

State of Hawaii
Department of Human Services
Social Services Division

Request for Proposals (RFP)

SSD-26-POS-9886

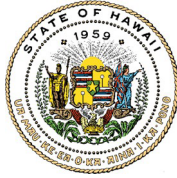
**Ka‘ū ‘Ohana Support Services -
East Hawai‘i**

RFP Posting Date: 10/23/2026

**RFP Proposal Submission Deadline:
11/23/2026, 4:30 p.m.,
Hawaii Standard Time**

NOTE: *It is the Applicant's responsibility to access the State of Hawaii eProcurement system (HiePRO) and the Hawaii Awards and Notices Data System (HANDS) on the State Procurement Office (SPO) website for information on Bidding Opportunities (Notices for Solicitations) 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 incomplete proposals submitted as a result of Applicants' not knowing about issued addenda, including additionally requested information or attachments regarding this RFP.*

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



JOSEPH CAMPOS II
DIRECTOR
KA LUNA HO'OKELE

STATE OF HAWAII
KA MOKU'ĀINA O HAWAI'I
DEPARTMENT OF HUMAN SERVICES
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October 22, 2026

SSD 26-097

MEMORANDUM:

TO: REQUEST FOR PROPOSAL APPLICANTS

FROM: LISA AMADOR *LA*
SOCIAL SERVICES DIVISION ADMINISTRATOR - TA

SUBJECT: RFP No.: SSD-26-POS-9886

The State of Hawaii, Department of Human Services, Social Services Division, is currently soliciting proposals from qualified applicants to provide Ka'ū 'Ohana Support Services. The attached request for proposals (RFP) SSD-26-POS-9886 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 October 27th, 2026, 2:00 pm-3:00 pm, 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. Kelsey Mills, POS Specialist/RFP Contact Person, at (808) 586-5709 or at kmills@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.

Attachment

PROPOSAL SUBMISSION INFORMATION SHEET

- I. **PLEASE READ CAREFULLY AS THIS PROPOSAL SUBMISSION INFORMATION HAS BEEN REVISED FROM PREVIOUS RFPs.**
- II. **PROPOSAL SUBMISSION DEADLINE:**
11/23/2026, 4:30 P.M., HAWAII STANDARD TIME.
- III. **A COMPLETE PROPOSAL SUBMISSION IS ALL COMPONENTS RECEIVED BY THE SPECIFIED DATE AND TIME. NO EXCEPTIONS SHALL BE MADE.**
- IV. **THE APPLICANT SHALL:**
 - A. Submit a complete proposal in Portable Document Format (PDF) to the solicitation posted to the State of Hawaii eProcurement system (HIePRO).
 1. Proposal submissions attempted after **11/23/2026, 4:30 p.m., Hawaii Standard Time (HST), SHALL NOT** be accepted.
 2. If the electronic copies of the proposal are not received as described, or not received by the specified date and time, the proposal's submission shall be considered incomplete or late and **SHALL NOT BE ACCEPTED** for consideration.
 3. All submitted proposal information becomes the property of the Department of Human Services (DHS).
 - B. Submit proposals in PDF format in at least three (3) parts for ease of transmission and reviewing.
 1. The Applicant shall title their proposal PDF files with the RFP number, their initials, and a brief description of the PDF's contents, as shown in the following PDF Title examples.
 2. PDF Title Examples:
 - a. 26.9886.DHS.Service_Delivery_Workplan,
 - b. 26.9886.DHS.Program_Staffing,
 - c. 26.9886.DHS.Financial_Attachments.
 - C. Additionally, Applicants shall submit a Cost Proposal in the original Excel format (not PDF or an alternative file format) using the Cost Proposal Template published with this solicitation.
 - D. Applicants who submit proposals or amendments electronically are fully responsible for ensuring that their documents are received by the purchasing agency. This includes making certain that the documents are complete, correctly formatted, legible, and submitted on time. Applicants assume the risk that the electronic copies may not be readable by the DHS.

E. The following is the address and RFP contact information for proposal submissions:

a. **STATE OF HAWAII EPROCUREMENT SYSTEM (HIEPRO):**

<https://hiepro.ehawaii.gov/>

b. **RFP CONTACT PERSON:**

Ms. Kelsey Mills, POS Specialist

Phone: (808) 586-5709

Email: kmills@dhs.hawaii.gov

PLEASE BE ADVISED:

- A. The Applicant is **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 ensure that the electronic copies have been received by the DHS in a timely manner.
- B. Proposals sent by facsimile (fax) shall not be accepted.
- C. It is the Applicant's responsibility to access the State of Hawaii eProcurement system (HiePRO) and the Hawaii Awards and Notices Data System (HANDS) on the State Procurement Office (SPO) website for information on Bidding Opportunities (Notices of Solicitations) or to contact the RFP Contact Person identified above with further questions.

PLEASE NOTE: Should an Applicant be awarded a Contract, the Applicant shall be required to subsequently submit in Word or Excel format, as applicable, the proposal's Narrative, Performance Measurement Forms, Organization and Program Charts, Job Descriptions (no resumes), Budget forms (including the Administrative Budget forms), and Work Plan (as required) which shall be used to complete the final Contract.

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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>
Public notice announcing Request for Proposals (RFP)	10/23/2026
Distribution of RFP	10/23/2026
RFP orientation session	10/27/2026, 2 – 3 pm, HST
Deadline to submit questions in HlePro for written responses	10/28/2026, 4:30 pm, HST
State purchasing agency's response to questions submitted in HlePRO	11/04/2026
Discussions with applicants prior to proposal deadline (optional)	As needed
Deadline to submit proposals	11/23/2026
Discussions with applicant after proposal deadline (optional)	As needed
Final revised proposals (optional)	As needed
Proposal evaluation period	11/23/2026 – 11/27/2026
Provider selection	11/30/2026
Notice of statement of findings and decision	11/30/2026
Contract start date	12/28/2026

1.2 Website Reference

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

For:	Website:
1 Hawaii Awards and Notices Data System (HANDS) for Bidding Opportunities (Notices of Solicitations)	https://hands.ehawaii.gov/hands/opportunities
2 Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://spo.hawaii.gov/references/hrs/ and http://spo.hawaii.gov/references/har/hhs/
3 Cost Principles	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/
4 Forms	http://spo.hawaii.gov/all-forms/
5 Protest Procedures/Forms	http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/

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

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/detail 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
1010 Richards St, Room 216
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. Kelsey Mills
Purchase of Services Unit
Phone: (808) 586-5709
Email: kmills@dhs.hawaii.gov

1.7 Orientation

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

Date:	10/27/2026
Time:	2 pm – 3 pm
Location:	Department of Human Services via Microsoft Teams Teleconference

To attend the Orientation, the Applicant shall contact Ms. Kelsey Mills at (808) 586-5709 or kmills@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. The invitation to attend the Microsoft Teams meeting will be provided upon RSVP and will include a phone number for call-in participants.

1.8 Submission of Questions

The Applicant is encouraged to submit written questions pertaining to the RFP on HlePRO 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 posted on HlePRO.

The Applicants' submission of written questions deadline is **10/28/2026, 4:30 p.m., Hawaii Standard Time.**

The State purchasing agency's response to the Applicants' written questions deadline is **11/04/2026.**

1.9 Submission of Proposals

A. 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. Regardless of the framework 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 and 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 that the non-disclosure of designated proprietary data be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and be readily separable from the proposal

to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note: Price (i.e., proposed budgets) is not considered confidential and will not be withheld.

H. Proposal Submission

Applicants shall refer to the Proposal Submission Information Sheet at the beginning of this RFP for submission details.

1.10 Discussions 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

All proposals received 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 Cancellation of Request for Proposals

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.

1.15 Costs for Proposal Preparation

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

1.16 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.

1.17 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 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.

Head of State Purchasing Agency	Procurement Officer
Name: Joseph Campos II	Name: Kelsey Mills
Title: Director	Title: Purchase of Services Specialist
Mailing Address: Department of Human Services P.O. Box 339 Honolulu, Hawaii 96809-0339	Mailing Address: 1010 Richards Street #216 Honolulu, Hawaii
Business Address: Department of Human Services 1390 Miller Street, Room 209 Honolulu, Hawaii 96813	Business Address: 1010 Richards Street #216 Honolulu, Hawaii

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.

1.24 General Requirements

A. Secondary purchaser participation

(Refer to HAR §3-143-608)

1. After-the-fact secondary purchases shall be allowed.
2. Planned secondary purchases shall not be allowed.

B. Multiple or alternate proposals

(Refer to HAR §3-143-605)

1. Multiple proposals shall not be allowed.
2. Alternate proposals shall not be allowed.

C. Single or multiple contracts to be awarded

(Refer to HAR §3-143-206)

☒ Single ☐ Multiple ☐ Single & Multiple

One single contract shall be awarded.

D. 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)

1. Initial contract term: **December 28, 2026 through June 30, 2027**

- a. The initial term shall commence on the contract start date.
- b. Number of possible extensions: four (4) extensions.
- c. Length of extensions: Up to one (1) year.

2. Maximum contract term:

December 28, 2026, through June 30, 2032, subject to the Option to Extend the provision of the contract (see Special Conditions, Section 5 of this RFP).

E. Subcontracting

1. The PROVIDER shall be allowed to subcontract under this contract (see General Conditions).
2. The PROVIDER shall ensure that its subcontractors comply with all the contract requirements of this scope of work, as applicable.
3. The PROVIDER shall include any subcontractor as additional insured under its insurance policies or provide to the DHS a separate Certificate of Liability Insurance (COLI) and endorsements for each subcontractor. Any subcontractor shall comply with the exact insurance requirements as the PROVIDER.
4. The PROVIDER shall submit any subcontracts and subcontractor's compliance documentation with the contract requirements to the DHS for review and approval.

Section 2

Service Specifications

Section 2

Service Specifications

2.1 Introduction

A. Overview and Purpose

1. The Department of Human Services (DHS), Social Services Division (SSD), Child Welfare Services Branch (CWSB) provides social and case management services to children and their biological, extended, foster, or adoptive families to protect children and ensure safe, nurturing, permanent, and stable families for children in Hawai'i. The child welfare continuum of services is guided by the three primary domains in the CWSB: safety, permanency, and child and family well-being, with the safety of children as the paramount concern that guides all child welfare services.
2. CWSB is required to make reasonable efforts to maintain and reunify families, except when it is determined that the child's safety cannot be assured. Accordingly, CWSB is committed to strengthening families and supporting children to remain safely with, or return safely to, their families whenever possible. Through the provision of timely, appropriate, quality, and individualized services that build on family strengths and are responsive to identified needs, CWSB seeks to reduce risk, enhance protective capacities, preserve family relationships, and prevent the unnecessary removal of children from their families.
3. When children cannot remain safely in their homes, foster care and other temporary placements should be considered as an extension of the child's family system rather than a replacement of it. The child's need for relational stability and attachment preservation should be addressed through ongoing family connections, including regular and meaningful visitation, while strengthening the family as a primary resource for the child whenever safely possible. Ongoing services and supports that help families achieve a safe and permanent home for the child remain a priority whenever appropriate.
4. In alignment with CWSB's principles and priorities of safety, permanency, and child and family well-being, the DHS is seeking proposals for Ka'ū 'Ohana Support Services, which are community-based child welfare prevention and family support services for families in the Ka'ū district of East Hawai'i. The purpose of these services is to strengthen families and prevent unnecessary foster care placement through comprehensive assessments of child and familial needs, individualized program planning, case management, intensive parenting support and family skill-building services, parental life skills groups, and outreach services. The PROVIDER shall deliver these services in a manner that is consistent with CWSB's principles and priorities.

5. The PROVIDER shall ensure that all services are delivered using a trauma-informed approach that is responsive to the unique strengths, needs, and challenges of families residing in the rural and geographically isolated Ka‘ū community.

B. Description of the population to be served

1. The populations for services under this Request for Proposals (RFP) include individuals and families residing in the Ka‘ū district of East Hawai‘i whose children have been, or are at risk of being abused or neglected, or who are otherwise at risk of child welfare involvement. This includes but is not limited to:
 - a. families with an open CWSB case;
 - b. families referred by CWSB for voluntary prevention and family support services; and
 - c. individuals and families who self-refer or are referred by other professional agencies or community organizations for child abuse and neglect prevention, family preservation, parenting support, or other services available under this Contract.
2. Individuals and family members served under this Contract shall be known as “clients”.
3. Potential clients may be referred for Ka‘ū ‘Ohana Support Services in one of three ways: 1) CWSB Referral – CWSB staff may refer a client for services under this Contract; 2) Self-Referral – Individuals or families may contact the PROVIDER directly to request services; and 3) Non-CWSB Agency Referral – Other professional agencies or community organizations may refer individuals or families for services under this Contract.
 - a. The PROVIDER shall accept and provide services to CWSB-referred clients and shall maintain sufficient staffing and operational capacity to meet service timelines and requirements under this Contract. CWSB-referred clients shall receive priority for services in the following order:
 - i. CWSB court-ordered cases;
 - ii. CWSB non-court-ordered cases; and
 - iii. Families referred by CWSB for voluntary prevention and family support services.
 - b. The PROVIDER shall determine and monitor its available capacity to serve self-referrals and non-CWSB agency referrals based on staffing levels, service utilization, and service volumes after ensuring its ability to meet the service needs of CWSB-referred clients. The PROVIDER shall document

staffing levels, service utilization, and service volumes in the Quarterly Activity Report (QAR) in accordance with Section 2.3.J.

4. The projections below reflect the anticipated number of clients who may receive services during each contract year. These figures are intended to guide program planning and resource allocation and may increase or decrease depending on client demand, referrals, and operational capacity. The PROVIDER may serve more or fewer individuals than projected without penalty, provided all contractual requirements and service specifications are met.

Annual Projected Service Levels	Anticipated # of Clients to be Served Annually (unduplicated)
Families	15
Adults	20
Children	25

5. Proposals shall demonstrate the PROVIDER's capacity to strengthen and stabilize families experiencing multiple and complex challenges, including substance use disorders, and shall incorporate developmentally appropriate child participation in parenting activities, where appropriate.

C. Geographic Coverage of Service

1. The geographic area of services for this RFP is the Ka'ū district of East Hawai'i. Ka'ū is a close-knit, family-oriented, rural community that consists predominantly of farmer and coastline fishing communities. Ka'ū is the largest and most rural district on the island of Hawai'i, spanning nearly 1,000 square miles and includes the areas of South Point (Ka Lae), Hawaiian Ocean View, Ninole, Wai'ōhinu, Nā'ālehu and Pāhala. Despite its vast area, the estimated population for the entire district is approximately 6,000 individuals.
2. Ka'ū faces significant service access challenges because of its geographic remoteness, isolation, limited transportation infrastructure, and distance to centralized services, which can impact a family's ability to participate in timely, consistent, in-person services. Travel to service providers located outside the district may require 2-3+ hours of roundtrip driving to Hilo or Kona (without road work or road closures), creating barriers for families with limited resources, work obligations, or caregiving responsibilities. Due to these conditions, effective service delivery in Ka'ū requires approaches that are flexible, relationship-driven, and integrated with existing community resources.
3. The PROVIDER shall demonstrate an understanding of the Ka'ū community, including its rural and geographically isolated context, informal support systems, extended family networks, transportation challenges, and barriers to accessing services. The PROVIDER shall design and deliver services using a *place-based* approach, meaning that services are tailored to the geographic, environmental, social, and community context of Ka'ū and responsive to the circumstances,

strengths, needs, local norms, and available resources of families residing in the district. Proposals shall describe how services will be delivered in ways that:

- a. Accommodate transportation and distance-related barriers;
- b. Utilize in-home, community-based, and virtual service modalities as appropriate.
 - i. For purposes of this RFP, *in-home services* means in-person services provided in the client's home or other residence, including a resource caregiver home, as applicable;
 - ii. *Community-based services* means services provided in the local community where the client lives, including the client's home, community facilities, and other appropriate public or community settings that support accessible, least-restrictive service delivery;
 - iii. *Virtual services* means services provided through an appropriate secure remote or electronic method when permitted under the applicable service requirements and appropriate to the client's needs;
- c. Promote continuity of services across remote areas of the district; and
- d. Build trust and sustained engagement with families in a remote setting, who may otherwise experience delayed or limited access to support.

D. Probable Funding Amounts and Period of Availability

The Contract may be awarded for an initial term of up to one (1) year and six (6) months with the option to extend the term for additional periods up to two-years each for a total contract term not to exceed five (5) years and six (6) months, except as otherwise provided by law. These multi-term contract provisions and extensions are administered in compliance with HAR §3-149-302.

1. The anticipated funding amount projected for each state fiscal year (SFY) is \$197,259. Contract funding shall be pro-rated for periods of less than one (1) year.
2. DHS reserves the right to change this anticipated Contract amount per year, subject to consideration of the submitted offerors' cost proposals, which contain details and explanations of the estimated operating costs and expenses to maintain these services.
3. If additional funding becomes available, additional services may be added and payments may be increased or expanded if DHS determines that the increase to the services under the Contract is needed in the community. Funding increases and decreases are subject to the availability of State and federal funds, as well as changes in the service specifications (e.g., the geographic location's needs,

utilization increases or decreases, service activities, and service delivery) subject to procurement laws, and satisfactory performance by the PROVIDER as determined by the DHS, among other potential factors.

E. Guidelines for Service Delivery

The PROVIDER shall implement and deliver services in a manner that complements and supports CWSB's guiding principles of family-centered, strengths- and needs-based approach to child welfare practice. Service delivery under this Contract shall be guided by the following principles:

1. Service activities under this Contract must be comprehensive, coordinated, and collaborative, and provided in all designated geographic areas under the Contract.
2. Service activities must be competent, appropriate and responsive to the strengths, needs, values and preferences of the child and family, and delivered in a manner that is respectful of, and builds on, the strengths of the family and the community.
3. Service activities must address the physical, social, emotional, and educational needs of the child and the family's ability to protect the child.
4. Service activities must provide clear and attainable goals and objectives for each client.
5. Service activities must be individualized, addressing the unique capacities and needs of each child and family.
6. Service activities must empower families to help themselves and to gain and maintain mastery and control over their ability to protect their children.

F. Mandated Reporting

The PROVIDER shall ensure that all personnel providing services to children and families under this Contract are required to report suspected child abuse and neglect in accordance with Chapter 350, Hawai'i Revised Statutes (HRS). The PROVIDER shall ensure compliance with these reporting requirements throughout all phases of service delivery, including, but not limited to, referral, initial screening, comprehensive assessment, coordination and linkage activities, individualized program planning, intensive parenting support and family skill-building services, parental life skills groups, outreach services, and all other interactions with clients.

1. If, at any time during service delivery, the PROVIDER identifies information or has reason to believe that a child has been abused or neglected, is at substantial risk of abuse or neglect in the reasonably foreseeable future, or subject to conditions requiring immediate intervention, the PROVIDER shall take appropriate action in accordance with mandated reporting requirements.
2. For clients with open CWSB cases, in addition to mandated reporting

requirements, the PROVIDER shall immediately notify the assigned CWSB worker of any new or escalating child safety concerns. The PROVIDER shall document all reports and actions taken in the client case file and shall make such documentation available to DHS upon request.

2.2 Scope of Work

A. Service Activities

The following services are to be provided to clients in the Ka‘ū community. Services are broadly categorized as either individual or family services to CWSB-involved and non-CWSB-involved clients, or general services to the community. As such, the services shall be community-based, accessible, and responsive to the rural and geographically isolated context of all families in the Ka‘ū district. Detailed timelines for each process step are defined in their applicable subsections, but a general overview of process flow can be seen in the graphic below.

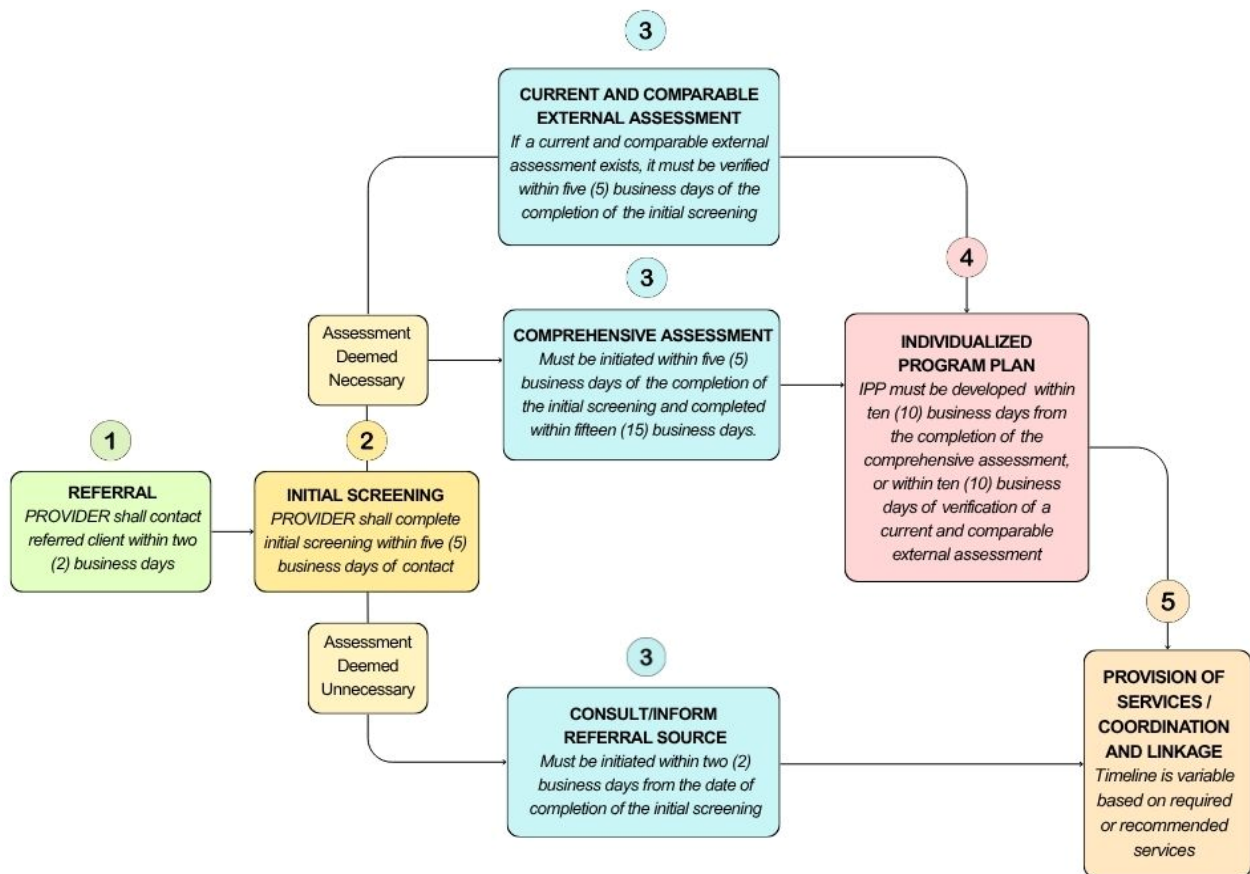


Figure 1. Ka‘ū ‘Ohana Support Services Process Flowchart

1. Referral, Initial Screening, Comprehensive Assessment, and Coordination and Linkage

a. Referral

Potential clients may be referred to the PROVIDER for an initial screening and determination of the need for a comprehensive assessment in one of the following ways: 1) CWSB Referral - CWSB staff may refer a client for an initial screening and, if indicated, a comprehensive assessment to identify service needs and appropriate interventions; 2) Self-referral - individuals and families may contact the PROVIDER directly to request an initial screening and determination of service needs, including consideration for a comprehensive assessment; or 3) Non-CWSB Agency Referral: other professional agencies may refer individuals or families for an initial screening and determination of the need for a comprehensive assessment. The PROVIDER shall contact the referred client within two (2) business days of receiving the referral.

b. Initial Screening

- i. All referred clients shall participate in an initial screening to determine the most appropriate level of service and whether a comprehensive assessment is necessary. The initial screening shall be conducted within five (5) business days of the PROVIDER's contact with the referred client.
- ii. The purpose of the initial screening is to:
 - 1) Gather preliminary information regarding the client's presenting needs, strengths, and concerns;
 - 2) Identify any immediate safety concerns, risk factors, protective capacities, or service needs;
 - 3) Determine whether a comprehensive assessment is necessary to adequately identify needs and develop service recommendations;
 - 4) Discuss available community resources and service options, including the following:
 - a) Formal supports, which are professional services provided by agencies or organizations; and
 - b) Informal supports, which are unpaid supports provided by family, friends, community members, and other natural supports (individuals or relationships that are already part of the child or family's everyday life).

