

State of Hawaii  
Department of Human Services  
Social Services Division

**Request for Proposals (RFP)**

**SSD-16-POS-3030**

**Independent/INTERdependent Living (IL),  
Higher Education (HE),  
and Imua Kakou (IK)**

**STATEWIDE**

**RFP Posting Date: March 12, 2016**

**RFP Proposal Submission Deadline:  
April 12, 2016, 4:30 p.m.  
Hawaii Standard Time**

**NOTE:** *It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office website or to contact the RFP Contact Person identified in this RFP regarding any subsequently issued addenda for this RFP. The State shall not be responsible for an incomplete proposal submitted as a result of the Applicant's not knowing about issued addenda, including additionally requested information or attachments, regarding this RFP.*

DAVID Y. IGE  
GOVERNOR



RACHAEL WONG, DrPH  
DIRECTOR

PANKAJ BHANOT  
DEPUTY DIRECTOR

STATE OF HAWAII  
**DEPARTMENT OF HUMAN SERVICES**  
810 Richards Street, Suite 400  
Honolulu, Hawaii 96813

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 Human Trafficking Services. The attached Request for Proposals (RFP) SSD-16-POS-3030 to provide this service is being issued under Hawaii Administrative Rules (HAR) and Hawaii Revised Statutes (HRS) Chapter 103F. Please see the following "Proposal Submission Information Sheet" for important proposal submission information.

An RFP Orientation will be held on March 15, 2016, 1:00 p.m. to 4:00 p.m. Hawaii Standard Time (HST). See 1.7 Orientation, Section 1 of this 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 Ms. Cyndy S. Pierce, POS Specialist/RFP Contact Person, at (808) 587-3168 or at [cpierce@dhs.hawaii.gov](mailto:cpierce@dhs.hawaii.gov).

For questions regarding this RFP see 1.8 Submission of Questions, Section 1 of this 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:**  
**APRIL 12, 2016, 4:30 P.M., HAWAII STANDARD TIME.**

**PLEASE READ CAREFULLY AS THIS PROPOSAL SUBMISSION INFORMATION**  
**MAY HAVE BEEN REVISED FROM PREVIOUS RFP's.**

**THE APPLICANT IS REQUIRED TO SUBMIT:**

- 1. One (1) electronic copy of the proposal in both Portable Document Format (PDF) AND either Word or Excel format via email to the POS mailbox listed below.**
- 2. Printed copies of the proposal (one (1) original AND one (1) copy) via either the Applicant in person, private mail carrier (e.g., FedEx or United Parcel Service (UPS)), or the United States Postal Service (USPS) to the DHS office listed below.**
- 3. One (1) electronic copy of the proposal in both Portable Document Format (PDF) AND either Word or Excel format on either a Universal Serial Bus (USB) Flashdrive OR a Compact Disc (CD) (which must be readable by a personal computer system (PCS)) via either the Applicant in person, private mail carrier, or the USPS to the DHS office listed below.**

**A COMPLETE PROPOSAL SUBMISSION IS**  
**ALL THREE COMPONENTS RECEIVED BY THE SPECIFIED DATE AND TIME.**  
**NO EXCEPTIONS SHALL BE MADE.**

If the electronic and printed copies of the proposal are not received as described or not received by the specified date and time, the proposal submission shall be considered incomplete or late and SHALL NOT BE ACCEPTED for consideration. All submissions become DHS property.

1. All electronic copies submitted via email shall include in the email the RFP number, the Applicant's name, and the proposal submission attachments. All attachments shall be identified with the RFP number as abbreviated in the following example, the Applicant's initials (e.g. Humanity Community Services - HCS), and the attachment's content: e.g. 16-3020.HCS.narrative or 16-3020.HCS.budget.
2. The Applicant shall submit:
  - a. The complete proposal in PDF format; this may be separated into two or three sections for ease of sending if one PDF is too large provided that each section is labeled (e.g., 16-3020.HCS.#1, 16-3020.HCS. #2).
  - b. Either the complete proposal in Word/Excel format, as applicable (and separated as described in a. above, as needed), or all of the following documents from the proposal in Word/Excel format, as applicable: Narrative, Performance Measurement Forms, Organization and Program Charts, Job Descriptions (no resumes), Budget forms (including Administrative Budget), and Work Plan (if required).

The Applicant bears the complete responsibility for the submission of the electronic copies, including assuring their complete, correctly formatted, and timely submission and the risk that the electronic copies may not be readable by the DHS.

3. All printed and electronic copies submitted via the Applicant in person shall be enclosed in a sealed envelope identified with the RFP number and the Applicant's name on the outside.

All printed and electronic copies submitted via the Applicant in person, private mail carrier, and the USPS shall contain a cover sheet inside the sealed envelope with the RFP number, the Applicant's name, and a description of the envelope's contents on it (e.g., one printed original copy of the proposal, one printed copy of the proposal, one Flashdrive or one CD).

**DHS OFFICE ADDRESS:**

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

**EMAIL ADDRESS:**

**ssdposmailbox@dhs.hawaii.gov**

**RFP CONTACT PERSON:**

Ms. Cyndy S. Pierce, POS Specialist  
Phone: (808) 586-5706  
Email: cpierce@dhs.hawaii.gov

**PLEASE BE ADVISED:**

1. Proposal submissions attempted after **April 12, 2016, 4:30 p.m. Hawaii Standard Time (HST)** shall **not** be accepted.
2. Any private mail carrier or USPS proposal submissions with a date stamp of **April 12, 2016, 4:30 p.m. Hawaii Standard Time (HST)** but received after **April 12, 2016, 4:30 p.m. Hawaii Standard Time (HST)** shall **not** be accepted.
3. All Applicants are **strongly encouraged** to submit **all** electronic copies of the proposal submission in advance of the proposal submission deadline. This will allow the Applicant the opportunity to: a) assure that they have been received by the DHS in a timely manner, and b) assure that the DHS can open and read them.
4. Proposals sent by facsimile (fax) shall not be accepted.
5. It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office website or to contact the RFP Contact Person identified above regarding any subsequently issued addendum for this RFP, which may include a revision to the proposal submission deadline.

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**Section 1**

**Administrative Overview**

# Section 1

## Administrative Overview

The Applicant is highly 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 or delete information, as applicable. It is the responsibility of the Applicant to understand the requirements of this specific RFP.

### 1.1 Procurement Timetable

Note: The Procurement Timetable represents the State's best estimated schedule. If an activity is delayed, subsequent activities may be delayed by the same number of days.

<u>Activity</u>	<u>Scheduled Date</u>
<b>Public notice announcing Request for Proposals (RFP)</b>	<b><u>3/12/2016</u></b>
Distribution of RFP	<u>3/12/2016</u>
<b>RFP Orientation</b>	<b><u>3/15/2016 1:00 p.m. - 4:00 p.m. HST</u></b>
Applicants' submission of written questions for written responses deadline	<u>3/18/2016 4:30 p.m.</u>
State purchasing agency's response to Applicants' written questions deadline	<u>3/23/2016</u>
Discussions with Applicants prior to proposal submission (optional)	<u>As needed</u>
<b>Proposal submission deadline</b>	<b><u>4/12/2016</u></b>
	<b><u>4:30 p.m. HST</u></b>
Discussions with Applicants after proposal submission (optional)	<u>As needed</u>
Final revised proposals deadline (optional)	<u>As needed</u>
Proposal evaluation period	<u>4/13/2016 - 4/26/2016</u>
Provider selection	<u>4/26/2016</u>
<b>Statement of Findings and Decision (Notice of Award)</b>	<b><u>4/29/2016</u></b>
<b>Contract start date</b>	<b><u>7/1/2016</u></b>

## 1.2 Website Reference

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

	For:	Website:
1	Procurement Notices for Solicitations (RFP) website	<a href="http://spo3.hawaii.gov/notices/notices">http://spo3.hawaii.gov/notices/notices</a>
2	Procurement of Health and Human Services	<a href="http://hawaii.gov/spo2/health/rfp103f/">http://hawaii.gov/spo2/health/rfp103f/</a>
3	Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	<a href="http://spo.hawaii.gov/references/">http://spo.hawaii.gov/references/</a>
4	Standard Contract – General Conditions (AG103F13)	<a href="http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view">http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view</a>
5	Cost Principles	<a href="http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/">http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/</a>
6	Forms	<a href="http://spo.hawaii.gov/all-forms/">http://spo.hawaii.gov/all-forms/</a>
7	Protest Procedures/Forms	<a href="http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/">http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/</a>

### 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 <https://portal.ehawaii.gov/>

	For:	Website:
8	Hawaii Compliance Express (HCE)	<a href="https://vendors.ehawaii.gov/hce/splash/welcome.html">https://vendors.ehawaii.gov/hce/splash/welcome.html</a>
9	Department of Taxation	<a href="http://tax.hawaii.gov/">http://tax.hawaii.gov/</a>
10	Department of Commerce and Consumer Affairs, Business Registration	<a href="http://dcca.hawaii.gov/">http://dcca.hawaii.gov/</a> Click on “Business Registration”
11	Wages and Labor Law Compliance, HRS §103-055	<a href="http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103/HRS_0103-0055.htm">http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103/HRS_0103-0055.htm</a>
12	Campaign Spending Commission	<a href="http://ags.hawaii.gov/campaign/">http://ags.hawaii.gov/campaign/</a>
13	Internal Revenue Service	<a href="http://www.irs.gov/">http://www.irs.gov/</a>

## 1.3 Authority

This RFP is issued under the provisions of Hawaii Administrative Rules (HAR) and Hawaii Revised Statutes (HRS) Chapter 103F. The Applicant is charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by the 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 description/details of the tasks to be performed, delineates the Provider's 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 shall be evaluated by the State purchasing agency.

