

State of Hawaii  
Department of Human Services  
Division of Vocational Rehabilitation  
Staff Services Office

## **Addendum 1**

**March 4, 2015**

**To**

**Request for Proposals**

**HMS 802-16-02**  
**Supported Employment Services**  
Date Issued: February 9, 2015

March 4, 2015

**ADDENDUM NO. 1**

To

**REQUEST FOR PROPOSALS  
Supported Employment Services  
HMS-802-16-02**

The Department of Human Services, Division of Vocational Rehabilitation, Staff Services Office is issuing this addendum to HMS-802-16-02, Supported Employment Services for the purposes of:

- Responding to questions that arose at the orientation meeting of February 18, 2015 and written questions subsequently submitted in accordance with Section 1-V, of the RFP.
- Amending the RFP.
- Final Revised Proposals

The proposal submittal deadline:

- is amended to <new date>.
- is not amended.
- for Final Revised Proposals is <date>.

Attached is (are):

- A summary of the questions raised and responses for purposes of clarification of the RFP requirements.
- Amendments to the RFP.
- Details of the request for final revised proposals.

If you have any questions, contact:

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Responses to Question Raised by Applicants  
For HMS-802-16-02 Supported Employment Services

1. **Are the funding amounts for each region set or will these be variable depending upon the number of vendors proposing services in the areas?**
  - a. **Example: With \$100,000 annually allotted for the Supported Employment Services contracts on Maui, if three vendors apply and are eligible, would the allocations for vendors be split at 33+K each? Or,**
  - b. **Will there be a limit on the number of contracts to service providers in a particular region so the funding amount is not substantially divided?**

Funding amounts are awarded based on:

- Overall evaluation score – The highest evaluation score per branch office will typically be awarded their requested amount. However, if the scores between the top two (or more) proposals are close, funding may be split.
- Amount of funding request – Not all applicants request the full amount so remaining funds may be awarded to the second highest score.

2. **Under 2.4 Scope of Work (page 2-2) the section notes:**  
*“The following individualized services shall be provided, as necessary and appropriate, to the consumers referred by the Division of Vocational Rehabilitation. (Individualized Services: No service will be automatically provided to all consumers.)”*  
**In this section of individualized direct service, can some pre-vocational plan activity be conducted in small group (2-4 persons) format, specifically related to,**
  - a) **Assess and enhance the consumer’s job readiness knowledge, habits, and skills, to include dress and grooming, interpersonal skills, etc.**
  - b) **Support and guidance in various skills such as money management, transportation, recreation, etc., which will support successful employment.**

The Assessment part of Milestone #1 shall be individualized. Not all consumers will require job readiness training in the areas noted in a and b above. If however, a consumer needs job readiness training, it may be done in a group setting.

3. **In Section 2.4A 1.f “Job Analysis” – is there a preferred format of a Job Analysis report? Are samples suggested by DVR?**

DVR does not endorse or have suggested samples of a job analysis reports.

4. **To clarify notes from the orientation meeting regarding Case Closure at 90 days, there is no requirement for the VRC/Case Manager to make an onsite visit to the work site in order to close the case and authorize payment of the Milestone #6. Correct?**

Correct. However, Section 2.4B/6 on page 2-10 allows the VRC/Case Manager to request an onsite visit.

- a. **Although it is understood that a contact with the successfully-employed Client (by phone or in-person) is standard procedure to verify the Client's satisfaction with the job and the services prior to closure, Correct?**

The sample "Milestone Employment Record" that is attached requires a client's signature so telephone contact is not acceptable.

- b. **In lieu of making direct contact with the Client (due to unavailability/vacation/illness), would the signed Client Satisfaction Survey be considered satisfactory to confirm this point?**

No. The requirements are at least 30 and 90 days. The provider shall wait for the consumer to return to work to complete the milestone approval process.

5. **Will there be a Job Readiness Assessment and Job Placement Plan format provided by DVR for Providers to use to submit for Milestones #1 and #2?**

Samples of a Job Readiness Report and Job Search Plan will be attached.

6. **Similar to questions #5, regarding case closure, will a preferred format be provided by DVR to address Case Closure / Milestone #6**

A sample of a Milestone Employment Report will be attached.

7. **Regarding Clients/Participants with blindness, are we correct that there is no supplemental funding for serving persons with blindness (compared with deafness, given the need for ASL skills / interpreters)?**

There is no supplemental funding for serving persons with blindness or deafness.

8. **In Section 2.4B/page 2-9, section 6: is there a definition or best practice standard for the term "continuously coordinate"?**

***“The provider will continuously coordinate the provision of services with the referring Vocational Rehabilitation counselor. When requested, written reports and face to face meetings shall be provided.”***

It is unknown if there is a definition or best practice standard for the term. However, the expectation is open communication by all on a regular basis with more frequency if needed.

**9. Can the provider select a specific population to service from DVR?**

No. The description of the target population to be served is on page 2-1.

**10. For Milestone #1, is it required for the job coach to spend 40 hours of job readiness training with the consumer in order to bill? Please elaborate.**

Providers have up to 40 to spend on the job readiness assessment, which includes training. In order to move on to Milestone #2, the consumer shall have the required skills and support to be able to prepare for, obtain and maintain employment.

**11. For Milestone #3, is this achieved when the consumer retains his/her employment for 3 consecutive days (including the start date) or when the consumer has actually worked for 3 days (considering he/she has varied work days/shifts, etc)?**

Milestone #3 is achieved when the consumer retains his/her employment for 3 consecutive days, including the start date.