- 5) Determine, in collaboration with the individual or family, the most appropriate level of service and engagement. To determine the appropriate level of service and engagement, the PROVIDER shall consider (1) the nature and severity of identified risk and safety factors, (2) the complexity of the client's needs, (3) existing strengths and protective capacities, (4) the availability of formal and informal supports, (5) need for timely intervention, and (6) the client's willingness and readiness to participate in services.
- iii. Based on the information obtained during the initial screening, the PROVIDER shall determine whether a comprehensive assessment is needed. A comprehensive assessment shall be conducted when one or more of the following conditions exist:
- 1) The initial screening identifies child safety concerns, risk factors, or family functioning concerns that require further evaluation.
 - 2) The individual or family presents with multiple or complex needs that cannot be adequately addressed through brief intervention or other less intensive services provided under this Contract.
 - a) Brief interventions are short-term, solution-focused assistance by the PROVIDER during or immediately following the initial screening to address presenting needs that can be resolved through education, guidance, problem-solving assistance, or coordination and linkage activities.
 - b) Brief interventions usually consist of one (1) to three (3) PROVIDER contacts with the client and generally completed within thirty (30) calendar days. Examples of brief interventions might include providing parenting education on a specific issue (e.g., bedtime routines, appropriate disciplinary practices), providing information about child development, and connecting families to food, housing, and childcare resources.
 - 3) The PROVIDER determines that a comprehensive assessment is necessary to adequately evaluate the family's strengths, needs, protective capacities, and risk factors in order to identify appropriate services, interventions, and supports.
 - 4) The individual or family may benefit from intensive parenting support and family skill-building services or individual outreach services that require an Individualized Program Plan (IPP).
- iv. A comprehensive assessment may not be necessary when the initial screening indicates that:

- 1) The client's presenting needs, circumstances, and concerns can be appropriately addressed through information and referral, coordination and linkage activities, parental life skills groups, community outreach activities, or other available community supports; or
 - 2) Sufficient current information is already available through the CWSB Safe Family Home Report and Family Service Plan, or other documentation to identify needs, determine appropriate interventions, and coordinate services. In either circumstances, no additional assessment is required if it would not meaningfully contribute to service planning or service delivery.
- v. For CWSB referrals: If the PROVIDER determines that a comprehensive assessment is not needed for a CWSB referral, the PROVIDER shall consult with the assigned CWSB worker to verify the decision within two (2) business days of the completion of the initial screening. In the event the PROVIDER and CWSB disagree on a course of action, CWSB shall make the final determination.
 - vi. For self-referrals and non-CWSB agency referrals: If the PROVIDER determines that a comprehensive assessment is not necessary, the PROVIDER and the client shall jointly identify and agree upon appropriate services, formal and informal supports, referrals, and community-based resources. Such services may include coordination and linkage to formal supports, participation in parental life skills groups, and community outreach activities available under this Contract.
 - vii. The PROVIDER shall, as authorized by the client and in accordance with all applicable confidentiality requirements, contact the non-CWSB agency referral source within two (2) business days of the completion of the initial screening to inform the agency of actions taken and recommended services for the referred individual or family. This includes PROVIDER consultation with the referral source, as appropriate.
- c. Client Refusal of Comprehensive Assessment
- If the initial screening indicates that a comprehensive assessment is necessary, the PROVIDER shall explain the purpose of the assessment, the assessment process, the services that may result from the assessment, and obtain the client's consent prior to initiating the assessment.
- i. If the client declines to participate in or consent to the comprehensive assessment, the PROVIDER shall ensure that the client has the opportunity to ask questions, understands the purpose of the

assessment and the services available under this Contract, and is informed of other appropriate services, supports, and community resources that may address the client's identified needs.

- ii. If the client continues to decline participation, the PROVIDER shall respect the client's decision and document the client's refusal, the information provided regarding the purpose and potential benefits of the comprehensive assessment, and any services, referrals, or resources offered to the client.
 - 1) For CWSB-referred clients, the PROVIDER shall notify the assigned CWSB worker within two (2) business days of the client's refusal and provide documentation of client refusal to DHS upon request.
 - 2) For non-CWSB agency referrals, the PROVIDER shall, when permitted by any applicable confidentiality requirements, notify the referring agency that the client declined to participate in the comprehensive assessment and provide any necessary information to support coordination of services, as appropriate.

d. Comprehensive Assessment

- i. If the initial screening indicates that a comprehensive assessment is required and the client consents to participate, the PROVIDER shall initiate the assessment within five (5) business days of the completion of the initial screening and complete it within fifteen (15) business days of the initiation, unless a current and comparable external assessment is accepted in accordance with this Contract.
- ii. If an external assessment is provided by the referral source, the PROVIDER may utilize the external assessment in lieu of conducting the comprehensive assessment *only* if the external assessment is: (1) current (completed within the past 12 months), and (2) comparable in scope and content to the comprehensive assessment under this Contract. The PROVIDER shall verify the external assessment within five (5) business days of the completion of the initial screening, and shall document its review, verification, and acceptance of the external assessment.
- iii. Comprehensive assessments shall evaluate child safety, risk factors, protective capacities, family functioning, family strengths, unmet needs, and other factors affecting family stability, and child and family well-being. Assessments shall be individualized and shall support development of the Individualized Program Plan (IPP).
 - 1) For CWSB-referred clients, the comprehensive assessment shall build upon the Child Safety Assessment (CSA) and

Comprehensive Strengths and Risk Assessment (CSRA) completed by CWSB. The assessment shall further evaluate the identified safety and risk factors, validate or update relevant information, and identify any additional or newly emerging safety concerns, protective capacities, family strengths, unmet needs, or other circumstances relevant to IPP service planning. The comprehensive assessment shall supplement, and not supplant, CWSB's assessment of child safety and risk.

- 2) For non-CWSB referrals, the PROVIDER shall utilize DHS-approved screening and assessment tools, which may include the CSA and CSRA, as applicable. DHS will provide training for the PROVIDER's staff on the administration and appropriate use of the CSA and CSRA. For any other DHS-approved screening or assessment tools used under this Contract, the PROVIDER shall ensure that staff receive appropriate training and demonstrate competency in the administration, scoring, and interpretation of such tools. The PROVIDER shall maintain documentation of completed trainings and staff qualifications and shall make such documentation available to DHS upon request.

iv. The PROVIDER shall ensure that all comprehensive assessments are conducted by qualified staff meeting the requirements in Section 2.3.F. The PROVIDER's designated supervisor(s) shall review and validate each comprehensive assessment prior to finalization to ensure compliance with this Contract. The comprehensive assessment shall, at a minimum:

- 1) Identify and evaluate the client's strengths, needs, and protective capacities utilizing an evidence-informed risk and safety assessment tool, to be approved by the DHS;
- 2) Assess current and historical risk and safety factors related to child maltreatment, family instability, or other conditions that contributed to or may lead to child welfare involvement;
- 3) Identify and determine appropriate individualized service interventions and activities for the client that address identified risk and safety factors, strengthen protective capacities, and improve overall family functioning; and
- 4) Provide clear, actionable recommendations for services, supports, referrals, or other interventions to address identified needs and enhance child safety, family stability, and child and family well-being.

- v. For clients with open CWSB cases, the identified service interventions and activities shall supplement, and not supplant, the CWSB Family Service Plan and shall include the sequencing and prioritization of services necessary to support child safety, family stability, and successful service engagement.
- e. Coordination and Linkage
- i. The PROVIDER shall coordinate, refer, and link clients to appropriate community-based programs, supportive resources, and services provided by other public or private agencies or organizations to address identified needs and support child safety, family functioning, and child and family well-being.
 - ii. For clients who complete a comprehensive assessment, coordination and linkage activities shall be based on the findings and recommendations from the comprehensive assessment or a current and comparable external assessment, and the subsequent Individualized Program Plan (IPP), as applicable. The PROVIDER shall assist clients in accessing recommended services, supports, and resources necessary to implement identified interventions and achieve IPP service goals.
 - iii. For clients for whom a comprehensive assessment is determined to be unnecessary through the initial screening process, the PROVIDER shall provide coordination and linkage services based on the needs, strengths, concerns, and service priorities identified during the initial screening. In such cases, the PROVIDER and client shall jointly identify and agree upon appropriate services, supports, referrals, and community-based resources without the development of a comprehensive assessment or IPP.
 - iv. Coordination and linkage services may include, but are not limited to, referrals to community-based programs, educational services, health and behavioral services, substance use treatment services, housing and financial assistance resources, parenting supports, cultural and community programs, natural support networks, and other services identified as appropriate to address client needs.
 - v. The PROVIDER shall document all referrals, linkage activities, and follow-up efforts to determine whether the client successfully accessed recommended services and supports.

2. Individualized Program Planning

- a. Services provided to clients under this contract must employ a collaborative, family-centered planning model between the parents and/or legal guardians,

family members as appropriate, the PROVIDER, and any assigned CWSB worker when applicable.

- b. For CWSB-clients, the PROVIDER shall conduct a face-to-face, in-person consultation or case conference to develop and complete an Individualized Program Plan (IPP) no later than ten (10) business days from the date of the completion of comprehensive assessment.
- c. For cases where an external assessment is accepted by the PROVIDER, the in-person consultation or case conference shall be held no later than ten (10) business days from the date of verification of the acceptance of the external assessment.
 - i. If extenuating circumstances prevent this ten (10) business day timeline from being met, an extension is allowable so long as the PROVIDER provides clear documentation to the applicable CWSB worker as to why the timeline was not met. Additionally, in the event of an emergency, the PROVIDER may be allowed to hold a virtual meeting upon approval from DHS. If a virtual meeting is held, the PROVIDER shall follow up with an in-person meeting with the client as soon as possible. The consultation or case conference shall include, at a minimum, the client, the CWSB worker, and the PROVIDER to determine what services will be provided.
 - ii. The Individualized Program Plan (IPP) shall be informed by the findings of the comprehensive assessment (or a current and comparable assessment provided by the referral source) and shall supplement, and not supplant, the CWSB Safe Family Home Report (SFHR), CWSB Family Service Plan (FSP), and any active CWSB In-home Safety Plan, available. The PROVIDER must also work in conjunction with and be responsive to any other service plans in place.
 - iii. The consultation or case conference shall result in an IPP that:
 - 1) Is in alignment with the comprehensive assessment findings, and clearly identifies prioritized service goals, activities, timelines (including expected timeframe of service resolution), and expected outcomes;
 - 2) Addresses risk and safety factors identified by CWSB through the CSA and CSRA that resulted in CWSB involvement or could put the family at risk of CWSB involvement, in alignment with the goals and requirements of the CWSB SFHR, FSP, and any active CWSB In-Home Safety Plan provided to the PROVIDER by CWSB;
 - 3) Centers the needs, priorities, and self-identified goals of the clients while supporting child safety, permanency, and child and family well-being; and

- 4) Is signed by the client, the PROVIDER, and the assigned CWSB worker, when applicable.
- iv. The CWSB worker shall be included in the development of the IPP and shall receive timely and ongoing updates from the PROVIDER regarding IPP implementation, progress toward goals, and shall be immediately notified of any identified safety concerns that may arise during service provision (see section 2.1.F for more details).
- d. For non-CWSB referrals, the PROVIDER shall conduct individualized program planning through an in-person or virtual consultation with the clients within ten (10) business days from the completion of the comprehensive assessment or verification of a current and comparable external assessment. The resulting IPP shall be comparable in scope, quality, and level of detail to the IPPs developed for CWSB-referred families, *without* the need for alignment with CWSB-specific plans or reports. The clients and the PROVIDER shall sign the resulting IPP.

3. Case Management

- a. The PROVIDER shall operate as a case manager for all referrals. In this capacity, the PROVIDER shall:
 - i. Document all activity related to the clients;
 - ii. Receive information and documents from CWSB staff as relevant;
 - iii. Conduct initial screenings and comprehensive assessments; and retain all records related to these assessments;
 - iv. Coordinate, facilitate, and draft the IPPs, securing required signatures;
 - v. Work with the client to assist them in achieving their self-established goals; and
 - vi. Maintain progress notes, outcome from assessment tools, case reviews, any supervisor validations or reviews, and any other item that may indicate progress, or lack thereof, on identified risk and safety factors or areas of family functioning, such as parenting practices, behavior management, parent-child interactions, and household management, as is pertinent to each case.
- b. At the request of CWSB staff, the PROVIDER shall arrange for further in-person consultations or case conferences to update or revise IPPs. The scheduling of follow-up case conferences shall consider the needs of the clients, other family members as appropriate, and the availability of CWSB staff.

- c. The PROVIDER shall ensure that services to clients involved in, or in need of sexual abuse treatment shall include the DHS-contracted Intra-familial Sexual Abuse Treatment Services (IFSATS) provider as needed to ensure that individualized program planning activities are well coordinated and consistent with the sexual abuse treatment plan.

4. Intensive Parenting Support and Family Skill-Building Services

- a. The PROVIDER shall provide intensive parenting support and family skill-building services as part of this contract, to be administered by qualified professionals (See Section 2.3.F for more information). Intensive parenting support and family skill-building services are structured, experiential learning-based, high-frequency, evidence-informed services that are targeted to the needs of the individual client. Intensive parenting support and family skill-building services shall focus on strengthening family functioning, improving parenting capacity, increasing protective factors, and addressing the risk and safety factors that resulted in, or place, the family at risk of child welfare involvement.
- b. Services shall be skill-based and family-centered and shall incorporate child participation when appropriate. The PROVIDER shall deliver these services in a variety of formats, as appropriate to meet the needs of the child and family, including:
 - i. Individual parents or caregivers;
 - ii. Conjoint parents or caregivers;
 - iii. The full immediate family unit; and
 - iv. Extended family members who play an active role in caregiving.
- c. Intensive parenting support and family skill-building services shall be delivered to families with children either living at home, in foster care, or in other temporary placements and shall begin within five (5) business days of the determination that such service is needed, as identified through the comprehensive assessment or the IPP process. Intensive parenting support and family skill-building services shall include, but not be limited, to:
 - i. Problem solving skill building, including structured coaching, real-life application, and guided practice in addressing everyday challenges, with a focus on addressing identified risk and safety factors and strengthening protective capacities;
 - ii. Communication skill building, including modeling and practicing effective communication strategies, role-playing real-life interactions, and providing constructive feedback to strengthen respectful and solution-focused communication within the family;

- iii. Coping and emotional regulation skill building, including supported practice and demonstration of techniques to manage stress and emotions;
- iv. Behavior management training and positive discipline strategies, including hands-on instruction, role-modeling appropriate responses to child behavior, and guided coaching and feedback during caregiver-child interactions;
- v. Education on child development and age-appropriate expectations, with guided coaching and demonstration of developmentally appropriate caregiving strategies; and
- vi. Individualized parenting education, aligned with identified safety and risk factors, including direct coaching, role-playing or rehearsal of new skills, and ongoing constructive feedback to support behavior change and positive parenting practices.

5. Parental Life Skills Groups

- a. The PROVIDER shall develop, promote, and conduct parental life skills groups that are open to all members of the Ka‘ū community, including individuals and families who are not formally referred for program services. The PROVIDER shall hold at least three (3) group meetings per month.
- b. These groups are intended to strengthen parenting knowledge and skills, foster community connection, build informal support networks, and enhance family safety and stability beyond formal service involvement. Group activities shall include, but are not limited to:
 - i. Parenting education groups to enhance child management skills by teaching practical, concrete techniques in a group format, employing both educational materials and skill building exercises, and providing information on child development stages;
 - ii. Parenting support groups for parents with substance use disorders to encourage and facilitate the parents’ understanding of the impact their substance use has on their children, and to support, encourage, and facilitate the parents’ participation in substance use treatment services; and
 - iii. Socialization and peer support groups to develop concrete, everyday problem-solving skills, promote positive interpersonal interactions, and build supportive peer relationships among group members.

6. Outreach Services

- a. The PROVIDER shall provide outreach and follow-up services to clients whose children remain in the family home or who may be in foster care. Outreach services are intended to support and sustain child safety, family stability, and positive family functioning; strengthen family and community connections; and reduce the risk of re-entry into child welfare.
- b. The PROVIDER shall retain records of outreach events and other activities in order to track continued, active participation from individuals and wider communities, ensuring that all relevant information is captured in case notes for clients; as well as to capture feedback from the community on how to improve services.
- c. Outreach services shall include both individual outreach to referred clients and community outreach to the broader Ka‘ū community.
- d. Individual Outreach
 - i. The PROVIDER shall provide individual outreach with clients through in-home and community-based contact. Individual outreach shall serve clients who have recently completed or are transitioning out of intensive parenting support and family skill-building services under this Contract and may benefit from continued engagement and support. If recommended, individual outreach services shall begin within five (5) business days of a recommendation for this type of service from the client’s intensive parenting support and family skill-building specialist.
 - ii. Individual outreach services are intended to reinforce skills learned during intensive parenting support and family skill-building services, support clients as they transition out of these services, and help clients maintain connections to needed supports and resources. Individual outreach activities shall include, but are not limited to:
 - 1) Regular in-home visits or meetings in community settings;
 - 2) Hands-on instruction in parenting and caregiving practices;
 - 3) Practical life skills coaching;
 - 4) Role modeling of positive parenting and behavior management practices;
 - 5) Budgeting and financial literacy coaching;
 - 6) Nutrition and household management education; and
 - 7) Literacy support.
- e. Community Outreach

- i. The PROVIDER shall conduct community outreach activities through targeted events and integration into existing community events. Community outreach shall focus on increasing awareness of available services, strengthening connections between families and community resources, promoting child and family well-being, and engaging individuals and families who may benefit from supportive services.
- ii. The PROVIDER shall hold at least one (1) community outreach event per month. Community outreach activities shall include, but are not limited to:
 - 1) Hosting informational or skill-building events for parents and caregivers;
 - 2) Offering budgeting and financial literacy workshops;
 - 3) Participating in or collaborating with existing community events and gatherings;
 - 4) Providing information about available services and community resources;
 - 5) Offering opportunities for informal consultation or connection to services; and
 - 6) Maintaining an open-door policy at the PROVIDER-run facility for individuals, families, and community members seeking information, assistance, or referrals.
- iii. All outreach activities shall support families and community members in strengthening community awareness and connections, expanding informal support networks, and improving access to services for families in the Ka‘ū community.

B. Management Requirements

1. Quality Assurance and Evaluation Specifications

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

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

2. **Coordination of Services**

The PROVIDER shall coordinate and collaborate with related agencies, schools, community efforts, and resources to foster interactions and environments that promote positive development and healthy behaviors for families, children and youth.

3. **DHS-Approved Forms and Documentation**

The PROVIDER shall use forms, templates, and other documentation approved by the DHS for all services provided under this Contract. This includes, but is not limited to, referral forms, initial screening forms, comprehensive assessment reports, Individualized Program Plans (IPP), and any other forms or records required by DHS.

The DHS may revise existing forms or require the use of new forms, templates, or documentation processes, including a universal referral form or electronic documentation system, during the term of this Contract. The PROVIDER shall implement and use the most current DHS-approved forms and documentation requirements within the timeframes established by the DHS.

C. Facilities

1. As part of the provision of services under this contract, the PROVIDER shall obtain and maintain a physical facility within the Ka‘ū district for the delivery of contracted services. Because the purpose of this Contract is to improve local access to child welfare prevention and family support services for the geographically isolated Ka‘ū community, the facility shall be reasonably accessible by existing and commonly used transportation routes and designed to minimize travel barriers for families across the district. To the greatest extent practicable, the facility shall be located in a centralized or more densely populated area of Ka‘ū to maximize accessibility for families throughout the district.
2. The facility shall provide safe, adequate, and confidential space for the delivery of individual, family, and group services required under this Contract. The facility shall meet the Americans with Disabilities Act (ADA) requirements as applicable and shall include any special equipment or accommodations necessary to ensure accessibility for individuals with disabilities.

2.3 General, Administrative and Management Requirements

A. Law and Rule Compliance

The PROVIDER shall provide services in compliance with all State and federal laws and rules, including but not limited to Chapters 346, 350, and 587A, HRS; the Code of Federal Regulations, Title 45 – Public Welfare, Part 1340 – Child Abuse and Neglect Prevention and Treatment Act (45 CFR 1340); and any governing DHS procedures.

B. Experience and Capabilities

1. Experience

- a. The PROVIDER shall have three (3) years of verifiable experience in human services, providing services relevant to this RFP. This is a mandatory requirement, and the DHS reserves the right to reject proposals that do not meet this requirement.
- b. Verifiable experience shall include documentation such as:
 - i. Prior contracts, grants, or service agreements;
 - ii. Organizational program descriptions and service history; and
 - iii. Performance reports or outcome data.

2. Capabilities

- a. The PROVIDER shall have the necessary organizational and staff abilities, skills, and knowledge necessary to deliver the contracted services as detailed in Sections 2.1, 2.2, and 2.3.
- b. The DHS shall assess the PROVIDER's capabilities based on, but not limited to:
 - i. The proposal narrative and program design;
 - ii. The qualifications and experience of staff;
 - iii. Prior contract performance, if applicable;
 - iv. The PROVIDER'S training plans, supervision structure, and quality assurance processes; and
 - v. The review of performance reports and case documentation.

C. Coordination and Administrative Activities

1. The PROVIDER shall share information collected pursuant to the activities related to this contract with the DHS as needed, and with other parties as authorized by the DHS and the client, to ensure the safety, permanency, and well-being of clients served under this Contract.
2. The PROVIDER shall obtain informed and written consent from the client, or the client's parent or legal guardian, as applicable, prior to making referrals and the disclosure of confidential information to other agencies, organizations, or service providers, except as otherwise authorized or required by law.
3. The PROVIDER shall meet with the DHS on a quarterly basis, or as otherwise requested by the DHS to provide quarterly progress updates.
4. The PROVIDER shall not charge families any program fees or other costs associated with this contract.

D. Response to Requests in Legal Proceedings

The PROVIDER's staff, which shall include contracted direct service workers and subcontracted direct service workers, may be required to appear as a witness or provide evidence, including a written report or statement, in pending legal matters where DHS is a party. The PROVIDER's participation may be required in legal matters, including administrative or Family Court hearings, if requested or subpoenaed by DHS through the Department of the Attorney General (AG), or court-ordered by the Family Court. The PROVIDER and their staff shall follow the requirements detailed below as it relates to their involvement in administrative or Family Court legal matters:

1. If the PROVIDER receives a subpoena from an individual or entity other than DHS or the AG, then the PROVIDER shall follow its own agency's protocols and, as needed, consult with its own legal counsel. All information shall be confidential and only be disclosed in accordance with a specific court order or proper authority. The PROVIDER's response to any subpoena received from an individual or entity other than DHS or the AG, including the cost of legal counsel, is not covered as part of this contract and any costs associated with compliance cannot be compensated under this contract.
2. If the PROVIDER receives a request to appear or a subpoena to appear from the AG with respect to an administrative or Family Court proceeding where DHS is a party, the PROVIDER's staff shall cooperate with DHS and the AG and be prepared to testify or produce documents as requested.
3. If the PROVIDER receives a court order from Family Court with respect to a proceeding where DHS is a party, the PROVIDER's staff shall cooperate with the Court.
4. If the PROVIDER's staff is requested to appear or subpoenaed to appear by the

AG, or court-ordered to appear in a legal matter where DHS is a party, to provide testimony as a lay witness to their interactions with the family who is the subject of the legal matter, then the PROVIDER shall ensure that the staff directly involved with the family shall appear.