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

## 1.5 Contracting Office

The Contracting Office is responsible for overseeing the contracts resulting from this RFP including systems operations, fiscal agent operations, and monitoring and assessing the Provider's 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 of this RFP until the full execution of the contracts for the awarded Providers, any communication regarding this RFP shall be directed to the sole point-of-contact identified below unless otherwise directed:

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

## 1.7 Orientation

An RFP Orientation for Applicants regarding this RFP shall be held as follows:

<b>Date:</b>	<b>March 15, 2016</b>	<b>Time:</b>	<b>1:00 p.m. – 4:00 p.m.</b>
Department of Human Services, Benefits, Employment, and Support Services Division (BESSD) Video Conferencing Center (VCC) locations as follows:			
Locations:	Honolulu, Oahu, HI:	Haseko Center,	820 Mililani St., Suite 606
	Hilo, Hawaii, HI:	Kinoole Shopping Center,	1990 Kinoole St.
	Kona, Hawaii, HI:	Kona Center,	75-5722 Hanama Pl., Suite 1105
	Wailuku, Maui, HI:	Waiehu Beach Center,	270 Waiehu Beach Rd., Suite 107
	Lihue, Kauai, HI:	Dynasty Court,	4473 Pahee St., Suite G

The Orientation shall be held live at the Honolulu location listed above and via videoconference at the other locations. To attend the Orientation the Applicant shall contact Ms. Pierce at (808) 587-3168 or [cpierce@dhs.hawaii.gov](mailto:cpierce@dhs.hawaii.gov) as soon as possible and provide their name, agency, telephone number, and email address as well as the number of people planning to attend the meeting.

If the Applicant would like to attend but is unable to participate at one of the video conferencing centers listed above, the Applicant shall contact Ms. Pierce at (808) 587-3168 or [cpierce@dhs.hawaii.gov](mailto:cpierce@dhs.hawaii.gov) at least two days before the Orientation and provide the same information detailed above to participate via teleconference.

## 1.8 Submission of Questions

The Applicant is encouraged to submit written questions to Ms. Pierce at [cpierce@dhs.hawaii.gov](mailto:cpierce@dhs.hawaii.gov) prior to the Orientation. The Applicant shall have the opportunity to ask questions at the Orientation and answers will be provided at the State purchasing agency's discretion. However, answers provided at the Orientation are intended only as general responses and may not fully represent the State purchasing agency's position. To ensure an answer to either a question from the Orientation or a question that develops after the Orientation, the Applicant shall submit the question in writing after the Orientation but no later than the Applicants' submission of written questions deadline. Formal official responses to the Applicants' written questions shall be provided in writing by the State purchasing agency via an addendum to the RFP.

The Applicants' submission of written questions deadline is **March 18, 2016, 4:30 p.m. Hawaii Standard Time.**

The State purchasing agency's response to the Applicants' written questions deadline is **March 23, 2016.**

## **1.9 Submission of Proposals**

### **B. Forms/Formats**

Forms, with the exception of program specific forms, may be found on the SPO website (see 1.2 Website Reference, Section 1 of this RFP). For program specific forms see the Proposal Application Checklist, Section 5 of this RFP.

1. Proposal Application Identification Form (SPOH-200)

This form provides the Applicant's proposal identification.

2. Proposal Application Checklist

This checklist provides the program specific requirements, the reference and location of required forms, and how the proposal components shall be ordered and submitted to the State purchasing agency.

3. Table of Contents

This sample format is meant to be a guide (see Section 5 of this RFP).

4. Proposal Application (SPOH-200A)

This form provides a framework within which the Applicant may submit comprehensive narratives to address the requirements specified in the Proposal Application Instructions, Section 3 of this RFP, including a complete budget. The Applicant may also choose to develop its own framework within which to address the requirements. Whatever framework is used, the Applicant must address all of the requirements in this RFP as specified.

### **B. Program specific requirements**

See Service Specifications, Section 2 and Proposal Application Instructions, Section 3 of this RFP. For required State and/or federal certifications see Proposal Application Checklist, Section 5 of this RFP.

### **C. Multiple and alternate proposals**

Multiple proposals shall be accepted; alternate proposals shall not be accepted (see Service Specifications, Section 2 of this RFP).

**D. Hawaii Compliance Express (HCE)**

All Providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for on-line 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 an annual registration fee for the service (currently \$12.00). The HCE's on-line "Certificate of Vendor Compliance" provides the registered Provider's current compliance status as of the Certificate's issuance date and is accepted for both contracting and final payment purposes. See 1.2 Website References, Section 1 of this RFP for the HCE website address.

**1. Tax clearance**

Pursuant to HRS §103-53, as a prerequisite to entering into a contract of \$25,000.00 or more the Provider shall be required to have a tax clearance from DOTAX and the IRS. See 1.2 Website References, Section 1 of this RFP for the DOTAX and the IRS website addresses.

**2. Labor law compliance**

Pursuant to HRS §103-55, the Provider shall be in compliance with all applicable laws of the State and federal governments relating to Payment of Wages, Safety, Workers' Compensation, and Unemployment Compensation. See Section 1, 1.2 Website Reference of this RFP for the DLIR website address.

**3. DCCA business registration**

Prior to entering into a contract, the owner of any entity doing business in the State, except the owner of a sole proprietorship, charitable organization, unincorporated association, or foreign insurance company, shall be registered and in good standing with the DCCA, Business Registration Division. Also, a foreign insurance company must register with the DCCA, Insurance Division. See 1.2 Website References, Section 1 of this RFP for the DCCA website address.

**E. Wages law compliance**

By submitting a proposal the Applicant certifies that it is in compliance with HRS §103-55 Wages, Hours, and Working Conditions of Employees

of Contractors Performing Services. See 1.2 Website References, Section 1 of this RFP for the DLIR website address.

**F. Campaign contributions by State and county providers/contractors**

HRS §11-355 prohibits campaign contributions from certain State and county government providers/contractors during the contract term if the providers/contractors are paid with funds appropriated by a legislative body. See 1.2 Website Reference, Section 1 of this RFP for the Campaign Spending Commission website address.

**G. Confidential information**

If the Applicant believes any portion of a proposal contains information that should be withheld as confidential, the Applicant shall request in writing for non-disclosure 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: Expenditure/Item costs are 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 Discussion with the Applicant**

- A. Prior to the proposal submittal deadline:** Discussion may be conducted with an Applicant to promote understanding of the State purchasing agency's requirements.
- B. After the proposal submittal deadline:** Discussion may be conducted with an Applicant whose proposal is determined to be reasonably susceptible of being selected for award, however, a proposal may be accepted without discussion per HAR §3-143-403.

**1.11 Opening of Proposals**

Upon the State purchasing agency's receipt of a printed, USB, and/or CD proposal copy at the designated location (including any modifications to and withdrawals

of a proposal), a verification of receipt shall be date-stamped and, if possible, time-stamped for the Applicant's and the State purchasing agency's records.

Upon the State purchasing agency's receipt of an emailed proposal copy at the designated location, a verification of receipt shall be emailed to the Applicant as soon as possible after receipt on April 12, 2016 for the Applicant's and the State purchasing agency's records.

All received printed, USB, CD and/or emailed proposal copies shall be secured by the State purchasing agency and not examined for evaluation purposes until after the proposal submittal deadline.

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

### **1.12 Additional Materials and Documentation**

Upon request from the State purchasing agency, the Applicant shall submit any additional documentation/materials reasonably required by the State purchasing agency for its evaluation of the proposal.

