

# SECTION TWO

## SERVICE SPECIFICATIONS

## **ADULT CLIENT SERVICES**

### **2.1 SVC SPEC TITLE: Adult Client Services ACSA – Adult Substance Abuse Treatment Services**

#### **2.1.1 Introduction**

##### **A & B. – (SEE SECTION 2.0.1)**

##### **C. Description of the goals of the service**

The goals of the requested service are: (1) To provide a comprehensive evidence-based, offender-oriented, continuum of substance abuse treatment services to adults with alcohol/and other drug problems, who are ordered or directed by the court to obtain treatment; and, (2) the goal of treatment will be to assist adult offenders, abusing or addicted to alcohol and/or other drugs with the acquisition and demonstration of effective strategies, skills and knowledge which will result in long-term abstinence and a reduction of their re-offending behaviors. The continuum includes Substance Abuse Assessment; Substance Abuse Education; Pre-Treatment/Motivational Enhancement Services; Outpatient, Intensive Outpatient, Day and Residential Treatment and Therapeutic Living Program treatment modalities.

##### **D. Description of the target population to be served**

The target population includes adult offenders and other adults referred to the Judiciary, age 18 or older, male and female, supervised by the Adult Client Services Branches in all circuits of the Judiciary and/or under the auspices of the Judiciary's drug and other specialty court programs. The target population will include, but shall not be limited to pregnant/parenting women with alcohol and/or other drug related problems and offenders with co-occurring disorders.

##### **E. Geographic coverage of service**

Service areas include the following:

First Circuit	Island of Oahu
Second Circuit	Islands of Maui, Lanai and Molokai
Third Circuit	Island of Hawaii
Fifth Circuit	Island of Kauai

The applicant shall demonstrate actual capacity to provide the required services in the service areas for which it is applying.

Applicants may propose to service clients in one or more geographic areas. Applicants need not submit separate proposals for each circuit/island. If an Applicant proposes to service clients from one or more circuit/island, the Applicant's proposal shall indicate the specific services and capacity or capability it is proposing for each

circuit and/or island.

**F. Probable funding amounts, source and period of availability**

Probable funding amounts are not being stated at this time. Applicants shall propose funding amounts based on their best estimates for the cost of providing the services as described in the proposal.

Funding sources:      State General Funds  
                                 Federal Grants  
                                 State Special Funds

Period of availability: The Judiciary intends to award multi-term contracts. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019, subject to the appropriation and availability of funds, the fiscal soundness of the Applicant, and the Applicant's history with contract service performance. All State funds are contingent on appropriation, and all Federal funds are contingent on the awarding of grant applications. Funds are available for only the initial term of the contract which is for two (2) years.

**A.1.2 General Requirements**

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

1. The Applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
  - a. Residential programs must meet the requirements of the State of Hawaii, Department of Health's (DOH) Administrative Rules: Title 11, Chapter 98, pertaining to Special Treatment Facility. Programs must have a Special Treatment Facility license at the time of application and abide by applicable administrative rules governing accreditation of substance abuse treatment programs.
  - b. Therapeutic Living programs must meet the requirements of the State of Hawaii, DOH's Administrative Rules: Title 11, Chapter 98, pertaining to Special Treatment Facility as it pertains to Therapeutic Living. Programs must have an appropriate license to operate from the DOH, Office of Health Care Assurance (OHCA).
  - c. All applicants shall comply with the State of Hawaii, DOH's Administrative Rules: Title 11, Chapter 175, pertaining to Mental Health and Substance Abuse Systems.

- d. The proposed services must meet all required state licensing or certification standards, provide assurances for fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and provide proof of insurance coverage and identification as applicable.
2. For this service specification, please submit six (6) sets (original plus 5 copies) of your completed proposal to the Financial Services Division.
  3. The Applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the Applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On site visits may be made.
  4. The Applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchase of Health and Human Services identified in SPO-H-201 (Effective 10/01/98) which can be found on the SPO website (See Section 5, Proposal Application Checklist, for the website address).
  5. The Applicant shall have an accounting system in compliance with generally acceptable accounting principles.

**B. Secondary Purchaser participation**

(Refer to §3-143-608, HAR)

After-the-fact Secondary Purchases will be allowed.

**C. Multiple or alternate proposals**

(Refer to §3-143-605, HAR)

Allowed                       Not allowed

**D. Single or multiple contracts to be awarded**

(Refer to §3-143-206, HAR)

Single       Multiple       Single & Multiple

Multiple contracts may be awarded if such awards are deemed to be in the best interest of the Judiciary, and will be based on the highest ranked proposals.

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

(Refer to §3-149-302, HAR)

Single term (<2 years)       Multi-term (>2 years)

A multi-term contract will be awarded if such awards are deemed to be in the best interests of the Judiciary. The initial term of the contract shall be for two (2) years.

Funds are available for only the initial term of the contract. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and the satisfactory performance of services by the provider. Execution of a contract amendment is required to extend the contract for another term. The aggregate term of the contract shall not exceed four (4) years, e.g. July 1, 2015 to June 30, 2019. If it is determined that a multi-term contract is not in the best interest of the Judiciary, a single term contract will be awarded.

**F. RFP Contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.1 (Procurement Timetable) of this RFP.

For technical questions related to the Request for Proposals process, please call the following individual:

Judiciary Contracts and Purchasing Office  
Kelly Kimura at (808) 538-5805 Fax: (808) 538-5802  
Email: [Kelly.Y.Kimura@courts.hawaii.gov](mailto:Kelly.Y.Kimura@courts.hawaii.gov)

If you have any programmatic questions regarding the requested services, please call the following individuals:

Oahu Adult Client Services, First Circuit  
Jean Oshiro at (808) 539-4510 Fax: (808) 539-4559  
[Jean.T.Oshiro@courts.hawaii.gov](mailto:Jean.T.Oshiro@courts.hawaii.gov)

Maui: Client Services Division, Second Circuit  
David Ortiz at (808) 244-2792 Fax: (808) 244-2870  
[David.K.Ortiz@courts.hawaii.gov](mailto:David.K.Ortiz@courts.hawaii.gov)

Hawaii: Family Court, Third Circuit  
Aolani Mills at (808) 322-8726 Fax: (808) 961-7671  
[Aolani.M.Mills@courts.hawaii.gov](mailto:Aolani.M.Mills@courts.hawaii.gov)

Drug Court, Third Circuit  
Grayson Hashida at (808) 443-2201 Fax: (808) 443-2222  
[Grayson.K.Hashida@courts.hawaii.gov](mailto:Grayson.K.Hashida@courts.hawaii.gov)

Kauai: Drug Court, Fifth Circuit  
Joseph Savino at (808) 482-2362 Fax: (808) 482-2544  
[Joseph.A.Savino@courts.hawaii.gov](mailto:Joseph.A.Savino@courts.hawaii.gov)

**2.1.3 Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

**A. Service Activities (Minimum and/or mandatory tasks and responsibilities)**

1. Applicants will provide a comprehensive continuum of evidence-based offender-oriented treatment services to include Substance Abuse Assessments; Substance Abuse Education; Pre-Treatment/Motivational Enhancement Services; Outpatient, Intensive Outpatient, Day and Residential Treatment; Continuing/Aftercare and Therapeutic Living Program treatment modalities, to adults with alcohol and/or other drug related problems who are ordered or directed by the court to obtain such services. Applicants may propose the whole continuum or any part of the continuum.
  - a. Substance Abuse Assessments – Substance abuse assessments shall be completed or reviewed/approved by certified substance abuse counselors, program administrators certified pursuant to Section 321-193 (10), Hawaii Revised Statutes; or individuals who hold an advanced degree in a behavioral health science. Assessments shall be completed to determine the need for substance abuse treatment and provide a recommended level of service. Assessments will take into consideration client history of substance use; bio-medical conditions and complications; emotional, behavioral or cognitive conditions and complications; readiness to change; relapse, continued use or continued problem potential and recovery/living environment. If the client is incarcerated at the time of application, the Applicant shall conduct the assessment in the institution(s) within their circuit, i.e., the state Community Correctional Center or Federal Detention Center. The Applicant must use a standardized substance abuse assessment application form as approved by the Judiciary. Assessments shall apply Diagnostic and Statistical Manual and the American Society of Addiction Medicine Patient Placement Criteria.
  - b. Assessments for First-Time Drug Offender (Act 44/2004 Legislature or HRS 706-622.5) – Substance abuse assessments by certified substance abuse counselors shall be completed to determine the need for substance abuse treatment and shall provide a recommendation for services/treatment. The Diagnostic and Statistical Manual, Addiction Severity Index and the American Society of Addiction Medicine Patient Placement Criteria shall be applied to the assessment. These assessments shall be used for sentencing. If the client is incarcerated at the time of the referral, the Applicant shall conduct the assessment in the institution, i.e., the state Community Correctional Center or Federal Detention Center.
  - c. Substance Abuse Education – Substance Abuse Education shall provide clients with information pertaining to the pharmacology of

substance abuse, lifestyle consequences, emotions management, coping skills and problem-solving training using cognitive behavioral techniques, treatment process, relapse prevention and abstinence maintenance training.

d. Pre-treatment/Motivational Enhancement Services – Pre-Treatment or Motivational Enhancement Services shall provide curriculum-based activities; cognitive-behavioral strategies to challenge thoughts, attitudes and beliefs; motivational interviewing techniques; goal setting; skill development; and establishing commitment to change behavior.

e. Outpatient Treatment – An Outpatient Treatment Program shall provide non-residential comprehensive specialized services on a scheduled basis for clients with substance abuse problems. Professionally directed evaluation, treatment, case management and recovery services shall be provided to clients with less problematic substance abuse related behavior than would be found in a Residential or Day treatment program.

An Outpatient Program shall provide between one (1) and eight (8) hours per client per week of face to face treatment with a minimum of one (1) individual counseling session per month.

f. Intensive Outpatient Treatment – An Intensive Outpatient Program shall provide a minimum of nine (9) hours per week of skilled treatment services. Such treatment usually operates for at least three (3) or more hours per day for three (3) or more days per week. Services may include individual and group counseling, medication management, family therapy, educational groups, occupational and recreational therapy, and other therapies. Professionally directed evaluation, treatment, case management and recovery services shall be provided.