5. If the PROVIDER's staff is requested to appear or subpoenaed to appear by the AG, or court-ordered to appear in a legal matter where DHS is a party, to provide opinion testimony regarding their assessments of the family who is the subject of the legal matter, then the PROVIDER shall ensure that the staff who appears shall have the requisite education, knowledge, skills, experience, and, if necessary, licensure, to be qualified as an expert in their respective area of service provision in accordance with the staff qualifications.
6. The PROVIDER shall provide requested information to the Court using a format specified by DHS. When DHS has specific forms to be used, they shall be shared with the PROVIDER. Provision of requested information to the Court may include providing staff resumes, if requested.
7. Any legal proceeding activities contemplated under this scope is subject to compensation under this Contract.

E. Quality Assurance and Accessibility

1. To ensure quality services, the PROVIDER shall provide evidence-based or evidence-informed services and follow best practice principles. These services shall be provided using a Trauma Healing Informed Care (THIC) approach, meaning the PROVIDER shall be competent in realizing the widespread impact of trauma, understanding the potential paths for recovery, recognizing the signs and symptoms of trauma in clients, staff, and others involved with CWS, and responding by fully integrating knowledge about trauma into policies, procedures, and practices. A THIC approach includes actively resisting re-traumatization for clients, staff, and others involved with CWS.
2. The PROVIDER shall participate in quality assurance and improvement projects for research and evaluation purposes as requested by the DHS. Quality assurance and improvement project activities shall include submission of supporting reports and materials for the purposes of development of the CWSB Child and Family Service Review (CFSR) as well as for the CWSB Annual Progress and Services Report. The PROVIDER shall provide experienced staff to participate in the CFSR case reviews and shall comply with any additional requests made by DHS.
3. The PROVIDER shall participate in general data collection and provide assistance to DHS to further the initiatives, activities, and programs as applicable to the activities of this contract. The PROVIDER shall provide records for review upon request by DHS and for all reporting requirements (see Section 2.3.J and Section 2.5). DHS may request that the PROVIDER produce records for review for these purposes.
4. The PROVIDER shall ensure the DHS is given access to all records related to the services, activities, and communications related to this contract if requested.
5. The PROVIDER shall ensure that all data requested by the DHS is submitted as instructed in the format, process, and timelines provided and approved by the DHS. The formats, processes, and timelines may be revised as applicable and needed by the DHS during the time of performance of the Contract at the DHS's discretion. The PROVIDER shall be informed about any revisions in a timely manner. The DHS may consider, but is not obligated to follow, the PROVIDER's input regarding these revisions. Additionally, any costs in this effort shall be at the PROVIDER's expense, however, the PROVIDER may utilize contract funding if approved by the DHS.
6. Accessibility: The PROVIDER shall offer clients responsive and linguistically appropriate services.
 - a. **Limited English Proficiency:**
 - i. The PROVIDER shall provide English proficiency services and accommodations at no cost to the individual.

- ii. The PROVIDER shall document the offer of language assistance and whether the individuals declined or accepted the language assistance.
 - iii. The PROVIDER is prohibited from requiring individuals to bring their own interpreters with them to orientation sessions, assessments, interviews, or other appointments.
 - iv. The PROVIDER shall be responsible for the cost of language assistance which may be claimed as an expense in accordance with the PROVIDER's proposed budget.
- 7. People with Disabilities: The PROVIDER shall ensure that all services comply with the Americans with Disability Act.
 - 8. The PROVIDER shall use appropriate and respectful language in its program and prohibit harassment and discrimination of any and all clients.
 - 9. The PROVIDER shall make every reasonable effort to ensure that services are provided in a flexible manner and to provide the services in a timely manner.
 - 10. PROVIDER shall also support those with technology challenges in the referral process and provision of services as needed.

F. Personnel Requirements

- 1. The PROVIDER shall ensure that all staff, volunteers, and subcontracted personnel have the educational qualifications, work experience, and necessary training as applicable, to fulfill their job position requirements and provide the contracted service activities.
- 2. The PROVIDER shall ensure that:
 - a. All staff, volunteers, and subcontracted personnel are at least 18 years old.
 - b. All staff, volunteers, and subcontracted personnel providing direct services to clients under this contract must have the following qualifications. At minimum, staff must have a Bachelor's degree in social work, psychology, nursing, mental health counseling, or behavioral health counseling from a nationally accredited institution, as well as two (2) years of applicable work experience. A master's degree in a related field, knowledge of and experience with the local community, and lived experience in the foster care system are also preferred.
 - c. All staff, volunteers, and subcontracted personnel shall demonstrate a willingness to work with families and co-workers, as part of a team.
 - d. In addition to the base staff qualification requirements described above, program supervision, including supervision of staff, volunteers, and

subcontracted personnel, are strongly preferred to have a masters in a related field. The supervisor shall also have a minimum of three (3) years of experience conducting similar or comparative service activities described in this Contract. Supervision shall include, but is not limited to, individual supervision, periodic observation of service delivery, and ongoing evaluation of program effectiveness and outcome measures.

- e. Volunteers shall be under the control and direction of the PROVIDER, even though they are not paid staff or subcontracted personnel, and are subject to background clearances as specified in the Background Checks section below.

3. **Staff Qualification Waivers**

- a. The PROVIDER shall ensure that all staff providing services under the contract meet the minimum qualifications as set out in this section above (Section 2.3.F.2), or that there is DHS-written approval to waive any qualification deficiencies. A job applicant who does not meet the minimum qualifications for a job position shall not be hired for work under the contract without written approval from the DHS.
 - b. The PROVIDER is responsible for verifying job qualifications of each job applicant and obtaining any necessary waiver of the qualifications from the DHS, if needed, as well as job performance information, which shall be maintained and updated in the staff, volunteer, and subcontracted personnel files.
 - c. If the PROVIDER wishes to hire a job applicant who does not have the necessary minimum qualifications, the PROVIDER may submit by email a written request for a waiver of the qualifications to the DHS. The waiver request shall include:
 - i. The name of the applicant and their qualifications;
 - ii. 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); and
 - iii. The PROVIDER's plan for the supervision and training to be provided to applicant if hired.
 - d. The DHS shall respond to the waiver request in writing via email asking for more information or approving or disapproving the waiver that need to be implemented in order to hire the applicant.
4. The PROVIDER shall maintain the necessary staffing to deliver services throughout the contract term, and provide the DHS with a continuity of services plan at the initiation of contract services and update it as necessary. This

continuity of services plan shall describe how the PROVIDER will maintain the necessary level of staffing in the event of staff illness, medical emergencies, vacancies, or other situations that might otherwise result in reduced program services.

G. Background Checks

The PROVIDER shall comply with the following background and reference check requirements for all staff, volunteers, and subcontracted personnel prior to their engagement on these services:

1. The PROVIDER shall conduct a reference check, criminal history record check, and sex offender check, as well as submit to the DHS a consent form for a background check with the Child Abuse and Neglect Central Registry (CAN Registry) for all staff, volunteers, and subcontracted personnel who work under the contract.
2. The DHS will provide the results of the CAN Registry check to the PROVIDER.
 - a. If an applicant has a CAN Registry history, then the CWSB shall contact the individual and may work with the individual and the PROVIDER in gathering more details and reviewing the information. The CWSB shall contact the individual and the PROVIDER with the results of the review.
 - b. An individual with a criminal or CAN Registry history shall not be hired for work under the contract without written approval from the DHS, in accordance with the waiver process described below in this section.
3. The background check listed in Section 2.3.G.1. shall be completed at the time of hire, again one (1) year after hire, and again every two (2) years thereafter.
4. The PROVIDER shall establish a procedure to address an individual's past criminal conviction(s) or ongoing criminal proceedings. At a minimum, this procedure will include a discussion of the results of the background checks described in this section with the individual. In the event the PROVIDER recommends an applicant with a criminal conviction for hire, the Provider may request for a waiver from the DHS. All requests for waivers by the PROVIDER shall be submitted in writing and shall include:
 - a. The name of the individual and their qualifications;
 - b. The reason for the PROVIDER's request and their justification for selecting the individual to work under this Contract (e.g., the conviction was a misdemeanor which occurred several years before and the individual'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; and

- c. The PROVIDER's plan for supervision and training of the individual if the PROVIDER decides to assign direct work to this individual under this contract.
5. The DHS shall respond to the PROVIDER's request for a waiver in writing and submitted either in person or by email. The DHS's response may request additional information, or provide its decision approving or disapproving the waiver.
6. The results of all checks and copies of all consent forms, as well as any waivers of the qualification or background requirements, shall be maintained and updated in the staff and subcontracted personnel records and securely stored by the PROVIDER.

H. Staff Training

1. The PROVIDER shall maintain a comprehensive initial training program and an annual, on-going training plan for all staff, volunteers, and subcontracted personnel. The training plan shall identify required training sessions, courses, units, or modules to be provided, the time frames for completion, and the annual minimum on-going training hours. The PROVIDER shall ensure that all staff, volunteers, and subcontracted personnel meet all training requirements and that all trainings are provided by qualified individuals. The initial training program shall be completed before staff, volunteers, and subcontracted personnel may provide direct services without direct supervision.
2. All staff, volunteers, and subcontracted personnel providing services to, or working with, children, birth families, and relatives shall receive, at minimum,

training in the following areas before they provide direct services without direct supervision:

- a. An agency orientation including, but not limited to, policies and procedures addressing:
 - i. Service delivery expectation specific to the Ka‘ū communities, including access and transportation considerations;
 - ii. Documentation and recordkeeping requirements associated with service delivery;
 - iii. Non-discrimination;
 - iv. Confidentiality and ethics;
 - v. Security and safety protocols;
 - vi. Emergency response and disaster preparedness procedures;
 - vii. Trauma- and Healing -Informed Care;
 - viii. Child abuse and neglect, including identification, mandated reporting obligations, and prevention strategies;
 - ix. Domestic violence;
 - x. Sex abuse;
 - xi. Human Trafficking;
 - xii. Substance use and substance use disorders;
 - xiii. Active listening, family engagement, and professional communication;
 - xiv. Overview of CWSB, including roles and responsibilities, referral and coordination expectations; and
 - xv. Applicable state and federal laws and regulations
3. The PROVIDER’s staff shall complete the following trainings provided by the DHS Staff Development Office (SDO) within any timeframes established by DHS:
 - a. CWSB Safety Assessments;
 - b. Mandated Reporter training including the SDO web-based training and certification option; and
 - c. Any other SDO-facilitated trainings upon DHS request.
4. The PROVIDER shall maintain a training record for each staff member, volunteer, and all subcontracted personnel to include each training session

completed, the topic or subject matter, duration, completion date, and the trainer or facilitator. This training record is to be regularly updated to remain current.

5. The PROVIDER shall ensure that all training sessions are provided by qualified and experienced trainers, and shall maintain documentation of each trainer's qualifications or bios as part of the agency's training plan records.

I. Dispute and Conflict Resolution Procedures

The PROVIDER shall have written internal documentation to guide dispute and conflict resolution procedures, including consulting with the DHS, or other referral sources, as applicable, to address any disputes or conflicts with, at a minimum, staff, volunteers, and subcontracted personnel, with clients, and with community members.

J. Reporting

1. The PROVIDER shall comply with the reporting and information-sharing requirements below and submit the following program reports in the format approved by the DHS:

a. Quarterly Activity Report (QAR)

- i. The PROVIDER shall report information about its program operations, including, but not limited to, the number of clients served by referral source and service type, program activities completed, key accomplishments, barriers and challenges encountered, any program recommendations, proposed future activities, and any staffing changes.
- ii. The QAR shall also include information regarding staffing levels, service utilization, and service volumes to demonstrate the PROVIDER's capacity to prioritize services for CWSB-referred clients, while identifying available capacity for self-referrals and non-CWSB agency referrals.
- iii. The QAR shall not include personally identifiable information (PII) or other confidential data regarding clients, staff, or any other individuals. Any staffing data shall be reported in aggregate form and shall not identify any individual employee.
- iv. Additional metrics to be tracked may be requested by the DHS at any time. An example of the QAR report is attached, however the final QAR format will be discussed between the PROVIDER and the DHS, and is subject to change with DHS approval.
- v. The QAR shall be submitted quarterly to the DHS by the last day of the month following the reporting period.

b. Limited English Proficiency (LEP)

- i. The PROVIDER shall report the number of clients who were offered and who received English language proficiency services and accommodations, 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. The final LEP format will be discussed between the PROVIDER and DHS, and is subject to change and DHS approval.
- ii. The LEP Report shall be submitted quarterly to the DHS via email by the last day of the month following the reporting period.

c. Client Eligibility List (CEL)

- i. The PROVIDER shall report on the number of inquiries they have received, the quantity from each type of group of eligible clients, the number of families they have contacted, and the number of eligible families they are or have served during the reporting period, as well as any additional population data as requested by the DHS. The final CEL format will be discussed between the PROVIDER and the DHS, and is subject to change and DHS approval.
- ii. The CEL report shall be submitted quarterly to the DHS via email, or other methods as discussed with and approved by DHS by the last day of the month following the reporting period.

d. Performance Measure Report (PMR)

- i. The PROVIDER shall provide a report on all Performance Measures defined in Section 2.5. The PMR will, at a minimum, detail the progress the PROVIDER has made on each of the performance measures for the period of the report, as well as in relation to the annual goal.
- ii. The PMR report shall be submitted quarterly to the DHS via email by the last day of the month following the reporting period.

e. Report Revisions

The CEL, QAR, LEP, and PMR forms, and the information required to be provided on those forms, may be revised by the DHS during the contract period to properly capture information about services rendered.

2. Annual Budget and Monthly Expenditure Reports (MER)

- a. The PROVIDER shall complete an Annual Budget and a separate Monthly Expenditure Report in the formats approved by the DHS. The expenditures reported in the reports are 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. The MER and invoice shall show expenditures in full.

- b. The PROVIDER shall submit an annual budget to DHS for review and approval by April 30th, at least two (2) months prior to July 1st, the beginning of each upcoming State fiscal year.
 - c. The PROVIDER shall submit the Monthly Expenditure Report and invoice by the 15th of the month following the reporting period.
 - d. The PROVIDER shall summarize its annual projected program and personnel expenditures in the Annual Budget and report the actual expenditures of contract funds during the reporting period for which an invoice will be submitted in the Monthly 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 subcontracted personnel that work under the contract.
3. Additional Reports: In addition to any activity and expenditure reports that may be required in the Contract's Compensation and Payment Schedule, the PROVIDER shall furnish any additional reports or information that the DHS may require within thirty (30) business days of the request. The reports or information shall be submitted in a format approved by the DHS.

K. Confidentiality

- 1. The PROVIDER shall keep client case information confidential and stored securely. Client identifying information shall only be shared with staff who are employed under this contract, when it is necessary for the completion of the contract work required.
- 2. The PROVIDER shall share any and all information with the DHS, and other parties as applicable at the direction or prior approval of the DHS, and in accordance with the client's consent to disclose their information for referral purposes, to ensure the safety, permanency, and well-being of the clients served under this contract.

L. Contract Monitoring and Evaluation by DHS

- 1. The PROVIDER shall allow the DHS's representatives or any DHS authorized representatives full access to all case files and administrative records for the purposes of program evaluation and contract monitoring. The PROVIDER shall also be responsible for providing data or developing reports in the interest of completing contract monitoring and evaluation activities.
- 2. The DHS shall monitor all contracts in accordance with the requirements outlined in this scope of work and Chapter 103F, HRS. Ongoing contract monitoring shall include reviewing program, fiscal reports, periodic service delivery, and program effectiveness assessments. In addition, monitoring may include site visits at any time that may include a comprehensive evaluation of several areas, including reviews of the PROVIDER's compliance with contractual requirements, agency personnel files, client files, and accounting practices.

3. The PROVIDER's implementation of this contract will be monitored and evaluated through the following areas, for which the PROVIDER shall provide updates during meetings with the DHS on a frequency to be determined and agreed upon by the DHS and the PROVIDER:
 - a. Quality of services: The PROVIDER shall complete performance measurement reports described in Section 2.5 below, as well as ongoing Quality Assurance activities as described in Section 2.3.E above.
 - b. Quantity of services: The PROVIDER shall report the quantity of services rendered (see Section 2.5 below).
4. Financial Management: The PROVIDER shall adhere to compensation and method of payment as directed in this contract (see Section 2.4).

M. Provider Internal Quality Assurance and Evaluation

1. The PROVIDER shall maintain a comprehensive system of self-appraisal for ongoing evaluation of the performance effectiveness, quality, and responsiveness of its program services under this contract. The PROVIDER's internal quality assurance and evaluation process, including evaluation methodologies, performance monitoring activities, measurement tools, and corrective action procedures shall be submitted to the DHS for review and approval prior to implementation. Any substantial revisions to the internal quality assurance and evaluation process during the term of the Contract shall be reviewed by DHS for approval.
2. The evaluation process shall use nationally credible and tested measurement tools or instruments when available.
3. The PROVIDER shall collect data on the impact of services as relevant to Outcomes and Performance Measures.
4. The PROVIDER shall include a process for implementing improvements and taking corrective action based upon the evaluation's findings.
5. The PROVIDER shall provide a copy of its evaluation documentation including copies of quality assurance records, reports, findings, corrective action plans, and related documentation to the DHS upon request.
6. The PROVIDER shall annually survey clients regarding satisfaction with the PROVIDER's relevant efforts in a manner that results in a minimum of 50% response rate, and that allows anonymous feedback and responses.
 - a. Prior to implementation, the PROVIDER's proposed client satisfaction survey shall be submitted to DHS for review and approval. As part of this

submission, the PROVIDER shall also detail their survey methodology and survey evaluation.

- b. The information from client satisfaction surveys, including a description of how survey findings will be incorporated into the PROVIDER’s internal quality assurance and continuous quality improvement activities, shall be included in the PROVIDER’s next applicable Quarterly Activity Report and shall be considered part of the PROVIDER’s continuous quality assurance efforts.
7. The PROVIDER shall participate in quality assurance and improvement projects for research and evaluation purposes, as requested by the DHS. These will, at a minimum, include:
- a. A one week-long, quality case review, per year, per PROVIDER staff member, as arranged by the DHS or their designee.
 - b. Data collection and requests related to current initiatives, programs, and activities by the DHS. The PROVIDER shall provide records for review for this purpose upon request of the DHS.

2.4 Compensation and Method of Payment

A. Pricing Structure

Unless otherwise agreed between the PROVIDER and the DHS, the pricing structure for this service is checked below. Pricing structures may be revised throughout the term of the contract.

- ☒

Cost reimbursement where the DHS pays the PROVIDER for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum contract amount.
- ☐

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

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

B. Method of Compensation and Payment

The PROVIDER shall comply with Cost Principles, Chapter 103F, HRS, Purchases of Health and Human Services, allowable expenditures of contract funding, and the

information stated below. (Visit the SPO website for details- State Procurement Office | Cost Principles, Chapter 103F, HRS.)

1. The PROVIDER shall submit a monthly invoice in the format specified by the DHS. Payment shall be made after receipt and preliminary approval of the invoice, monthly expenditure report, and any other documents required by the DHS.
2. The invoice, MER, and the information required to be provided may be revised during the contract period to capture services rendered properly and costs expended. The PROVIDER shall not require any fees from clients for services provided through this Contract.
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.

C. Payment Conditions

The PROVIDER shall comply with the payment conditions stated below:

1. Subject to the continuing availability of State funds;
2. For the full delivery of services in compliance with the terms and conditions, and throughout the term, of this contract;
3. For the services satisfactorily performed under this contract; and
4. For the expenditures actually and appropriately incurred in the performance of this Contract, according to a budget for costs approved by the DHS, as indicated by the submittal of invoices supported by the required documentation.

D. No Additional Obligation to Subcontractors

The DHS shall be obligated only for the sum specified in this Contract. The PROVIDER's subcontracts shall not obligate the DHS for the provision of additional funding.

2.5 Performance Measurements

A. Cost Reimbursement Structure

The PROVIDER shall provide services under this contract based on a Cost Reimbursement structure. It is the goal of the DHS to have the PROVIDER provide quality services. To attain this goal, the DHS shall track performance measures as described below.

B. Performance Measures

The PROVIDER shall submit quarterly performance measure reports (PMR) to the DHS in accordance with Section 2.3.J.1.d, and shall be responsible for implementing, monitoring, documenting, and reporting compliance with all performance measures under this Contract. All reviews, validations, and quality assurance activities referenced in each performance measure shall be conducted by the PROVIDER. Unless otherwise specified, all references to supervisory review or validation mean review and verification conducted by the PROVIDER's designated supervisor to confirm compliance with the applicable requirements of this Contract. The PROVIDER shall maintain documentation demonstrating compliance with each performance measure and shall make such documentation available to the DHS upon request.

1. Performance Measure #1 (Initial Contact)

Percentage of clients contacted within two (2) business days of referral.

Metric: 90% annually.

2. Performance Measure #2 (Initial Screening)

Percentage of clients screened within five (5) business days of initial contact.

Metric: 90% annually.

3. Performance Measure #3.A (Comprehensive Assessment Timeline)

For clients requiring comprehensive assessments, percentage of comprehensive assessments completed within fifteen (15) business days of the initiation of the assessment, as evidenced by the assessment completion date as documented in the client record and on the comprehensive assessment report.

Metric: 85% annually.

4. Performance Measure #3.B (Comprehensive Assessment Quality)

Percentage of comprehensive assessments that comply with the comprehensive assessment requirements of this Contract, as evidenced through:

- a. Supervisory review and verification of compliance with the comprehensive assessment requirements for each comprehensive assessment completed.
- b. Metric: 90% annually.

5. Performance Measure #4.A (Individualized Program Planning)

Percentage of Individualized Program Plan consultations or case conferences that are held within ten (10) business days of either the completion of the

comprehensive assessment, or the validation of a current and comparable external assessment.

Metric: 90% annually.

6. Performance Measure #4.B (IPP Quality and Alignment)

Percentage of Individualized Program Plans that comply with the IPP requirements of this Contract, as evidenced through supervisory review and validation of the IPP verifying alignment with the findings of a comprehensive assessment or a current and comparable external assessment, and staff compliance with the IPP requirements.

Metric: 90% annually.

7. Performance Measure #5.A (Intensive Parenting Support and Family Skill Building Services)

Percentage of intensive parenting support and family skill building services as defined in 2.2.A.4 initiated within five (5) business days of the determination that such service is needed, as identified through the comprehensive assessment or the IPP process.

Metric: 90% annually.

8. Performance Measure #5.B (Safety and Risk Reduction)

Percentage of clients demonstrating measurable progress toward reducing identified risk and safety factors as evidenced through:

- a. PROVIDER case documentation or progress notes;
- b. Any standardized, structured, or informal assessment tools utilized by the PROVIDER; and
- c. Supervisory review and verification of evidence of stabilization or reduction in identified risk and safety factors based on case documentation and supervisory consultation.

Metric: 90% annually.

9. Performance Measure #5.C (Family Functioning)

Percentage of clients who demonstrate improvement in one or more areas of family functioning such as parenting practices, behavior management, parent-child interactions, and household management, as evidenced through:

- a. PROVIDER case documentation or progress notes;

- b. Any standardized, structured, or informal assessment tools utilized by the PROVIDER;
- c. Client self-report to the PROVIDER; and
- d. Supervisory review, validation, and case consultation.

Metric: 90% annually.

10. Performance Measure #6.A (Parental Life Skills Groups)

Number of parental life skills group meetings held each month.