### **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 of the Applicant, a final revised proposal shall be submitted in the manner and by the date and time specified by the State purchasing agency. If the final revised proposal is not submitted, the previously submitted proposal shall be the Applicant's final revised proposal. The Applicant shall submit only the section/s of the proposal requiring revision as well as the Proposal Application Identification Form (SPOH-200) (see 1.2 Website Reference, Section 1 of this RFP). After the final revised proposals are received, final evaluations shall be conducted for the contract awards.

### **1.15 Cancellation of Request for Proposal**

This 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 cost incurred by the Applicant in preparing or submitting a proposal is the Applicant's sole responsibility.

## 1.17 Provider Participation in Planning

Applicants awarded a contract resulting from this RFP shall be required to participate in the State purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

The Providers' participation in the 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 about community needs, best practices, and the Providers' resources, shall not disqualify the 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 only those proposals submitted in accordance with all requirements set forth in this RFP, which comply with the service specifications, and which demonstrate an understanding of the problems involved as acceptable. A proposal offering any other set of terms and/or conditions may be rejected without further notice.

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

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

## 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 a contract upon completion of the evaluation of all 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 contract resulting from this RFP is subject to the approval of the State Department of the Attorney General (DAG) as to form and to all further approvals, including the approval of the Director, as required by statute, rule, regulation, order, or other directive.

No work is to be undertaken by a Provider awarded a contract prior to the contract

start date. The State is not liable for any costs incurred prior to the official contract start date.

**1.20 Protests**

Pursuant to HAR Chapter 148 and HRS §103F-501, an Applicant aggrieved by an award of a contract may file a protest. For the Notice of Protest form (SPOH-801) and related forms see 1.2 Website Reference, Section 1 of this RFP. Only the following matters may be protested:

- A. A State purchasing agency’s failure to follow any procedure 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 requirement, procedure, or evaluation criterion in the RFP 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 (HOPA) conducting the procurement, and 2) the procurement officer conducting the procurement within five (5) working days of the postmark of the Statement of Findings and Decision (Notice of Award) sent to the Applicant 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.

<b>Head of State Purchasing Agency and Procurement Officer</b>
Director of the Department of Human Services
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

**1.21 Availability of Funds**

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

**1.22 General and Special Conditions of Contract**

Both General and Special Conditions shall be contractually required (see 1.2 Website Reference, Section 1 and Section 5 of this RFP).

### **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 shall utilize standard Cost Principles (SPOH-201) (see 1.2 Website Reference, Section 1 of this RFP). The State Cost Principles shall not exempt the Provider from complying with any cost principles under federal law.

# **Section 2**

## **Service Specifications**

## Section 2 Service Specifications

### 2.1 Introduction

#### A. Overview and purpose

The Department of Human Services (DHS), Child Welfare Services (CWS) is seeking proposals for five (5) providers to provide Independent/Interdependent Living, Higher Education, and Imua Kakou (IL/HE/IK) Services in geographic locations statewide to: 1) young people, ages 12-15, in foster care; 2) young people, ages 16-18, in foster care; and 3) young people, ages 18-26, who have exited foster care. Services are intended to support the well-being and healthy adolescent/young adult development of youth in foster care and former foster youth.

#### 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.
- Other data (socio-economic and health trends, waiting lists for services, client satisfaction surveys, etc.).

A Request for Information (RFI) was posted on the State Procurement Office (SPO)/Procurement Notices System website on January 13, 2016, and an RFI meeting was held on January 20, 2016, to gather information and assist in the development of this RFP.

Planning information may be obtained from Cyndy S. Pierce, POS Specialist and RFP contact person, by email at [cpierce@dhs.hawaii.gov](mailto:cpierce@dhs.hawaii.gov).

**C. Service goals**

Reflecting CWS' Guiding Principles, services shall:

1. Be tailored to the strengths and needs of the young people.
2. Be responsive to the preferences and values of each young person.
3. Be culturally-appropriate, culturally-sensitive, and culturally-embracing.
4. Address the physical, emotional, medical, housing, educational, employment, career, and social needs of the young people served.
5. Be developed in partnership with the young people.
6. Be delivered respectfully and in a manner that honors the uniqueness of each young person.
7. Include transition plans with clear and obtainable action steps toward goals and objectives.
8. Empower the young people to help themselves gain and maintain mastery and control over their future.
9. Be comprehensive, coordinated, and collaborative.

The goals and guiding principles of IL/HE/IK Services are:

1. Young people shall be:
  - a. Physically and emotionally healthy;
  - b. Hopeful, optimistic, compassionate, and curious and have a resilient identity;
  - c. Able to form and sustain caring, committed relationships;
  - d. Successful in school and in the workplace; and
  - e. In service to the community or society.
2. Programs shall be delivered so that youth and young adults experience increases in the protective factors of:
  - a. Cognitive and social-emotional competence;
  - b. Resilience;
  - c. Social connections; and
  - d. Concrete support in time of need.

3. Programs shall be delivered so that young people experience decreases in the risk factors of:
  - a. Psychological stressors;
  - b. Insufficient or inadequate opportunities for positive growth and development;
  - c. Inadequate or negative relationships with family members, adults outside the family, and peers; and
  - d. Unsafe, unstable, inequitable environments.

The DHS also has a contract for an Independent/Interdependent Living Collaborator (ILC). The ILC assists in developing a system of coordination, consistency, and continuity among IL/HE/IK Providers to improve the overall quality of services provided. The DHS and the ILC work together with partners and stakeholders to design, implement, and oversee IL/HE/IK Services.

The IL Collaborative includes the DHS, the ILC, young people, IL/HE/IK Providers, and other partners. The goals of the ILC and the IL Collaborative are:

1. To coordinate and collaborate with current and former foster youth, IL and IK Providers, and other partners/stakeholders within their local communities and statewide;
2. To ensure that a comprehensive array of services and resources are available to support the well-being and healthy adolescent/young adult development for youth in foster care and former foster youth;
3. To be the steward of best/promising practices and training for working with young people;
4. To improve the overall quality and consistency of IL services statewide, including adhering to the requirements of State and federal laws, policies, and procedures;
5. To develop standards and metrics for monitoring and evaluating the service array; and
6. To communicate and promote IL-related services.

**D. Target population to be served**

IL/HE/IK Services shall be available to the following target population:

1. Young people, ages 12-17, in foster care/out-of-home placement and under the placement responsibility of the DHS, including those with reunification or other permanency goals.
2. Former foster youth, ages 18-26 (up to the 27<sup>th</sup> birthday), who were in foster care placement and under the placement responsibility of the DHS and who either:
  - a. Exited foster care under the placement responsibility of the DHS; or
  - b. Were adopted or entered legal guardianship.
3. Former foster youth, ages 18-26 (up to the 27<sup>th</sup> birthday), who were in foster care placement and under the placement responsibility of other states.

See 2.4, Section 2 of this RFP for detailed information regarding eligibility for services for these target groups.

Specifics regarding the target population may be adjusted to meet the needs of the community and to comply with State or federal laws. In that event, the DHS shall notify the Provider in writing about the necessity of the change/s and what the proposed change/s will be. The Provider shall have the opportunity to discuss the change/s prior to its/their implementation.

**E. Geographic coverage of service**

The Provider shall be responsible for the provision of the full range of contracted services throughout the contracted area/s, including service capacity and staffing.

Services shall be provided statewide to the geographic areas listed below:

1. East Hawaii
2. West Hawaii
3. Kauai
4. Maui County (Maui, Molokai, and Lanai)
5. Oahu

**F. Period of availability, probable funding amounts, and sources**

Each contract shall be awarded for an initial term of two (2) years, with the possibility of two (2) extensions for two (2) years each thereafter, subject to the availability of State and federal funds, continued identified community need, and the satisfactory performance of services by the Provider as determined by the

DHS. The maximum contract term shall not exceed six (6) years, from July 1, 2016 through June 30, 2022.

Total contract funding is anticipated to be \$1,624,204.00 per fiscal year, allocated per contract as follows:

<b>Geographic Areas</b>	<b>Independent/ Interdependent Living Services</b>	<b>Imua Kakou Services</b>
East Hawaii	\$ 91,038.00	\$ 153,500.00
West Hawaii	\$ 91,038.00	\$ 66,000.00
Kauai	\$ 47,250.00	\$ 33,000.00
Maui County	\$ 81,711.00	\$ 82,000.00
Oahu	\$ 488,667.00	\$ 490,000.00
<b>Total:</b>	<b>\$ 799,704.00</b>	<b>\$ 824,500.00</b>

The allocation of funding per contract is based on the total funding amount available for the service and the estimated costs of providing services to the goal numbers of clients to be served in each geographic area (see Performance Measurement Form A, Section 2 of this RFP). The allocation includes compensation for operating costs, including personnel.