Intensive Outpatient Programs shall provide a minimum of nine (9) hours and up to a maximum of nineteen (19) hours per client per week of face to face treatment, with a minimum of one (1) individual counseling session per client per week.

g. Day Treatment – A Day Treatment Program shall provide treatment activities offered in half-day or full-day increments, regularly scheduled for multiple sessions throughout the week. It includes a planned regimen of comprehensive outpatient treatment including professionally directed evaluation, treatment, case management, and other ancillary and special services. This level of care provides the offender with the opportunity to participate in a structured therapeutic

program while being able to remain in the community.

Day Treatment shall provide a minimum of twenty (20) hours per week of face-to-face treatment and activities with a minimum of one (1) individual counseling session per week. The other nineteen (19) hours of face-to-face activities shall include, but not limited to group counseling, education, skill building, recreational therapy and family services.

- h. Residential Treatment – A Residential Treatment Program shall provide 24 hour per day non-medical, non acute care in a residential treatment facility that provides a planned regimen of professionally directed evaluation, treatment, case management, and other ancillary and special services. Observation, monitoring and treatment are available 24 hours a day, seven (7) days a week, with minimum of one (1) individual counseling session per week with each client.

For Second Circuit: Detox-residential services can be an additional component prior to entering residential treatment if deemed appropriate and other sources of funding is not available. This is a short-term placement used to stabilize the individual. Observation, monitoring and treatment are available 24 hours a day, seven (7) days a week, with a minimum of one (1) individual counseling session per week.

- i. Continuing Care or After-Care – Continuing Care or After-Care is an organized service that shall provide treatment reinforcement services to the client who has completed treatment. Relapse prevention and recidivism prevention shall be focused on.
- j. Therapeutic Living – A Therapeutic Living Program shall provide structured residential living to individuals who are without appropriate living alternatives and who are currently receiving substance abuse treatment in a Day, Intensive Outpatient, or Outpatient treatment program, or who have been clinically discharged from residential treatment. Therapeutic Living Programs shall provide fifteen (15) hours per week of face to face therapeutic rehabilitative activities. Activities can include, but are not limited to, needs assessment, service planning, individual and group skill building and practice, referral and linkage, case management, client support and advocacy, monitoring and follow up.

The primary focus of this program is to provide the necessary support and encouragement to enable the client to complete treatment outside of a residential program, to adjust to a chemically abstinent lifestyle and to manage activities of daily living so that the individual can move



towards independent housing and life management.

For Second Circuit and Third Circuit only:

- k. Sober Living – A Sober Living Program shall provide community based living options to individuals who are without appropriate living alternatives and who are currently receiving substance abuse treatment within the community.
2. Proposals shall delineate the following:
    - a. Identification of target group(s) to be serviced by the Applicant, including any applicable admissions eligibility or exclusionary criteria.
    - b. Identification and brief description of the distinguishing highlights for the evidence-based treatment model(s) to be used.
    - c. Justification for the selection of the evidence-based treatment model(s).
    - d. For Residential and Day treatment programs, the nature and amount of time the client will be involved in structured activities per week.
    - e. (1) Identification of assessment instrument(s) to be used; (2) the purpose of the instruments; and (3) how the instruments will be implemented.
    - f. Identification of training(s) to be provided to staff; the frequency of the training(s); and, supervisory oversight for quality assurance.
    - g. Identification, description and references for the curriculum to be used.
    - h. Identification of the program targets for change.
    - i. Identification of the program’s completion criteria for the clinical discharge of the client.
    - j. Identification of the program’s termination or discharge criteria.
    - k. Description and length of Continuing/Aftercare services.
    - l. Identification and description of a quality assurance program that involves client care and the delivery of services, the personnel who will implement the evaluation and review, and the procedures for corrective actions for problems identified.

(For those proposing to provide more than one modality of care, please describe how responses to the above listed items will differ, as applicable, across the continuum.)

- m. Provide evidence-based practice standards in the delivery services to include but not limited to cultural and gender appropriate services.
  - n. Incorporate the use of trauma informed care in the delivery of services.
3. Clients in any level of treatment shall meet the most current version of the American Society for Addiction Medicine Patient Placement Criteria (ASAM-PPC-2R) for admission, continuance and discharge and documentation shall be included in each client's clinical chart.
  4. The Applicant shall have the capability and capacity to conduct alcohol and drug testing that would include urine and/or blood.

The Applicant shall provide their written policies and procedures for such testing and shall describe the frequency and application of testing in treatment. Random and observed collection are required. The Applicant shall insure that chain of custody and confidentiality issues are addressed appropriately.

The Applicant shall identify instrumentation being utilized to conduct such testing and shall have the ability to do laboratory confirmation testing utilizing Gas Chromatography Mass Spectrometry or Liquid Chromatography Tandem Mass Spectrometry. Laboratories conducting such confirmation testing shall be Substance Abuse and Mental Health Services Administration and/or possess College of Addiction Pathologists – Forensic Urine Drug Testing certified. Confirmation testing at Limit of Quantitation levels is preferred.

Positive drug test results shall be reported immediately to the supervising agency/probation officer.

A summary of drug test results will be included in the required weekly and monthly reports for each client to drug and specialty courts.

5. Applicants shall provide written weekly progress reports for all drug or speciality court clients and/or as required by the coordinators of the respective courts. Written admission, monthly and discharge reports shall be provided to supervising probation officers. Written discharge reports shall be provided no more than ten (10) working days after a client's discharge or earlier upon request of the supervising officer, for court hearing purposes. Discharge reports shall include the dates of admission, treatment and termination; reasons for termination with explanation; discharge plans and recommendations (including recommendations for handling of client target behaviors, relapse prevention plans, possible sanctions, etc), when applicable. Applicants shall attach sample copies of report formats to be used for these purposes.

6. Programs shall notify the supervising officer or program of any prospective major change in a client's status (i.e. potential discharge or level of care change) occurring before the scheduled reporting cycle. Program staff will participate in team meetings with the Judiciary when it is determined to be in the best interest of the client's treatment and adjustment.
7. Applicants who provide Outpatient, Intensive Outpatient, Day and Residential treatment modalities shall develop and implement appropriate transition plans for each client prior to discharge. The plan shall address transition and recover issues and relapse prevention, and shall be forwarded to the supervising officer.
8. Applicants shall provide treatment transition assistance to the client in the event that treatment funding is terminated, i.e. referral to another program, referral back to the supervising officer, etc.

**B. Management Requirements (minimum and/or mandatory requirements)**

**1. Personnel**

- a. The Applicant shall possess and document knowledge, capacity, skills and experience in working with targeted population(s). Applicants shall describe the minimum qualifications for Program Director(s). The Program Director is defined as the person responsible for the overall management of the treatment program(s). The proposal shall include educational backgrounds and experience of any current program director(s).

At a minimum, Applicants shall ensure that clinical supervision over program activities is provided by certified substance abuse counselors (CSAC) or program administrators certified pursuant to Section 321-193 (10), Hawaii Revised Statutes; or hold an advanced degree in a behavioral health science, with at least one year experience working in the field of substance abuse addiction.

However, non-CSAC or non-master's level providers may be utilized as long as they are directly supervised by a CSAC or Master's level counselor, and are working toward certification.

Applicants shall describe its program for increasing clinical staff competencies in the acquisition of evidence-based, offender-oriented treatment. At a minimum, applicants shall demonstrate how direct care staff will be assisted in understanding and applying the risk-need-responsivity principles in their treatment of offenders, as well as the stages of change, motivating the client toward change and behavioral treatment.

- b. Therapeutic Living Programs shall be provided by staff knowledgeable in substance abuse problems and experience in case management activities.
- c. The applicant shall conduct a State and Federal fingerprint- based criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to or unsupervised access to vulnerable clients such as children, disabled, and/or the elderly , or other program related vulnerable clients . In addition, the applicant will conduct a search of the State and National Sex Offender Registries, <http://sexoffenders.ehawaii.gov> (State Sex Offender Registry) and the [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Further, the applicant will ensure the continued suitability of any officer, employee, volunteer or subcontractor to work or provide services to vulnerable clients. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency, convicted sex offenders). Prior to commencing any work or services on the contract, the applicant shall ensure that any officer, employee, volunteer or subcontractor is suitable to be performing work or services in close proximity to or with unsupervised access to children, disabled, and/or elderly clients will be of reputable and responsible character and will not pose a risk to the health, safety, security, or well-being of clients, staff and the general public.
- d. The Applicant shall submit an agency organizational chart which includes and identifies all programs that the agency /Applicant oversees/administers, inclusive of subcontractors and consultants.
- e. The Applicant shall have on the premises at least one person currently certified in First Aid and Cardiopulmonary Resuscitation (CPR).
- f. The Applicant shall maintain documentation for each employee of an initial and annual tuberculosis (TB) skin test or chest X-ray.
- g. The staff and volunteers, if used by the Applicant shall be under the supervision of the Program Director or his/her designee(s) and shall accordingly be trained in client confidentiality issues, ethics and program quality assurance requirements.

**2. Administrative**

- a. The Applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, group size, program content and methods of service delivery.
- b. Court testimony by an Applicant representative shall be provided as needed.

**3. Quality assurance and evaluation specifications**

- a. The Applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services and what standards are used to assess or evaluate the quality and utilization of services.
- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.
- c. Applicants shall agree, contract, to be willing to undergo a program assessment and/or audit designed to assess applicant's implementation of effective practices in working with offenders with substance use problems. Based on the assessment/audit report, the vendor will develop in concert with the contracting agency, an action plan to address areas which need improvement. There should be at least one quality improvement activity completed annually.
- d. Applicants shall provide all program monitoring, assessments and/or evaluation reports completed within the last two years.

**4. Output and performance/outcome measures**

- a. Output: The Applicant shall record unduplicated clients served. The unduplicated count shall be recorded in the Applicants quarterly reports and aggregated Year-End Report.
- b. Outcome: The Applicant shall propose measurement tools by which effectiveness of the services may be determined, as well as utilize any which may be developed and utilized by the Judiciary.

**5. Experience**

- a. The Applicant must have demonstrated competence or qualifications

to perform the required services.

- b. The Applicant must have a minimum of one (1) year experience in the provision of substance abuse treatment services, or in the provision of Therapeutic Living Program services for substance abuse clients. In the absence of such experience, the Applicant shall provide supporting evidence why the one (1) year requirement should be waived.
- c. The Applicant shall have a minimum of one (1) year experience in the provision of services to offenders. In the absence of such experience, the applicant will provide supporting evidence why the one (1) year requirement should be waived.