Metric: At minimum, three (3) group meetings are held each month.

11. Performance Measure #6.B (Client Knowledge Gains)

Percentage of clients who report increased knowledge of positive parenting practices, child development, or problem-solving skills, as evidenced by:

- a. Client self-reports to the PROVIDER and during group sessions;
- b. PROVIDER group meeting evaluations (completed by clients); and
- c. PROVIDER group facilitator notes.

Metric: 80% annually.

12. Performance Measure #7.A (Individual Outreach Services)

Percentage of initiation of individual outreach services within five (5) business days from recommendation for this type of service from a client's intensive parenting support and family skill-building specialist.

Metric: 90% annually.

13. Performance Measure #7.B (Client Engagement)

Percentage of clients who demonstrate sustained engagement, as evidenced by:

- a. Continued participation in scheduled outreach visits with PROVIDER staff;
- b. Active participation during visits (e.g. goal discussion, skill-building practice); and
- c. Supervisory review and verification of evidence of client engagement based on case documentation and supervisory consultation.

Metric: 85% annually.

14. Performance Measure #7.C (Skill Reinforcement)

Percentage of clients who demonstrate sustained or improved application of skills learned during intensive parenting support and family skill-building services (e.g., parenting techniques, communication skills, behavior management) as evidenced through:

- a. PROVIDER case documentation;
- b. Client self-report to PROVIDER;
- c. Any standardized, structured, or informal assessment tools utilized by the PROVIDER; and
- d. Supervisory review and verification of evidence that learned skills are being applied and reinforced by the client based on case documentation and supervisory consultation.

Metric: 85% annually.

15. Performance Measure #8.A (Community Outreach Services)

Number of community outreach events held each month.

Metric: At minimum, one (1) community outreach event is held each month.

16. Performance Measure #9 (Client Satisfaction Survey Results)

Satisfaction rate returned from annual client satisfaction survey results, as described in Section 2.3.M.5.

Metric: At minimum, 85% overall client satisfaction rate annually.

2.6 Corrective Action Plans

- A. It is the DHS's primary goal to ensure that the PROVIDER is accountable for delivering services as defined and agreed to in the Contract. This includes, but is not limited to, performing all items described in the Scope of Work and complying with all applicable contractual requirements, performance measures, and reporting requirements. Failure to perform in a satisfactory manner may result in corrective actions and withholds described below.
- B. It is the intent of the DHS to remedy any non-performance through collaboration and discussions with the PROVIDER. The DHS may, at its discretion, attempt to resolve PROVIDER performance concerns through informal discussions, technical assistance, consultation, or other collaborative efforts prior to initiating a formal corrective action process. The DHS, however, is not required to engage in informal corrective efforts prior to issuing a written notice of non-compliance.

- C. If the DHS determines that the PROVIDER is not performing to the satisfaction of the DHS, has failed to comply with any contractual requirements, performance measures, reporting requirements, service timelines, or other obligations under this Contract, the DHS may issue a written notice of non-compliance. The notice may require the PROVIDER to submit a Corrective Action Plan (CAP).

1. Corrective Actions

- a. If required by the DHS, the PROVIDER shall submit a CAP within ten (10) business days of receipt of the DHS's written notice of non-compliance. The DHS may approve, in writing, an extension of the deadline for submission of a CAP when the PROVIDER demonstrates good cause, including but not limited to natural disasters, emergencies, unexpected loss of key personnel, or other extenuating circumstances beyond the PROVIDER's reasonable control. Requests for extensions shall be submitted in writing and shall include the reason for the request and the proposed revised submission date.
- b. The required corrective actions will depend upon the nature, severity, frequency, and duration of the deficiency. The severity of the deficiency and the adequacy of the proposed CAP shall be determined by the DHS, in its sole discretion.
 - i. At a minimum, the CAP shall (1) identify the specific deficiency or deficiencies requiring correction; (2) identify the causes of the deficiency; (3) describe the actual or potential impacts of the deficiency on service delivery, client outcomes, and program operations; and (4) specify the corrective actions that will be taken to remedy the deficiency and indicate whether each corrective action is permanent or temporary. The CAP shall also include a schedule showing the anticipated timelines of when the deficiencies will be remedied, and when the permanent solutions, if applicable, will be fully implemented.
 - ii. The CAP shall not be considered approved until reviewed and accepted by the DHS. The DHS may require revisions to the CAP if it determines that the proposed corrective actions are insufficient to remedy the identified deficiencies.
 - iii. The PROVIDER shall implement the DHS-approved CAP according to the timelines established within the CAP and shall cooperate with any monitoring activities required by the DHS.
 - iv. Depending on the nature, severity, frequency, and duration of the deficiency, the DHS may require periodic status reports, supporting documentation, performance data, meetings, site visits, or other monitoring activities to verify implementation of the CAP and ongoing compliance with contractual requirements. The PROVIDER shall

provide all requested information, reports, and supporting documentation within the timeframes specified by the DHS.

- c. The CAP shall remain in effect until the DHS determines that the identified deficiency or deficiencies have been satisfactorily mitigated. The DHS will determine successful completion of the CAP based on evidence that the corrective actions have been fully implemented, contractual requirements are being met, and compliance has been demonstrated and sustained. The DHS may require additional monitoring or verification activities to ensure continued compliance.

2. Payment Withholds

- a. Beginning the month in which a CAP is required, the DHS may withhold up to ten percent (10%) of the following month's payment as requested in its submitted invoice and subsequent billing based on the Provider's non-performance during the time period covered in the submitted invoice. When the CAP is completed and the proposed remedy to all deficiencies are remedied to the satisfaction of the DHS, all monies withheld shall be returned to the PROVIDER within thirty (30) days. Should the CAP not be submitted as required or should the remedy not be implemented within the time frame specified by the CAP, the DHS may not compensate the withheld monies. In addition, the DHS reserves the right to pursue appropriate legal recourse for damages it sustains because of the PROVIDER's failure to satisfactorily perform as required under this Contract.
- b. The PROVIDER and the DHS shall schedule regular meetings, as determined necessary by DHS, to discuss the PROVIDER's performance on the CAP. The PROVIDER is required to show satisfactory progress towards milestones and otherwise provide information that can be used to show that performance is satisfactory.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing the Proposal Application:

- *The Proposal Application (SPOH-200A) may be found on the SPO website (see 1.2 Website References and 1.9, A. Forms/Formats, Section 1 of this RFP). However, the website form will not include items specific to this RFP. If using the website form, the Applicant shall include **all** of the items listed in this Section 3.*
- *The Applicant is **strongly encouraged to review the evaluation criteria** in Section 4 of this RFP when completing the Application.*
- *A written response shall be required for **each** item in the Application unless otherwise indicated. Failure to answer any of the items shall affect the Applicant's score.*
- *The Applicant shall include a Table of Contents in the Application (see Table of Contents, Section 5 of this RFP).*
- *In the Application the numerical outline, titles/subtitles, the Applicant's name, and the RFP number in the top right-hand corner of each page shall be retained. However, the red instructions may be deleted.*
- *12-point font size and 1-inch margins shall be used.*
- *Page numbering of the Application shall be consecutive beginning with page 1 and continuing through for each section (see Table of Contents, Section 5 of this RFP).*

The DHS prefers that the Applicant limits the number of pages for the narrative portion of each section to the recommended number below, encourages the Applicant to include any information the Applicant deems necessary, even if the limits are exceeded, and cautions the Applicant to be discriminating regarding the number of pages included so that the limits are not overly exceeded. No points shall be deleted for exceeding the limits.

The Proposal Application is comprised of the following sections:

- | | |
|---|-------------------|
| • <i>Proposal Application Identification Form</i> | <i>(1 page)</i> |
| • <i>Proposal Table of Contents</i> | <i>(2 pages)</i> |
| • <i>Program Overview</i> | <i>(2 pages)</i> |
| • <i>Experience, Capabilities, and Facilities</i> | <i>(10 pages)</i> |
| • <i>Staffing and Project Organization</i> | <i>(12 pages)</i> |
| • <i>Service Delivery</i> | <i>(25 pages)</i> |
| • <i>General, Administrative, and Management Requirements</i> | <i>(15 pages)</i> |
| • <i>Financial</i> | <i>(8 pages)</i> |
| • <i>Other: Litigation Information</i> | |
| <i>Certification Regarding Lobbying</i> | |
| <i>Administrative Assurances</i> | |
| <i>Hawaii Compliance Express certification</i> | |

3.1 Program Overview

The Applicant shall provide the evaluators with a brief overview of its mission, the program and services being proposed, and the goals and objectives of the proposed service activities considering the assessed needs and available resources for the target population and geographic service area identified in Section 2.1.B and Section 2.1.C, respectively.

3.2 Experience, Capabilities, and Facilities

A. Experience

1. The Applicant shall possess at least three (3) years of verifiable experience in human services related to the service activities specified in Section 2.2.A of this RFP. This is a mandatory requirement. The DHS reserves the right to reject any proposal that does not meet this requirement.
2. The Applicant shall provide verifiable documentation demonstrating its compliance with the minimum three (3)-year experience requirement specified above. The documentation shall include the following information for each relevant contract or project:
 - a. Contract or project identification number
 - b. Name of the contracting agency.
 - c. Name, telephone number, email address, and mailing address of the contracting agency and the agency's designated point of contact.
 - d. Project title and a brief description of the services provided.
3. The Applicant shall include with its proposal a detailed narrative describing its experience providing services that address the needs of diverse individuals and communities, including the targeted special populations identified in Section 2.1.B of this RFP. The DHS reserves the right to verify the information provided by the Applicant.

B. Capabilities

1. The Applicant shall demonstrate its organizational and staff capabilities to deliver the proposed services as described in Sections 2.1, 2.2, and 2.3 of this RFP. The Applicant may include service outcome reports with a brief analysis of results and letters of community support as optional supporting documentation.
2. The DHS shall assess the Applicant's capabilities based on, but not limited to, the criteria specified in Section 2.3.B.2.b of this RFP.

C. Facilities

1. The Applicant shall describe its proposed physical facility and demonstrate its suitability for delivering the proposed services in accordance with Section 2.2.C of this RFP.

2. The Applicant shall provide the facility's physical address, a description of the available space, and information regarding ownership or leasing arrangements, as applicable.
3. The Applicant shall ensure that its facility meets applicable Americans with Disabilities Act (ADA) requirements and any additional accessibility accommodations necessary to serve individuals with disabilities.
4. If the Applicant does not currently have a suitable facility, the Applicant shall provide a detailed plan for securing and preparing a facility that is ready for service delivery by the contract start date.
5. Refer to Section 2.2.C, Facilities, of this RFP for additional requirements.

3.3 Staffing and Project Organization

A. Staffing

1. Proposed Staffing
 - a. The Applicant shall describe and justify a proposed staffing structure that is appropriate for delivering the proposed services, taking into consideration the anticipated number of individuals and families to be served, the level of services to be provided, and the required geographic service area.
 - b. The Applicant shall identify all positions proposed to be filled by full-time or part-time employees under the Contract and describe the roles and responsibilities associated with each position.
 - c. The Applicant shall describe and justify its capacity to recruit qualified staff to deliver the proposed services, taking into consideration the anticipated number of individuals and families to be served, the level of services to be provided, and the required geographic service area.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall include the above information for the proposed subcontracted staff.

2. Staff Qualifications
 - a. The Applicant shall provide position titles and descriptions for all staff positions directly budgeted to the Contract, including backup staff for direct service positions. Each position description shall specify the minimum education and experience qualifications required for the position. Position titles shall correspond to those listed in the Organization Charts required below. The Applicant shall provide documentation demonstrating that staff possess the certifications and licenses necessary to deliver the proposed services, as applicable. Minimum

qualifications shall meet the personnel requirements specified in Section 2.3.F, Personnel Requirements, and be sufficient to ensure quality service delivery.

- b. The Applicant shall describe the program accommodations and staff experience necessary to provide services to diverse populations, including the targeted special populations identified in Section 2.1.B of this RFP.
- c. The Applicant shall demonstrate that its staff are knowledgeable about the range of community services available to the target population.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall include the above information for the proposed subcontracted staff.

B. Project Organization

1. Supervision and Training

The Applicant shall describe its plan and ability to supervise, train, and provide administrative direction related to the delivery of services, as described in Section 2.3.H of this RFP.

2. Organizational Charts

- a. The Applicant shall provide an organizational chart at both the organization and project levels. The organizational charts shall reflect the position of each staff member and line of responsibility/supervision, with position titles, names, education level, and full-time equivalency. The Applicant shall denote where an individual is provided by a subcontractor. The project-level organizational chart shall show where the project fits overall in the Applicant's broader organization.
- b. The Applicant shall include both the Organization-Wide Chart and the Project-Specific Chart with its proposal submission.
- c. The Applicant shall include information pertaining to vacant positions in its proposal.
- d. If awarded the Contract, the Applicant shall provide documentation of education and experience qualifications for incumbent staff and, as applicable, submit requests for criminal history or Child Welfare Services (CWS) Central Registry waivers for incumbent staff who do not already have waivers approved by the DHS. DHS may also request resumes and other relevant information regarding incumbent staff as needed.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall include the above information for the proposed subcontracted staff.

3.4 Service Delivery

The Applicant shall describe a clear and practical approach to fulfilling the services and other requirements outlined in Section 2 of this RFP. The approach shall include, as applicable, descriptions of major service activities and tasks; clearly defined work assignments and responsibilities; logical timelines and schedules; and relevant experience providing the required services. The Applicant shall include a completed Work Plan with the Application, using the sample Work Plan and accompanying instructions provided as an attachment to this RFP.

A. Service Activities

The Applicant shall provide a detailed, comprehensive and practical plan for the delivery of services in the following areas:

1. Referral
2. Initial Screening
3. Comprehensive Assessment
4. Coordination and Linkage
5. Individualized Program Planning
6. Case Management
7. Intensive Parenting Support and Family Skill-Building
8. Parental Life Skills Groups
9. Outreach

B. General, Administrative, and Management Requirements

1. The Applicant shall submit information that demonstrates its understanding and ability to comply with the laws and rules as described in Section 2.3.A.
2. The Applicant shall submit information that demonstrates its understanding and ability to coordinate with the DHS and comply with the administrative activities described in Section 2.3.C.
3. The Applicant shall submit information that demonstrates its understanding and ability to implement DHS-approved forms and documentation requirements as described in Section 2.2.B.3.
4. The Applicant shall submit information that demonstrates its understanding and ability to respond to requests in legal proceedings as described in Section 2.3.D of this RFP, including a description of its internal protocols for such situations.
5. The Applicant shall submit information that demonstrates its understanding and ability to carry out quality assurance and evaluation activities as described in Sections 2.2.B.1 and 2.3.E.
6. The Applicant shall submit information that demonstrates its understanding and ability to comply with the accessibility requirements described in Section 2.3.E.7.

7. The Applicant shall submit information that demonstrates its understanding and ability to comply with the personnel requirements as described in Section 2.3.F.
8. The Applicant shall submit information that demonstrates its understanding and ability to comply with background checks as described in Section 2.3.G.
9. The Applicant shall submit information that demonstrates its understanding and ability to comply with staff training requirements as described in Section 2.3.H.
10. The Applicant shall provide information that demonstrates its understanding and ability to comply with the dispute and conflict resolution requirements as described in Section 2.3.I.
11. The Applicant shall provide information that demonstrates its understanding and ability to comply with the reporting requirements as described in Section 2.3.J.
12. The Applicant shall provide information that demonstrates its understanding and ability to comply with the confidentiality requirements as described in Section 2.3.K.
13. The Applicant shall provide information that demonstrates its understanding and ability to comply with required contract monitoring and evaluations by the DHS as described in Section 2.3.L.
14. The Applicant shall provide information that demonstrates its understanding and ability to conduct quality assurance and evaluation of its own performance as described in Sections 2.2.B.1 and 2.3.M of this RFP, including but not limited to:
 - a. A detailed plan for quality assurance, evaluation, and improvement, including the methodology, instruments, and timelines for the proposed services.
 - b. A description of any internal review processes in place to ensure conformance with specified contract requirements, Administrative Assurances, adequate accounting practices, accurate record keeping and maintenance of agency files, accurate tracking of performance/outcome measures, and program effectiveness.

C. Ka‘ū Ohana Support Services Performance Measures

1. The Applicant shall acknowledge its understanding of the performance measures listed in Section 2.5 of the RFP.
2. The Applicant shall present its to achieve the performance measures listed, including methodology for tracking and reporting these numbers on a monthly basis.

D. Work Plan

1. The Applicant shall submit a complete Work Plan outlining the staff, activities, timelines, and processes required to deliver the proposed services. (Refer to the

sample Work Plan and related instructions included as an Attachment in the RFP posting).

2. The Applicant shall include a narrative identifying key assumptions that may alter the Work Plan and its strategy for addressing changes made to the Work Plan.

3.5 Financial

A. Pricing Structure: Proposed Budget

1. The Applicant shall submit a clear, detailed program budget utilizing the pricing structure designated in Section 2.4.A of this RFP. The budget shall fully support the Scope of Work, including the achievement of the Ka'u Ohana Services Performance Measures in Section 2.5 of this RFP. The budget shall be in compliance with any applicable laws, regulations, and rules.

Note: The Applicant is advised that, for budgeting purposes, there are insurance and auditing requirements under the Contract. See General Conditions and Special Conditions, Section 5.

2. The Applicant shall fully complete and submit all required budget information using the forms listed below. All budget forms, instructions, and samples are located on the SPO website. See 1.2 Website Reference, Section 1 of this RFP. All budget forms shall be attached to the Application.

SPO-H-205:	Budget
SPO-H-206A:	Personnel - Salaries and Wages. <i>Must include all scheduled pay raises.</i>
SPO-H-206B:	Personnel - Taxes, Assessments, Fringe
SPO-H-206E:	Contractual Services – Administrative
SPO-H-206F:	Contractual Services – Subcontracts
SPO-H-206H:	Program Activities
SPO-H-206I:	Equipment Purchases
SPO-H-206J:	Motor Vehicles

Note: The Applicant shall review HRS Chapter 103F Cost Principles for Purchases of Health and Human Services for allowable expenditures. Travel for training purposes, Interisland Travel, and Out-of-State Travel are not allowed unless approved by the DHS.

Note: Only the contract Awardee shall be required to submit the following additional budget forms at a later date as part of the contracting process including, but not limited to:

SPO-H-205A:	Organization-Wide Budget by Funding Source
SPO-H-205B:	Organization-Wide Budget by Programs
SPO-H-206G:	Depreciation (as applicable)

3. All budgeted costs (personnel and non-personnel) shall be appropriate considering the service activities and tasks to be delivered. The Applicant shall clearly explain

how it verified that all budgeted costs are reasonable and comparable to similar costs in the community. The Applicant's budget shall be in compliance with any applicable laws, regulations, and rules.

4. The Applicant may include indirect costs (e.g. administrative personnel and/or other non-direct non-personnel costs) on the budget forms listed in Section 3 of this RFP. Indirect costs (if applicable) shall not exceed 10% of the direct personnel and non-personnel cost amounts and shall be justified in writing. If the Applicant has a federally-approved indirect rate, the Applicant shall provide the approval letter and the general categories used to determine the federal rate. However, the Applicant may not include a rate greater than 10%, even if federally approved. If indirect costs are included in the proposal, the Applicant must ensure that no other cost elements included in the proposal are also being covered through the indirect rate. All proposed costs must be clearly itemized to avoid any duplication or double-counting of expenses. All administrative budget forms, federally-approved indirect rate approval letters, and the general categories used to determine the federal rate shall be attached to the Application.

B. Other Financial Related Materials: Financial Audit

In order to determine the adequacy of the Applicant's accounting system as described under HAR, the Applicant shall submit its most recently completed Financial Audit, including any management letters that accompanied the audit. The Financial Audit and management letters, if applicable, shall be attached to the Application.

3.6 Attachments

A. Litigation Information

The Applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

B. Special Conditions, Certification Regarding Lobbying

The Applicant shall read and complete page 5 of the Special Conditions, and the Certification Regarding Lobbying (see Attachment G, Section 5 of this RFP). Completed/signed copies shall be attached to the Application.

C. Administrative Assurances

The Applicant shall read and sign a copy of the Administrative Assurances in Attachment G, Section 5 of this RFP. The signed copy shall be attached to the Application.

D. Hawaii Compliance Express Certification

The Applicant shall print a copy of its Hawaii Compliance Express certification and attach it to the Application.

Section 4

Proposal Evaluation

Section 4 **Proposal Evaluation**

4.1 Introduction

The evaluation of the Applicants’ proposals received in response to the RFP shall be conducted comprehensively, fairly, and impartially. Structural, quantitative scoring techniques shall be utilized to maximize the objectivity of the evaluation.

4.2 Evaluation Process

A. Evaluation Committee

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or the procurement officer shall review and evaluate proposals. When the evaluation committee is utilized, the committee shall be comprised of a minimum of two employees from a state agency or agencies with experience in, knowledge of, and/or responsibility for developing and maintaining the proposed services.

B. Evaluation Phases

The evaluation of the proposals shall be conducted in three phases:
 Phase 1: Evaluation of Proposal Requirements
 Phase 2: Evaluation of Proposal Application
 Phase 3: Notice of Award or Non-Award of a Contract

C. <u>Evaluation Categories</u>	<u>Maximum Possible Points</u>
<i>Mandatory Requirement</i>	<i>Pass/Fail</i>
<i>Administrative Requirements</i>	<i>Submitted/Not submitted</i>
Program Overview	0 points
Experience, Capabilities, and Facilities	10 points
Staffing and Project Organization	15 points
Service Delivery	48 points
General, Administrative, and Management Requirements	10 points
Performance Measures	4 points
Workplan	3 points
Financial	10 points

4.3 Evaluation Criteria

A. Phase 1: Evaluation of Proposal Requirements

There are two (2) evaluation categories in Phase 1.

<u>Evaluation Categories</u>	<u>Maximum Possible Points</u>
<i>Mandatory Requirement</i>	<i>Pass/Fail</i>
<i>Administrative Requirements</i>	<i>Submitted/Not submitted</i>

Failure to meet the Mandatory Requirements listed in A.1 below shall result in disqualification of the Proposal. Failure to include any of the required (and applicable) documents listed below in A.2 Proposal Application Requirements as part of the proposal may result in a lower score or disqualification of the proposal.

1. Mandatory Requirements (Pass/Fail)

- a. Experience - The Applicant shall have verifiable experience in human services of three (3) years, providing services relevant to this RFP (As described in Section 2.2.A).
- b. The State will make a determination on whether the Applicant meets this mandatory requirement based on the Applicant's response to Section 4.3.B.2.a below.

2. Proposal Application Requirements (Submitted/Not submitted)

- a. Proposal Application Identification Form (SPO-H-200)
- b. Proposal Application Checklist
- c. Table of Contents
- d. Program Overview
- e. Experience, Capabilities, and Facilities
- f. Staffing and Project Organization (including Organization Charts and Position Descriptions)
- g. Service Delivery (including Work Plan)
- h. Financial (including all budget/administrative budget forms, federal documents if applicable, and Financial Audit and Management Letters)
- i. Other (See Section 3.6):
 - i. Litigation Information (if applicable)
 - ii. Special Conditions, Certification Regarding Lobbying
 - iii. Administrative Assurances
 - iv. Hawaii Compliance Express Verification

B. Phase 2: Evaluation of Proposal Application (100 Points)

There are either (8) evaluation categories in Phase 2.

<u>Evaluation Categories</u>	<u>Maximum Possible Points</u>
Program Overview	0 points
Experience, Capabilities, and Facilities	10 points
Staffing and Project Organization	15 points
Service Delivery	48 points
General, Administrative, and Management Requirements	10 points
Performance Measures	4 points
Workplan	3 points
Financial	10 points

With the exception of Program Overview, each category listed below shall be evaluated using the following methodology:

Each sub-area within a category has an assigned weight (points). Each sub-area will be given a raw evaluation score on a scale of 0 to 4 as described below.

