amount for operating costs and a fixed rate for units delivered up to a stated contract amount.

 Negotiated rate where the State determines the number of units it needs and then negotiates with the provider the total cost to provide all those units. The negotiated cost to deliver a set number of units allows a unit rate to be calculated.

Units of service and unit rate

As this is a cost reimbursement contract, there is no applicable unit rate. The units, as specified in Forms A, B, and C in the RFP Section 2, are relevant to service delivery and capacity.

Method of compensation and payment:

Payments shall be made in monthly installments, after receipt and approval of invoices, reports, and other documents required by the DEPARTMENT.

Invoices shall be in a format specified by the DEPARTMENT. The invoice format is located in RFP Section 5.

Unless otherwise agreed, subsequent payments shall be made after receipt and preliminary approval of reports and other documents, as required by the DEPARTMENT. All charges shall be supported by documentation that indicates to whom services were provided and the types of services rendered by the PROVIDER.

All invoices, reports, and other required documents shall be submitted according to a schedule established by the DEPARTMENT.

The PROVIDER must submit a written request to revise the approved budget.

FORM A - PEOPLE TO BE SERVED

ORGANIZATION: _____

PROGRAM/SERVICE: Family Wrap Hawaii

SITE: O`ahu

PEOPLE TO BE SERVED	Budgeted Period	
	Number/ Quarter	YTD
1. Total Number of Children Served:	70	
2. Total Number of Families Served:	50	
3. Total Number of Children Referred and Not Served (provide explanation in narrative section):		

FORM B – SERVICE ACTIVITIES

ORGANIZATION: _____

PROGRAM/SERVICE: Family Wrap Hawaii

SITE: O`ahu

SERVICE ACTIVITIES	Budgeted Period	
	Number/ Quarter	YTD
1. Number of families that received Facilitation services:	50	
2. Number of parents that received a Parent Partner support:	45	
3. Number of children that received a Youth Partner support:	45	
4. Number of families that received Community Navigation services:	45	
5. Number of families that were contacted (initial by telephone) within 24 hours of the completed referral:	50	
6. Number of families that received flexible funding:	35	
7. Number of families who had a face to face meetings within 14 calendar days of initial contact:	45	
8. Number of families who had a Family Wrap Hawaii meetings within 30 days from the consent form signature date:	45	
9. Number of Family Wrap Hawaii Plans developed within 60 days of consent form signature date:	45	
10. Total Number of Family Wrap Meetings:	450	
11. Number of Family Wrap Meetings with Parent Partner participation:	405	
12. Number of Family Wrap Meetings with Youth Partner participation:	300	

13. Number of families who achieved new community connections/relationships with the help of the Community Navigator:	40	
14. Number of trainings coordinated/provided to agency and community groups and number of participants:	48	

FORM C – OUTCOMES

ORGANIZATION: _____

PROGRAM/SERVICE: Family Wrap Hawaii

SITE: O`ahu

OUTCOMES	BUDGET PERIOD		
	Goals	Percentage per Quarter	YTD
1. Number and percent of parents who reported that they felt engaged in planning after starting the Family Wrap Hawaii process:	95%		
2. Number and percent of parents who reported that the Family Wrap Meetings helped create a more individualized plan that lead to improved outcomes.	95%		
3. Number and percent of children who reported that they felt engaged in planning after starting the Family Wrap Hawaii process:	90%		
4. Number and percent of children who reported that the Family Wrap Meetings helped create a more individualized plan that lead to improved outcomes.	95%		
5. Number and percent of children who were reunified with their family (List months of Family Wrap Hawaii participation prior to reunification for each child in the narrative section):	75%		