Although funding is allocated separately for IL and IK Services, the cost for budgeted items may be shared or combined, such as for shared staffing, service activities provided for youth receiving both services, etc.

Additionally, collaboration and sharing of resources, such as services with other Providers, agencies, etc., is highly encouraged to maximize funding in support of services to benefit the young people.

Funding increases and decreases shall also be subject to the availability of State and federal funds, changes in the service specifications (e.g. the target population to be served, the geographic location's needs, utilization increases/decreases, service activities, and service delivery), and satisfactory performance by the Provider as determined by the DHS.

Funding for any given year or for the contract as a whole may increase up to 300% of the original amount without being considered a fundamental change per Hawaii Administrative Rules (HAR) §3-149-303(d).

## 2.2 Contract Monitoring and Evaluation

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

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

## 2.3 General Requirements

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

The Provider shall comply with the following requirements as well as the General and Special Conditions, which include further requirements of this contract (see Section 5 of this RFP).

1. The Provider shall provide services in concurrence with all Hawaii Revised Statutes (HRS), with particular attention to Chapters 346, 350, and 587; Hawaii Administrative Rules (HAR); Code of Federal Regulations, Title 45 – Public Welfare, Part 1340 – Child Abuse and Neglect Prevention and Treatment (45 CFR 1340); and the DHS’ policies and procedures.
2. The Provider shall be qualified, as well as certified, licensed, and/or accredited, as applicable, to perform the services solicited in this RFP.
3. The Provider shall not impose any income eligibility standard on clients or families as a basis for receiving services provided through this contract.
4. Disagreements may occur between the Provider and the DHS regarding various issues (e.g. the performance of service activities within contracted specifications). The DHS shall make every effort to resolve these disagreements in a manner acceptable to both parties. However, if a disagreement is unable to be resolved acceptably to both parties after significant communication between them has occurred, the DHS shall prevail. If the Provider fails to comply with the DHS’ directive, it may be deemed cause for corrective action and/or potential contractual remedies, including contract termination.

5. The contract shall be modified, as necessary, to include changes in the service specifications (e.g. the target population to be served, the geographic location's needs, utilization increases/decreases, service activities, and service delivery), State or federal statutes or rules, and/or the requirements of applicable funding sources. In that event, the DHS shall notify the Provider in writing about the necessity of the change/s and what the proposed change/s will be. The Provider shall have the opportunity to discuss the change/s prior to its/their implementation.
6. The Provider shall participate in quality assurance/improvement projects for research and evaluation purposes as requested by the DHS. Such activities shall include one Child and Family Service Review (CFSR) per year/per qualified staff as arranged by the DHS. Qualifications of the Provider's staff to participate in the CFSR shall be determined by the DHS.

Other quality assurance/improvement activities that the Provider may participate in shall include data collection and requests related to current DHS initiatives, programs, and activities. The DHS may request that the Provider provide records for review for these purposes.

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

After-the-fact secondary purchases shall be allowed.

Planned secondary purchases shall not be allowed.

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

Multiple proposals shall be allowed.

Alternate proposals shall not be allowed.

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

Single                       Multiple                       Single & Multiple

Single contracts shall be awarded for each geographic area. However, multiple contracts may be awarded to one Applicant for different geographic areas.

**E. Single or multi-term contracts to be awarded**

(Refer to HAR §3-149-302)

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

Initial contract term:

Two (2) years, from July 1, 2016 through June 30, 2018.

The initial term shall commence on the contract start date.

Number of possible extensions: Two (2) extensions

Length of extensions: Two (2) years

Maximum contract term:

Six (6) years, from May 1, 2016 through June 30, 2022, subject to the Option to Extend provision of the contract (see 17, Special Conditions, Section 5 of this RFP).

Conditions for extension:

1. Ongoing need for the service, as determined by the State.
2. Availability of funding.
3. Acceptable utilization, as determined by the State.
4. Satisfactory performance, as determined by the State.
5. Satisfactory compliance with the terms and conditions of the contract, as determined by the State.
6. Must be in writing, shall allow 30 calendar days for consideration and approval, and shall be executed prior to the contract expiration date.

**F. Subcontracting**

(Refer to 3.2 General Conditions, Section 5 of this RFP)

Subcontracting shall be allowed with the prior written approval of the DHS. Subcontracting is encouraged to provide an array of services to youth statewide, including culturally specific programming.

Prior to the start of the contract, the Provider shall submit any subcontracts to the DHS for review. The Provider shall ensure that its subcontractors comply with **all** of the contract requirements of this RFP. The Provider shall submit documentation of its subcontractor's compliance with the contract requirements as requested by the DHS.

## 2.4 Scope of Work

The Provider shall provide IL/HE/IK Services in compliance with and including all of the following tasks and responsibilities detailed below:

### A. Service delivery

Services are intended to support the well-being and healthy adolescent/young adult development for youth in foster care and former foster youth. Consideration shall be given to factors such as adolescent (including brain) development, learning styles, trauma histories, safety, and permanency when developing services. All services shall ensure authentic engagement of young people and promote the empowerment of their voices in planning, developing, and evaluating the services and service activities.

Services shall utilize evidence based or evidence informed approaches and best practice principles.

Services shall be culturally sensitive and linguistically appropriate, fully serving clients with Limited English Proficiency (LEP). Services shall also be fully accessible and accommodate clients with any disability.

Services shall be provided to all clients regardless of gender or sexual orientation. The Provider shall use gender neutral language in its program and prohibit harassment and discrimination based on gender, gender identity or expression, and sexual orientation.

The Provider shall provide an array of services to meet the individualized needs of the young people it serves and offer engaging/interactive/supportive activities in both individual and group formats.

The Provider shall make every reasonable effort to assure that services are provided in a flexible manner to youth so as to best meet their specific needs, including the times service activities are scheduled, such as in the evenings or on the weekends, to accommodate school and/or work schedules.

Services shall be provided for as long as eligibility requirements continue to be met. Extensions may be requested on a case-by-case basis, based on the individual needs of the youth, and shall be approved/disapproved in writing by the IL/HE/IK worker.

The Provider shall assure and be responsible for the continuity of services in the event of staff illness, medical emergencies, vacancies, or other situations that might otherwise result in reduced program services.

1. Youth services shall:
  - a. Be age and developmentally appropriate.
  - b. Be youth-centered, designed to meet the unique needs of each youth and build on their strengths. Service and discharge planning shall be designed in conjunction with the youth to the extent possible. The youth's desires, needs, and perspective shall guide the development of all plans.
  - c. Facilitate the youth's increased access to physical safety and resources and support them in facing any barriers to receiving services.
  - d. Assist the youth in strengthening their resilience by reducing risk factors and increasing protective factors, such as building competence/self-esteem, strengthening the relationship between them and their family, as appropriate, and promoting pro-social activities in the school and in the community.
  - e. Enhance the family's ability to provide safety, nurturance, and support for the youth, as appropriate.
  - f. Be provided in an environment that is welcoming, inclusive, de-stigmatizing, and not re-traumatizing.

Service summaries and eligibility criteria are detailed as follows:

1. IL Services for youth in foster care (ages 12-15):

Services for this age range provide support for the youth's involvement in case planning as well as additional support for resource caregivers. Services for this age range may be different than for older youth.

2. IL Services for youth in foster care (ages 16-18):

Services for this age range actively engage young people in developing a case plan that will allow them to learn from their experiences while developing skills to enhance their self-sufficiency and well-being.

3. IK Services for former foster youth (ages 18-20 (up to the 21<sup>st</sup> birthday)), also known as Extended/Voluntary Foster Care):

Services for this age range include providing young people with monthly financial support at the adolescent room-and-board rate, the opportunity to be more actively involved in their own planning and decision making

processes, extended support to further develop their well-being and skills for adult self-sufficiency, more time to attain their goals, and a case manager to assist and support them in acquiring the knowledge and skills needed for success in adulthood.

Eligibility criteria for IK Services are:

- a. The young person was:
  - 1) Under DHS Foster or Permanent Custody at the time they attained age 18;
  - 2) Placed in guardianship after attaining age 16 and the Legal Guardians are no longer willing to provide emotional and financial support for them; or
  - 3) Adopted after attaining age 16 and the adoptive parents are no longer willing to provide emotional and financial support for them.
- b. The young person voluntarily consents to participate in Voluntary Foster Care.
- c. The Family Court finds that exercising jurisdiction over the young person is in their best interest.
- d. The young person is:
  - 1) Completing secondary education or a program leading to an equivalent credential;
  - 2) Enrolled in an institution providing post-secondary or vocational education;
  - 3) Participating in a program or activity designed to promote or remove barriers to employment;
  - 4) Employed for at least 80 hours per month; or
  - 5) Incapable of participating in any of the above areas due to a medical condition/incapacity, as supported/documented by regularly updated information in their case plan.