**12. For Milestone #4, how does the provider solicit an employer evaluation if the consumer chooses NOT to disclose his/her disability and connection with the provider agency – without breaching confidentiality laws?**

Consumers who are referred to Supported Employment Contracts typically require outside supports to prepare for, obtain, and maintain employment. The use of job coaches are normally required, thus the employer would need to be notified that an outside agency is involved. However, if a consumer does not wish to disclose a disability, the provider shall communicate with the referring VR Counselor on appropriate methods to obtain employer satisfaction.

**13. Can a consumer move from M2 directly to M4 if he/she does NOT require the assistance of the job coach for 50% or more of their scheduled hours?**

Yes.

**14. Elaborate more on how to calculate the milestone date achievement for Milestone #5 and Milestone #6.**

Milestone #5 – Placement on the Job for 30 Days  
Calculated by date Milestone #4 was approved by the VR Counselor plus 27 consecutive days.

Milestone #6 – Placement on the Job for 90 Days  
Calculated by date Milestone #5 was approved by the VR Counselor plus 60 consecutive days.

**15. Provide an example of how the provider determines the Milestone achievement date of ALL milestones for a consumer.**

Milestone #1 – Completion of the job readiness assessment, which includes up to 40 hours of job readiness training.

Milestone #2 – Completion of a Job Placement Plan

Milestone #3 – Placement on the Job for 3 days from date of hire and provision of a job coach for 50% or more of their scheduled work hours.

Milestone #4 – On the job for at least 3 days with less than 50% of job coaching support.

Milestone #5 and #6 – see answer to question 14.

**16. The RFP states only one milestone payment will be authorized per consumer. How are the milestones affected if a client has multiple jobs at a time OR starts and quits multiple jobs over a period of time? Are milestones funded through cumulative work days inclusive of all the jobs?**

If a client has multiple jobs at a time, the VR Consumer, Counselor and Provider shall determine which job will be supported under this contract.

If a client starts and quits multiple jobs over a period of time, the job placement plan and/or job readiness assessment needs to be evaluated to ensure all potential areas of challenges are addressed.

Milestones are not funded through cumulative work days.

HMS-802-16-02 Supported Employment Services  
Is amended as follows:

*Subsection Page*

**Section 1, Administrative Overview**

No Changes

**Section 2, Service Specifications**

2.4.B.4.b 2-9

This percentage represents the numbers of supported employment consumers who have achieved the 90 day employment outcome.

2.4.B.4.c 2-9

The Rehabilitation Rate is defined as: The numbers of persons who have most significant disabilities and who have successfully achieved the 90 day employment outcome divided by the number of persons placed.

**Section 3, Proposal Application Instructions**

No Changes

**Section 4, Proposal Evaluation**

No Changes

**Section 5, Attachments**

C. Sample  
Forms

Sample Forms Attachment:

- Job Readiness Report
- Job Search Plan
- Milestone Employment Report



## SAMPLE JOB SEARCH PLAN

**THE JOB GOAL: Information confirmed by a labor market survey**

<b>Job</b>	
<b>Working conditions</b>	
<b>Locations</b>	
<b>Likely starting pay and hours of work</b>	
<b>Likely benefits</b>	
<b>Days/hours/shifts</b>	

### THE VR CONSUMER'S RESPONSIBILITIES

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### THE EMPLOYMENT SPECIALIST'S RESPONSIBILITIES

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**I agree to carry out my responsibilities.**

\_\_\_\_\_  
**VR Consumer**                      **Date**

\_\_\_\_\_  
**Employment Specialist**      **Date**

**SAMPLE MILESTONE EMPLOYMENT REPORT**

**Check One**

SE: \_\_\_\_\_ Milestone #3 \_\_\_\_\_ Milestone #4 \_\_\_\_\_ Milestone #5 \_\_\_\_\_ Milestone #6 \_\_\_\_\_  
 JPRS: \_\_\_\_\_ Milestone #3 \_\_\_\_\_ Milestone #4 \_\_\_\_\_ Milestone #5 \_\_\_\_\_

**Consumer Information**

Name: \_\_\_\_\_ Case Number: \_\_\_\_\_

**Counselor Information**

Name: \_\_\_\_\_ Branch/Section: \_\_\_\_\_

**Employer Information**

Employer: \_\_\_\_\_ Contact Name: \_\_\_\_\_  
 Address: \_\_\_\_\_ Phone/E-Mail: \_\_\_\_\_  
 \_\_\_\_\_ Position: \_\_\_\_\_

**Employment Information**

Start Date: \_\_\_\_\_ Job Title: \_\_\_\_\_  
 Rate of Pay: \_\_\_\_\_ Benefits: \_\_\_\_\_  
 Hours Worked Per Week: \_\_\_\_\_ Number of Hours with Job Coach: \_\_\_\_\_  
 Working Conditions: \_\_\_\_\_  
 Other Information: \_\_\_\_\_

**Employer Satisfaction**

Name & Position of Person Contacted: \_\_\_\_\_  
 Date & Method of Contact: \_\_\_\_\_  
 Comments: \_\_\_\_\_  
 \_\_\_\_\_

**Consumer Satisfaction (Provide comments for each)**

Job	
Working Conditions	
Location	
Pay and Hours	
Benefits	
Days, Hours, Shifts	

\_\_\_\_\_  
 Consumer Date Employment Specialist Date