## **6. Coordination of Service**

- a. Programs shall describe their ability to collaborate with other appropriate services, including, but not limited to, health, mental health, social, educational, vocational rehabilitation and employment services.
- b. Programs intending to provide only part of the continuum shall also have and document appropriate linkages to other services in the continuum.

## **7. Reporting requirements for program and fiscal data**

- a. The Applicant shall submit written Quarterly and Year-End reports summarizing output and outcome data, performance accomplishments, challenges and actual expenditures of funds. Quarterly reports are due 30 days after the end of the quarter. Year end reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.
- b. Reports shall consist of a statement by the Applicant relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the applicant during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the Applicant, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the applicant, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The Applicant shall, at the completion of the contract period, submit a

final written report to the Judiciary. The report shall include documentation of the Applicant's overall effort towards meeting the program goals and objectives, to include information on the outcome(s) of quality improvement activities engaged in. Furthermore, the Applicant shall furnish any additional reports or information that the Judiciary may from time to time require or request.

- d. Pursuant to HRS 601-21, the applicant shall comply with the requirements of the statewide substance abuse treatment monitoring program established under HRS 321-192.5. The Judiciary additionally requires that all programs which provide substance abuse treatment services, whether accredited or not accredited by ADAD, participate in the statewide data collection activities under the purview of ADAD.

**8. Pricing or pricing methodology to be used**

Negotiated unit of service or fixed price.

(If a proposal is submitted for fixed price, the Applicant shall also submit unit of service rates for each service activity.)

**9. Units of service and unit rate**

Proposals shall include, as applicable, average expected lengths of stays proposed for each level of care; group sizes and frequency of services (i.e. number of sessions per week), as applicable; and provide fees for units of services as follows:

- a. Substance abuse assessments/Per Assessment. Applicant must indicate proposed unit rate applicable for both the in-custody or in-community offenders.
- b. Assessments for First-Time Drug Offenders/Per Assessment [A separate rate may be charged for assessments conducted on detained clients. If a separate rate is not listed, it will be assumed that the proposed fee applies to both in-community and in-facility offenders.]
- c. Substance Abuse Education/Per Hour/Per Individual
- d. Pre-Treatment -Motivational Enhancement/Per Hour/Per Individual
- e. Outpatient Treatment/Per Hour/Per Individual
- f. Intensive Outpatient Treatment/Per Hour/Per Individual

- g. Day Treatment/Per Hour/Per Individual
- h. Individual and Family Counseling for Non-Residential Programs/Per Hour/Per Individual/Per Family
- i. Residential/Per Bed Day/Per Individual  
(To include allowances for individual and family counseling, as applicable)
- j. Continuing/After-Care/Per Hour/Per Individual
- k. Therapeutic Living/Per Bed Day/Per Individual

Initial screening and assessments for program acceptance shall be an imbedded cost. The rate shall cover one hundred percent (100 %) of treatment and housing (as applicable) costs for the client and shall also include provision of all workbooks and curricula material necessary to administer treatment services. Applicants may cite unit rates by the half or quarter hour as applicable.

For Second Circuit:

- l. Detox-residential/ Per Bed Day/Per Individual
- m. Sober Living Program/Deposit fee only/Per client

For Third Circuit:

- n. Sober Living Program (West Hawaii only) Fee for Service per bed day/per individual

**10. Methods of compensation and payment**

- a. The Applicant shall provide monthly invoices. Information to be included shall be client's name, date of admission, date of discharge, reason for discharge, level of service provided and number of units provided with corresponding dates and service unit fee billed
- b. The Applicant shall maximize reimbursements of benefits for all levels of care through Hawaii Quest and Quest Net, the client's private insurance, the Department of Human Services or any other sources of payment made known to the Applicant by the client for treatment, housing or subsistence. Payments to the Applicant shall be reduced by received third party payments.

**2.1.4 Facilities**



- A. Applicants shall provide a description of its facilities and its conduciveness to the treatment being provided.
- B. Applicants proposing to provide Residential Treatment and Therapeutic Living Program services shall describe and include in the proposals the following:
  - 1. How security and client accountability will be achieved.
  - 2. A site map of the facility designating all program locations, the location of each dwelling for Residential and/or Therapeutic Living Program, and the gender for each dwelling.
  - 3. A floor plan for each dwelling laying out each bedroom for clients and resident counselor(s), kitchen, dining area, living area, bathrooms and laundry area; the number of client beds per room; the number of resident counselor bed(s) per room; and the maximum capacity for each dwelling.
  - 4. The number of licensed beds for Residential and/or Therapeutic Living Program services by the Office of Health Care Assurance (OCHA), Department of Health, State of Hawaii.

**2.2 SVC SPEC TITLE: Adult Client Services  
ACSO - Assessment and Treatment of Adult Sex Offenders**

**2.2.1 Introduction**

**A & B.- (SEE SECTION 2.0.1)**

**C. Description of the goals of the service**

Sex offender specific treatment services are needed to provide the Judiciary and the community with a comprehensive approach in dealing with adults who are sentenced or directed by the court to obtain sex offender treatment services.

**D. Description of the target population to be served**

Adults (male/female) referred for presentence assessment evaluations and convicted offenders who as a condition of court supervision require sex offender treatment.

**E. Geographic coverage of service**

Service areas include the following:

First Circuit -- Island of Oahu

Second Circuit -- Islands of Maui, Lanai, and Molokai

Third Circuit -- Island of Hawaii

Fifth Circuit -- Island of Kauai

Separate proposals shall be submitted for each circuit.

**F. Probable funding amounts, source, and period of availability**

Probable funding amounts:

<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>
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Funding amounts are not being stated at this time. Applicants should propose funding amounts in their proposals based on their best estimate of the cost of providing the services described in these specifications.

Funding source: State general funds.

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019, subject to the appropriation and availability of funds and

satisfactory contract performance. Funds are available for only the initial term of the contract which is for 2 years.

## **2.2.2 General Requirements**

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

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated its competence or qualifications to perform the required services. The assessor and primary treatment therapist must hold a master's or doctoral degree in one of the disciplines related to human services, such as psychology, social work, nursing, counseling, and psychiatry and meet the academic training and work experience described in the Sex Offender Management Team (SOMT) qualifications guidelines.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards, provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and provide proof of insurance coverages as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201

(Effective 10/01/98), which can be found on the SPO website (See Section 5, ProposalApplication Checklist, for the website address).

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

After-the-fact secondary purchases are allowed.

**C. Multiple or alternate proposals**

(Refer to §3-143-605, HAR)

Allowed                       Unallowed

**D. Single or multiple contracts to be awarded**

(Refer to §3-143-206, HAR)

Single                       Multiple                       Single & Multiple

Each circuit will award its own contract(s). For Hawaii only: A single contract for treatment services for both sides of the island, and a separate but single contract for psychosexual assessment as part of a pre-sentence investigation.

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

(Refer to §3-149-302, HAR)

Single term (< 2 yrs)                       Multi-term (> 2 yrs.)

A multi-term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The initial term of the contract shall be for two (2) years. Funds are available for only the initial term of the contract. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and satisfactory performance of services by provider. Execution of a contract amendment is required to extend the contract for another term. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019. If it is determined that it is not in the best interest of the Judiciary to award a multi-term contract, a single-term contract will be awarded.

**F. RFP contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.1 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the requested services, please call the following individual:

Judiciary Contracts & Purchasing Office  
Kelly Kimura at (808) 538-5805      fax: 538-5802  
[Kelly.Y.Kimura@courts.hawaii.gov](mailto:Kelly.Y.Kimura@courts.hawaii.gov)

If you have any programmatic questions regarding the requested services, please call the following individual:

- Oahu: Administrative Services Division, First Circuit  
Liesje Cattaneo at (808) 539-4535 fax: 539-4559  
[Liesje.F.Cattaneo@courts.hawaii.gov](mailto:Liesje.F.Cattaneo@courts.hawaii.gov)
- Maui: Special Services Branch, Second Circuit  
David Ortiz at (808) 244-2792 fax: 244-2870  
[David.K.Ortiz@courts.hawaii.gov](mailto:David.K.Ortiz@courts.hawaii.gov)
- Hawaii: Adult Client Services, Third Circuit  
Aolani Mills, 808-322-8726  
Program Specialist  
[Aolani.M.Mills@courts.hawaii.gov](mailto:Aolani.M.Mills@courts.hawaii.gov)
- Adult Client Services, Third Circuit  
Christine Kefford, (808) 961-7624 fax: 961-7676  
Probation Administrator  
[Christine.M.Kefford@courts.hawaii.gov](mailto:Christine.M.Kefford@courts.hawaii.gov)
- Kauai: Adult Client Services, Fifth Circuit  
Kimberly Foster at (808) 482-2400 fax: 482-2652  
[Kimberly.K.Foster@courts.hawaii.gov](mailto:Kimberly.K.Foster@courts.hawaii.gov)

### 2.2.3 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

- A. Service Activities (Minimum and/or mandatory tasks and responsibilities)**
1. The applicant shall provide assessment services that follow the guidelines set forth by SOMT. The comprehensive evaluation reports will summarize the results of assessments conducted upon sex offenders. Components to be summarized include: a) a clinical interview; b) history; c) psychometric testing; d) penile plethysmograph testing or Abel Assessment; and e) polygraph examination.
  2. The applicant shall provide sex offender treatment that follows the guidelines set forth by the SOMT. The treatment curriculum will combine Relapse Prevention, Behavior Modification, and Psychological components to sex offenders in groups consisting of no more than twelve. The goal of treatment is to increase the sex offenders' coping skills to

manage their impulses to sexually assault.

3. New guidelines for the assessment and treatment of sex offenders may be developed by SOMT during the course of the contract and will be implemented upon negotiation to the satisfaction of both the contracting agency and the applicant.
4. Applicants shall incorporate evidence-based practices in sex offender treatment services by utilizing validated risk assessment instruments and effective interventions that target risk factors, criminogenic needs, and responsivity, such as motivational interviewing, cognitive behavioral therapy, and skill training with directed practice.
5. Applicants must be willing to undergo a program assessment and/or audit and develop an action plan to address corrective actions to improve identified areas.

The nature and scope of the services to be provided shall be performed in accordance with established clinical principles, clinical practices, and clinical ethics.