Young people shall sign a Voluntary Care Agreement and submit documentation to verify their eligibility.

4. HE (State-funded) Services for former foster youth (ages 18-26 (up to the 27<sup>th</sup> birthday)) who exited out of care under DHS custody or attained adoption or guardianship at any age:

Services are only available to young people in IK or under Extended Permanency/Adoption Assistance and attending an accredited (academic or vocational) institution of higher learning. Services include support services, including a mandatory monthly check-in, and financial support of monthly stipends. Young people who attained adoption or guardianship

may utilize these services if oversight and monthly stipends are provided by the Provider.

5. IL Services providing support and outreach for former foster youth (ages 18-26 (up to the 27<sup>th</sup> birthday)), with priority for young people who exited out of care under DHS custody and are not receiving IK or HE services:

Services may range from information and referral only to more intensive support and assistance, including crisis intervention, in areas such as health/mental health, housing, finances, employment, education, relationship connections/social capital, etc. Group activities may include IK and HE participants.

Support for out-of-state former foster youth, including those who were adopted or in guardianship, shall be limited to information and referral services.

## **B. Service activities**

The Provider shall establish and implement written procedures for intake, assessment, provision of service activities, and completion/termination of services (discharge), including the applicable criteria, timeframe for completion, and notifications to the IL/HE/IK worker.

Services may be provided at program facilities, the youth's home, the school, or other community locations as approved by the CWS worker, as applicable, and the youth in consultation with the Provider. The selected location shall provide for safe and appropriate interactions between the youth, their family, as applicable, and the Provider's staff.

The Provider shall ensure appropriate service transitions for youth to other service providers/community agencies, as applicable, when the contract ends.

Unless otherwise indicated, all services described in the following section are for IL, HE, and IK young people:

### **1. Information and Resources**

#### **a. Information and Referral**

The Provider will work with the ILC and other Providers to provide information and referrals for young people in foster care and young people who have exited the foster care system. The provision of this service does not require enrollment in IL, HE, or IK. Providing information and

referral also does not require the complete intake, assessment, and case plans that are outlined below.

- b. Collaboration, Developing and Sharing Resources
  - 1) Work within contract and within own Provider agency -- and with the ILC, young people, and other agencies, business communities, etc. to collaborate, develop and share resources to provide enhancements, emergency financial assistance, incentives/stipends for participation, group activities, etc. for the young people.
  - 2) Collaborate with the DHS, ILC, young people and other agencies on workgroups, etc. to develop, strengthen services for the young people (e.g., regarding housing, employment, connections, etc.).
  - 3) Ensure that young people's voices are included and empowered in the planning and development and evaluation of services and activities and in their own IL/HE/IK Case Plans.

## 2. Transportation

The Provider is expected to provide transportation, provide bus passes, coordinate/arrange for transportation to assist and ensure that the young person is getting services and benefits and is able to attend support activities, etc.

## 3. Intake

### Referral and Introduction to the Program

*Within five working days of the initial referral* from the DHS or self-referral, the Provider shall contact the young person face-to-face, by telephone or by video conferencing (i.e., Skype or Google Hangout) to introduce the program and set up an appointment for further program planning assessment. In the initial meeting the young person should be informed about:

- a. Benefits of program, and
- b. Program requirements.

## 4. Assessment

*Within 30 days of initial referral* for services from the DHS or self-referral, an assessment of the young person's life skills shall be performed for each referred client.

- a. The Casey Life Skills Assessment (CLSA) shall be the assessment tool or another assessment tool approved by the DHS.
- b. This assessment shall provide information for the young person's individualized Independent/Interdependent Living Plan or the Imua Kākou

Case Plan (for IK-IC Circles will also provide information for the IK Case Plan).

## 5. Individualized Case Plan

*Within 60 days of referral*, a written, individualized IL Plan or IK Case Plan shall be completed. The development of the plan shall be led by the young person, as developmentally able, and include all important formal and informal members in the young person's life. The plan shall be based on the CLSA and be appropriate to the young person's developmental and maturational level. Plans must be culturally appropriate, strengths-based and focus on promoting protective and promotive factors and decreasing risk factors.

Individualized IL Plan or IK Case Plan or Transition Plan shall be developed for each young person:

- a. All case plans must:
  - 1) Ensure authentic young people engagement, including approaches regarding cultural diversity.
  - 2) Focus on young person's strengths, goals, and accomplishments.
  - 3) Describe the resources, services and people needed to assist the young person in achieving their goals.
  - 4) Focus on permanency goals for the young person, e.g., permanent connections.
  - 5) Contain measurable goals, objectives and tasks that can be used to determine progress, e.g., at the end of the component on money management the young people will be able to determine unit price when purchasing food.
  - 6) Clearly delineate who is responsible for completing identified tasks.
  - 7) Focus on transition and include specific actions steps for transitioning the young person into adulthood.
  - 8) Be reviewed and updated every six months by the young person, the Provider and the DHS social worker.
- b. For youth, ages 12 to 15:
 

IL plans could include the development of "soft" life skills, such as:

  - 1) self-identity,
  - 2) emotional/psychological/spiritual well-being,
  - 3) cultural identification and diversity issues,
  - 4) communication,
  - 5) relationships,
  - 6) social capital,
  - 7) connections,
  - 8) goal-setting,

- 9) decision-making,
- 10) problem-solving,
- 11) self-advocacy,
- 12) resources, and
- 13) understanding CWS and Family Court.

However, they may also be included in the following service areas listed below, if relevant.

- c. For young people, ages 16-26:
  - 1) IL Plans or HE plans (ages 18-26) could include all of the above and also address the permanency, safety, and well-being of the young person and establish goals pertaining to the areas under 3) below.
  - 2) For 17 year-old youth, Transition Plan should address all the areas under 3) below, and should be developed 90 days prior to the youth's 18<sup>th</sup> birthday.
  - 3) For IK, these areas are mandatory for the IK Case Plans:
    - a) Social Capital, Family/Cultural/Lifelong Adult Connections, and Relationships (include parenting, if a parent):  
The Provider will assist the young person in developing their social networks and lifelong connections.
      - i. For IL/HE Programs:
        - The Provider will coordinate with the DHS social worker if youth is in care, to ensure that the young person has had Family Finding, and is connected to family, peers, other social/cultural supports, and has Lifelong Adult Connections.
        - The Provider will provide engaging group activities to develop relevant skills and supportive relationships amongst IL, HE, IK young people.
      - ii. For IK Program:
        - The Provider will assist the young person in identifying establishing, and maintaining social/cultural supports and Lifelong Adult Connections.
        - The Provider will assist the young person/parent in developing positive parenting skills, accessing supports and resources, etc.
        - The Provider will provide engaging group activities to develop relevant skills and supportive relationships amongst IL, HE, IK young people.
    - b) Health (Physical, spiritual, emotional, and mental health):  
The Provider will assist young people in meeting their health needs at all levels.
      - i. For IL/HE Programs:

- The Provider will assist young people in understanding health care, including medical, dental, vision, and mental health care providers and coverage.
  - The Provider will connect young people with resources that allow them to gain better understanding about their specific health care needs (medical, dental, vision, mental health).
  - The Provider will assist young people in understanding general health care practices (i.e., check-up appointments, annual physical, regular dental cleaning, etc.).
  - The Provider will assist young people in identifying community resources to support their health care needs (medical, dental, vision, mental health).
  - The Provider will assist young people in learning how to obtain and review their medical records.
  - The Provider will assist young people in learning how to communicate with medical providers and advocate for their medical needs.
  - The Provider will provide educational opportunities for young people on healthy living, pregnancy and STD prevention, emergency care, personal hygiene, etc..
  - The Provider will assist young people in accessing resources for long-term care, if relevant (e.g., SSI, Care Hawaii, etc.).
- ii. For IK Program:
- The Provider will assist young people in understanding health care, including medical, dental, vision, and mental health care providers.
  - The Provider will connect young people with resources that allow them to gain better understanding about their specific health care needs (medical, dental, vision, mental health).
  - The Provider will assist young people in understanding general health care practices (i.e., check-up appointments, annual physical, regular dental cleaning, etc.).
  - The Provider will assist young people in identifying community resources to support their health care needs (medical, dental, vision, mental health).
  - The Provider will assist young people in learning how to obtain and review their medical records.
  - The Provider will assist young people in learning how to communicate with medical providers and advocate for their medical needs.