- 4= Excellent and Significantly Exceeds Requirements
- 3= Exceeds Requirements
- 2= Meets Requirements
- 1= Unsatisfactory or Does Not Clearly Meet the Requirements
- 0= Not addressed or Does Not Meet Requirements

NOTE: Points for each sub-area are calculated by multiplying the sub-area's assigned weight (points) by the raw evaluation score (0-4) the sub-area receives. All sub-areas are scored on a scale of 0 to 4, with a 4 receiving 100% of the available points, a 3 receiving 75% of the available points, a 2 receiving 50% of the available points, a 1 receiving 25% of the available points, and a 0 receiving no points. Points for all sub-areas will be added together.

NOTE: For example, if a sub-area is designated a weight of 8 points, a raw evaluation score of 4 would result in the full 8 points awarded. A score of 3 would yield 6 points, a score of 2 would yield 4 points, a score of 1 would yield 2 points, and a score of 0 would yield 0 points.

NOTE: A score of 2 ("meets Requirements") means that a proposal met all of a category's or section's requirements and does not require written justification. A score of 3 or 4 means that a proposal exceeded the category's requirements and requires a written justification. A score of 0 or 1 means that a proposal did not meet the category's requirements and requires a written justification.

1. Program Overview (0 points)

The intent of this section is to give the Applicant an opportunity to orient evaluators as to the service(s) being offered. No points are assigned to Program Overview.

2. Experience, Capabilities, and Facilities (10 points)

a. Experience (4 points)

The Applicant possesses at least three (3) years of verifiable experience in human services related to the service activities outlined in section 2.2.A of this RFP, and provides verifiable information for each contract/project listed.

b. Capabilities (4 points)

The Applicant demonstrates its organizational and staff capabilities, skills, and knowledge necessary to deliver the proposed services as described in Sections 2.1, 2.2 and 2.3.

c. Facilities (2 points)

The Applicant demonstrates the appropriateness and adequacy of its facilities relative to the proposed services. This includes providing key details of its facilities or plans to secure/prepare facilities for service delivery in the geographic service area described in Section 2.2.C.

3. Staffing and Project Organization (15 Points)

The State shall evaluate the Applicant's proposed organizational structure, staffing plan, and delineation of roles and responsibilities, including the rationale for how these elements will support the effective and efficient delivery of the proposed service activities and tasks.

a. Staffing (10 points)

- i. The Applicant demonstrates that its proposed staffing levels and staff qualifications are appropriate and sufficient to support the delivery of the proposed outlined in Section 2.
- ii. The Applicant identifies all positions proposed under the program, including full-time and part-time employees, and describes each staff member's roles and responsibilities.
- iii. The Applicant demonstrates that its proposed staff meet or exceed the minimum personnel requirements and possess the experience and qualifications necessary to serve the target populations described in Section

2.1.B and C of this RFP, including familiarity with relevant community services and resources.

b. Project Organization (5 points)

- i. The Applicant demonstrates its capacity to supervise, train, and provide administrative direction to staff to support the effective delivery of the proposed services.
- ii. The Applicant describes a clear and comprehensive plan for staff supervision, training, and administrative direction, including the methods and procedures to be used.
- iii. The Applicant provides the required organizational charts, clearly identifying personnel assigned to the project and their reporting relationships, and demonstrates that the proposed organizational structure supports the effective delivery of the required services.

Note: If the Applicant proposed the use of subcontracting, the Applicant has included the above information for the proposed subcontracted staff.

4. Service Activities (48 points)

The Applicant has provided a detailed, comprehensive, and practical plan for the delivery of services in the following areas:

- a. Referrals (2 points)
- b. Initial Screening (3 points)
- c. Comprehensive Assessments (9 points)
- d. Coordination and Linkage (4 points)
- e. Individualized Program Planning (7 points)
- f. Case Management (3 points)
- g. Intensive Parenting Support and Family Skill-Building Services (9 points)
- h. Parental Life Skills Groups (5 points)
- i. Outreach Services (6 points)

5. General, Administrative, and Management Requirements (10 points)

- a. The Applicant demonstrates its understanding and ability to comply with the laws and rules as described in Section 2.3.A.

- b. The Applicant demonstrates its understanding and ability to coordinate with the DHS and comply with the administrative activities described in Section 2.3.C.
- c. The Applicant demonstrates its understanding and ability to implement DHS-approved forms and documentation requirements as described in Section 2.2.B.3.
- d. The Applicant demonstrates its understanding and ability to respond to requests in legal proceedings as described in Section 2.3.D of this RFP, including a description of its internal protocols for such situations.
- e. The Applicant demonstrates its understanding and ability to comply with the accessibility requirements described in Section 2.3.E.7.
- f. The Applicant demonstrates its understanding and ability to comply with the personnel requirements as described in Section 2.3.F.
- g. The Applicant demonstrates its understanding and ability to comply with background checks as described in Section 2.3.G.
- h. The Applicant demonstrates its understanding and ability to comply with staff training requirements as described in Section 2.3.H.
- i. The Applicant demonstrates its understanding and ability to comply with the dispute and conflict resolution requirements as described in Section 2.3.I.
- j. The Applicant demonstrates its understanding and ability to comply with the reporting requirements as described in Section 2.3.J.
- k. The Applicant demonstrates its understanding and ability to comply with the confidentiality requirements as described in Section 2.3.K.
- l. The Applicant demonstrates its understanding and ability to comply with the required contract monitoring by the DHS as described in Section 2.3.L.
- m. The Applicant demonstrates its understanding and ability to carry out quality assurance and evaluation activities as described in Sections 2.2.B.1 and 2.3.M.

6. Performance Measures (4 points)

The Applicant demonstrates its understanding of and ability to meet or exceed the performance measures outlined in Section 2.5 of this RFP.

7. Work Plan (3 points)

The Applicant presents a realistic and detailed Work Plan that outlines the staffing, activities, timelines, and processes it intends to utilize to deliver the proposed services.

8. Financial (10 points)

a. Pricing Structure: Proposed Budget (8 points)

The Applicant demonstrates that its proposed costs are reasonable and that the proposed budget adequately supports the scope of services and meets the requirements of this RFP.

b. Other Financial Related Materials (2 points)

- 1) The Applicant provides the most recent audit report available.
- 2) The Applicant's past annual financial Audit demonstrates a history of financial stability and sound accounting practices.

C. Phase 3: Notice of Award or Non-Award of a Contract

Each Applicant shall receive either a Notice of Award or a Notice of Non-Award of a contract, including a Statement of Findings and Decision, and Proposal Ratings Worksheet.

Section 5

Attachments

ATTACHMENT A

Proposal Application Identification Form (SP0-H-200)

This is a “protected” form and should be completed on-line then printed and included in the Proposal Application.

Refer to the SPO website at:
<http://spo.hawaii.gov/all-forms/>

ATTACHMENT B

Proposal Application Checklist

This form should be printed then completed and included in the Proposal Application.

Proposal Application Checklist

Applicant: _____ RFP No.: SSD-26-POS-9886

The Applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated, and returned to the purchasing agency as part of the Proposal Application. SPO-H forms are on the SPO website. See 1.2 Website Reference, Section 1 of this RFP.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Section 5, RFP	X	
Table of Contents	Section 1, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A – optional format)	Section 3, RFP	SPO Website*	X	
Budget SPO-H-205	Section 3, RFP	SPO Website*	X	
Budget SPO-H-205A (Organization Wide by Funding Sources)	Section 3, RFP	SPO Website* See Special Instructions in Section 3	N/A	
Budget SPO-H-205B (Organization Wide by Programs)	Section 3, RFP,	SPO Website* See Special Instructions in Section 3	N/A	
SPO-H-206A Salaries and Wages	Section 3, RFP	SPO Website*	X	
SPO-H-206B Taxes, Assessments, Fringe	Section 3, RFP	SPO Website*	X	
SPO-H-206E Contractual – Admin.	Section 3, RFP	SPO Website*	X	
SPO-H-206F Contractual - Subcontracts	Section 3, RFP	SPO Website*	X	
SPO-H-206G Depreciation	Section 3, RFP	SPO Website* See Special Instructions in Section 3	N/A	
SPO-H-206H Program Activities	Section 3, RFP	SPO Website*	X	
SPO-H-206I Equipment	Section 3, RFP	SPO Website*	X	
SPO-H-206J Motor Vehicles	Section 3, RFP	SPO Website*	X	
Certifications:				
Administrative Assurances	Section 3, RFP	Section 5, RFP	X	
Special Conditions, page 3	Section 3, RFP	Section 5, RFP	X	
Hawaii Compliance Express	Section 1, RFP	*	X	
Federal Certifications:				
Debarment & Suspension	Special Conditions	Section 5, RFP	N/A	
Drug Free Workplace	Special Conditions	Section 5, RFP	N/A	
Environmental Tobacco Smoke	Special Conditions	Section 5, RFP	N/A	
Certification Regarding Lobbying	Special Conditions	Section 5, RFP	X	
Program Fraud Civil Remedies Act	Special Conditions	Section 5, RFP	N/A	

Authorized Signature

Date

ATTACHMENT C

Sample Proposal Application Table of Contents

**Proposal Application
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 2. Proposal Application Checklist

 3. Organization-Wide Chart

 4. Program Specific Chart

 5. Position Descriptions

 6. Work Plan

 7. Budget/Administrative Budget and federal documents

 8. Financial Audit and management letters for FY26 (or FY25, if not available)

 9. Litigation Information

 10. Administrative Assurances

 11. Special Conditions, pages 5-17 and 5-28

 12. Certification Regarding Lobbying

 13. Hawaii Compliance Express Certification

ATTACHMENT D

CRIMINAL HISTORY RECORD CHECK STANDARDS

AND

**PROTECTIVE SERVICES CENTRAL REGISTRY
STANDARDS**

These will be included in the Contract.

DEPARTMENT OF HUMAN SERVICES
Social Services Division

CRIMINAL HISTORY RECORD CHECK STANDARDS

(Revised 4/18/13)

I. PURPOSE

To protect the health, safety and welfare of Adult Protective and Community Services Branch (APCSB) and Child Welfare Services Branch (CWSB) clients, criminal history information on an individual who wishes to serve as a direct service provider shall be considered in determining whether the individual is suitable to serve as a direct service provider to APCS/CWSB clients.

II. STATE CRIMINAL INFORMATION SYSTEM CHECK

- A. Upon implementation of these standards, a check of the Criminal Justice Information System (CJIS) and the Federal Bureau of Investigation (FBI) data system for a criminal history record check shall be conducted when an individual is:
 - 1. Conditionally offered a position as a direct service provider by an agency, purchase of service contractor, or individual employer. Pending the completion of the criminal history record check, the individual may be placed in a non-direct service provider position on a probationary status not to exceed thirty (30) days; or
 - 2. In a direct service provider position the criminal history record check shall be completed and the results received by the agency, purchase of services contractor or individual employer *prior* to the individual starting direct service work.
- B. The criminal history record check shall include the submission of fingerprints to the FBI and the CJIS for a State criminal history record check.
- C. Individuals shall have a criminal history record check upon initial hire or implementation of these standards and a second criminal history record check twelve months later. Thereafter, State name checks shall be conducted every other year.
- D. The responsibility for conducting a criminal history record check shall rest with the individual seeking to become a direct service provider or the individual/agency/organization hiring the individual as a direct service provider.
- E. The criminal history record checks shall be conducted through:

1. For APCSB providers: The Department of Human Services (DHS) designee contracted to fingerprint individuals and to submit information to and receive information from the FBI and CJIS. The individual shall complete, sign and date the DHS 1645, "Authorization for Criminal History Record Clearance", and submit the completed form to the DHS designee;
2. For APCSB and CWSB providers: State name checks are to be obtained from the Hawaii Criminal Justice Data Center (HCJDC) website: (<http://ecrim.hawaii.gov/ahewa/>). Individuals who do not have access to computer may request information from the following:

Oahu: Hawaii Criminal Justice Data Center
465 South King Street, Room 101
Honolulu, Hawaii 96813

The Oahu office, for an additional fee, will process mailed-in requests for criminal history records checks.

Neighbor Islands: County police stations where HCJDC computer terminals are available. Molokai and Lanai are covered through the main police station on Maui.

- F. When name checks into the State name inquiry system are required for employment, a printed report of each name record check accompanied by a signed Statement of Authenticity that the criminal history record report is a true and unaltered copy shall be retained in the hired individual's personnel file and made available for review by DHS staff or its designee for compliance monitoring purposes.
- G. Fingerprint results and/or a printed name check in the State criminal history records, dated no more than six (6) months before the date an initial criminal history record check is required, may be accepted instead of a new criminal history record check being performed.
- H. The DHS shall not be directly responsible for any cost related to the criminal history record check. Funds received through a Purchase of Service contract with the DHS for administrative costs may be used to meet the cost for criminal history record checks.

III. CONVICTION RECORDS IN HIRING AND TERMINATING DIRECT SERVICE PROVIDERS

Information contained in criminal history record check reports shall be taken into consideration when hiring and terminating individuals as direct service providers. An offer of employment shall be withdrawn or the position of a direct service provider

shall be terminated when a prospective or current direct service provider has a criminal history as indicated below:

- A. The criminal conviction shall have occurred within ten (10) years of the date of the criminal history record check. A criminal conviction occurring more than ten (10) years prior to the date of the criminal history record check may be considered when the criminal history of the individual may pose a risk to the health, welfare and safety of service recipients; and
- B. The crime for which there is a conviction shall have a rational relationship to the direct service provider's position. Rational relationship means the crime for which there is a history is substantially related to the qualifications, duties and responsibilities of the direct service provider position. Crimes having rational relationships to direct service provider positions include any felony, including but not limited to theft, abuse, neglect, assault, or crimes involving violence or sexual offenses.
- C. Exemptions from the requirements of Sections III. A. and B. may be approved for APCSB providers by the DHS designee and for CWSB providers by the CWSB.
 1. Requests for exemptions shall be made in writing by using form DHS 1673, "Request for Exemption (From Criminal History Records Check Standards or Protective Services Central Registry Check Standards)", or a similar form. The individual seeking the exemption must complete the DHS 1673 or similar form. A copy of the individual's current results of a name inquiry into the State criminal history records check must accompany the request. Fingerprint results for APCSB providers should already be on file with the DHS designee.
 2. The "Checklist for Exemption Request" may be used as a reminder of the documents to be submitted for EACH exemption request. All documents shall be submitted to the DHS designee or CWSB.
 3. Unless an individual is self-employed, the employer agency must be involved in the exemption process to assure the timely submittal of all required documents and appropriateness of the exemption request. Requests for exemptions shall be routed through the prospective employer agency prior to submittal to the DHS or its designee.
 4. **For APCSB Providers:** All documents shall be submitted to the DHS designee. Upon receipt of the written exemption request and other required documents listed on the "Checklist for Exemption Request", the DHS designee shall convene a panel consisting of three (3) professional level multi-disciplinary team members to review the request. The panel shall include individuals in at least two different professions with backgrounds in criminal justice, legal and/or the therapeutic mental health field.
 5. **For CWSB Providers:** All documents shall be submitted to the CWSB Administrator. Upon receipt of the written exemption request and other

required documents listed on the “Checklist for Exemption Request”, the CWSB Administrator shall convene a panel to review the request. The panel may include the CWSB Administrator or designee, the CWSB Program Development Administrator, relevant CWSB Assistant Program and Section Administrators, and anyone else deemed appropriate by the CWSB Administrator or designee.

6. The exemption panel shall consider the following:
 - a. The relevancy of the individual’s conviction record to the qualifications, functions and duties of the direct service provider position the individual wishes to fill;
 - b. Passage of time since the crime was committed; and
 - c. Any evidence of rehabilitation, such as letters from counselors or therapists attesting to a sustained improvement in the individual’s behavior, character references, and activities since conviction, such as employment.
7. A single factor may not be evidence of rehabilitation. If necessary, the panel shall request additional information from the individual seeking the exemption.
8. Individuals requesting exemptions shall be informed in writing of the panel’s decision within 45 calendar days from the date the panel receives all documents needed for a decision to be made. The panel may extend the 45-day period with cause and a written explanation to the individual seeking the exemption.
9. Individuals who are dissatisfied with the panel decisions on their exemption requests may:
 - a. Request an informal discussion with the APCSB/CWSB Administrator; and/or
 - b. Appeal the panel’s decision to the CWSB Administrator.

- D. APCSB clients may choose not to conduct criminal history record checks on individuals they hire on their own. Clients who choose not to have criminal history record checks shall complete form DHS 1672, “Consumer-Employer Choice Regarding Criminal History Record Check and Adult Protective Services (APS) Central Registry Check”, to acknowledge their understanding of these standards and the purpose for the checks, and their decision not to conduct criminal history record checks or APS Central Registry checks on individuals they plan to hire as direct service providers.

Attachments

DHS 1645 with instructions
 DHS 1672 with instructions
 DHS 1673 with instructions
 Statement of Authenticity
 Checklist for Exemption Request

DEPARTMENT OF HUMAN SERVICES

PROTECTIVE SERVICES
CENTRAL REGISTRY CHECK STANDARDSI. PURPOSE

To protect the health, safety and welfare of Adult Protective and Community Services Branch (APCSB) and Child Welfare Services Branch (CWSB) clients, Protective Services Central Registry information on an individual who wishes to serve as a direct service provider shall be considered in determining whether the individual is suitable to serve as a direct service provider to APCS/CWSD clients.

The Protective Services Central Registry may include information from the Adult Protective Services (APS) Central Registry and the Child Welfare Services (CWS) Central Registry. The APS Central Registry shall be checked for individuals serving as direct service providers for APCS clients. The CWS Central Registry shall be checked for individuals serving as direct service providers for CWSB clients. Both Registries shall be checked for individuals serving as direct service providers for both APCS and CWSB clients, and for APCS clients who are minor children.

These Protective Services Central Registry Check Standards do not apply to direct service providers who must meet the licensing standards as specified in the Child-Caring Institution and/or Child-Placing Organization administrative rules.

II. PROTECTIVE SERVICES CENTRAL REGISTRY CHECK

- A. Upon implementation of these standards, a check of the Protective Services Central Registry shall be conducted when an individual is:
 - 1. Conditionally offered a position as a direct service provider by an agency, purchase of service contractor, or individual employer. Pending the completion of the Protective Services Central Registry check, the individual may be placed in a non-direct service provider position on a probationary status not to exceed thirty (30) days; or
 - 2. In a direct service provider position the Protective Services Central Registry check shall be completed and the results received by the agency, purchase of services contractor or individual employer *prior* to the individual starting direct service work.
- B. Individuals shall have a Protective Services Central Registry check upon initial hire or implementation of these standards and a second Protective Services Central Registry check twelve (12) months later. Thereafter, Protective Services Central Registry checks shall be conducted every other year.

- C. The DHS or its designee is responsible for conducting the Protective Services Central Registry checks upon request of the individual seeking to become a direct service provider.

For CWSB Direct Service Providers: Please go to the DHS website, <http://humanservices.hawaii.gov/ssd/backgroundcheck>, to obtain the “Child Protective Services System Central Registry Clearance Form – Experimental (2/06)” and follow the provided instructions. The individual shall fill out the Form and submit as instructed on the Form.

The release of information by the DHS or its designee shall be limited to the following:

APS CENTRAL REGISTRY CHECK

- Notification of whether the individual requesting the information is known to the DHS to have caused the abuse of a dependent adult; and
- Notification of whether the allegation of abuse is confirmed or not confirmed.

CWS CENTRAL REGISTRY CHECK

- Date of CONFIRMED incident(s) of child abuse or neglect; and
- Type of abuse for each incident.

- D. Upon completion of the Protective Services Central Registry check, the DHS or its designee shall mail a letter to the individual requesting the information or to the agency/organization identified by the individual to receive the information. A copy of each Protective Services Central Registry check shall be retained in the hired individual’s personnel file and made available for review by DHS staff for compliance monitoring purposes.
- E. A copy of a Protective Services Central Registry check, dated no more than six (6) months before the date an initial Protective Services Central Registry check is required, may be accepted instead of a new Protective Services Central Registry check being performed.

III. PROTECTIVE SERVICES CENTRAL REGISTRY CHECKS IN HIRING AND TERMINATING DIRECT SERVICE PROVIDERS

When the Protective Services Central Registry check indicates that abuse has been confirmed, the individual/agency/organization hiring the individual as a direct service provider must inquire of that individual as to the nature and circumstance of the confirmed abuse. Information obtained by the individual/agency/organization from the Protective Services Central Registry check shall be taken into consideration when hiring and terminating individuals as direct service providers. An offer of employment shall be withdrawn or the position of a direct service provider shall be terminated when:

- A. A prospective or current direct service provider has a Protective Services Central Registry check indicating that abuse was confirmed and that the abuse occurred within ten (10) years of the date of the Protective Services Central Registry check. A confirmation of abuse occurring more than ten (10) years of the date of the Protective Service Central Registry check may be considered when the abuse confirmation history of the individual may pose a risk to the health, welfare and safety of service recipients; and
- B. The confirmed abuse has a rational relationship to a direct service provider's position. Rational relationship means the confirmed abuse is substantially related to the qualifications, duties and responsibilities of a direct service provider position.
- C. Exemptions from the requirements of Sections III. A. and B. may be approved for APCSB providers by the DHS designee and for CWSB providers by the CWSB.
 - 1. Requests for exemptions shall be made in writing by using form DHS 1673, "Request for Exemption (From Criminal Conviction Records Check Standards or Protective Services Central Registry Check Standards)", or a similar form. The individual seeking the exemption must complete the DHS 1673 or similar form. A copy of the individual's current Protective Services Central Registry check must accompany the request.
 - 2. The "Checklist for Exemption Request" may be used as a reminder of the documents to be submitted for EACH exemption request.
 - 3. The employer agency must be involved in the exemption process to assure the timely submittal of all required documents and appropriateness of the exemption request. Requests for exemptions shall be routed through the prospective employer agency prior to submittal to the DHS or its designee.
 - 4. **For APCSB Providers:** All documents shall be submitted to the DHS designee. Upon receipt of the written exemption request and other required documents listed on the "Checklist for Exemption Request", the DHS designee shall convene a panel consisting of three (3) professional level multi-disciplinary team members to review the request. The panel shall include individuals in at least two different professions with backgrounds in criminal justice, legal and/or the therapeutic mental health field.
 - 5. **For CWSB Providers:** All documents shall be submitted to the CWSB Administrator. Upon receipt of the written exemption request and other required documents listed on the "Checklist for Exemption Request", the CWSB Administrator shall convene a panel to review the request. The panel may include the CWSB Administrator or designee, the CWSB Program Development Administrator, relevant CWSB Assistant Program and Section Administrators, and anyone else deemed appropriate by the CWSB Administrator or designee.

6. The panel shall consider the following:
 - a. The relevancy of the individual's protective services history to the qualifications, functions and duties of the direct service provider position the individual wishes to fill;
 - b. Passage of time since the abuse was committed; and
 - c. Any evidence of rehabilitation, such as letters from counselors or therapists attesting to a sustained improvement in the individual's behavior, character references, and activities since the commission of abuse.
 7. A single factor may not be evidence of rehabilitation. If necessary, the panel shall request additional information from the individual seeking the exemption.
 8. Individuals requesting exemptions shall be informed in writing of the panel's decision within 45 calendar days from the date the panel receives all documents needed for a decision to be made. The panel may extend the 45-day period with cause and a written explanation to the individual seeking the exemption.
 9. Individuals who are dissatisfied with the panel decisions on their exemption requests may:
 - a. Request an informal discussion with the APCSB/CWSB Administrator; and/or
 - b. Appeal the panel's decision to the Social Services Division Administrator.
- D. APCSB clients may choose not to do APS Central Registry checks on individuals they hire on their own. Clients who choose not to have APS Central Registry checks shall complete form DHS 1672, "Consumer-Employer Choice Regarding Criminal Conviction Record Check and Adult Protective Services (APS) Central Registry Check", to acknowledge their understanding of these standards and the purpose for the checks, and their decision not to conduct criminal conviction record or APS Central Registry checks on the individuals they plan to hire as direct service providers.