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

- a. The applicant shall possess and document knowledge, capacity, skills, and experience in working with the targeted population.

Applicants shall describe its program for increasing clinical staff competencies in sex offense specific treatment and the acquisition of evidence-based, offender-oriented treatment. At a minimum, applicants shall demonstrate how direct care staff will be assisted in understanding and applying the risk-need-responsivity principles in their treatment of offenders, as well as the stages of change, motivating the client toward change and behavioral treatment.

- b. The applicant shall conduct a State and Federal fingerprint- based criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to or unsupervised access to vulnerable clients such as children, disabled, and/or the elderly , or other program related vulnerable clients . In addition, the applicant will conduct a search of the State and National Sex Offender Registries, <http://sexoffenders.ehawaii.gov> (State Sex Offender Registry) and

the [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Further, the applicant will ensure the continued suitability of any officer, employee, volunteer or subcontractor to work or provide services to vulnerable clients. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency, convicted sex offenders). Prior to commencing any work or services on the contract, the applicant shall ensure that any officer, employee, volunteer or subcontractor is suitable to be performing work or services in close proximity to or with unsupervised access to children, disabled, and/or elderly clients will be of reputable and responsible character and will not pose a risk to the health, safety, security, or well-being of clients, staff and the general public.

- c. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.
- d. Applicants shall maintain documentation for each employee of an initial and annual tuberculosis (TB) skin test or chest x-ray.
- e. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.

## **2. Administrative**

- a. The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, and methods of service delivery.
- b. Court testimony by an Applicant representative shall be provided as needed.

## **3. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies

the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.

- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.
- c. Applicants shall agree, by contract, to be willing to undergo a program assessment and/or audit designed to assess Applicant's implementations of effective practices in working with offenders. Based on the assessment/audit report, the Applicant will develop in concert with the contracting agency, an action plan to address areas which need improvement. There should be at least one quality improvement activity completed annually.
- d. Contract compliance may be monitored by conducting site visits and reviews without prior notice.
- e. Applicants shall provide all program monitoring assessments and/or evaluation reports completed within the last two years.

#### **4. Output and performance/outcome measurements**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall propose measurement tools by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary.

#### **5. Reporting requirements for program and fiscal data**

- a. The provider shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.



- b. Reports shall consist of a statement by the provider relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the provider during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the provider, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the provider, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The provider shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the provider's overall effort towards meeting the program goals and objectives, to include information on the outcome(s) of quality improvement activities in which the program is engaged. Furthermore, the provider shall furnish any additional reports or information that the Judiciary may from time to time require or request.

**6. Pricing or pricing methodology to be used**

Pricing methodology shall be negotiated unit of service; for Second and Fifth Circuits, negotiated unit of service or fixed price. If a proposal is submitted for fixed price, the applicant shall also submit unit of service rates for each service activity.

**7. Units of service and unit rate**

**Estimated units of service (per year)**

	Oahu	Maui	Hawaii	Kauai
Sex offender treatment	70	25	20	7
Psychosexual evaluations	55	8	20	3

**2.2.4 Facilities**

- A. Applicants shall provide a description of its facilities and its conduciveness to the treatment being provided.
- B. Facilities shall comply with all federal, state, and county laws, ordinances, codes, rules and regulations.

## **ADULT CLIENT AND FAMILY SERVICES**

### **2.3 SVC SPEC TITLE: Adult Client Services ACSDV - Domestic Violence Intervention Services**

#### **2.3.1 Introduction**

##### **A & B. - (SEE SECTION 2.0.1)**

##### **C. Description of the goals of the service**

Domestic violence intervention services are requested that will provide evidence based or evidence informed practices, cognitive behavioral intervention services for adjudicated adult and juvenile offenders, services to children who are experiencing domestic violence in their families, and supportive services to victims and children of domestic violence. The overarching goals are for services to enhance victim, child, and community safety, while holding offenders accountable for their battering behavior and reducing recidivism. Services should include but not be limited to providing offenders with the knowledge and skills needed to prevent further battering, and to offer alternative cognitive-behavioral skills training that will strengthen their ability to make different behavioral choices and take responsibility for their battering.

Experience in working with individuals and/or families involved in domestic violence in gender relevant ways is required. Applicants must evidence the ability to collaborate with other domestic violence agencies including, but not limited to, active participation in and with domestic violence coalitions, task forces, criminal justice agencies, the Judiciary, and other relevant state agencies and private sector organizations which are involved in dealing with domestic violence.

##### **D. Description of the target population to be served**

Adults, juveniles, and children of either sex who have been adjudicated and/or referred by the court. Voluntary referrals may also be accepted.

##### **E. Geographic coverage of service**

Service areas include the following:  
First Circuit - Island of Oahu

##### **F. Probable funding amounts, source, and period of availability**

Probable funding amounts:

FY 2016      FY 2017      FY 2018      FY 2019

Funding amounts are not being stated at this time. Applicants should propose funding amounts in their proposals based on their best estimate of the cost of providing the services described in these specifications.

Funding source: State general and special funds; Federal funds.

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019, subject to the appropriation and availability of funds and satisfactory contract performance. All State funds are contingent on appropriation, and all Federal funds are contingent on the awarding of grant applications. Funds are available for only the initial term of the contract which is for 2 years.

### **2.3.2 General Requirements**

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

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated competence or qualifications to perform the required services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards, provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and provide proof of insurance coverages as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.

6. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See Section 5, Proposal Application Checklist, for the website address).
7. The applicant shall incorporate and demonstrate their knowledge and use of best practices/evidence based practices or evidence informed practices in domestic violence intervention services. Best practices/evidence-based practices are defined as a body of contemporaneous empirical research findings that produce the most efficacious outcomes for persons involved in domestic violence, has literature to support the practices, is supported by national consensus, has a system for implementing and maintaining program integrity, and conformance to ethical/professional standards. Best practices/evidence-based practices should reference the use of validated domestic violence risk assessments. Evidence informed practices are based on existing literature, research and evaluation reports, practice knowledge and experience, local, national and international models and expert views, and have been found efficacious by leading national entities such as the Office on Violence Against Women in the Department of Justice. Applicant to include how they intend to assess risk needs and target criminogenic needs, as well as the offender's level of risk. Any instrument(s) used to conduct assessments will be identified and described. Applicant to include evidence that the program staff properly utilize proven strategies that enhance motivation to change and retention of clients in services, such as motivational interviewing.

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

After-the-fact secondary purchases will be allowed.

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

Allowed                       Unallowed

Separate proposals shall be submitted for each circuit.

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

Single                       Multiple  Single & Multiple

Multiple contracts may be awarded if such awards are deemed to be in the best interest of the Judiciary, and will be based on the highest ranked proposals.

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

(Refer to §3-149-302, HAR)

Single term (< 2 yrs)                       Multi-term (> 2 yrs.)

A multi-term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The initial term of the contract shall be for two (2) years. Funds are available for only the initial term of the contract. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and satisfactory performance of services by provider. Execution of a contract amendment is required to extend the contract for another term. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019. If it is determined that it is not in the best interest of the Judiciary to award a multi-term contract, a single-term contract will be awarded.

**F. RFP contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.1 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the requested services, please call the following individual:

Judiciary Contracts & Purchasing Office  
Kelly Kimura at (808) 538-5805      fax: 538-5802  
Kelly.Y.Kimura@courts.hawaii.gov

If you have any programmatic questions regarding the requested services, please call the following individual:

Oahu:                      Program Specialist, First Circuit  
Maureen Kiehm at (808) 539-4406      fax: 539-4402  
Maureen.N.Kiehm@courts.hawaii.gov

**2.3.3 Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

**A. Service Activities (Minimum and/or mandatory tasks and responsibilities)**

Applicant to provide curriculum that will be used in the following service activities that will be reflective of the use of evidence based, best practices. The First Circuit Court reserves the right to purchase only a component of any listed service activity based on availability of funds and need.

1. Batterers Intervention Programs (BIPs) . Specific domestic violence intervention services to offenders must follow the guidelines in the current “Hawaii Batterers Program Standards”. All offender programs must utilize recognized effective “best-practice” interventions based on current knowledge and research, and be presented in culturally appropriate and gender relevant ways. The proposed services must describe how identification of criminogenic risk needs will be made, and addressed in the curriculum. Batterer groups should ideally have no more than 8 to 10 participants per facilitator (unless otherwise designated or approved by the First Circuit Court and be led by facilitators of each gender.

All BIPs must include a component to address the safety of the victim. This must include an assessment of risk, with appropriate action to be taken based on such assessment, and victim contact, for the purpose of providing program information, enhancing victim safety, and referral to victim support and other services, as needed.

2. Victim Support Services. Services to adult victims of domestic violence will include but not be limited to any of the following: support and trauma informed counseling; preparation of restraining orders; assistance with other court related services; information and referral services regarding legal, criminal justice and other issues in domestic violence; legal assistance to include representation, preparation of temporary restraining orders and other related court actions, court accompaniment, advocacy, crisis counseling, outreach services, case management, safety planning, legal services, child care; and parenting programs. Applicants shall describe their appropriate linkages to other services (i.e., substance abuse assessment and/or treatment services, mental health evaluation/ services, child welfare services, etc.).
3. Services to Children Who Experience Domestic Violence. Domestic violence intervention services designed to assist children and adolescents who have/are witnessing/experiencing domestic violence in their homes, adolescents charged with HRS 709-906, abuse of family and household members, and/or adolescents involved in dating violence.

Intervention services to adolescents will include but not limited to: assessment of the adolescent and family, group services preferably, but may be provided individually if assessment indicates, timely status reports to the Juvenile Client Services Branch, and other services, as mutually agreed.

Services to children may also include supervised child visitation/exchanges. Proposed services must describe the following: a) the safeguards used to provide for the safety of children and parents during visits or exchanges, b) training and minimum qualifications of staff, c) supervision of staff, and d) the provider's affiliation, or proposed affiliation, with a state and/or national supervised visitation network and/or state domestic violence coalition.

4. Domestic Violence Task Force. Services to coordinate and staff a Domestic Violence Task Force on the island of Oahu are desired. Responsibilities include convening key stakeholders from the public and private sectors, and the community, with the goal of improving safety and services to victims of intimate partner violence, increasing offender accountability and cognitive behavioral changes, and the prevention of future violence. The Task Force will promote the engagement, collaboration, coordination, and on-going communication of stakeholders.