- The Provider will provide educational opportunities for young people on healthy living, pregnancy and STD prevention, emergency care, personal hygiene, etc.
- The Provider will assist young people in accessing resources for long-term care, if relevant (e.g., SSI, Care Hawaii, etc.).

c) Daily living:

The Provider will assist young people in developing daily living skills to support an independent/interdependent adolescence and adulthood.

i. For IL/HE Programs:

- The Provider will ensure young people develop daily living skills such as, cooking, cleaning, laundry, shopping, personal hygiene.
- The Provider will assist young people in developing social skills, such as etiquette, health boundaries, developing healthy relationships, time management, conflict resolution, positive communication, dealing with peer pressure, etc..
- The Provider will provide education to young people regarding personal and household safety, including: safety plan, reporting whereabouts, fire safety, internet safety, identity theft, legal consequences, etc..
- The Provider will provide education about transportation options available to the young person.

ii. For IK Program:

- The Provider will ensure young people develop daily living skills such as, cooking, cleaning, laundry, shopping, personal hygiene.
- The Provider will assist young people in developing social skills, such as etiquette, health boundaries, developing healthy relationships, time management, conflict resolution, positive communication, dealing with peer pressure, etc..
- The Provider will assist the young person in accessing public and community resources (Medicaid, legal, food stamps, child care systems, TANF, etc.).
- The Provider will provide education to young people regarding personal and household safety, including safety plan, reporting whereabouts, fire safety, internet safety, identity theft, legal consequences, etc..
- The Provider will provide education about transportation options available to the young person.

- The Provider will connect young people to resources to meet their transportation needs. (including public transportation, driver's license, etc.).

d) Housing:

The Provider will assist young people in understanding housing and housing options available upon transitioning from foster care.

i. For IL/HE Programs:

- The Provider will assist young people in understanding available housing resources within the community.
- The Provider will provide education about renting, leasing, affordable housing (Section 8), insurance, deposits, utilities, roommates, and homeownership.
- The Provider will assist young people in identifying and securing housing prior to their transition out of foster care.

ii. For IK Program:

- The Provider will assist young people in understanding available housing resources within the community.
- The Provider will provide education about renting, leasing, affordable housing (Section 8), vouchers, insurance, deposits, utilities, roommates, and homeownership.
- The Provider will assist the young people in identifying and securing supportive housing options.
- The Provider will provide education to assist young people in maintain stable housing, including: repairs, managing utilities, violating agreements, and vacating appropriately.
- The Provider will connect the young person to resources for furnishing and maintaining their home.
- The Provider shall monitor the young person's housing situation to ensure that it is safe.

e) Education:

The Provider will ensure that young people are connected to resources and support to successfully complete their identified educational goals.

i. For IL/HE Programs:

- The Provider will collaborate with the DHS social worker to ensure that young person has access to and receives the necessary services and support to succeed in the educational setting.
- The Provider will share information with young people about post-secondary educational and training opportunities.

- The Provider will assist young people in understanding the requirements and process for attaining post-secondary education and training (i.e., application process, financial aid, etc.).
  - The Provider will ensure young people are aware of and connected with the information and resources needed to enter post-secondary education (entrance exams, application, Financial Aid)
- ii. For IK Program:
- The Provider will support the young person in the completion of educational goals (secondary and post-secondary).
  - The Provider will share information and assist young people with educational opportunities (DOE, DVR, post-secondary).
  - The Provider will ensure young people are aware of and connected to the information and resources needed to enter post-secondary education. (Entrance Exams, Application, Financial Aid).
  - The Provider will assist young people in attaining post-secondary education and financial assistance (i.e., application process, financial aid, DVR, ETV, etc.).
  - The Provider will assist young people in identifying and connecting with supportive educational services. (i.e., tutoring services, college counseling, etc.).
  - The Provider will meet at least monthly with IK or HE participants to review case plans and progress, provide support and assistance in meeting goals, to issue the monthly stipend if the participants are meeting their required activities.
- f) Employment:
- The Provider will ensure that young people are provided with information, resources, and experiences for obtaining and maintaining employment and career development.
- i. For IL/HE Programs:
- The Provider will provide young people with opportunities for career exploration opportunities.
  - The Provider will assist young people in exploring their career interest and career skills.
  - The Provider will provide education about the hiring process, including completing applications, resumes, cover

letters, reference list, interviewing skills, appropriate dress code, etc.

- The Provider will assist young people in the development of job search skills (contact information, online searchers, professional networks, etc.).
- The Provider will provide guidance to young people related to professional job skills (time management, dress code, communication with co-workers, communication with employers, work ethics, etc.).
- The Provider will assist young people in actual job searches, securing a job and connect the young people to employment resources (e.g., DVR, City and County and State Agencies, culturally relevant agencies, etc.).

ii. For IK Program:

- The Provider will provide young people with opportunities for career exploration opportunities.
- The Provider will assist young people in exploring their career interest and career skills.
- The Provider will provide education about the hiring process, including completing applications, resumes, cover letters, reference list, interviewing skills, appropriate dress code, etc.
- The Provider will assist young people in the development of job search skills and assist in the search (contact information, online searchers, professional networks, etc.).
- The Provider will provide guidance to young people related to professional job skills (time management, dress code, communication with co-workers, communication with employers, work ethics, etc.).
- The Provider will assist young people in actual job searches, securing a job and connect the young people to employment resources (e.g., DVR, City and County and State Agencies, culturally relevant agencies, etc.).

g) Financial literacy and management:

The Provider will assist young people in the development of financial literacy and management skills.

i. For IL/HE Programs:

- The Provider will assist young people in understanding basic banking (selecting a bank, setting up checking/savings accounts, bank fees).

- The Provider will assist young people in the development of financial literacy skills (expenses, bill paying, budgeting, savings, checks, record keeping).
  - The Provider will assist young people in understanding credit and credit scores.
  - The Provider will assist the young person in understanding taxes (state and federal).
- ii. For IK Program:
- The Provider will assist young people in understanding basic banking (selecting a bank, setting up checking/savings accounts, bank fees).
  - The Provider will assist young people in the development of financial literacy skills (expenses, bill paying, budgeting, savings, checks, record keeping).
  - The Provider will assist young people in understanding credit and credit scores.
  - The Provider will assist the young person in understanding taxes (state and federal).
- h) Documentation:  
The Provider will ensure that young people have accessed important documentation.
- i. For IL/HE Programs:
- The Provider will ensure that young people secured/has access to all important documentation prior to transitioning out of the foster care system.
  - The Provider will provide education about the purpose of and ways of accessing important documentation prior to transitioning out of care (i.e., birth certificate, Social Security card, medical records, green card, medical card, and other important documents).
- ii. For IK Program:
- The Provider will ensure that young people secured/has access to all important documentation.
  - The Provider will provide education about the purpose of and ways of accessing important documentation prior to transitioning out of care (i.e., birth certificate, Social Security card, medical records, green card, medical card, and other important documents).
- i) Young people engagement:  
The Provider will assist young people in developing the necessary skills to engage and empower their “voice”.
- i. For IL/HE Programs:

- The Provider will provide education and coaching around self-advocacy, leadership, community involvement, and civic engagement.
  - The Provider will provide opportunities for the young person to actively participate in decision making.
  - ii. For IK Program:
    - The Provider will provide education and coaching around self-advocacy, leadership, community involvement, and civic engagement.
    - ii. The Provider will actively engage the young person in decision making and in their case plans.
6. Case Management
- a. For youth under 18, who are in foster care, case management responsibility stays with the DHS social worker, but the IL worker is in regular communication with him/her, and providing updates, and coordinating services.
  - b. For HE and IK young adults, case management is the responsibility of the Provider under this contract.
  - c. The HE or IK Case Manager is responsible for monitoring and assisting with all the aspects of the case plan as outlined above in B., 5., c., 3).
  - d. The IK Case Manager has the following mandatory responsibilities:
    - 1) The Provider will assist young people in understanding basic banking (selecting a bank, setting up checking/savings accounts, bank fees).
    - 2) The Provider will assist young people in the development of financial literacy skills (expenses, bill paying, budgeting, savings, checks, record keeping).
    - 3) The Provider will assist young people in understanding credit and credit scores.
    - 4) The Provider will assist the young person in understanding taxes (state and federal).
    - 5) Monthly face-to-face meetings.
    - 6) Development and updating of the young person's individualized case plan.
    - 7) Ongoing verification and certification of the young person's eligibility for the program.
    - 8) Conducting initial and ongoing assessments.
    - 9) Preparation, completion, and distribution of court reports.
    - 10) Attendance at court hearings.
    - 11) Informing young person about court hearings.