ATTACHMENT E

General Conditions

This is a PDF document posted with the RFP on the SPO website.

These will be included in the Contract.

**GENERAL CONDITIONS FOR HEALTH & HUMAN SERVICES CONTRACTS
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GENERAL CONDITIONS FOR HEALTH & HUMAN SERVICES CONTRACTS**1. Representations and Conditions Precedent****1.1 Contract Subject to the Availability of State and Federal Funds.**

1.1.1 State Funds. This Contract is, at all times, subject to the appropriation and allotment of state funds, and may be terminated without liability to either the PROVIDER or the STATE in the event that state funds are not appropriated or available.

1.1.2 Federal Funds. To the extent that this Contract is funded partly or wholly by federal funds, this Contract is subject to the availability of such federal funds. The portion of this Contract that is to be funded federally shall be deemed severable, and such federally funded portion may be terminated without liability to either the PROVIDER or the STATE in the event that federal funds are not available. In any case, this Contract shall not be construed to obligate the STATE to expend state funds to cover any shortfall created by the unavailability of anticipated federal funds.

1.2 Representations of the PROVIDER. As a necessary condition to the formation of this Contract, the PROVIDER makes the representations contained in this paragraph, and the STATE relies upon such representations as a material inducement to entering into this Contract.

1.2.1 Compliance with Laws. As of the date of this Contract, the PROVIDER complies with all federal, state, and county laws, ordinances, codes, rules, and regulations, as the same may be amended from time to time, that in any way affect the PROVIDER's performance of this Contract.

1.2.2 Licensing and Accreditation. As of the date of this Contract, the PROVIDER holds all licenses and accreditations required under applicable federal, state, and county laws, ordinances, codes, rules, and regulations to provide the Required Services under this Contract.

1.3 Compliance with Laws. The PROVIDER shall comply with all federal, state, and county laws, ordinances, codes, rules, and regulations, as the same may be amended from time to time, that in any way affect the PROVIDER's performance of this Contract, including but not limited to the laws specifically enumerated in this paragraph:

1.3.1 Smoking Policy. The PROVIDER shall implement and maintain a written smoking policy as required by Chapter 328K, Hawaii Revised Statutes (HRS), or its successor provision.

1.3.2 Drug Free Workplace. The PROVIDER shall implement and maintain a drug free workplace as required by the Drug Free Workplace Act of 1988.

- 1.3.3 Persons with Disabilities. The PROVIDER shall implement and maintain all practices, policies, and procedures required by federal, state, or county law, including but not limited to the Americans with Disabilities Act (42 U.S.C. §12101, et seq.), and the Rehabilitation Act (29 U.S.C. §701, et seq.).
- 1.3.4 Nondiscrimination. No person performing work under this Contract, including any subcontractor, employee, or agent of the PROVIDER, shall engage in any discrimination that is prohibited by any applicable federal, state, or county law.
- 1.4 Insurance Requirements. The PROVIDER shall obtain from a company authorized by law to issue such insurance in the State of Hawai'i commercial general liability insurance ("liability insurance") in an amount of at least TWO MILLION AND NO/100 DOLLARS (\$2,000,000.00) coverage for bodily injury and property damage resulting from the PROVIDER's performance under this Contract. The PROVIDER shall maintain in effect this liability insurance until the STATE certifies that the PROVIDER's work under the Contract has been completed satisfactorily.
- The liability insurance shall be primary and shall cover the insured for all work to be performed under the Contract, including changes, and all work performed incidental thereto or directly or indirectly connected therewith.
- A certificate of the liability insurance shall be given to the STATE by the PROVIDER. The certificate shall provide that the STATE and its officers and employees are Additional Insureds. The certificate shall provide that the coverages being certified will not be cancelled or materially changed without giving the STATE at least 30 days prior written notice by registered mail.
- Should the "liability insurance" coverages be cancelled before the PROVIDER's work under the Contract is certified by the STATE to have been completed satisfactorily, the PROVIDER shall immediately procure replacement insurance that complies in all respects with the requirements of this section.
- Nothing in the insurance requirements of this Contract shall be construed as limiting the extent of PROVIDER's responsibility for payment of damages resulting from its operations under this Contract, including the PROVIDER's separate and independent duty to defend, indemnify, and hold the STATE and its officers and employees harmless pursuant to other provisions of this Contract.
- 1.5 Notice to Clients. Provided that the term of this Contract is at least one year in duration, within 180 days after the effective date of this Contract, the PROVIDER shall create written procedures for the orderly termination of services to any clients receiving the Required Services under this Contract, and for the transition to services supplied by another provider upon termination of this Contract, regardless of the circumstances of such termination. These procedures shall include, at

the minimum, timely notice to such clients of the termination of this Contract, and appropriate counseling.

- 1.6 Reporting Requirements. The PROVIDER shall submit a Final Project Report to the STATE containing the information specified in this Contract if applicable, or otherwise satisfactory to the STATE, documenting the PROVIDER's overall efforts toward meeting the requirements of this Contract, and listing expenditures actually incurred in the performance of this Contract. The PROVIDER shall return any unexpended funds to the STATE.
- 1.7 Conflicts of Interest. In addition to the Certification provided in the Standards of Conduct Declaration to this Contract, the PROVIDER represents that neither the PROVIDER nor any employee or agent of the PROVIDER, presently has any interest, and promises that no such interest, direct or indirect, shall be acquired, that would or might conflict in any manner or degree with the PROVIDER's performance under this Contract.

2. Documents and Files

- 2.1 Confidentiality of Material.
 - 2.1.1 Proprietary or Confidential Information. All material given to or made available to the PROVIDER by virtue of this Contract that is identified as proprietary or confidential information shall be safeguarded by the PROVIDER and shall not be disclosed to any individual or organization without the prior written approval of the STATE.
 - 2.1.2 Uniform Information Practices Act. All information, data, or other material provided by the PROVIDER to the STATE shall be subject to the Uniform Information Practices Act, chapter 92F, HRS, and any other applicable law concerning information practices or confidentiality.
- 2.2 Ownership Rights and Copyright. The STATE shall have complete ownership of all material, both finished and unfinished that is developed, prepared, assembled, or conceived by the PROVIDER pursuant to this Contract, and all such material shall be considered "works made for hire." All such material shall be delivered to the STATE upon expiration or termination of this Contract. The STATE, in its sole discretion, shall have the exclusive right to copyright any product, concept, or material developed, prepared, assembled, or conceived by the PROVIDER pursuant to this Contract.
- 2.3 Records Retention. The PROVIDER and any subcontractors shall maintain the books and records that relate to the Contract, and any cost or pricing data for three (3) years from the date of final payment under the Contract. In the event that any litigation, claim, investigation, audit, or other action involving the records retained under this provision arises, then such records shall be retained for three (3) years from the date of final payment, or the date of the resolution of the action, whichever occurs later. During the period that records are retained under this section, the

PROVIDER and any subcontractors shall allow the STATE free and unrestricted access to such records.

3. Relationship between Parties

- 3.1 Coordination of Services by the STATE. The STATE shall coordinate the services to be provided by the PROVIDER in order to complete the performance required in the Contract. The PROVIDER shall maintain communications with the STATE at all stages of the PROVIDER's work, and submit to the STATE for resolution any questions which may arise as to the performance of this Contract.
- 3.2 Subcontracts and Assignments. The PROVIDER may assign or subcontract any of the PROVIDER's duties, obligations, or interests under this Contract, but only if (i) the PROVIDER obtains the prior written consent of the STATE and (ii) the PROVIDER's assignee or subcontractor submits to the STATE a tax clearance certificate from the Director of Taxation, State of Hawai'i, and the Internal Revenue Service showing that all delinquent taxes, if any, levied or accrued under state law against the PROVIDER's assignee or subcontractor have been paid. Additionally, no assignment by the PROVIDER of the PROVIDER's right to compensation under this Contract shall be effective unless and until the assignment is approved by the Comptroller of the State of Hawai'i, as provided in section 40-58, HRS.
- 3.3 Change of Name. When the PROVIDER asks to change the name in which it holds this Contract, the STATE, shall, upon receipt of a document acceptable or satisfactory to the STATE indicating such change of name such as an amendment to the PROVIDER's articles of incorporation, enter into an amendment to this Contract with the PROVIDER to effect the change of name. Such amendment to this Contract changing the PROVIDER's name shall specifically indicate that no other terms and conditions of this Contract are thereby changed, unless the change of name amendment is incorporated with a modification or amendment to the Contract under paragraph 4.1 of these General Conditions.
- 3.4 Independent Contractor Status and Responsibilities, Including Tax Responsibilities.
 - 3.4.1 Independent Contractor. In the performance of services required under this Contract, the PROVIDER is an "independent contractor," with the authority and responsibility to control and direct the performance and details of the work and services required under this Contract; however, the STATE shall have a general right to inspect work in progress to determine whether, in the STATE's opinion, the services are being performed by the PROVIDER in compliance with this Contract.
 - 3.4.2 Contracts with Other Individuals and Entities. Unless otherwise provided by special condition, the STATE shall be free to contract with other individuals and entities to provide services similar to those performed by the Provider under this Contract, and the

PROVIDER shall be free to contract to provide services to other individuals or entities while under contract with the STATE.

- 3.4.3 PROVIDER's Employees and Agents. The PROVIDER and the PROVIDER's employees and agents are not by reason of this Contract, agents or employees of the State for any purpose. The PROVIDER and the PROVIDER's employees and agents shall not be entitled to claim or receive from the STATE any vacation, sick leave, retirement, workers' compensation, unemployment insurance, or other benefits provided to state employees. Unless specifically authorized in writing by the STATE, the PROVIDER and the PROVIDER's employees and agents are not authorized to speak on behalf and no statement or admission made by the PROVIDER or the PROVIDER's employees or agents shall be attributed to the STATE, unless specifically adopted by the STATE in writing.
- 3.4.4 PROVIDER's Responsibilities. The PROVIDER shall be responsible for the accuracy, completeness, and adequacy of the PROVIDER's performance under this Contract.

Furthermore, the PROVIDER intentionally, voluntarily, and knowingly assumes the sole and entire liability to the PROVIDER's employees and agents, and to any individual not a party to this Contract, for all loss, damage, or injury caused by the PROVIDER, or the PROVIDER's employees or agents in the course of their employment.

The PROVIDER shall be responsible for payment of all applicable federal, state, and county taxes and fees which may become due and owing by the PROVIDER by reason of this Contract, including but not limited to (i) income taxes, (ii) employment related fees, assessments, and taxes, and (iii) general excise taxes. The PROVIDER also is responsible for obtaining all licenses, permits, and certificates that may be required in order to perform this Contract.

The PROVIDER shall obtain a general excise tax license from the Department of Taxation, State of Hawai'i, in accordance with section 237-9, HRS, and shall comply with all requirements thereof. The PROVIDER shall obtain a tax clearance certificate from the Director of Taxation, State of Hawai'i, and the Internal Revenue Service showing that all delinquent taxes, if any, levied or accrued under state law against the PROVIDER have been paid and submit the same to the STATE prior to commencing any performance under this Contract. The PROVIDER shall also be solely responsible for meeting all requirements necessary to obtain the tax clearance certificate required for final payment under section 103-53, HRS, and these General Conditions.

The PROVIDER is responsible for securing all employee-related insurance coverage for the PROVIDER and the PROVIDER's employees and agents that is or may be required by law, and for payment of all premiums, costs, and other liabilities associated with securing the insurance coverage.

3.5 Personnel Requirements.

3.5.1 Personnel. The PROVIDER shall secure, at the PROVIDER's own expense, all personnel required to perform this Contract, unless otherwise provided in this Contract.

3.5.2 Requirements. The PROVIDER shall ensure that the PROVIDER's employees or agents are experienced and fully qualified to engage in the activities and perform the services required under this Contract, and that all applicable licensing and operating requirements imposed or required under federal, state, or county law, and all applicable accreditation and other standards of quality generally accepted in the field of the activities of such employees and agents are complied with and satisfied.

4. **Modification and Termination of Contract**

4.1 Modification of Contract.

4.1.1 In Writing. Any modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract permitted by this Contract shall be made by written amendment to this Contract, signed by the PROVIDER and the STATE.

4.1.2 No Oral Modification. No oral modification, alteration, amendment, change, or extension of any term, provision or condition of this Contract shall be permitted.

4.1.3 Tax Clearance. The STATE may, at its discretion, require the PROVIDER to submit to the STATE, prior to the STATE's approval of any modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract, a tax clearance from the Director of Taxation, State of Hawai'i, and the Internal Revenue Service showing that all delinquent taxes, if any, levied or accrued under state and federal law against the PROVIDER have been paid.

4.2 Termination in General. This Contract may be terminated in whole or in part because of a reduction of funds available to pay the PROVIDER, or when, in its sole discretion, the STATE determines (i) that there has been a change in the conditions upon which the need for the Required Services was based, or (ii) that the PROVIDER has failed to provide the Required Services adequately or satisfactorily, or (iii) that other good cause for the whole or partial termination of this Contract exists. Termination under this section shall be made by a written notice sent to the PROVIDER ten (10) working days prior to the termination date that includes a brief statement of the reason for the termination. If the Contract is terminated under this paragraph, the PROVIDER shall cooperate with the STATE to effect an orderly transition of services to clients.

- 4.3 Termination for Necessity or Convenience. If the STATE determines, in its sole discretion, that it is necessary or convenient, this Contract may be terminated in whole or in part at the option of the STATE upon ten (10) working days' written notice to the PROVIDER. If the STATE elects to terminate under this paragraph, the PROVIDER shall be entitled to reasonable payment as determined by the STATE for satisfactory services rendered under this Contract up to the time of termination. If the STATE elects to terminate under this section, the PROVIDER shall cooperate with the STATE to effect an orderly transition of services to clients.
- 4.4 Termination by PROVIDER. The PROVIDER may withdraw from this Contract after obtaining the written consent of the STATE. The STATE, upon the PROVIDER's withdrawal, shall determine whether payment is due to the PROVIDER, and the amount that is due. If the STATE consents to a termination under this paragraph, the PROVIDER shall cooperate with the STATE to effect an orderly transition of services to clients.
- 4.5 STATE's Right of Offset. The STATE may offset against any monies or other obligations that STATE owes to the PROVIDER under this Contract, any amounts owed to the State of Hawai'i by the PROVIDER under this Contract, or any other contract, or pursuant to any law or other obligation owed to the State of Hawai'i by the PROVIDER, including but not limited to the payment of any taxes or levies of any kind or nature. The STATE shall notify the PROVIDER in writing of any exercise of its right of offset and the nature and amount of such offset. For purposes of this paragraph, amounts owed to the State of Hawai'i shall not include debts or obligations which have been liquidated by contract with the PROVIDER, and that are covered by an installment payment or other settlement plan approved by the State of Hawai'i, provided, however, that the PROVIDER shall be entitled to such exclusion only to the extent that the PROVIDER is current, and in compliance with, and not delinquent on, any payments, obligations, or duties owed to the State of Hawai'i under such payment or other settlement plan.

5. Indemnification

- 5.1 Indemnification and Defense. The PROVIDER shall defend, indemnify, and hold harmless the State of Hawai'i, the contracting agency, and their officers, employees, and agents from and against any and all liability, loss, damage, cost, expense, including all attorneys' fees, claims, suits, and demands arising out of or in connection with the acts or omissions of the PROVIDER or the PROVIDER's employees, officers, agents, or subcontractors under this Contract. The provisions of this paragraph shall remain in full force and effect notwithstanding the expiration or early termination of this Contract.
- 5.2 Cost of Litigation. In case the STATE shall, without any fault on its part, be made a party to any litigation commenced by or against the PROVIDER in connection with this Contract, the PROVIDER shall pay any cost and expense incurred by or imposed on the STATE, including attorneys' fees.

6. Publicity

- 6.1 Acknowledgment of State Support. The PROVIDER shall, in all news releases, public statements, announcements, broadcasts, posters, programs, computer postings, and other printed, published, or electronically disseminated materials relating to the PROVIDER's performance under this Contract, acknowledge the support by the State of Hawai'i and the purchasing agency.
- 6.2 PROVIDER's Publicity Not Related to Contract. The PROVIDER shall not refer to the STATE, or any office, agency, or officer thereof, or any state employee, or to the services or goods, or both provided under this Contract, in any of the PROVIDER's publicity not related to the PROVIDER's performance under this Contract, including but not limited to commercial advertisements, recruiting materials, and solicitations for charitable donations.

7. Miscellaneous Provisions

- 7.1 Nondiscrimination. No person performing work under this Contract, including any subcontractor, employee, or agent of the PROVIDER, shall engage in any discrimination that is prohibited by any applicable federal, state, or county law.
- 7.2 Paragraph Headings. The paragraph headings appearing in this Contract have been inserted for the purpose of convenience and ready reference. They shall not be used to define, limit, or extend the scope or intent of the sections to which they pertain.
- 7.3 Antitrust Claims. The STATE and the PROVIDER recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the purchaser. Therefore, the PROVIDER hereby assigns to the STATE any and all claims for overcharges as to goods and materials purchased in connection with this Contract, except as to overcharges which result from violations commencing after the price is established under this Contract and which are not passed on to the STATE under an escalation clause.
- 7.4 Governing Law. The validity of this Contract and any of its terms or provisions, as well as the rights and duties of the parties to this Contract, shall be governed by the laws of the State of Hawai'i. Any action at law or in equity to enforce or interpret the provisions of this Contract shall be brought in a state court of competent jurisdiction in Honolulu, Hawai'i.
- 7.5 Conflict between General Conditions and Procurement Rules. In the event of a conflict between the General Conditions and the Procurement Rules or a Procurement Directive, the Procurement Rules or any Procurement Directive in effect on the date this Contract became effective shall control and are hereby incorporated by reference.
- 7.6 Entire Contract. This Contract sets forth all of the contracts, conditions, understandings, promises, warranties, and representations between the STATE and the PROVIDER relative to this Contract. This Contract supersedes all prior agreements, conditions, understandings,

promises, warranties, and representations, which shall have no further force or effect. There are no contracts, conditions, understandings, promises, warranties, or representations, oral or written, express or implied, between the STATE and the PROVIDER other than as set forth or as referred to herein.

- 7.7 Severability. In the event that any provision of this Contract is declared invalid or unenforceable by a court, such invalidity or unenforceability shall not affect the validity or enforceability of the remaining terms of this Contract.
- 7.8 Waiver. The failure of the STATE to insist upon the strict compliance with any term, provision, or condition of this Contract shall not constitute or be deemed to constitute a waiver or relinquishment of the STATE's right to enforce the same in accordance with this Contract. The fact that the STATE specifically refers to one provision of the Procurement Rules or one section of the Hawai'i Revised Statutes, and does not include other provisions or statutory sections in this Contract shall not constitute a waiver or relinquishment of the STATE's rights or the PROVIDER's obligations under the Procurement Rules or statutes.
- 7.9 Execution in Counterparts. This Contract may be executed in several counterparts, each of which shall be regarded as an original and all of which shall constitute one instrument.

8. Confidentiality of Personal Information

8.1 Definitions.

8.1.1 Personal Information. "Personal Information" means an individual's first name or first initial and last name in combination with any one or more of the following data elements, when either name or data elements are not encrypted:

- 1) Social Security number;
- 2) Driver's license number or Hawaii identification card number; or
- 3) Account number, credit or debit card number, access code, or password that would permit access to an individual's financial information.

Personal information does not include publicly available information that is lawfully made available to the general public from federal, state, or local government records.

8.1.2 Technological Safeguards. "Technological safeguards" means the technology and the policy and procedures for use of the technology to protect and control access to personal information.

8.2 Confidentiality of Material.

8.2.1 Safeguarding of Material. All material given to or made available to the PROVIDER by the STATE by virtue of this Contract which is identified as personal information, shall be safeguarded by the PROVIDER and shall not be disclosed without the prior written approval of the STATE.

8.2.2 Retention, Use, or Disclosure. PROVIDER agrees not to retain, use, or disclose personal information for any purpose other than as permitted or required by this Contract.

8.2.3 Implementation of Technological Safeguards. PROVIDER agrees to implement appropriate “technological safeguards” that are acceptable to the STATE to reduce the risk of unauthorized access to personal information.

8.2.4 Reporting of Security Breaches. PROVIDER shall report to the STATE in a prompt and complete manner any security breaches involving personal information.

8.2.5 Mitigation of Harmful Effect. PROVIDER agrees to mitigate, to the extent practicable, any harmful effect that is known to PROVIDER because of a use or disclosure of personal information by PROVIDER in violation of the requirements of this paragraph.

8.2.6 Log of Disclosures. PROVIDER shall complete and retain a log of all disclosures made of personal information received from the STATE, or personal information created or received by PROVIDER on behalf of the STATE.

8.3 Security Awareness Training and Confidentiality Agreements.

8.3.1 Certification of Completed Training. PROVIDER certifies that all of its employees who will have access to the personal information have completed training on security awareness topics related to protecting personal information.

8.3.2 Certification of Confidentiality Agreements. PROVIDER certifies that confidentiality agreements have been signed by all of its employees who will have access to the personal information acknowledging that:

- 1) The personal information collected, used, or maintained by the PROVIDER will be treated as confidential;
- 2) Access to the personal information will be allowed only as necessary to perform the Contract; and
- 3) Use of the personal information will be restricted to uses consistent with the services subject to this Contract.

14. **Intent to Reduce, Terminate or Deny Services.** The PROVIDER shall notify the STATE of its intent to reduce, terminate, or deny services to a STATE-referred client or family at least fourteen (14) consecutive days before the date of termination or denial of services except in cases which require immediate termination or as stated elsewhere in this Contract.
15. **Force Majeure.** Neither party shall be held responsible for delays or failures in performance resulting from acts beyond the control of either party. Such acts shall include, but not be limited to, acts of God, labor disturbances, riots, acts of war, epidemics, government regulations imposed after the fact, fire, flood, communication line failures, power failures, shortages of transportation, earthquakes, hurricanes, or other causes beyond either party's control. The respective party shall notify the other party of the delay or failure in performance and the reason/s for the delay or failure as soon as practicable after the occurrence of such acts and request an extension of time for completion of services, reports, responses, etc. prior to the specified due date.
16. **Accounting System.** The PROVIDER shall maintain an adequate accounting system for keeping procurement and financial records required by the STATE and shall maintain books, records, documents, and other evidence which sufficiently and properly reflect all funds received and all direct and indirect expenditures of any nature related to the PROVIDER'S performance as well as provide an adequate audit trail to support the PROVIDER'S claims for reimbursement under this Contract. The requirements for an adequate accounting system shall include, but are not limited to:
 - a. The ability to keep all procurement and financial records accurately as required by the DHS, the State Procurement Office, and the laws of the State of Hawaii.
 - b. The ability to submit timely documentation of all necessary cost data on the forms required by the Contract.
 - c. Compliance with generally accepted accounting principles.
17. **Equipment.** If more than fifty percent (50%) of the total contract funds specified in Attachment 3, Compensation and Payment Schedule, of this Contract, and Attachment S3, Compensation Schedule are paid according to a cost reimbursement pricing methodology, then all equipment purchased with contract funds under this Contract including items of personal property, as distinguished from real property, that have an acquisition cost of \$250.00 or more per item and an expected life of more than one year, shall remain the property of the STATE. Following the Contract period, all equipment shall be reported in the final fiscal report to the STATE. The disposition of the equipment shall be prescribed by the STATE.
18. **State Audit Requirement.** The PROVIDER shall have an annual audit conducted by an independent Certified Public Accountant to verify that its financial management system and internal control procedures are effective in meeting the terms and conditions of this Contract. The PROVIDER shall obtain an audit in accordance with generally accepted

8.4 Termination for Cause. In addition to any other remedies provided for by this Contract, if the STATE learns of a material breach by PROVIDER of this paragraph by PROVIDER, the STATE may at its sole discretion:

- 1) Provide an opportunity for the PROVIDER to cure the breach or end the violation; or
- 2) Immediately terminate this Contract.