## **B. Management Requirements (Minimum and/or mandatory requirements)**

### **1. Personnel**

- a. The applicant shall possess and document knowledge, capacity, skills and experience in working with targeted population(s). Applicants shall provide minimum qualifications for program director(s). Program director is defined as the person responsible for the overall management of the treatment program(s). Applicant shall provide educational backgrounds and experience of any current program director(s).
- b. The applicant shall conduct a State and Federal fingerprint- based criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to or unsupervised access to vulnerable clients such as children, disabled, and/or the elderly , or other program related vulnerable clients . In addition, the applicant will conduct a search of the State and National Sex Offender Registries, <http://sexoffenders.hawaii.gov> (State Sex Offender Registry) and

the [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Further, the applicant will ensure the continued suitability of any officer, employee, volunteer or subcontractor to work or provide services to vulnerable clients. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency, convicted sex offenders). Prior to commencing any work or services on the contract, the applicant shall ensure that any officer, employee, volunteer or subcontractor is suitable to be performing work or services in close proximity to or with unsupervised access to children, disabled, and/or elderly clients will be of reputable and responsible character and will not pose a risk to the health, safety, security, or well-being of clients, staff and the general public.

- c. The applicant shall submit organizational charts.
- d. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.
- e. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in program specific dynamics, client confidentiality issues and program quality assurance requirements.
- f. The applicant must have sufficient and relevant training and staff development. Applicant to provide verification of training and staff development plan.
- g. Applicants shall ensure that supervision over program activities and on-going training is provided to all employees and contract personnel that provide and/or supervise client services. Supervision of facilitators must include monthly documented assessment of adherence to the current Hawaii Batterers Intervention Program Standards, and quarterly monitoring of group sessions by supervisory personnel. At a minimum, applicants shall ensure that clinical supervision over BIPs facilitators is provided by someone with a graduate degree in social work, psychology, or any relevant



behavioral health field, and have had at least one year of experience working in the domestic violence or related field. All supervisory or consultant personnel shall have training and experience in working with batterers, and/or adult and child victims of domestic violence. Programs shall assist clients with resources, including those which reflect the interface of domestic violence to mental health conditions, substance abuse, post-traumatic stress disorder (PTSD), suicidal and homicidal ideation, and other areas, as indicated.

- h. Applicants shall demonstrate and describe their collaboration with other appropriate service providers, including but not limited to those providing domestic violence shelters, victim services, BIPs, domestic violence coalitions and task forces, criminal and civil justice agencies, the Judiciary, and other relevant state and national agencies and private sector organizations.

## **2. Administrative**

The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, curriculum, when available, and methods of service delivery.

## **3. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, and if that mission is not specifically related to the domestic violence intervention services provided, then an appropriate “sub-mission,” i.e., what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. The quality assurance plan shall serve as procedural guidelines for staff, and will confer designated individuals and committees with the authority to fulfill their responsibilities in the areas of quality assurance.
- c. The quality assurance process shall serve as a source of information for parties interested in knowing how the program monitors and improves the quality of its services. Findings shall be integrated and reviewed by the quality assurance committee, and

information shall be conveyed to the program administrator and the organization's executive officer and governing body at least annually.

- d. The quality assurance system shall identify strengths and deficiencies, indicate corrective actions to be taken, validate corrections, and recognize and implement innovative, efficient, or effective methods for the purpose of overall program improvement.
- e. Program evaluation should reflect the documentation of the achievement of the stated goals of the program using tools and measures consistent with the best-practice standards of the disciplines involved in the delivery of services.
- f. Contract compliance may be monitored by conducting site visits and reviews with or without prior notice.
- g. Applicants must be willing to undergo a program assessment and/or audit and develop an action plan to address corrective actions to improve identified areas.

#### **4. Output and performance/outcome measurements**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall indicate measurement tool(s) by which effectiveness of the services may be determined, as well as utilize the following by the Judiciary. It is strongly suggested that criteria for program completion be based on the achievement of measurable client performance outcomes rather than a participant attending a specific number of sessions. **If the percentages in the following are thought to be unreachable by the program, indicate the reasons why and present a counter proposal with justification.**
  - (1) \_\_\_\_\_percent (\_\_\_%) of all clients completing batterer intervention services have remained violence free for no less than twenty (20) consecutive weeks prior to discharge. *Measured by client report, victim corroboration, review of*

*police records, confirmation with probation officer, etc.*

- (2) \_\_\_\_\_percent (\_\_\_\_%) of all clients completing batterer intervention services have taken responsibility for their violent behavior; ceased to blame the victim for the violence; and recognized the adverse effects of their violent acts. *Measured by facilitator evaluation of client participation in group, completion of written assignments indicating such thinking and behavior verifiable by file records.*
- (3) One hundred percent (100%) of all clients completing batterer intervention services will complete a written individualized, practical plan to maintain non-violent behavior and will present that plan to the group for critique and feedback. *Verified by copy of plan in client file and facilitator written evaluation of the practicability of plan.*
- (4) Seventy-five percent (75%) of all clients completing batterer intervention services will improve their understanding of the nature and effects of domestic violence by 50%. *Measured by pre-post test and facilitator evaluation. Verified by test copies in client file and file records of facilitator evaluation.*
- (5) Sixty percent (60%) of all clients completing batterer intervention services will demonstrate the knowledge, skills and attitudes/values necessary for the maintenance of non-abusive behavior in intimate relationships which includes learning non-violent conflict resolution and non-aggressive communication skills. *Concepts that may be considered for measurement include: non-threatening behavior; respect; trust and support; honesty and accountability; shared responsibility; economic partnership; negotiation and fairness.) Measured by client participation/sharing in group, effectiveness in role playing; feedback to other clients; and facilitator written evaluation at program completion. Verified by curriculum content delivery dates of relevant sessions, notes in client file, group notes, etc.*
- (6) One hundred percent (100%) of all clients completing batterer interventions services will significantly increase their knowledge of the effects of domestic violence on

children. *Measured by pre-post test; client participation in group, feedback to other clients; and facilitator evaluation. Verified by curriculum content delivery dates of relevant sessions, copy of pre-post test in client file; and copy of client self and facilitator written evaluation if client file.*

- (7) Eighty percent (80%) of all clients completing batterer intervention services will demonstrate an increase in their development of empathy for others affected by their violent behavior. *Measured by participation in group; written assignments; self and facilitator evaluation. Verified by case notes and client self and facilitator written evaluation in client file.*

## **5. Reporting requirements for program and fiscal data**

- a. The provider shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.
- b. Reports shall consist of a statement by the provider relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the provider during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the provider, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the provider, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The provider shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the provider's overall effort towards meeting the program goals and objectives. Furthermore, the provider shall furnish any additional reports or information that the Judiciary may from time to time require or request.

## **6. Pricing or pricing methodology to be used**

Negotiated unit of service or fixed price.

**7. Units of service and unit rate**

**First Circuit, (Oahu):**

Estimated number of referrals:

Batterers	600 – 1,500
Victims	1,000-4,000
Children/adolescents	50-300
Child Visitation/Exchange	200-800
Families (visitation/exchange)	150-400

Proposals should describe the average length of treatment and/or intervention services for batterers, victims, and children, including any provisions for after care services.

## **JUVENILE CLIENT AND FAMILY SERVICES**

### **2.4 SVC SPEC TITLE: Juvenile Client and Family Services JCFDVI - Domestic Violence Intervention Services**

#### **2.4.1 Introduction**

##### **A & B. - (SEE SECTION 2.0.1)**

##### **C. Description of the goals of the service**

Domestic violence intervention services are requested that will provide evidence based, cognitive behavioral intervention services for adjudicated adult and juvenile offenders, services to children who are experiencing domestic violence in their families, and supportive services to victims and children of domestic violence. The overarching goals are for services to enhance victim, child, and community safety while holding offenders accountable for their battering behavior and reducing recidivism. Services should include but not be limited to providing offenders with the knowledge and skills needed to prevent further battering, and to offer alternative cognitive-behavioral skills training that will strengthen their ability to make different behavioral choices and take responsibility for their battering.

Experience in working with individuals and/or families involved in domestic violence in gender relevant ways is required. Applicants must evidence the ability to collaborate with other domestic violence agencies including, but limited to, active participation in and with domestic violence coalitions, task forces, criminal justice agencies, the Judiciary, and other relevant state agencies and private sector organizations which are involved in dealing with domestic violence.

##### **D. Description of the target population to be served**

Adults, juveniles, and children of either sex who have been adjudicated and/or referred by the court. Voluntary referrals may also be accepted.

##### **E. Geographic coverage of service**

Service areas include the following:  
Second Circuit - Islands of Maui, Lanai and Molokai  
Third Circuit - Island of Hawaii  
Fifth Circuit -- Island of Kauai

Separate proposals shall be submitted for each circuit.

**F. Probable funding amounts, source, and period of availability**

Probable funding amounts:

FY 2016      FY 2017      FY 2018      FY 2019

Funding amounts are not being stated at this time. Applicants should propose funding amounts in their proposals based on their best estimate of the cost of providing the services described in these specifications.

Funding source: State general funds (all circuits); Federal funds (all circuits)

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019, subject to the appropriation and availability of funds and satisfactory contract performance. All State funds are contingent on appropriation, and all Federal funds are contingent on the awarding of grant applications. Funds are available for only the initial term of the contract which is for 2 years.

**2.4.2 General Requirements**

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

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated competence or qualifications to perform the required services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards, provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and provide proof of insurance coverages as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral

discussion or presentation in support of the proposal. On-site visits may be made.

6. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See Section 5, Proposal Application Checklist, for the website address).
7. The applicant shall incorporate and demonstrate their knowledge and use of best practices/evidence-based practices in domestic violence intervention services. Best practices/evidence-based practices are defined as a body of contemporaneous empirical research findings that produce the most efficacious outcomes for persons involved in domestic violence, has literature to support the practices, is supported by national consensus, has a system for implementing and maintaining program integrity, and conformance to ethical/professional standards. Best practices/evidence-based practices should reference the use of validated domestic violence risk assessments. Applicant to include how they intend to assess risk needs and target criminogenic needs, as well as the offender's level of risk. Any instrument(s) used to conduct assessments will be identified and described. Applicant to include evidence that the program staff properly utilize proven strategies that enhance motivation to change and retention of clients in services, such as motivational interviewing.

