

## **Deaf and Hard of Hearing Working Group Scope of Services**

### **I. Introduction**

#### **A. Overview and Purpose**

The Hawaii State Department of Health (DOH) Family Health Services Division (FHSD), Newborn Hearing Screening Program (NHSP) and Early Intervention Section (EIS) seeks a CONTRACTOR to facilitate several Deaf and Hard of Hearing (DHH) working group meetings, that will engage and utilize community members who serve or have lived experiences to support children with special health needs, specifically those who are DHH and need early intervention services.

The DOH, FHSD is working to assure that all children and youth with special health care needs will reach optimal health, growth, and development, by improving access to coordinated system of family-centered health care services and improving outcomes, through systems development, assessment, assurance, education, collaborative partnerships, and family support. The Newborn Hearing Screening Program (NHSP) and the Early Intervention Section (EIS) promotes family-centered, community-based comprehensive, coordinate care for infants and toddlers with special health care needs from birth to three years of age.

The DOH, FHSD seeks a qualified community-based, non-profit organization in Hawaii to design and conduct working group meetings, coordinate all logistics for the meeting and meeting participants, design qualitative focus group questions or other information collection tools, facilitate collaborative group discussions, gather input and participant feedback, analyze and organize quantitative data gathered, support the development of a long-term action plan with recommendations to support the improvement of services for DHH children and their families as well as a report on key findings of gathered data.

#### **B. Description of the Service Goals**

The goal of this project is to gather partners from varying disciplines who provide support and services to DHH children to contribute and provide input to the development of an action plan for NHSP and EIS to respond to the needs of DHH children statewide. Working groups will convene to provide their experience and thoughts of meeting current needs.

Vendor will develop and utilize a Work Plan to assure progress towards meeting the overall objectives and goals of this project. The Work Plan will describe how the following objectives will be achieved:

1. Gather input and feedback on current NHSP and EIS programs (i.e., strengths/weakness/opportunities/threats analysis, etc.).
2. Gather input on areas for improvement as well as potential growth or need not currently addressed.
3. Gather input on recommendations and priorities for NHSP and EIS for the next 5 years. While this contract run time is only for one year (11/1/2024 - 10/31/2025) the recommendation in the final report should be oriented into a 5-year plan.
4. Gather input through focus/working groups to inform the action plan – to include contribution from families.

## **II. Scope of Services**

### **A. Specifications and Requirements**

The Bidder shall describe in detail how from November 01, 2024, or upon DOH FHSD approval, through October 31, 2025, it will provide the following:

### **B. Period of Performance**

1. Develop a Work Plan that outlines the objectives listed in the “B. Description of the Service Goals” and required activities below.
2. Organize and execute workgroup meetings for approximately 20 community partners. CONTRACTOR must provide in person assistance during the working group meetings and group discussions.
  - a. The DHH high-level working group must include: CONTRACTOR to chair/facilitate the WG; one (1) representative from EIS; one (1) representative from an EI Program; two (2) Audiologist representatives; two (2) hearing specialist educators; two (2) care coordinators/PSP (?); two (2) newborn hearing screeners; two to four (2-4) family representatives or people with lived experience preferably with a child eight years and below .
    - i. Attempts should be made to include individuals from neighbor islands.
  - b. Develop a meeting agenda with NHSP and EIS.
  - c. Plenary session to present the work of the NHSP and EIS;
  - d. Plenary session to present Early Hearing Detection and Intervention (EHDI) and EIS, a national framework for a system of services for DHH children where they enjoy a full life and thrive in their community from childhood through adulthood – aligned with the Blueprint for Change National Framework for Children and Youth with Special Health Needs.
  - e. Support participant engagement including providing air and ground transportation and stipends for families to attend.

Also provide sign language interpreters or translators, as necessary.

- f. Group activity to inform the high-level working group should be composed of multidisciplinary teams to raise, discuss, and note priorities and opportunities for new, developing, or improved programs/activities. Group activities should:
    - i. Tables set to define the focus of discussion;
    - ii. Tables need to assume a mix of each discipline and at least 1 person with lived experience – inclusive of families/clients;
    - iii. Tables need to have at least one facilitator/notetaker to help record and collect the activity outputs;
    - iv. Report back activity to share small group discussion with the larger group;
    - v. Lunch/snacks/breaks provided by CONTRACTOR.
  - g. CONTRACTOR will coordinate travel logistics and travel scholarships for families participating in the meeting. Approximately 20 total participants expected to be invited from across the state.
3. Design and execute meeting evaluation(s).
- a. Digital surveys must be linked to the original online registration for the attendees.
  - b. An overall meeting evaluation at the conclusion of the event must be submitted. Evaluation must include recommendations for follow up with participants.
4. Support a minimum of 4 high-level Working Group discussions.
- a. Discussions to include: (i) mapping current programs services, support and community partners; (ii) identifying barriers, challenges and gaps in DHH services and support; (iii) crossing current services/resources to define recommendations to address gaps; (iv) map priorities for EIS/NHSP to define a 5-year work plan
  - b. Coordinate a venue site where state staff will conduct the interviews.
  - c. CONTRACTOR will coordinate travel logistics and travel scholarships for families participating in the working group. Interisland travel may be necessary to invite families and providers from neighbor islands.
  - d. Provide refreshments and supplies to support working groups (e.g. poster paper, markers, post it notes, etc.)
  - e. Conduct two working groups (with ten people per group). Each working group discussion must last one hour. A total of four group discussions need to be completed.
5. Coordinate registration and pre-meeting survey of participants to inform activity group discussions.