- 12) Ensuring that the young person receives and completes the identified services, especially in developing social capital and lifelong supportive connections.
- 13) Referring and assisting the young person in accessing meaningful and culturally appropriate services, including possibly transporting and/or accompanying the young person.
- 14) Ongoing communication and collaborative partnership with CWS Liaison and other partners.
- 15) Authentic engagement.

## 7. Courtesy Supervision

Courtesy Supervision shall be provided, but is dependent upon the situation as to roles and responsibilities. For IK, primary responsibility remains with the court jurisdiction of the young adult's choosing.

## 8. Service coordination

- a. The Provider shall participate in collaborative work group(s) facilitated by the ILC to identify, discuss, and address issues facing young people transitioning out of foster care and improve young people's access to community resources. The workgroup shall meet regularly to identify:
  - 1) The current needs of the young people, the resource caregivers, the DHS, and other service providers/community agencies.
  - 2) Community resources.
  - 3) Training needs.
  - 4) Recommendations for the DHS.
- b. The Provider shall also participate in ongoing trainings for IL/HE/IK Providers, resource caregivers, and the community to keep the community informed about best practices for working with young people.
- c. The ILC shall establish a directory of DHS and non-DHS services related to IL and the Provider shall update the ILC as changes occur.
- d. The Provider shall collaborate with the DHS, ILC, and Hawaii Foster Youth/Young Adult Advisory Council (HFYYAAC) to standardize services and supports statewide.
- e. The IL Collaborative shall conduct ongoing evaluations of the IL/HE/IK Providers' service delivery to ensure continuity of services statewide.
- f. Participate in a statewide Standards and Guidelines work group to develop and sustain Standards and Guidelines that meet legal, policy and practices requirements and conform to best practices.
- g. Participate in a training workgroup to develop and implement a training plan for IL and IK staff and other relevant stakeholders.
- h. Participate in a Resource and Service Directory work group to ensure that an online directory of services for IL and IK stakeholders is available.

- i. Participate in an Evaluation and Monitoring work group to evaluate and communicate expectations and results of the IL Collaborative.

**C. Administrative/Management requirements**

1. Experience

The Provider shall have verifiable experience for the last three (3) years in providing IL/HE/IK Services to youth.

2. Ability

The Provider shall have the necessary abilities, skills, and knowledge relating to the delivery of the contracted services.

3. Personnel

The Provider shall ensure that all staff, volunteers, and contracted personnel have the educational qualifications, work experience, necessary training, and appropriate certification/license, as applicable, to fulfill their job position requirements and provide the contracted service activities.

The Provider shall assure that:

- a. All staff, volunteers, and contracted personnel are at least 18 years old.
- b. All staff, volunteers, and contracted personnel providing direct services shall have, at minimum, a High School Diploma or GED. Staff who transport youth exclusively are exempt from this educational requirement. Staff shall also have a minimum of six (6) months of experience in providing IL/HE/IK or similar services to youth.
- c. All staff, volunteers, and contracted personnel providing crisis intervention and case management services shall have, at minimum, a Bachelor's degree in social work, psychology, or a related field from an accredited institution. Staff shall also have a minimum of one (1) year of experience in providing IL/HE/IK or similar services to youth. Staff who do not meet the experience requirement may provide direct services only under the close supervision of personnel with, at minimum, a Bachelor's degree in social work, psychology, or a related field from an accredited institution and a minimum of two (2) years of experience in providing IL/HE/IK or similar services to youth. Close supervision includes recommended actions and the review and approval of reports.
- d. All staff, volunteers, and contracted personnel shall have knowledge of and experience in working with youth/young people, ages 12-26, who

were either in foster care or in transition from foster care to self-sufficient, interdependent living, and who experienced child abuse/neglect and other conditions such as domestic violence and substance abuse. Staff shall also be willing to work with families that present those safety issues.

- e. All staff, volunteers, and contracted personnel shall demonstrate a willingness to work with others, including clients coping with multiple issues and co-workers, as part of a team.
- f. Program supervision, including supervision of staff, volunteers, and contracted personnel, shall be provided by staff with, at minimum, a Master's degree in social work, psychology, or a related field from an accredited institution. The supervisor shall also have a minimum of two (2) years of experience in providing IL/HE/IK or similar services to youth. A Bachelor's degree and four (4) years of relevant experience may replace the requirement for a Master's degree. Supervision shall include, but not be limited to, individual supervision, case reviews, periodic observation of service delivery, and ongoing evaluation of program effectiveness and outcome measures.
- g. Volunteers shall be under the control and direction of the Provider even though they are not paid staff or contracted personnel.
- h. If a job applicant does not meet the education, work experience, and/or training qualifications for a specific job position but the Provider still recommends hiring the applicant, a request for a waiver of the qualifications shall be submitted to the DHS in writing via email. The request shall include:
  - 1) The name of the applicant and his/her qualifications.
  - 2) The reason for the Provider's request and the justification for hiring the applicant (e.g. the applicant may not have the required education but may have adequate years of experience and/or training that demonstrates their ability to adequately perform the job position's duties).
  - 3) The Provider's plan for the supervision and training to be provided to the applicant if hired.

The DHS shall respond in writing via email asking for more information or approving/disapproving the waiver, including noting any conditions, such as a probationary plan, that need to be implemented in order to hire the applicant.

- i. No job applicant who does not meet the minimum qualifications for a job position shall be hired for work under the contract without written approval from the DHS.
- j. Verifications of education, work experience, certification/license, and waiver as well as job performance information are the responsibility of the Provider and shall be maintained and updated in the staff,

volunteers, and contracted personnel files.

- k. The Provider shall comply with the following criminal history requirements:
- 1) The Provider shall conduct an initial criminal history record check and sex offender check as well as submit a consent form to the DHS Licensing Unit for a CWS Central Registry Check for all staff, volunteers, and contracted personnel job applicants who apply to work under the contract, especially those who will be providing direct services as this necessitates close proximity to children.

The Provider shall search [www.ecrim.hawaii.gov/ahewa/](http://www.ecrim.hawaii.gov/ahewa/) (Adult Criminal Conviction Information System, Hawaii Criminal Justice Data Center) and search [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Registry) prior to hiring staff, volunteers, or contracted personnel.

- 2) Conditional employment in a non-direct service position may be offered to an applicant for a period not to exceed 30 days pending the receipt of the results of the checks.
- 3) The Provider shall have an established procedure to address any criminal conviction results with an applicant. If after such results have been received and the Provider has discussed the results with the applicant and still recommends hiring the applicant, a request for a waiver shall be submitted to the DHS in writing. The request shall include:
  - a) The name of the applicant and their qualifications.
  - b) The reason for the Provider's request and their justification for hiring the applicant (e.g. the conviction was a misdemeanor which occurred several years before and the applicant's record has been clean since then), including the basis for the determination that such a criminal conviction does not pose a risk to the health, safety, or well-being of children.
  - c) The Provider's plan for the supervision to be provided to the applicant if he/she were hired.

The DHS shall respond in writing via email asking for more information or approving/disapproving the waiver, including noting any conditions, such as a probationary plan, that need to be implemented in order to hire the applicant.

- 4) The DHS Licensing Unit receives the complete results of the CWS Central Registry Check and sends the Provider a copy of the results which includes only limited information.

If an applicant has a CWS Central Registry history which may/may not pose a risk to the health, safety, or well-being of children, the

Licensing Unit shall contact the applicant and may work with the applicant and the Provider in gathering more details and reviewing the information. The Licensing Unit shall contact the applicant and the Provider with the results of the review.

- 5) No job applicant with a criminal and/or CWS Central Registry history which shall be hired for work under the contract without written approval from the DHS.
- 6) All three checks shall be completed again one (1) year after hire and again every two (2) years thereafter.
- 7) The results of all checks and copies of all consent forms shall be maintained and updated in the staff, volunteers, and contracted personnel files.

See “CRIMINAL HISTORY RECORD CHECK STANDARDS and PROTECTIVE SERVICES CENTRAL REGISTRY CHECK STANDARDS (Revised 4/18/13)”, Section 5 of this RFP.