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

After-the-fact secondary purchases will be allowed.

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

Allowed                       Unallowed

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

Single                       Multiple  Single & Multiple

Multiple contracts may be awarded if such awards are deemed to be in the best interest of the Judiciary, and will be based on the highest ranked proposals.

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



(Refer to §3-149-302, HAR)

Single term (< 2 yrs)                       Multi-term (> 2 yrs.)

A multi-term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The initial term of the contract shall be for two (2) years. Funds are available for only the initial term of the contract. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and satisfactory performance of services by provider. Execution of a contract amendment is required to extend the contract for another term. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019. If it is determined that it is not in the best interest of the Judiciary to award a multi-term contract, a single-term contract will be awarded.

**F. RFP contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.1 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the requested services, please call the following individual:

Judiciary Contracts & Purchasing Office  
Kelly Kimura at (808) 538-5805      fax: 538-5802  
[Kelly.Y.Kimura@courts.hawaii.gov](mailto:Kelly.Y.Kimura@courts.hawaii.gov)

If you have any programmatic questions regarding the requested services, please call the following individual:

Maui:                      Program Specialist, Second Circuit  
Kim Cuadro at (808) 244-2779                      fax: 244-2870  
[Kim.S.Cuadro@courts.hawaii.gov](mailto:Kim.S.Cuadro@courts.hawaii.gov)

Hawaii:                      Program Specialist, Third Circuit  
Aolani Mills at (808) 322-8726                      fax: 322-8701  
[Aolani.M.Mills@courts.hawaii.gov](mailto:Aolani.M.Mills@courts.hawaii.gov)

Administrator, Adult Client Services Branch  
Christine Kefford at (808) 961-7624                      fax: 961-7676  
[Christine.M.Kefford@courts.hawaii.gov](mailto:Christine.M.Kefford@courts.hawaii.gov)

Kauai: Administrator, Adult Client Services Branch, Fifth Circuit  
Kimberly Foster at (808) 482-2422 fax: 482-2652  
[Kimberly.K.Foster@courts.hawaii.gov](mailto:Kimberly.K.Foster@courts.hawaii.gov)

Administrator, Juvenile Client Services Branch  
Kari Yamashiro at (808) 482-2428 fax: 482-2422  
Kari.L.Yamashiro@courts.hawaii.gov

### 2.4.3 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

**A. Service Activities (Minimum and/or mandatory tasks and responsibilities)**

Applicant to provide curriculum that will be used in the following service activities that will be reflective of the use of evidence based, best practices. Each circuit individually reserves the right to purchase only a component of any listed service activity based on availability of funds and need.

1. Batterers Intervention Programs (BIPs). Specific domestic violence intervention services to offenders must follow the guidelines in the current “Hawaii Batterers Program Standards”. All offender programs must utilize recognized effective “best-practice” interventions based on current knowledge and research, and be presented in culturally appropriate and gender relevant ways. The proposed services must describe how identification of criminogenic risk needs will be made, and addressed in the curriculum. Batterer groups should ideally have no more than 16 to 24 participants (unless otherwise designated or approved by the circuit) and be led by facilitators of each gender.

All BIPs must include a component to address the safety of the victim. This must include an assessment of risk, with appropriate action to be taken based on such assessment, and victim contact, for the purpose of providing program information, enhancing victim safety, and referral to victim support and other services, as needed.

2. Victim Support Services. Services to adult victims of domestic violence will include but not be limited to any of the following: support counseling; preparation of restraining orders; assistance with other court related services; information and referral services regarding legal, criminal justice and other issues in domestic violence; legal assistance to include representation, preparation of temporary restraining orders and other related court actions; court advocacy, crisis counseling, outreach services,

case management, safety planning, legal services, child care; and parenting programs. Applicants shall describe their appropriate linkages to other services (i.e., substance abuse evaluation/services, mental health evaluation/ services, child welfare services, etc.).

3. Services to Children Who Experience Domestic Violence. Domestic violence intervention services designed to assist children and adolescents who have/are experiencing domestic violence in their homes, adolescents charged with HRS 709-906, abuse of family and household members, and/or adolescents involved in dating violence.

Services to children may also include supervised child visitation centers in all circuits, (the counties of Hawaii, Maui, and Kauai). Proposed services must describe the following: a) the safeguards used to provided for the safety of children and parents during visits or exchanges, b) training and minimum qualifications of staff, c) supervision of staff, and d) the provider's affiliation, or proposed affiliation, with a state and/or national supervised visitation network.

## **B. Management Requirements (Minimum and/or mandatory requirements)**

### **1. Personnel**

- a. The applicant shall possess and document knowledge, capacity, skills and experience in working with targeted population(s). Applicants shall provide minimum qualifications for program director(s). Program director is defined as the person responsible for the overall management of the treatment program(s). Applicant shall provide educational backgrounds and experience of any current program director(s).
- b. The applicant shall conduct a State and Federal fingerprint- based criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to or unsupervised access to vulnerable clients such as children, disabled, and/or the elderly , or other program related vulnerable clients . In addition, the applicant will conduct a search of the State and National Sex Offender Registries, <http://sexoffenders.ehawaii.gov> (State Sex Offender Registry) and the [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Further, the applicant will

ensure the continued suitability of any officer, employee, volunteer or subcontractor to work or provide services to vulnerable clients. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency, convicted sex offenders). Prior to commencing any work or services on the contract, the applicant shall ensure that any officer, employee, volunteer or subcontractor is suitable to be performing work or services in close proximity to or with unsupervised access to children, disabled, and/or elderly clients will be of reputable and responsible character and will not pose a risk to the health, safety, security, or well-being of clients, staff and the general public.

- c. The applicant shall submit organizational charts.
- d. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.
- e. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.
- f. The applicant must have sufficient and relevant training and staff development. Applicant is to provide verification of training and staff development plan.
- g. Applicants shall ensure that supervision over program activities and on-going training is provided to all employees and contract personnel that provide and/or supervise client services. Supervision of facilitators must include monthly documented assessment of adherence to the current Hawaii Batterers Intervention Program Standards, and quarterly monitoring of group sessions by supervisory personnel. At a minimum, applicants shall ensure that clinical supervision over BIPs facilitators is provided by someone with a graduate degree in social work, psychology, or any relevant behavioral health field, and have had at least one year of experience working in the domestic violence or related field. All supervisory or consultant personnel shall have training and experience in working with batterers, and/or adult and child

victims of domestic violence. Programs shall assist clients with access to resources who are knowledgeable about the interface of domestic violence to mental health conditions, substance abuse, post-traumatic stress disorder (PTSD), suicidal and homicidal ideation, and other areas, as indicated.

- h. Applicants shall demonstrate and describe their collaboration with other appropriate service providers, including but not limited to those providing domestic violence shelters, victim services, BIPs, domestic violence coalitions and task forces, criminal and civil justice agencies, the Judiciary, and other relevant state agencies and private sector organizations.

## **2. Administrative**

The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, and methods of service delivery.

## **3. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, and if that mission is not specifically related to the family court domestic violence intervention services provided, then an appropriate “sub-mission,” i.e., what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. The quality assurance plan shall serve as procedural guidelines for staff, and will confer designated individuals and committees with the authority to fulfill their responsibilities in the areas of quality assurance.
- c. The quality assurance process shall serve as a source of information for parties interested in knowing how the program monitors and improves the quality of its services. Findings shall be integrated and reviewed by the quality assurance committee, and information shall be conveyed to the program administrator and the organization’s executive officer and governing body at least annually.

- d. The quality assurance system shall identify strengths and deficiencies, indicate corrective actions to be taken, validate corrections, and recognize and implement innovative, efficient, or effective methods for the purpose of overall program improvement.
- e. Program evaluation should reflect the documentation of the achievement of the stated goals of the program using tools and measures consistent with the best-practice standards of the disciplines involved in the delivery of services.
- f. Contract compliance may be monitored by conducting site visits and reviews without prior notice.
- g. Applicants must be willing to undergo a program assessment and/or audit and develop an action plan to address corrective actions to improve identified areas.
- h. For Second Circuit, applicants shall provide all program monitoring, assessments and/or evaluation reports completed within the last two years.

#### 4. Output and performance/outcome measurements

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall indicate measurement tool(s) by which effectiveness of the services may be determined, as well as utilize the following by the Judiciary. It is strongly suggested that criteria for program completion be based on the achievement of measurable client performance outcomes rather than a participant attending a specific number of sessions. **If the percentages in the following are thought to be unreachable by the program, indicate the reasons why and present a counter proposal with justification.**
  - (1) \_\_\_\_\_percent (\_\_\_%) of all clients completing batterer intervention services have remained violence free for no less than twenty (20) consecutive weeks prior to discharge. *Measured by client report, victim corroboration, review of*

*police records, confirmation with probation officer, etc.*

- (2) \_\_\_\_\_percent (\_\_\_\_%) of all clients completing batterer intervention services have taken responsibility for their violent behavior; ceased to blame the victim for the violence; and recognized the adverse effects of their violent acts. *Measured by facilitator evaluation of client participation in group, completion of written assignments indicating such thinking and behavior verifiable by file records.*
- (3) One hundred percent (100%) of all clients completing batterer intervention services will complete a written individualized, practical plan to maintain non-violent behavior and will present that plan to the group for critique and feedback. *Verified by copy of plan in client file and facilitator written evaluation of the practicability of plan.*
- (4) Seventy-five percent (75%) of all clients completing batterer intervention services will improve their understanding of the nature and effects of domestic violence by 50%. *Measured by pre-post test and facilitator evaluation. Verified by test copies in client file and file records of facilitator evaluation.*
- (5) Sixty percent (60%) of all clients completing batterer intervention services will demonstrate the knowledge, skills and attitudes/values necessary for the maintenance of non-abusive behavior in intimate relationships which includes learning non-violent conflict resolution and non-aggressive communication skills. *Concepts that may be considered for measurement include: non-threatening behavior; respect; trust and support; honesty and accountability; shared responsibility; economic partnership; negotiation and fairness.) Measured by client participation/sharing in group, effectiveness in role playing; feedback to other clients; and facilitator written evaluation at program completion. Verified by curriculum content delivery dates of relevant sessions, notes in client file, group notes, etc.*
- (6) One hundred percent (100%) of all clients completing batterer interventions services will significantly increase their knowledge of the effects of domestic violence on

children. *Measured by pre-post test; client participation in group, feedback to other clients; and facilitator evaluation. Verified by curriculum content delivery dates of relevant sessions, copy of pre-post test in client file; and copy of client self and facilitator written evaluation if client file.*

- (7) Eighty percent (80%) of all clients completing batterer intervention services will demonstrate an increase in their development of empathy for others affected by their violent behavior. *Measured by participation in group; written assignments; self and facilitator evaluation. Verified by case notes and client self and facilitator written evaluation in client file.*

## **5. Reporting requirements for program and fiscal data**

- a. The provider shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.
- b. Reports shall consist of a statement by the provider relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the provider during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the provider, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the provider, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The provider shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the provider's overall effort towards meeting the program goals and objectives. Furthermore, the provider shall furnish any additional reports or information that the Judiciary may from time to time require or request.