In either instance, the PROVIDER and the STATE shall follow chapter 487N, HRS, with respect to notification of a security breach of personal information.

8.5 Records Retention.

8.5.1 Destruction of Personal Information. Upon any termination of this Contract, PROVIDER shall, pursuant to chapter 487R, HRS, destroy all copies (paper or electronic form) of personal information received from the STATE.

8.5.2 Maintenance of Files, Books, Records. The PROVIDER and any subcontractors shall maintain the files, books, and records, that relate to the Contract, including any personal information created or received by the PROVIDER on behalf of the STATE, and any cost or pricing data, for three (3) years after the date of final payment under the Contract. The personal information shall continue to be confidential and shall not be disclosed without the prior written approval of the STATE. After the three (3) year retention period has ended, the files, books, and records that contain personal information shall be destroyed pursuant to chapter 487R, HRS.

ATTACHMENT F

Special Conditions

These will be included in the Contract.

Page 5-41, (Certification Regarding Lobbying) should be printed, then completed and included in the Proposal Application.

SPECIAL CONDITIONS

(Revision 8/18/2025)

1. **Federal Funds.** In addition to Section 1.1.2, Federal Funds, of the General Conditions, when receiving federal funds the PROVIDER shall comply with all regulations and requirements of the expending federal agency and complete all required forms and documents. Any PROVIDER receiving federal funds shall secure a Data Universal Numbering System (D-U-N-S) Number and provide it to the STATE as requested; refer to <http://fedgov.dnb.com/webform> for information. The PROVIDER shall allow full access to records, reports, files, and other documents so that their program, management, and fiscal practices may be monitored by federal representatives directly connected with the program under this Contract.
2. **Insurance.** The following provisions are added to Section 1.4, Insurance Requirements, of the General Conditions:
 - a. The Commercial General Liability Insurance contractual requirements for general liability (GL) for an amount of no less than ONE MILLION AND 00/100 DOLLARS (\$1,000,000.00) per occurrence and an annual aggregate amount of no less than TWO MILLION AND 00/100 DOLLARS (\$2,000,000.00).
 - b. The PROVIDER shall obtain and maintain at all times Automobile Liability Insurance for Any Auto, Non-Owned Autos, and Hired Autos used by the PROVIDER to complete the services specified in this Contract. Autos shall be obtained from a company authorized to do business in the State of Hawaii, or meet Section 431:8-301, Hawaii Revised Statutes (HRS), if utilizing an insurance company not licensed by the State of Hawaii, and complying with the Hawaii No Fault Insurance Law. The insurance amount shall be no less than ONE MILLION AND 00/100 DOLLARS (\$1,000,000.00) per accident. Prior to or upon execution of this Contract, the PROVIDER shall furnish the STATE with a Certificate of Liability Insurance verifying this insurance.
 - c. If the PROVIDER'S employees are required to use personally-owned automobiles to complete the services specified in this Contract, whether or not they transport clients, the PROVIDER shall require its employees to have a valid driver's license, obtain and maintain all Automobile Insurance as required by the laws of the State of Hawaii, and use only vehicles for which there is an Automobile Liability Insurance amount of no less than ONE MILLION AND 00/100 DOLLARS (\$1,000,000.00) per accident. This Automobile Liability Insurance may come from the PROVIDER'S Automobile Liability Insurance, which should cover Non-Owned Autos, the PROVIDER'S Commercial General Liability Insurance, or the employee's own Automobile Insurance.
 - d. The PROVIDER shall obtain and maintain at all times Errors and Omissions (Professional) Liability Insurance from a company authorized to do business in the State of Hawaii, or meet Section 431:8-301, HRS, if utilizing an insurance company

- not licensed by the State of Hawaii, for an amount of no less than ONE MILLION AND 00/100 DOLLARS (\$1,000,000.00) per claim and an aggregate amount of no less than TWO MILLION AND 00/100 DOLLARS (\$2,000,000.00). Prior to or upon execution of this Contract, the PROVIDER shall furnish the STATE with a Certificate of Insurance verifying this insurance.
- e. The PROVIDER'S Certificate of Liability Insurance shall contain the following:
 - 1) The State of Hawaii is added as an additional insured with respect to operations performed for the State of Hawaii (General and Automobile Liability Insurance only).
 - 2) It is agreed that any insurance maintained by the State of Hawaii shall apply in excess of, and not contribute to, insurance provided by this policy.
 - 3) The Contract number and "State of Hawaii, Department of Human Services" shall be specified on the Certificate of Liability Insurance in the "Descriptions of Operations/Locations/Vehicles" box, and "State of Hawaii, Department of Human Services" shall be specified in the "Certificate Holder" box.
 - f. The PROVIDER shall include any SUBCONTRACTORS as additional insured under its policies or provide to the STATE separate Certificates of Liability Insurance for each SUBCONTRACTOR. Any SUBCONTRACTOR shall comply with the same insurance requirements as the PROVIDER.
 - g. At all times, the PROVIDER shall comply with all current insurance requirements specified in HRS and Hawaii Administrative Rules (HAR).
 - h. The PROVIDER shall immediately provide written notice to the STATE should any of the insurance policies required under this Contract, be cancelled, limited in scope, or not renewed upon expiration.
 - i. Failure of the PROVIDER to obtain and maintain the required insurance shall be deemed a failure to provide the required contract services, allowing the STATE to exercise any or all of the remedies provided in this Contract.
 - j. The obtaining and maintaining of the required insurance shall not be construed to limit the PROVIDER's subsequent liability nor to fulfill the indemnification provisions and requirements of this Contract. Notwithstanding the required insurance, the PROVIDER shall be obliged for the total amount of any damage, injury, or loss caused by the PROVIDER or its authorized representatives.
 - k. The STATE reserves the right to amend the insurance requirements in order to maintain all contracts in compliance with the most current laws of the State of Hawaii.
3. Section 1.6, Reporting Requirements, of the General Conditions is revised as follows:

by a written notice sent to the PROVIDER thirty (30) working days prior to the termination date that includes a brief statement of the reason for the termination.

9. **Modifications of Agreement.** In addition to Section 4.1, Modifications of Agreement, of the General Conditions, the party requesting an amendment, modification, alteration, revision, or extension of any term, provision, or condition of this Contract, shall allow thirty (30) calendar days for consideration and approval of the request.
10. **For Business Termination.** In addition to Section 4.2, Termination in General, of the General Conditions, if the PROVIDER ceases conducting business in the normal course, becomes insolvent, makes a general assignment for the benefit of creditors, suffers or permits the appointment of a receiver for its business or assets, or avails itself of, or becomes subject to, any proceeding under the Federal Bankruptcy Code or any other statute of any state relating to insolvency or the protection of the rights of creditors, then at the option of the STATE this Contract, shall terminate and be of no further force and effect, and any property or rights of the STATE, tangible or intangible, shall immediately, without further notice or demand, be returned to the STATE.
11. **Certification Regarding Program Fraud Civil Remedies Act (PFCRA).** The authorized official signing for the PROVIDER'S organization certifies that the statements herein are true, complete, and accurate to the best of his or her knowledge, and that he or she is aware that any false, fictitious, or fraudulent statements or claims may subject him or her to criminal, civil, or administrative penalties. The official signing agrees that the PROVIDER'S organization shall comply with the federal terms and conditions of the funding award, as applicable.
12. The PROVIDER acknowledges and agrees that the STATE shall compensate the PROVIDER for services provided to clients referred by the STATE, other community agencies, and self-referrals, as applicable, but that nothing contained in this Contract obligates the STATE to provide any such referrals to the PROVIDER.
13. **Notice.** In addition, to #6, Notices, of the Recitals, any notice required to be given under this contract may also be emailed unless otherwise specified that it must be mailed.
14. **Option to Extend.** The STATE and the PROVIDER may agree in writing to extend the terms of this Contract in accordance with any of the following that are checked:

X	The provisions of the Request for Proposals.
X	The provisions of Chapter 3-149-301, HAR, regarding the extension of existing contracts during the procurement process.
X	The provisions of Chapter 3-141-503, HAR, if the Contract, is exempt from procurement rules.
X	If the STATE and the PROVIDER agree to an extension to utilize unspent funds.

auditing standards and shall furnish a copy of such audit to the STATE. This requirement shall apply to all PROVIDERS receiving general funds from the STATE.

An audit under this provision shall NOT be required if both of the following conditions are met:

- a. The PROVIDER is subject to the federal audit requirements specified below; and
- b. The federal audit addresses whether the PROVIDER'S internal control procedures are effective in meeting the terms and conditions of this Contract.

19. Federal Audit Requirement.

The PROVIDER spending seven hundred fifty thousand dollars (\$750,000.00) or more per year in federal financial assistance shall be subject to the federal audit requirements under the Office of Management and Budget (OMB) Circular A-133, "Audits of State, Local Governments, and Nonprofit Organizations." This amount is comprised of the total federal funds expended from all of the PROVIDER's current contracts (federal, STATE, and county). The PROVIDER shall furnish a copy of any such audit to the STATE.

In addition, the PROVIDER, when required in accordance with the guidelines of 2 CFS Part 200 "Uniforms Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards", shall have an independent certified public accountant conduct a financial and compliance audit.

20. Compliance.

Vendors, contractors, and service providers must be compliant with statutes and administrative rules regarding tax clearance. State agencies are required to verify compliance. Vendors, contractors, and service providers must provide:

- a. A tax clearance certificate from the Department of Taxation and the Internal Revenue Service;
- b. A certificate of compliance from the Department of Labor and Industrial Relations;
- c. A certificate of good standing from the Department of Commerce and Consumer Affairs.
- d. In lieu of the above certificates, vendors, contractors and service providers may show proof of compliance through the state procurement office designated certification process, the Hawaii Compliance Express (HCE).

22. Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion – Lower Tiered Covered Transactions. Any SUBCONTRACTOR (also known as a lower tier participant under federal regulations) under this Contract, may be asked to sign the Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion – Lower Tiered Covered Transactions stating that neither the SUBCONTRACTOR nor its principals are debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this Contract, by any

federal department or agency. If a SUBCONTRACTOR is unable to certify this, an explanation shall be included in the Contract.

23. **Certification Regarding Lobbying.** The PROVIDER and any SUBCONTRACTORS shall sign and submit to the STATE the Certification Regarding Lobbying as required by New Restrictions on Lobbying, Part 93 of Title 45 of the Code of Federal Regulations.
24. **Nondiscrimination.**
 - a. **Race, Color, and National Origin.** In accordance with Part 80 of Title 45 of the Code of Federal Regulations, which effectuates Title VI of the Civil Rights Act of 1964, the PROVIDER and any SUBCONTRACTORS assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity funded under this Contract.
 - b. **Handicap.** In accordance with Part 84 of Title 45 of the Code of Federal Regulations, which effectuates Section 504 of the Rehabilitation Act of 1973, the PROVIDER and any SUBCONTRACTORS hereby assure that no qualified handicapped person shall, on the basis of handicap, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity funded under this Contract.
 - c. **Sex.** In accordance with Part 86 of Title 45 of the Code of Federal Regulations, which effectuates Title IX of the Educational Amendments of 1972, as well as Section 844 of the Educational Amendments of 1974, the PROVIDER and any SUBCONTRACTORS hereby assure that no person shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any educational program or activity funded under this Contract.
 - d. **Age.** In accordance with Part 91 of Title 45 of the Code of Federal Regulations, which effectuates the Age Discrimination Act of 1975, and except as may be specified in Attachment 1, Scope of Services, of this Contract, and Attachment S1, Scope of Services, no person shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity funded under this Contract.
 - e. **Language Access Services.** In accordance with the State of Hawaii and federal laws, the PROVIDER shall ensure access, delivery, and documentation of Language Access Services, including interpreter services, to clients with Limited English Proficiency (LEP). The PROVIDER shall develop and maintain procedures that specify how Language Access Services shall be delivered by the PROVIDER. The PROVIDER:
 - 1) Shall offer Language Access Services to all clients at no cost to the client and document the offer as well as whether the client declined or accepted the services.

The PROVIDER may use either the DHS Form, “DHS 5000 – Offer of Acceptance or Waiver of Free Interpreter Services”, or the PROVIDER’S own version of the Form consisting of the contents of the Form with the PROVIDER’S own agency identified on it (refer to the DHS website at <http://humanservices.hawaii.gov/civil-rights-corner/> for the Form).

- 2) Shall maintain the signed Form in the client’s file.
 - 3) Is prohibited from requiring clients to bring their own interpreters with them to orientation sessions, interviews, or other appointments.
 - 4) Is responsible for the cost of interpreters.
 - 5) Shall accommodate a multicultural referral base that speaks languages other than English including, but not limited to, Cantonese, Chuukese, Hawaiian, Ilocano, Japanese, Korean, Marshallese, Tagalog, Spanish, Thai, and Vietnamese.
 - 6) Shall submit a quarterly LEP Report on a form provided by the DHS that includes at a minimum:
 - a) The number of LEP clients who were offered Language Access Services and, from that number, how many declined or accepted the services.
 - b) The primary language spoken by each LEP client.
 - c) The type of Language Access Services provided.
 - d) The name of the interpreter and their agency, if applicable.
25. All recipients of State or Federal funds through the DHS shall be expected to conduct themselves in a manner that is respectful and courteous to others as well as to refrain from hostile and harassing behavior that might be considered offensive or discriminatory. Use of bias-free language shall be expected. Offensive gestures, e-mails, texts, photographs, screensavers, downloads, calendars, and other graphics shall be inappropriate in the workplace. The workplace and services areas shall be free from any and all discriminatory and offensive practices, including, but not limited to, the use of tobacco products and sprays and fragrances to which individuals could have allergic reactions.
- a. The DHS prohibits conduct and behaviors that result in the creation of a hostile and/or abusive work environment as a result of any of the biases protected by law and prohibits retaliation against anyone who files a complaint or participates in the complaint process.
 - b. The DHS prohibits discrimination against any individual in recruitment, appointment, training, promotion, retention, discipline, or any other terms or conditions of a person’s employment, services, or status as an applicant for employment or services.
 - c. All service providers (sub-recipients) shall be responsible for creating and maintaining a work environment that is free of all discriminatory practices including harassment, bullying, and/or retaliation for having filed a complaint.
26. **Environmental Tobacco Smoke.** The PROVIDER shall comply with Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994. This Act requires that smoking not be permitted in any portion of any indoor

facility owned, leased, or contracted by an entity and used routinely or regularly for provision of health, day care, education, or library services to children under the age of 18 if the services are funded by federal programs either directly or through state or local governments. Federal programs include grants, cooperative agreements, and contracts. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug and alcohol treatment.

The PROVIDER further agrees that the above language shall be included in any sub awards which contain provisions for children's services and that all SUBCONTRACTORS shall certify compliance accordingly. Failure to comply with the provisions of this law may result in the imposition of a civil monetary penalty of up to \$1,000.00 per day.

ATTACHMENT G

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No federal appropriated funds have been paid or shall be paid by, or on behalf of, the undersigned to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, or cooperative agreement.
2. If any funds other than federal appropriated funds have been paid or shall be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards to all tiers (including subcontracts, subgrants, and contracts under grants, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of facts upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U. S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000.00 and not more than \$100,000.00 for each such failure.

Signature

Title

Organization

ATTACHMENT H

Administrative Assurances

This form should be printed then completed and included in the Proposal Application.

If awarded a contract to provide the services specified in the RFP referenced above, I hereby assure that the following shall be in place during the term of the contract:

1. Staff Development

There shall be a written training plan for direct service staff which:

- a. Promotes an understanding of the clients that the DHS serves.
- b. Promotes good practice.
- c. Familiarizes staff with the agency's program and policies and procedures.
- d. Familiarizes staff with available resources in the community as applicable under the Scope of Work in Section 2 of the RFP and in support of the service activities in the proposal.

2. Supervision

There shall be a written supervision plan for supervising direct service staff. The plan shall be consistent with the lines of supervision indicated on the Program Specific Chart in the contract.

3. Criminal History Record and Protective Services Central Registry Checks

Documentation of Criminal History Record and Protective Services Central Registry Checks, as required by the DHS and in accordance with the standards in Section 5 of this RFP, and applicable waivers shall be kept in the personnel files of all staff and backup staff providing direct services to clients or having direct client contact. This includes direct services staff of any subcontractors.

4. Coordination of Services

There shall be a written service coordination plan to coordinate services with the DHS, other Providers, and community agencies/resources, as applicable. The plan shall include each of the following:

- a. Ongoing communication with the DHS about active DHS clients including notification to the DHS regarding critical incidents or non-participation in the mutually agreed upon Service Plan.
- b. Providing information and referral of clients to other community agencies/resources, as appropriate.
- c. Identifying other community agencies/resources that can serve as client supports.

5. Quality Assurance & Program Evaluation

There shall be a written quality assurance plan that addresses:

- a. The process of service delivery.
- b. The tools/instruments to be used to collect data about the impact of services on the client's life.
- c. How all of the outcomes of Performance Measurement Form C, Section 2 of this RFP, shall be measured.
- d. The process for making improvements or taking corrective action based on evaluation findings.

6. Documentation of Utilization

There shall be written policies and procedures for the accurate documenting, tracking, and reporting of the service units delivered to clients, contract expenditures, and other requested information. Client Eligibility Lists, Quarterly Activity Reports, and Expenditure Reports shall be submitted in a format and a timeframe as determined by the DHS.

7. Minimal English and Physical Limitations

For clients with Limited English Proficiency (LEP) and/or physical limitations:

- a. There shall be procedures to ensure reasonable accommodation in the delivery of services.
- b. LEP reports shall be submitted to the DHS in a format and a timeframe as determined by the DHS.

SIGNATURE

DATE

TYPE OR PRINT NAME

TITLE

AGENCY

ATTACHMENT I

Sample Program and Fiscal Forms

Quarterly Activity Report - Service Data

Provider:	
Program:	Ka'ū 'Ōhana Support Services
Contract Number:	
Fiscal Year	

Reporting Quarter*	Q1	Q2	Q3	Q4

*Note: Indicate reporting quarter by filling in relevant cell with an X. When filling in data for Q2 - Q4, do not delete past data from prior quarters. This file should serve as a compilation of YTD data.

Section I - REFERRALS RECEIVED		Actual # of Referrals received (unduplicated)				
People to be Served	Anticipated # of Clients to be Served	Q1	Q2	Q3	Q4	Cumulative YTD
Families	15					
Adults	20					
Children	25					

Section II - Referrals per Service	Q1	Q2	Q3	Q4	Cumulative YTD
A1) # of referrals for COMPREHENSIVE ASSESSMENTS					
Referral Source (provide # of referrals by referral source)	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
A2) # of referrals for COORDINATION AND LINKAGE					
Referral Source (provide # of referrals by referral source)	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
A3) # of referrals for INDIVIDUALIZED PROGRAM PLANNING (IPP)					
Referral Source (provide # of referrals by referral source)	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
A4) # of referrals for INTENSIVE PARENTING SUPPORT & FAMILY SKILLBUILDING SERVICES					
Referral Source (provide # of referrals by referral source)	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
A5) # of referrals for PARENTAL LIFE SKILLS GROUPS					
Referral Source (provide # of referrals by referral source)	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
A6) # of referrals for INDIVIDUAL OUTREACH SERVICES					
Referral Source (provide # of referrals by referral source)	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___

Section III - People not Served	Q1	Q2	Q3	Q4	Cumulative YTD
A) How many people were not served (turned away) during this quarter?					
A1) How many people were not served due to a lack of available slots this quarter?					
Referral Source (provide # of referrals NOT SERVED by referral source)	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
A2) How many people were placed on the waitlist this quarter?					
Referral Source (provide # of referrals WAITLISTED by referral source)	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
A3) How many total clients are still remaining on the waiting list at quarter end?					
Referral Source (provide # of referrals REMAINING ON WAITLIST by referral source)	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
Additional Explanation , if applicable, the Provider shall explain the reasons for A, A1, A2, and A3. What action is being taken to rectify any ongoing situations?					

Section IV - Outcomes

Note: Use the Performance Measure tabs within this file (Orange colored tabs) and the separate Client Eligibility List (CEL.(Contract number).Template) to document outcomes and compliance with service performance measures.

Quarterly Activity Report - Service Activities

Provider:	
Program:	Ka'ū'Ohana Support Services
Contract Number:	
Fiscal Year	

Reporting Quarter*	Q1	Q2	Q3	Q4

*Note: Indicate reporting quarter by filling in relevant cell with an X. When filling in data for Q2 - Q4, do not delete past data from prior quarters. This file should serve as a compilation of YTD data.

Section V - CLIENTS SERVED		Actual # of Clients served (unduplicated)				
People to be Served	Anticipated # of Clients to be Served	Q1	Q2	Q3	Q4	Cumulative YTD
Families	15					
Adults	20					
Children	25					

Section VI - Service Activity	Q1	Q2	Q3	Q4	Cumulative YTD
A) # of COMPREHENSIVE ASSESSMENTS completed					
# completed by referral source	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
B) # of COORDINATION AND LINKAGE activities provided					
# provided by referral source	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
C) # of INDIVIDUALIZED PROGRAM PLANS created					
# created by referral source	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
D) # of CASE MANAGEMENT activities provided					
# provided by referral source	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
E) # of INTENSIVE PARENTING SUPPORT & FAMILY SKILL BUILDING services provided					
# provided by referral source	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
F) # of PARENTAL LIFE SKILLS GROUPS conducted					
# of PARENTAL LIFE SKILLS GROUPS participants by referral source	CWSB: ___ Self: ___ OTH PROVIDER: ___ COMMUNITY: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___ COMMUNITY: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___ COMMUNITY: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___ COMMUNITY: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___ COMMUNITY: ___
G) # of INDIVIDUAL OUTREACH activities provided (by referral source)	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___
H) # of COMMUNITY OUTREACH activities provided					
# of COMMUNITY OUTREACH participants by referral source	CWSB: ___ Self: ___ OTH PROVIDER: ___ COMMUNITY: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___ COMMUNITY: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___ COMMUNITY: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___ COMMUNITY: ___	CWSB: ___ Self: ___ OTH PROVIDER: ___ COMMUNITY: ___

Quarterly Activity Report - Other Information

Provider:	
Program:	Ka'u 'Ohana Support Services
Contract Number:	
Fiscal Year	

Reporting Quarter*	Q1	Q2	Q3	Q4

*Note: Indicate quarter by filling in relevant cell

Section VII - Major Accomplishments this Quarter	Q1	Q2	Q3	Q4
A) Detail any major accomplishments this quarter. Use additional space if necessary.				

Section VIII - Problems Encountered this Quarter and Corrective Actions Taken	Q1	Q2	Q3	Q4
A) Detail any problems encountered this quarter, and any corrective actions taken. Use additional space if necessary.				

Section X - Plans for Next Quarter	Q1	Q2	Q3	Q4
A) Detail any plans for the next quarter. Plans include anything new that the provider will incorporate into the program.				

Section XI - Survey Results	Annual Response
A) Provide your client survey response rate.	
B) Provide details of key themes from client survey responses.	
C) Please detail how you plan to perform offering quality improvement based on client survey responses.	

Section XII - Recommendations	Q1	Q2	Q3	Q4
A) Detail any recommendations you have for improving the provision of services.				