#### 4. Training

- a. The Provider shall have in place both an initial and an annual training plan for staff, volunteers, and contracted personnel which shall identify the specific trainings to be provided and the time frames in which they will be provided. The initial trainings shall be completed before staff, volunteers, and contracted personnel may provide direct services without direct supervision. Subsequent trainings relevant to the contracted services shall also be completed for a minimum of 15 training hours a year.
- b. All staff, volunteers and contracted personnel providing direct services to youth shall have, at minimum, training in the following areas before they provide direct services without direct supervision, and preferably within two months of their employment start date:
  - 1) An agency orientation including, but not limited to, policies and procedures addressing:
    - a) Intakes, assessments, service planning, and discharge planning.
    - b) Documentation requirements.
    - c) Non-discrimination.
    - d) Confidentiality and ethics.
    - e) Security and safety provision.
    - f) Emergency response and disaster preparedness procedures.
  - 2) Child abuse/neglect and related issues such as domestic violence and substance abuse.
  - 3) Adolescent brain development, cultural competence, engaging young people, and independent/interdependent living issues.
  - 4) Trauma informed care.

- c. A training record shall include each training topic completed, the number of training hours/days for each training, each training's completion date, and each training's facilitator and be maintained and updated in the staff, volunteers, and contracted personnel files.
- d. All training shall be provided by appropriately qualified and experienced trainers.

5. Dispute/Conflict resolution procedures

The Provider shall have written dispute/conflict resolution procedures to address disagreements with staff, volunteers, and contracted personnel, with youth, and with community resources, including consulting with the DHS social worker as needed, if applicable.

6. Client files

- a. Client files shall contain basic client information such as name, gender, birthdate, race/ethnicity, address, phone number, marital status (if applicable), language spoken and any LEP concerns, and any health/physical/mental conditions or special needs. Files shall also contain copies of all assessments, service plans, discharge plans, reports, and any other documentation, such as case notes and service referrals.
- b. Files shall be maintained and updated during the service period.
- c. Files shall be kept strictly confidential.
- d. The Provider shall retain client files for six (6) years after the last service date.

7. Reporting requirements for program and fiscal data

- a. The Provider shall be responsible for the following required program reports:
  - 1) The Provider shall complete the monthly Client Eligibility List (CEL) and Quarterly Activity Report (QAR) in the formats provided by the DHS. The Provider shall report individual information about the youth served as well as the numbers of youth served, service units completed, program activities completed, accomplishments of the program objectives and outcomes, problems encountered, any program recommendations, and proposed future activities. The QAR shall also document any staffing changes.
  - 2) The Provider shall complete the quarterly Limited English Proficiency (LEP) Report in the format provided by the DHS. The Provider shall report the number of youth who were offered and who received language access services, the type of language access

- service provided, the type of service Provider used, and the expenditures spent on language access services during the reporting period.
- 3) The CEL shall be submitted to the DHS via email by the 15<sup>th</sup> of the month following the reporting period.  
The QAR shall be submitted to the DHS by the last day of the month following the reporting period.  
The LEP Report shall be submitted to the DHS via email by the last day of the month following the reporting period.
- b. The Provider shall be responsible for the following required fiscal reports:
    - 1) The Provider shall complete the annual Budget and monthly Expenditure Report in the formats provided by the DHS. The Provider shall summarize its annual projected program and personnel expenditures in the Budget, and report the actual expenditures of contract funds, during the reporting period for which an invoice will be submitted, in the Expenditure Report. The Report shall also list other sources of funding used for the contract and their amounts as well as document all staff and contracted personnel that work under the contract. Expenditures reported in the Report shall be subject to review by the DHS, such as a review of all applicable receipts, to verify the amounts and the appropriateness of the reported expenditures.
    - 2) The annual Budget shall be due by April 30 of the current fiscal year for the following fiscal year.  
The Expenditure Report shall be submitted by the 15<sup>th</sup> of the month following the reporting period.
  - c. See Attachments, Section 5 of this RFP for samples of the program and fiscal reports.
8. Output and performance and outcome measurements
- a. The Provider shall maintain the capacity to deliver services throughout the contract term as specified in the Performance Measurement Forms A, B, and C, Section 2 of this RFP.
  - b. The effectiveness of the contract shall be evaluated according to the utilization of the services, the numbers of the various service activities provided, and the outcomes achieved.
  - c. Unless otherwise agreed to in writing, the number of youth to be served and the numbers of the various service activities to be provided shall change in proportion to any funding changes.
  - d. See the Performance Measurement Forms A, B, and C at the end of this Section 2 of this RFP.

9. Quality assurance and evaluation specifications
  - a. The Provider shall maintain throughout the contract term a system of self-appraisal for on-going evaluation of the performance effectiveness and quality of its program services.
  - b. The evaluation process shall use credible and tested measurement tools or instruments.
  - c. The Provider shall collect data on the impact of services, including identifying indicators of change, which are relevant to outcomes.
  - d. The Provider shall include a process for implementing improvements and taking corrective action based upon the evaluation's findings.
  - e. The Provider shall provide a copy of its evaluation documentation to the DHS upon request.
  - f. The Provider shall also work with the ILC on quality assurance and evaluation requirements. To this end, reports such as the Quarterly Activity Report (QAR) may be shared with the ILC.
  
10. Insurance requirements (see 1.4, General Conditions, Section 1 and 2., Special Conditions, Section 5 of this RFP).
  - a. The Provider shall maintain throughout the contract term the following insurance coverage:
    - 1) General Liability Insurance of no less than \$1 million per occurrence and \$2 million annual aggregate for bodily injury and property damage.
    - 2) Automobile Liability Insurance of no less than \$1 million per accident for any auto, non-owned autos, and hired autos.
    - 3) Professional Liability Insurance (Errors and Omissions) of no less than \$1 million per claim and \$2 million annual aggregate.
  - b. On the Certificate it shall be stated that the State of Hawaii is named as an additional insured with respect to operations performed for the State, and any insurance maintained by the State will apply in excess of, and not contribute to, the insurance provided by the policy.
  - c. The Provider shall include any subcontractor as additional insured under its policies or provide to the DHS separate Certificates of Insurance and endorsements for each subcontractor. Any subcontractor shall comply with the same insurance requirements as the Provider.
  - d. The DHS reserves the right to amend insurance requirements in order to maintain all contracts in compliance with the most current State requirements.
  
11. Hawaii Compliance Express (HCE)

The Provider shall be compliant with all statutes and administrative rules.

Per HRS §103D-310(c), HRS Chapter 103F, and HAR §3-120-112, the Certificate of Vendor Compliance provided by the HCE is acceptable verification of the Provider's good standing as a vendor doing business in the State of Hawaii. The Provider shall be an HCE member with compliant status.

12. All contracts shall be monitored by the DHS in accordance with requirements set forth by HRS Chapter 103F. Ongoing contract monitoring shall include review of program and fiscal reports and periodic assessment of service delivery and program effectiveness. In addition, annual contract monitoring may include site visits with a comprehensive evaluation of several areas, including review of the Provider's compliance with contractual requirements, agency personnel files, client files, and accounting practices.

#### **D. Facilities**

The Provider shall obtain and maintain adequate facilities for the satisfactory delivery of contracted services. The Provider's facilities shall meet American Disabilities Act (ADA) requirements, as applicable, and provide any special equipment necessary for service provision. The facilities may be shared with another agency/other agencies but must be available for the contracted geographic area/s. The facilities shall be operational by the contract start date.

## **2.5 Compensation and Method of Payment**

The Provider shall comply with HRS Chapter 103F, Purchases of Health and Human Services Cost Principles (see the SPO website) in the development of its budget and its expending of contract funding.

Unless otherwise proposed and agreed between the Provider and the DHS, the pricing structure for these services is as checked below. The pricing structure may be revised by mutual agreement throughout the contract term.

- Cost reimbursement where the State pays the Provider up to a maximum annual contract amount for budgeted costs actually expended in the delivery of contracted services.
- Fixed rate cost where the State pays the Provider up to a maximum annual contract amount a service unit rate for the delivery of a set number of service units.
- Base cost/Fixed rate cost combination where the State pays the Provider a base cost for operations plus a fixed rate cost for delivered units.

— Negotiated rate where the State determines a set number of service units needed and negotiates with the Provider a delivery cost for the service units. The cost divided by the number of units needed determines a service unit rate.

**A. Units of service**

The units specified in Performance Measurement Forms A, B, and C are relevant to service delivery and capacity.

**B. Method of compensation and payment**

1. A monthly invoice shall be submitted in a format specified by the DHS. The invoice shall be submitted by the 15<sup>th</sup> of the month following the reporting period. See Attachments, Section 5 of this RFP for a sample of the invoice.

Payment shall be made after receipt and preliminary approval of an invoice, reports, and any other documents required by the DHS.

All client costs shall be supported by documentation indicating who services were provided to, when services were provided, and what services were provided.

2. The Provider shall not require any additional fees from youth for services provided through this contract without the prior approval of the State.
3. The Provider shall not use funds received through this contract for services and costs for which it received compensation from other State, federal, or other sources.