## **6. Pricing or pricing methodology to be used**



Negotiated unit of service or fixed price.

**7. Units of service and unit rate**

**Maui:**

Estimated number of referrals:

Batterers	250-750
Victims	400-700
Children/adolescents	25-100
Child visitation/Exchange	25-74
Families (visitation/exchange)	10-100

**Hawaii:**

Estimated number of referrals:

Batterers	1,500-2,000
Victims	500-1,000
Children/adolescents	500-1000
Child Visitation/Exchange	200-400
Families (visitation/exchange)	100-250

**Kauai:**

Estimated number of referrals:

Batterers	120-200
Victims	100-200
Children/adolescents	40-80
Child visitation/Exchange	50-200
Families (visitation/exchange)	10-100

Proposals should describe the average length of treatment and/or intervention services for batterers, victims, and children, including any provisions for after care services.

**2.5 SVC SPEC TITLE: Juvenile Client and Family Services  
JCFRS - Residential Services**

**2.5.1 Introduction**

**A & B. - (SEE SECTION 2.0.1)**

**C. Description of the goals of the service**

The goal of this service is to provide a safe, nurturing environment for minors who have been ordered by the court and/or referred to participate in a residential program. Programs shall provide clients with a safe, clean, supportive, well supervised environment in which minors can develop the tools and skills needed to function in society as young adults. Services should also be reflective of the court's balanced and restorative justice philosophy, and the juvenile justice reform effort with emphasis on best practices/evidence-based practices, collaboration and cultural competency. The goals of balanced and restorative justice are accountability, competency development, and public safety.

**D. Description of the target population to be served**

Juveniles between the ages of 12 to 17 years who are adjudicated or non-adjudicated for law violations and/or status offenses.

**E. Geographic coverage of service**

First Circuit - Island of Oahu  
Second Circuit - Islands of Maui, Molokai, and Lanai  
Third Circuit - Island of Hawaii  
Fifth Circuit - Island of Kauai

Separate proposals shall be submitted for each circuit.

**F. Probable funding amounts, source, and period of availability**

Probable funding amounts:

FY 2016      FY 2017      FY 2018      FY 2019

Funding amounts are not being stated at this time. Applicants should propose funding amounts in their proposals based on their best estimate of the cost of providing the services described in these specifications.

Funding source: State General Fund

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019, subject to the appropriation and availability of funds and satisfactory contract performance. Funds are available for only the initial term of the contract which is for 2 years.

## **2.5.2 General Requirements**

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

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated its competence or qualifications to perform the required services and shall have a minimum one year experience in the provision of services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards and provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and proof of insurance coverages as applicable. Applicants must also demonstrate a commitment to be compliant with the PREA standards.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (see Section 5, ProposalApplication Checklist, for the website address).

### **B. Secondary purchaser participation**

(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

### **C. Multiple or alternate proposals**

(Refer to §3-143-605, HAR)

Allowed

Unallowed

For the First Circuit only, multiple proposals are allowed for applicants submitting proposals for both service activities. For the Second and Fifth Circuits, multiple and alternate proposals are unallowed.

**D. Single or multiple contracts to be awarded**

(Refer to §3-143-206, HAR)

Single

Multiple

Single & Multiple

Multiple contracts may be awarded if such awards are deemed to be in the best interests of the Judiciary and will be based on the highest ranked proposals.

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

(Refer to §3-149-302, HAR)

Single term (< 2 yrs.)

Multi-term (> 2 yrs.)

A multi-term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The initial term of the contract shall be for two (2) years. Funds are available for only the initial term of the contract. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and satisfactory performance of services by provider. Execution of a contract amendment is required to extend the contract for another term. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015, to June 30, 2019. If it is determined that it is not in the best interest of the Judiciary to award a multi-term contract, a single-term contract will be awarded.

**F. RFP contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.1 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the requested services, please call the following individual:

Judiciary Contracts & Purchasing Office  
Kelly Kimura at (808) 538-5805 fax: (808) 538-5802  
[Kelly.Y.Kimura@courts.hawaii.gov](mailto:Kelly.Y.Kimura@courts.hawaii.gov)

If you have any programmatic questions regarding the requested services, please call the following individual:

Oahu:	Family Court, First Circuit <a href="tel:8089548275">Anona Gabriel at (808) 954-8275</a> <a href="mailto:Anona.L.Gabriel@courts.hawaii.gov">Anona.L.Gabriel@courts.hawaii.gov</a>	fax: (808) 954-8308
Maui:	Special Services Branch, Second Circuit David Ortiz at (808) 244-2792 <a href="mailto:David.K.Ortiz@courts.hawaii.gov">David.K.Ortiz@courts.hawaii.gov</a>	fax: (808) 244-2870
Hawaii:	Third Circuit Court Grayson Hashida at (808) 443-2201 <a href="mailto:Grayson.K.Hashida@courts.hawaii.gov">Grayson.K.Hashida@courts.hawaii.gov</a>	fax: (808) 443-2222
Kauai:	Family Court, Fifth Circuit Kari Yamashiro at (808) 482-2428 <a href="mailto:Kari.L.Yamashiro@courts.hawaii.gov">Kari.L.Yamashiro@courts.hawaii.gov</a>	fax: (808) 482-2422

### 2.5.3 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

#### A. Service Activities (Minimum and/or mandatory tasks and responsibilities)

Services are being requested for a residential facility for youth who require a safe, monitored, and structured living environment. For First Circuit only, separate proposals shall be submitted for each service activity if applying for both.

Specific needs include but are not limited to:

1. Services for adjudicated minors who require residential placement with minimal supervision. Services are to include psycho-social assessment and evaluation, psycho-education training to counseling and training designed to prepare the older adolescent for self-sufficiency and independence, survival skills, personal skills, recreational activities, transportation, basic household and money management, employment, and related skills.
2. Services for adjudicated minors who require a highly structured residential placement to address chronic emotional and behavioral problems. Services are to include counseling and interventions to improve or enhance social, personal, or

problem solving skills, counseling and interventions to increase self-discipline, responsibility and self control.

Applicants may submit proposals to do one or all of the above services.

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

- a. The applicant shall possess and document knowledge, capacity, skills, and experience in working with the targeted population.
- b. The applicant shall conduct a State and Federal fingerprint- based criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to or unsupervised access to vulnerable clients such as children, disabled, and/or the elderly , or other program related vulnerable clients . In addition, the applicant will conduct a search of the State and National Sex Offender Registries, <http://sexoffenders.ehawaii.gov> (State Sex Offender Registry) and the [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Further, the applicant will ensure the continued suitability of any officer, employee, volunteer or subcontractor to work or provide services to vulnerable clients. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency, convicted sex offenders). Prior to commencing any work or services on the contract, the applicant shall ensure that any officer, employee, volunteer or subcontractor is suitable to be performing work or services in close proximity to or with unsupervised access to children, disabled, and/or elderly clients will be of reputable and responsible character and will not pose a risk to the health, safety, security, or well-being of clients, staff and the general public.
- c. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.

- d. The Applicant shall maintain documentation for each employee of an initial and annual tuberculosis (TB) skin test or chest X-ray.
- e. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.
- f. Applicants shall describe its program for increasing clinical staff competencies in the acquisition of evidence-based, offender-oriented treatment. At a minimum, applicants shall demonstrate how direct care staff will be assisted in understanding and applying the risk-need-responsivity principles in their treatment of offenders, as well as the stages of change, motivating the client toward change and behavioral treatment.

**2. Administrative**

- a. The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, and methods of service delivery.
- b. Court testimony by an applicant representative shall be provided as needed.

**3. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.
- c. Applicants shall agree, by contract, to be willing to undergo a program assessment and/or audit designed to assess applicant's implementation of effective practices in working with offenders. Based on the assessment/audit report, the vendor will develop in concert with the contracting agency, an action plan to address areas which need improvement. There should be at least one quality improvement activity completed annually.

- d. Applicants shall provide all program monitoring, assessments and/or evaluation reports completed within the last two years.

**4. Output and performance/outcome measurements**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall propose measurement tools by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary.

**5. Reporting requirements for program and fiscal data**

- a. The applicant shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.
- b. Reports shall consist of a statement by the applicant relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the applicant during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the applicant, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the applicant, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The applicant shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the applicant's overall effort towards meeting the program goals and objectives, to include information on the outcome(s) of quality improvement activities in which the program is engaged. Furthermore, the applicant shall furnish any additional reports or information that the Judiciary may from time to time require or request.

**6. Pricing or pricing methodology to be used**



Negotiated unit of service or fixed price.

**7. Units of service and unit rate**

Estimated number of units of service:

Oahu: 2 - 3 bed spaces per day

Maui: 120 bed days per year

Hawaii: 4 bed space per day

Kauai: 1 bed space per day

**2.5.4 Facilities**

- A. Applicants shall provide a description of its facilities and its conduciveness to the treatment being provided.
- B. Facilities shall comply with all federal, state, and county laws, ordinances, codes, rules and regulations.

**2.6 SVC SPEC TITLE: Juvenile Client and Family Services  
JCFSO - Juvenile Sex Offender Treatment Services**

**2.6.1 Introduction**

**A & B. - (SEE SECTION 2.0.1)**

**C. Description of the goals of the service**

Juvenile sex offender specific assessment and treatment services are needed by the Judiciary for court adjudicated youth, to address and reduce their deviant, abusive behaviors (including any unresolved victimization trauma issues), and to improve community safety by preventing further victimization. Hereafter, juvenile sex offenders will be referred to as youth who have committed a sexual offense (YSO) or youth with sexualized misbehaviors.