Quarterly Activity Report - Staff Changes

Section IX - Staff Changes During Quarter				
[Insert Position Title]				
	Q1	Q2	Q3	Q4
Confirm if you are fully staffed at this position (Yes/No)				
If vacant, list the reason(s) for the vacancy.				
If vacant, indicate the duration of the vacancy and describe the steps taken to fill it.				

[Insert Position Title]				
	Q1	Q2	Q3	Q4
Confirm if you are fully staffed at this position (Yes/No)				
If vacant, list the reason(s) for the vacancy.				
If vacant, indicate the duration of the vacancy and describe the steps taken to fill it.				

[Insert Position Title]				
	Q1	Q2	Q3	Q4
Confirm if you are fully staffed at this position (Yes/No)				
If vacant, list the reason(s) for the vacancy.				
If vacant, indicate the duration of the vacancy and describe the steps taken to fill it.				

[Insert Position Title]				
	Q1	Q2	Q3	Q4
Confirm if you are fully staffed at this position (Yes/No)				
If vacant, list the reason(s) for the vacancy.				
If vacant, indicate the duration of the vacancy and describe the steps taken to fill it.				

[Insert Position Title]				
	Q1	Q2	Q3	Q4
Confirm if you are fully staffed at this position (Yes/No)				
If vacant, list the reason(s) for the vacancy.				
If vacant, indicate the duration of the vacancy and describe the steps taken to fill it.				

[Insert Position Title]				
	Q1	Q2	Q3	Q4
Confirm if you are fully staffed at this position (Yes/No)				
If vacant, list the reason(s) for the vacancy.				
If vacant, indicate the duration of the vacancy and describe the steps taken to fill it.				

[Insert Position Title]				
	Q1	Q2	Q3	Q4
Confirm if you are fully staffed at this position (Yes/No)				
If vacant, list the reason(s) for the vacancy.				
If vacant, indicate the duration of the vacancy and describe the steps taken to fill it.				

Performance Measure 1**Measure:** Percentage of individuals contacted within two (2) business days of referral.**Metric:** 90% annually.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Number of Individuals Referred																		
Number of Individuals Contacted Within 2 Business Days of Referral																		
Total:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Annual Metric: 90%	N/A												N/A					
Annual Metric Met	Yes												Yes					

Performance Measure 2**Measure:** Percentage of individuals screened within five (5) business days of initial contact.**Metric:** 90% annually.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Number of Individuals Contacted																		
Number of Individuals Screened Within 5 Business Days of Contact																		
Total:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Annual Metric: 90%	N/A												N/A					
Annual Metric Met	Yes												Yes					

Performance Measure 3.A-B**Table 1: 3.A - Comprehensive Assessment Timeline****Measure:** For clients requiring comprehensive assessment, percentage of comprehensive assessments completed within fifteen (15) business days of the initiation of the assessment, as evidenced by the completion date as documented in the client record and on the comprehensive assessment report.**Metric:** 85% annually.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Number of Individuals Requiring Comprehensive Assessment																		
Number of Individuals Receiving Required Comprehensive Assessment within 15 Business Days of Initiation of Assessment																		
Total:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Annual Metric: 85%	N/A												N/A					
Annual Metric Met	Yes												Yes					

Table 2: 3.B - Comprehensive Assessment Quality**Measure:** Percentage of comprehensive assessments that comply with the comprehensive assessment requirements of this Contract, as evidenced through: (i) PROVIDER review utilizing a DHS-approved standardized, structured, or informal assessment quality checklist; and (ii) Supervisory review and verification of adherence with the comprehensive assessment requirements.**Metric:** 90% of all comprehensive assessments annually.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Total number of Comprehensive Assessments																		
Number of Comprehensive Assessments that comply with the comprehensive assessment requirements of this Contract																		
Comprehensive Assessments demonstrate a Clear Identification of Risk and Safety Factors related to Child Maltreatment, Family Instability, or Other Conditions that contributed to or may lead to Child Welfare involvement																		
Comprehensive Assessments include documentation of Strengths and Protective Capacities																		
Comprehensive Assessments demonstrate a Clear Identification of Individual and Family Needs																		
Comprehensive Assessments include Appropriate Individualized Service Interventions and Activities for the Client that address Identified Risk and Safety Factors, strengthen Protective Capacities, and improve Overall Family Functioning																		
Comprehensive Assessments provide Clear, Actionable Recommendations for Services, Supports, Referrals, or Other Interventions to address Identified Needs and enhance Child Safety, Family Stability, and Child and Family Well-being																		
Total:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Annual Metric: 90%	0%												0%					
Annual Metric Met	No												No					

Performance Measure 4.A-B**Table 1: 4.A - Individualized Program Planning**

Measure: Percentage of Individualized Program Plan (IPP) consultations or case conferences that are held within ten (10) business days of either the completion of the comprehensive assessment, or the validation of an existing and current external assessment.
Metric: 90% annually.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Number of Individuals Requiring IPP Consultation or Case Conference																		
Number of Individuals Receiving Consultation or Case Conference within 10 Business Days of Comprehensive Assessment or within 10 Business Days of the Validation of a Current and Comparable External Assessment																		
Total:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Annual Metric: 90%	N/A												N/A					
Annual Metric Met	Yes												Yes					

Table 2: 4.B - IPP Quality and Alignment

Measure: Percentage of IPPs that comply with the IPP requirements of this Contract, as evidenced through supervisory review and validation of the IPP verifying alignment with the findings of a comprehensive assessment or a current and comparable external assessment, and staff adherence to IPP requirements.
Metric: 90% annually.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Total number of IPPs																		
Number of IPPs that comply with the IPP requirements of this Contract																		
IPPs are directly aligned with the Findings of a Comprehensive Assessment or a current and comparable External Assessment																		
IPPs include Clear, Prioritized Goals, Activities, Timelines, and Outcomes																		
IPPs address the Identified Risk and Safety Factors																		
IPPs center the Needs, Priorities, and Self-Identified Goals of the Clients while supporting Child Safety, Permanency, and Child and Family Well-being																		
IPPs are Signed by the Client, Provider, and the assigned CWSB Worker, when applicable																		
Total:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Annual Metric: 90%	100%												100%					
Annual Metric Met	Yes												Yes					

Performance Measure 5.A-C**Table 1: 5.A - Intensive Parenting Support and Family Skill Building Services**

Measure: Percentage of intensive parenting support and family skill building services as defined in 2.2.A.4 initiated within five (5) business days of the determination that such service is needed, as identified through the comprehensive assessment or the IPP process.
Metric: 90% annually.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Number of Parenting Support and Skill Building Services Initiated																		
Number of Parenting Support and Skill Building Services Initiated within 5 business days of determination																		
Total:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Annual Metric: 90%	N/A												N/A					
Annual Metric Met	Yes												Yes					

Table 2: 5.B - Safety and Risk Reduction

Measure: Percentage of clients demonstrating measurable progress toward reducing identified risk and safety factors as evidenced through: (i) Provider case documentation or progress notes; (ii) Any standardized, structured, or informal assessment tools utilized by the PROVIDER; (iii) Supervisory review and verification of evidence of stabilization or reduction in identified risk and safety factors based on case documentation and supervisory consultation.
Metric: 90% annually.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Number of Clients with Identified Risk and Safety Factors																		
Number of Clients Evidently Showing Stabilization/Reduction in Safety and Risk Factors																		
Total:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Annual Metric: 90%	N/A												N/A					
Annual Metric Met	Yes												Yes					

Table 3: 5.C - Family Functioning

Measure: Percentage of clients who demonstrate improvement in one or more areas of family functioning such as parenting practices, behavior management, parent-child interactions, and household management, as evidenced through: (i) Provider case documentation or progress notes; (ii) Any standardized, structured, or informal assessment tools utilized by the PROVIDER; (iii) Client self-report; (iv) Supervisory review, validation, and case consultation.

Metric: 90% annually.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Number of Clients Identified with Family Functioning Issues																		
Number of Clients Evidently Showing Improvement in Family Functioning																		
Total:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Annual Metric: 90%	N/A												N/A					
Annual Metric Met	Yes												Yes					

Performance Measure 6.A-B

Table 1: 6.A - Parental Life Skills Groups

Measure: Number of parental life skills group meetings held each month.

Metric: At minimum, three (3) group meetings held each month.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Child Management Sessions																		
Substance Use Disorder Sessions																		
Socialization and Peer Support Sessions																		
Other Sessions																		
Total:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Performance Measure Met:	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No

Table 2: 6.B - Client Knowledge Gains

Measure: Percentage of clients who report increased knowledge of positive parenting practices, child development, or problem-solving skills, as evidenced by: (i) Client Self-reports; (ii) Group meeting evaluations (completed by clients); (iii) Group facilitator notes

Metric: 80% annually

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Number of Clients Engaged in Parental Life Skills Groups																		
Number of Clients Reporting Increased Knowledge of Parental Life Skills Topics																		
Total:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Annual Metric: 80%	N/A												N/A					
Annual Metric Met	Yes												Yes					

Performance Measure 7.A-C

Table 1: 7.A - Individual Outreach

Measure: Percentage initiation of individual outreach services within five (5) business days from recommendation for this type of service from a client's intensive parenting support and family skill-building specialist.

Metric: 90% annually.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Number of Individuals Requiring Outreach Services																		
Number of Individuals Receiving Outreach within 5 Business Days																		
Total:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Annual Metric: 90%	N/A												N/A					
Annual Metric Met	Yes												Yes					

Table 2: 7.B - Client Engagement

Measure: Percentage of clients who demonstrate sustained engagement, as evidenced by: (i) Continued participation in scheduled outreach visits; (ii) Active participation during visits; (iii) Supervisory review and verification of evidence of client engagement based on case documentation and supervisory consultation.

Metric: 85% annually.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Number of Individuals Receiving Outreach Services																		
Number of Individuals Demonstrating Sustained Engagement																		
Total:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Annual Metric: 85%	N/A												N/A					
Annual Metric Met	Yes												Yes					

Table 3: 7.C - Skill Reinforcement

Measure: Percentage of clients who demonstrate sustained or improved application of skills learned during intensive parenting support and family skill-building services (e.g., parenting techniques, communication skills, behavior management) as evidenced through: (i) Case Documentation; (ii) Client self-report; (iii) Any standardized, structural, or informal assessment tools utilized by the PROVIDER; (iv) Supervisory review and verification of evidence that learned skills are being applied and reinforced by the Client based on case documentation and supervisory consultation.

Metric: 85% annually.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Number of Individuals Receiving Outreach Services																		
Number of Individuals Demonstrating Sustained or Improved Application of Skills																		
Total:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Annual Metric: 85%	N/A												N/A					
Annual Metric Met	Yes												Yes					

Performance Measure 8

Table 1: 8.A - Community Outreach Services

Measure: Number of community outreach events held each month.

Metric: At minimum, one (1) community outreach event held each month.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Community Outreach Event																		
Total:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Performance Measure Met:	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No

Performance Measure 9

Measure: Satisfaction rate returned from annual client satisfaction survey results, as described in Section 2.3.M.5.

Metric: At minimum, 85% overall client satisfaction rate annually.

Activity	2027												2028					
	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Number of Individuals Receiving Satisfaction Survey																		
Number of Individuals Responding 'Satisfied' or Higher																		
Total:	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Annual Metric: 85%	N/A												N/A					
Annual Metric Met	Yes												Yes					

Signatures

Report prepared by:

Report submitted by:

Print Name

Print Name

Signature

Signature

Title

Title

Date

Date

BUDGET

(Period _____ to _____)

Applicant/Provider: _____

RFP No.: _____

Contract No. (As Applicable): _____

BUDGET CATEGORIES	Budget Request (a)	(b)	(c)	(d)
A. PERSONNEL COST				
1. Salaries				
2. Payroll Taxes & Assessments				
3. Fringe Benefits				
TOTAL PERSONNEL COST				
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island				
2. Airfare, Out-of-State				
3. Audit Services				
4. Contractual Services - Administrative				
5. Contractual Services - Subcontracts				
6. Insurance				
7. Lease/Rental of Equipment				
8. Lease/Rental of Motor Vehicle				
9. Lease/Rental of Space				
10. Mileage				
11. Postage, Freight & Delivery				
12. Publication & Printing				
13. Repair & Maintenance				
14. Staff Training				
15. Substance/Per Diem				
16. Supplies				
17. Telecommunication				
18. Transportation				
19. Utilities				
20.				
21.				
22.				
23.				
TOTAL OTHER CURRENT EXPENSES				
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
TOTAL (A+B+C+D)				
SOURCES OF FUNDING		Budget Prepared By:		
(a) Budget Request		Name (Please type or print) _____ Phone _____		
(b)		Signature of Authorized Official _____ Date _____		
(c)		Name and Title (Please type or print) _____		
(d)				
TOTAL REVENUE		For State Agency Use Only		
		Signature of Reviewer _____ Date _____		

EXPENDITURE REPORT

RFP No.: SSD-26-POS-9886

Provider:

Contract No:

Reporting Period:

[illegible]

BUDGET JUSTIFICATION
PERSONNEL: PAYROLL TAXES, ASSESSMENTS, AND FRINGE BENEFITS

Applicant/Provider: _____

RFP No.: _____ Period: _____ to _____

Date Prepared: _____

Contract No.: _____
(As Applicable)

TYPE	BASIS OF ASSESSMENTS OR FRINGE BENEFITS	% OF SALARY	TOTAL
PAYROLL TAXES & ASSESSMENTS:			
Social Security	As required by law	As required by law	
Unemployment Insurance (Federal)	As required by law	As required by law	
Unemployment Insurance (State)	As required by law	As required by law	
Worker's Compensation	As required by law	As required by law	
Temporary Disability Insurance	As required by law	As required by law	
SUBTOTAL:			
FRINGE BENEFITS:			
Health Insurance			
Retirement			
SUBTOTAL:			
TOTAL:			
JUSTIFICATION/COMMENTS:			

BUDGET JUSTIFICATION
TRAVEL - INTER-ISLAND

Applicant/Provider: _____

RFP No.: _____ Period: _____ to _____

Date Prepared: _____

Contract No. _____
(As Applicable)

NAME OF EMPLOYEE & TITLE	DESTINATION	NO. DAYS	PER DIEM OR SUBSISTENCE A	AIR FARE B	TRANSPORTATION C	TOTAL A+B+C
TOTAL:						

JUSTIFICATION/COMMENTS:

**BUDGET JUSTIFICATION
CONTRACTUAL SERVICES - ADMINISTRATIVE**

Applicant/Provider: _____

RFP No.: _____ Period: _____ to _____ Date Prepared: _____

Contract No. _____
(As Applicable)

NAME OF BUSINESS OR INDIVIDUAL	TOTAL BUDGETED	SERVICES PROVIDED	JUSTIFICATION/COMMENTS
TOTAL:			

BUDGET JUSTIFICATION PROGRAM ACTIVITIES

Applicant/Provider: _____

RFP No.: _____ Period: _____ to _____ Date Prepared: _____

Contract No. : _____
(As Applicable)

DESCRIPTION	AMOUNT	JUSTIFICATION/COMMENTS
Total:		

Sample Invoice

RFP No.: SSD-26-POS-9886

State of Hawaii
Department of Human Services
Social Services Division

INVOICE

DHS USE ONLY (Do not reduce this a

Amount Requested: \$ _____ For Period: _____ to _____
MM/DD/YY MM/DD/YY

Quarterly Base Payment: ☐ Q1 ☐ Q2 ☐ Q3 ☐ Q4

Payment Summary

For Cost Reimbursement or Fixed Rate Pricing Only:

Contract Amt.: \$ _____
YTD Billing (including this invoice): \$ _____
Remaining balance: \$ _____

For Combination Pricing (Base Payment & Fixed Rate) Only:

Contract Amt.: \$ _____
YTD Billing (including this invoice): \$ _____
Remaining balance: \$ _____
a. Base amount balance: \$ _____
b. Fixed Rate balance: \$ _____

Comments: _____

I certify that the information contained hereinabove is true and correct, and that the services and disbursements have been made in accordance to the conditions stipulated in the Contract.

Authorized Signature: _____ Date: _____
Title: _____

DHS USE ONLY:

Approved for Payment: _____ Date: _____
Signature
Title: _____

Submit an electronic invoice signed in blue ink or an original invoice signed in blue ink with 1 copy

MONTHLY CLIENT ELIGIBILITY LIST	
Fiscal Year:	
Report Period (Month):	January
Contract No.:	
Provider/Agency Name	

[illegible]

Sample Language English Proficiency (LEP) Report

REPORTING PERIOD

SFY:

SERVICE PROVIDER

CONTRACT NO:

DHS-XX-POS-XXXX

Q1 - July - Sept.

Q2 - Oct .- Dec

Q3 - Jan - Mar

Q4 - April - June

LANGUAGE	TYPE OF LANGUAGE SERVICE PROVIDED					SERVICE PROVIDER TYPE							EXPENDITURES							TTL
	TTL	Face to face interpreter	Sight* translation	Written** translation	Telephone interpreter	Bilingual staff	Community Volunteer	Staff Volunteer	PAID Interpreter via agency	PAID Professional interpreter	Client ‡ provided	Face to face interpreter	Sight translation	Written translation	Telephone interpreter	Sign Language	OTHER (Identify)	LEP EXPEND.		
	LEP #																	0		
Cantonese	0																	0		
Chuukese	0																	0		
Hawaiian	0																	0		
Ilokano	0																	0		
Japanese	0																	0		
Korean	0																	0		
Kosraean	0																	0		
Sign Language/ Services for Hearing Impaired																		0		
Mandarin	0																	0		
Marshallese	0																	0		
Portuguese	0																	0		
Samoan	0																	0		
Spanish	0																	0		
Tagalog	0																	0		
Thai	0																	0		
Tongan	0																	0		
Vietnamese	0																	0		
Visayan (Cebuano)	0																	0		
Other - SOMALI	0																	0		
Other - (Identify)	0																	0		
Other - (Identify)	0																	0		

*Sight translation = interpreter translated document on the spot

‡Client provided interpreter must be identified in client's case record

**Written translation = document translated - does not need to be related to specific client

INSTRUCTIONS: Please report each encounter separately, eg, if an interpreter was requested for 2 days, report each day as a separate encounter.
An INTERPRETER deals with verbal/oral communication where as a TRANSLATOR deals with written communication/documents.

Summary of Language Access Services Provided:	QTR	YTD
A. # of LEP clients who were offered language assistance services (LAS).		
B. # of LEP clients offered LAS and declined services.		
C. # of LEP clients offered LAS and received LAS.		
Interpreter Information for this Quarter:		
Name of Interpreter:	Language provided:	Agency or relationship

**OFFER AND ACCEPTANCE OR WAIVER OF
FREE INTERPRETER SERVICES**

Case Name: _____ Case Number: _____

Interpreter Needed For: _____
(Name)

Worker: _____ Unit: _____

Phone: _____ Fax: _____

The Department of Human Services (DHS) has offered an interpreter at no cost to me, if English is not my primary language.

1.	ENGLISH is my primary language:	☐ YES*	☐ NO
*Sign and date below.			
2.	☐ I do not need an interpreter. If you do not need an interpreter go to part 4 and sign below: ☐ I need an interpreter for the following language: _____ If you need an interpreter, go to part 3, and check the box that applies to you.		
3.	☐ I want DHS to provide an interpreter at no cost to me. ☐ I do not want an interpreter provided by DHS, and I will provide my own. • I understand that DHS may secure an independent interpreter to observe my interpreter to ensure the accuracy of the communications. • I understand that the use of family or friends as interpreters may not be the most effective way to help me access the benefits and services that DHS provides. • I understand that DHS does not recommend the use of family members or friends as interpreters and prohibits the use of minors (no one under age 18) as interpreters. • I understand that if I do not want interpreter services at this time, I have the right to change my mind in the future and have DHS provide free interpreter services at that time or bring an interpreter of my choice.		
4.	I have read and understand the information on this form. If I have questions or concerns, I can contact the worker listed above.		
Print Name: _____		Phone: _____	
Signature: _____		Date: _____	

I. Introduction

The objective of the evaluation process is to identify the Applicant that can provide the most advantageous proposal(s) to the State for quality services, according to the factors below. This RFP will be scored in multiple stages as described below.

II. Process Overview

Phase 1 (Proposal Requirements)

1. During the first stage of scoring, DHS will evaluate each Applicant's proposal on a Pass/Fail basis to ensure that each Applicant has met the mandatory requirements.

Phase 2 (Evaluation of Proposal Application (100 Points))

2. The Evaluation Committee will receive the proposals that pass mandatory requirements and will review each proposal. The Evaluation Committee will meet to discuss the Proposals and provide Raw Evaluation Scores based on the Evaluation Committee's assessment of the Applicant's ability to meet requirements and to service the State's needs as described in the RFP. The points distribution will be as indicated below.

Experience, Capabilities and Facilities

Criteria	Points
Experience	4.00
Capabilities	4.00
Facilities	2.00
MAXIMUM POSSIBLE POINTS	10.00

Staffing and Project Organization

Criteria	Points
Staffing	10.00
Project Organization	5.00
MAXIMUM POSSIBLE POINTS	15.00

Scope of Work - Service Activities (Section 2.2)

Criteria	Points
Referral	2.00
Initial Screening	3.00
Comprehensive Assessment	9.00
Coordination and Linkage	4.00
Individualized Program Planning	7.00
Case Management	3.00
Intensive Parenting Support and Family Skill-Building Services	9.00
Parental Life Skills Groups	5.00
Outreach Services	6.00
MAXIMUM POSSIBLE POINTS	48.00

Scope of Work - General, Administrative, and Management Requirements (Section 2.3)

Criteria	Points
Law and Rule Compliance	0.50
Coordination and Administrative Activities	0.50
Response to Requests in Legal Proceedings	0.50
Accessibility	0.50
Personnel Requirements	1.00
Background Checks	0.50
Staff Training	1.00
Dispute and Conflict Resolution	0.50
Reporting	1.00
Confidentiality	1.00
Contract Monitoring	1.00
Quality Assurance	1.00
Evaluations (both internal and external)	1.00
MAXIMUM POSSIBLE POINTS	10.00

Scope of Work - Performance Measures (Section 2.5)

Criteria	Points
Performance Measures	4.00
MAXIMUM POSSIBLE POINTS	4.00

Scope of Work - Work Plan

Criteria	Points
Work Plan	3.00
MAXIMUM POSSIBLE POINTS	3.00

Financial

Criteria	Points
Proposed Budget (Section 3.5)	8.00
Financial Audit (Section 3.5)	2.00
MAXIMUM POSSIBLE POINTS	10.00

3. Each sub-area within the categories above will be given a raw evaluation score by the evaluation team on a scale of 0 to 4. Points for each sub-area are calculated by multiplying the sub-area's assigned weight (See column C above) by the associated percentage of each raw evaluation score the sub area receives (0%, 25%, 50%, 75%, or 100%). Points for all sub-areas will be added together to receive the point total. The scoring scale is as follows:

- 4 = Excellent and Significantly Exceeds Requirements - Receives 100% of sub-area's allocated points
- 3 = Exceeds Requirements - Receives 75% of sub-area's allocated points
- 2 = Meets Requirements - Receives 50% of sub-area's allocated points
- 1 = Unsatisfactory or Does Not Clearly Meet the Requirements - Receives 25% of sub-area's allocated points
- 0 = Not Addressed or Does Not Meet Requirements - Receives 0% of sub-area's allocated points

A score of 2 ("Meets Requirements") means that a proposal met all of a category's or section's requirements and does not require written justification. A score of 3 or 4 means that a proposal exceeded the category's requirements and requires a written justification. A score of 0 or 1 means that a proposal did not meet the category's requirements and requires a written justification. Please see RFP Section 4.3.B for additional details.

Phase 3 Notice of Award or Non-Award of a Contract

4. Each Applicant shall receive either a Notice of Award or a Notice of Non-Award of a contract, including a Statement of Findings and Decision and Proposal Ratings Worksheet.