

**Hawaii State Department of Health
Family Health Services Division
Children with Special Health Needs Branch**

Care Coordination Training and Technical Assistance

Scope of Services

I. Introduction

A. Overview and Purpose

The Hawaii State Department of Health (DOH) Family Health Services Division (FHSD) Children with Special Health Needs Branch (CSHNB) which works to assure that all children and youth with special health care needs reach their optimal health, growth, and development by improving access to a coordinated system of family-centered health care services and improving outcomes.

Children and Youth with Special Health Needs Section promotes family-centered, community-based, comprehensive, coordinated care for children and youth with special health care needs for children birth through 20 years of age. Children with Special Health Needs Program (CSHNP) provides care coordination, social work, nutrition, and other services for children with special health care needs age 0-21 years with chronic medical conditions. It serves children who have or may have long-term or chronic health conditions that require specialized medical care, and their families.

Care Coordination is a skill that utilizes encompasses knowledge on care coordination principles; understanding the soft-skills of working with individuals such as motivational interviewing skills; engaging individuals as active partners in care planning, decision-making, and goal setting; and using a collaborative team-based approach.

This project seeks a qualified community-based, non-profit organization in Hawaii to provide training and supports on care coordination and service coordination related to medical specialty care.

B. Description of the Service Goals

The goal of this project is to provide training and technical assistance to staff who will be providing care coordination to children, youth, and their families statewide. Vendor will develop a Training Plan to assure progress towards meeting the overall objectives and goals of this project. By ensuring staff are adequately trained in care coordination, it is expected that there will be consistency of care coordination principles, improved identification of needs and resources, and strengthened family engagement and partnership.

C. Description of the Target Population to be Served

Department of Health Children with Special Health Needs Branch staff and partners working to support care coordination and family support to children with special health needs concerns statewide.

D. Geographic Coverage of Service

The geographic coverage of service is statewide.

II. Service Specifications

The goal of this project is to increase skills, knowledge, and attitudes around care coordination for staff who work with children and families so there is consistency across the state. Vendor will develop and utilize a Training Plan to assure progress towards meeting the overall objectives and goals of the project.

A. Specific Qualifications or Requirements

The awarded vendor:

1. 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.
2. Cite any verifiable relevant experience for the last three (3) years in providing training, technical assistance and coaching in care coordination.
3. Must be a teen-focused mental health clinic using evidence-based practices with licensed clinicians to promote mental health and wellbeing.
4. Must have staff who work with children and youth and provide care coordination and supports.
5. Must be based in Hawaii and provide evidence of being a nonprofit organization registered in the State of Hawaii.
6. Must be available to meet in-person or through web-conferencing with CSHNB.
7. Must issue all payments directly to other vendors and services needed to meet the scope of service identified in the contract.

B. Description of Tasks and Responsibilities

The Bidder shall describe in detail how from June 16, 2025, through June 13, 2026, implementing the Care Coordination Training Plan. Contractor shall:

1. Collaborate with key representatives from DOH to ensure tasks and timelines are executed effectively.
2. Assess training needs and technical supports for CSHNB staff and partners on care coordination.
3. Develop a Care Coordination Training Plan for DOH staff and partners.
4. Support ongoing quality improvement through data-informed planning and use of implementation tools on care coordination.
5. Provide training and technical assistance to DOH staff and partners statewide.
6. Provide on-going coaching and/or reflective supervision to ensure staff are implementing care coordination following best practices.
7. Collaborate with programs to assist with communicating positive messaging strategies for families using culturally and linguistically appropriate methods.
8. Collect data on quantity and quality of training, follow up with trainees, and overall effectiveness of the trainings.
9. Produce report with documentation of findings that includes concerns, challenges, and successes of these activities and recommendations.

C. Period of Performance

The period of performance is from June 16, 2025, to June 13, 2026.

Reports and Evaluation Requirements:

The Awarded Contractor shall follow report due dates, in the format provided by the DOH CSHNB:

1. Meet with DOH CSHNB and submit quarterly reports to document activities and deliverables of this contract.
2. A final report is required no later than one month from the end of the contract period, which shall include, at a minimum documentation of events and participants, summary of findings and evaluations, and recommendations for next steps.

IV. Compensation and Payment

1. 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 June 16, 2025, and concluding by June 13, 2026.
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.

2. Procedure for Invoicing

The awarded vendor shall submit two invoices: (1) one-half of the awarded amount shall be invoiced upon completion of an agreed-upon detailed workplan and timeline; (2) the second half of the awarded amount shall be invoiced after the completion deliverables. The final invoice must be submitted by June 13, 2026. See Cost and Timeline Proposal.

3. Form of Payment

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

4. 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.

5. 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

Timeline	Tasks and Responsibilities	Amount (\$)
June 16, 2025 through June 13, 2026	<ol style="list-style-type: none"> 1. Collaborate with DOH to ensure tasks and timelines are executed. 2. Assess training and technical supports needs of staff and partners. 3. Develop Care Coordination Training Plan. 4. Support Quality Improvement for care coordination. 5. Provide Training and technical assistance to staff and partners. 6. Provide on-going coaching and/or reflective supervision. 7. Collaborate on messaging to families. 8. Collect data to document care coordination training efforts. 9. Produce report with documentation of findings 	
	Sub Total	
	Hawaii GET	
	Total	
	HlePRO Vendor Compliance fee (.75%)	
	Total	