- a. CONTRACTOR must deploy, collect, analyze and report the registration and pre-meeting surveys. CONTRACTOR will work with NHSP and EIS to develop questions on registration and survey.
  - b. The data from the registration will be needed to coordinate travel logistics. The results of the pre-meeting survey will be used to design meaningful working group discussion during the meeting and identify priorities and areas of concerns among the meeting participants to inform meeting activities.
  - c. The registration and pre-meeting surveys must be specified in a timeline of events within the Work Plan.
6. CONTRACTOR must issue all payments directly to other vendors and services needed to meet the scope of service identified in the contract.

The period of performance is from November 01, 2024, to December 31, 2025.

### **III. Experience of Capability**

The awarded vendor:

- A. Must demonstrate a thorough understanding of the purpose and scope of this project, as well as demonstrate the necessary knowledge, skills, abilities, and experience relating to the delivery of the proposed services;
- B. Cite any previous experience relevant to this project with respects to conducting working groups with an emphasis on Children with Special Health Needs. Include a brief description of the scope of services performed and the period of performance covered by prior work relevant to this proposal;
- C. Cite any previous experience relevant to this project with respect to analyzing qualitative data on Deaf and Hard of Hearing children in Hawaii. Include past examples that demonstrate the ability to design and interpret working group discussions that yields results for long term action planning purposes;
- D. Have knowledge and experience working with the diverse stakeholders in government and non-government organizations that actively promote a system of care for Hawaii's Deaf and Hard of Hearing children;
- E. Have a minimum of four years of experience working with a variety of Hawaii state agencies;
- F. Have competency and ability to use different tools to communicate and share information with multiple stakeholders;
- G. Shall demonstrate adequate staffing capacity to provide contracted services and deliverables;

- H. Must provide evidence of being a nonprofit organization registered and resides in the State of Hawaii.
- I. Must be available to meet in-person with NHSP and EIS.

#### **IV. Compensation and Payment**

##### **A. Submitting a Proposal**

1. Submit a proposal to meet the project goals/requirements through a scope of work to provide the requested services for the period November 01, 2024 and concluding by December 31, 2025.
2. The attached Cost and Timeline Proposal must be completed and submitted as part of the Bidder's response to this solicitation;
3. For technical assistance with HlePRO, please call the Hawaii Information Consortium at 808-695-4620 or send an email to [hiepro@hawaii.gov](mailto:hiepro@hawaii.gov).

##### **B. Procedure for Invoicing**

The awarded vendor shall submit three invoices: (1) one-third of the awarded amount shall be invoiced upon completion of an agreed-upon detailed workplan and timeline; (2) one-third of the awarded amount shall be invoiced after the completion of the statewide stakeholder meeting; (3) final one-third of the awarded amount shall be invoiced after the completion of all deliverables. The final invoice must be submitted by December 31, 2025. See Cost and Timeline Proposal.

##### **C. Form of Payment**

The awarded vendor shall be equipped to accept State purchase orders as forms of payment.

##### **D. Fee to Hawaii Information Consortium (HIC)**

Please be advised that the awarded vendor will be responsible to pay Tyler Hawaii a fee of 0.75% of the award, capped at \$5,000. HIC will bill the awarded vendor directly via e-mail, and the vendor can make payment online or by sending a check via regular mail.

##### **E. Hawaii Compliance Express**

The awarded vendor must demonstrate proof of compliance for all awards of \$2,500 or greater. This includes a Certificate of Vendor Compliance from Hawaii Compliance Express, which includes a Certificate of Good

Standing from the Department of Commerce and Consumer Affairs, a Tax Clearance from the Department of Taxation, and Compliance with HRS Chapters 383, Hawaii Employment Security Law (Unemployment Insurance) 386, (Worker's Compensation law) 392 Temporary Disability Insurance and 393 Prepaid Healthcare Act, from the Department of Labor and Industrial Relations.

**NOTE:** The attached Cost and Timeline Proposal shall be completed and submitted as part of the Bidder's response to this solicitation.

### Cost and Timeline Proposal

Fiscal Year	Tasks and Responsibilities (November 01, 2024 to December 31, 2025)	Amount (\$)
11/01/2024 to 12/31/2025	<p>The Hawaii State Department of Health (DOH), Family Health Services Division (FHSD), Newborn Hearing Screening Program (NHSP) and Early Intervention Section (EIS) seeks a qualified community-based, non-profit organization in Hawaii to:</p> <ul style="list-style-type: none"> <li>• Develop a Work Plan that outlines the objectives listed in the B. Description of the Service Goals and required activities.</li> <li>• Organize and execute several working meetings for the community partners.</li> <li>• Design and execute meeting evaluation(s).</li> <li>• Support a minimum of eight working Group discussions.</li> <li>• Coordinate registration and pre-meeting survey of participants.</li> <li>• CONTRACTOR must issue all payments directly to other vendors and services needed to meet the scope of service identified in the contract.</li> </ul>	
	Sub Total	
	Hawaii GET	
	Sub Total	
	<b>Total</b>	