**D. Description of the target population to be served**

Adjudicated juveniles and adults, up to the age of 18 and/or clinical discharge; males and females.

**E. Geographic coverage of service**

Service areas include the following:

First Circuit -- Island of Oahu

Second Circuit--Islands of Maui, Molokai and Lanai

Third Circuit--Island of Hawaii

Fifth Circuit--Island of Kauai

Separate proposals shall be submitted for each circuit. The applicant shall demonstrate actual capacity to provide the required services in the service area for which it is applying.

**F. Probable funding amounts, source, and period of availability**

Probable funding amounts:

<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>
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Funding amounts are not being stated at this time. Applicants should propose funding amounts in their proposals based on their best estimate of the cost of providing the services described in these specifications.

Funding source: State General Funds

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019, subject to the appropriation and availability of funds and satisfactory contract performance. Funds are available for only the initial term of the contract which is for 2 years.

## **2.6.2 General Requirements**

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

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated competence or qualifications to perform the required services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards, provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and provide proof of insurance coverages as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made and requests will be made in advance.
6. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See Section 5, POS Application Checklist, for the website address).

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

After-the-fact secondary purchases will be allowed.

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

Allowed                       Unallowed

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

Single                       Multiple  Single & Multiple

Multiple contracts may be awarded if such awards are deemed to be in the best interest of the Judiciary, and will be based on the highest ranked proposals.

**E. Single or multi-term contracts to be awarded**  
(Refer to §3-149-302, HAR)

Single term (< 2 yrs)                       Multi-term (> 2 yrs.)

A multi-term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The initial term of the contract shall be for two (2) years. Funds are available for only the initial term of the contract. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and satisfactory performance of services by provider. Execution of a contract amendment is required to extend the contract for another term. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019. If it is determined that it is not in the best interest of the Judiciary to award a multi-term contract, a single-term contract will be awarded.

**F. RFP contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.1 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the requested services, please call the following individual:

Judiciary Contracts and Purchasing Office  
Kelly Kimura at (808) 538-5805      fax: (808) 538-5802  
[Kelly.Y.Kimura@courts.hawaii.gov](mailto:Kelly.Y.Kimura@courts.hawaii.gov)

If you have any programmatic questions regarding the requested services, please call the following individual.

Oahu: Family Court, First Circuit  
[Anona Gabriel at \(808\) 954-8275](mailto:Anona.L.Gabriel@courts.hawaii.gov) fax: (808) 954-8308  
[Anona.L.Gabriel@courts.hawaii.gov](mailto:Anona.L.Gabriel@courts.hawaii.gov)

Maui: Special Services Branch, Second Circuit  
David Ortiz at (808) 244-2792 fax: (808) 244-2870  
[David.K.Ortiz@courts.hawaii.gov](mailto:David.K.Ortiz@courts.hawaii.gov)

Hawaii: Family Court, Third Circuit  
Aolani Mills at (808) 322-8726 fax: (808) 961-7671  
[Aolani.M.Mills@courts.hawaii.gov](mailto:Aolani.M.Mills@courts.hawaii.gov)

Family Court, Third Circuit  
Randi Cooper at (808) 961-7685 fax: (808) 961-7671  
[Randi.L.Cooper@courts.hawaii.gov](mailto:Randi.L.Cooper@courts.hawaii.gov)

Kauai: Family Court, Fifth Circuit  
Administrator, Juvenile Client Services Branch  
Kari Yamashiro at (808) 482-2428 fax: (808) 482-2422  
[Kari.L.Yamashiro@courts.hawaii.gov](mailto:Kari.L.Yamashiro@courts.hawaii.gov)

### **2.6.3 Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

#### **A. Service Activities (Minimum and/or mandatory tasks and responsibilities)**

For youth with sexually abusive behaviors, specific treatment services are needed to provide the Judiciary and the community with a comprehensive approach in dealing with juveniles who are sentenced or directed by the court to obtain such treatment. Services will include but not be limited to psychosexual/victimization trauma evaluation and treatment, individual/group/family sessions, polygraph testing for assessment and treatment purposes, psycho-educational training, and an aftercare program. Applicants must demonstrate understanding and ability to adhere to the standards and guidelines of the Sex Offender Management Team (SOMT) as well as incorporate best practices/evidence-based practices in sexually abusive behaviors intervention services with youth. Best practices/evidence-based practices are defined as a body of contemporaneous empirical research findings that produce the most effective outcomes for youth involved in sexually abusive behaviors, has literature to support the practices, is supported by national

consensus, has a system for implementing and maintaining program integrity, and conformance to ethical/professional standards.

New guidelines/standards for the assessment and treatment of youth with sexually abusive behaviors may be developed by Sex Offender Management Team (SOMT) during the course of the contract and will be implemented upon negotiation to the satisfaction of both the contracting agency and the applicant.

Services should also be reflective of the court's balanced and restorative justice philosophy and the guiding principles of Juvenile Detention Alternative Initiative (JDAI). The goals of balanced and restorative justice are accountability, competency development and public safety. The needs and interests of the offender, victim, and the community should be considered as part of the program. JDAI principles are complementary in that it can help shape and guide jurisdiction's practice through collaboration and a continuum of services that are culturally competent, relevant and accessible to the youth they serve.

Applicants shall ensure that clinical supervision over program activities and on-going training are provided.

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

- a. The applicant shall possess and document knowledge, capacity, skills and experience in working with the targeted population as noted in Section 2.6.3.A.
- b. The applicant shall conduct a State and Federal fingerprint- based criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to or unsupervised access to vulnerable clients such as children, disabled, and/or the elderly , or other program related vulnerable clients . In addition, the applicant will conduct a search of the State and National Sex Offender Registries, <http://sexoffenders.ehawaii.gov> (State Sex Offender Registry) and the [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Further, the applicant will ensure the continued suitability of any officer, employee, volunteer or subcontractor to work or provide services to vulnerable clients. Results of all criminal history record inquiries conducted shall be

placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency, convicted sex offenders). Prior to commencing any work or services on the contract, the applicant shall ensure that any officer, employee, volunteer or subcontractor is suitable to be performing work or services in close proximity to or with unsupervised access to children, disabled, and/or elderly clients will be of reputable and responsible character and will not pose a risk to the health, safety, security, or well-being of clients, staff and the general public.

- c. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.
- d. The Applicant shall maintain documentation for each employee of an initial and annual tuberculosis (TB) skin test or chest X-ray.
- e. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.
- f. Applicants shall describe its program for increasing clinical staff competencies in sex offense specific treatment and the acquisition of evidence-based, offender-oriented treatment. At a minimum, applicants shall demonstrate how direct care staff will be assisted in understanding and applying the risk-need-responsivity principles in their treatment of offenders, as well as the stages of change, motivating the client toward change and behavioral treatment.

## **2. Administrative**

- a. The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, and methods of service delivery.
- b. Court testimony by an applicant representative shall be provided as needed.

## **3. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.
- c. Applicants shall agree, by contract, to be willing to undergo a program assessment and/or audit designed to assess applicant's implementation of effective practices in working with offenders. Based on the assessment/audit report, the vendor will develop in concert with the contracting agency, an action plan to address areas which need improvement. There should be at least one quality improvement activity completed annually.
- d. Applicants shall provide all program monitoring, assessments and/or evaluation reports completed within the last two years.

**4. Output and performance/outcome measurements**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall propose measurement tools by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary.

**5. Reporting requirements for program and fiscal data**

- a. The applicant shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.



- b. Reports shall consist of a statement by the provider relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the provider during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the provider, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the provider, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The applicant shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the provider's overall effort towards meeting the program goals and objectives, to include information on the outcome(s) of quality improvement activities in which the program is engaged. Furthermore, the provider shall furnish any additional reports or information that the Judiciary may from time to time require or request.

**6. Pricing or pricing methodology to be used**

Oahu - Negotiated fixed rate for treatment services, and unit of service for psychosexual evaluations.

Maui, Molokai, Lanai-Negotiated unit of service or fixed price. If a proposal is submitted for fixed price, the applicant shall also submit unit of services rates for each service activity.

Hawaii-Negotiated unit of service or fixed price.

Kauai-Negotiated unit of service or fixed price.

**7. Units of service and unit rate**

Estimated number of treatment slots (per year):

Oahu:	20-50 juveniles
Maui:	10-15 juveniles
Hawaii:	25-35 juveniles
Kauai:	10-15 juveniles

Applicants are to include in their proposed funding the estimated time frame of assessment completion, amount per assessment, the average length of treatment/intervention services, the amount per unit per person and per group.

#### **2.6.4 Facilities**

- A. Applicants shall provide a description of its facilities and its conduciveness to the treatment being provided.
- B. Facilities shall comply with all federal, state, and county laws, ordinances, codes, rules and regulations.

**2.7 SVC SPEC TITLE: Juvenile Client and Family Services  
JCFSS-Shelter Services**

**2.7.1 Introduction**

**A & B. - (SEE SECTION 2.0.1)**

**C. Description of the goals of the service**

The goal of the service is to assist juveniles to resolve various problems and conflicts, help them learn socially acceptable behaviors and function in the community as law-abiding citizens. Services should also be reflective of the court's balanced and restorative justice philosophy, and the guiding principles of the Juvenile Detention Alternative Initiative (JDAI). The goals of balanced and restorative justice are accountability, competency development, and public safety. JDAI principles are complementary in that it can help shape and guide jurisdiction's practice through collaboration and a continuum of services that are culturally competent, relevant and accessible to the youth they serve and reduce the reliance on unnecessary confinement in secured detention.

**D. Description of the target population to be served**

Juveniles between the ages of 12 to 17 years who are adjudicated or non-adjudicated for law violations and/or status offenses.

**E. Geographic coverage of service**

Service areas include the following:  
First Circuit - Island of Oahu  
Second Circuit - Island of Maui, Molokai, & Lanai  
Third Circuit - Island of Hawaii  
Fifth Circuit - Island of Kauai

Separate proposals shall be submitted for each circuit.

**F. Probable funding amounts, source, and period of availability**

Probable funding amounts:

FY 2016      FY 2017      FY 2018      FY 2019

Funding amounts are not being stated at this time. Applicants should propose funding amounts in their proposals based on their best estimate of the cost of

providing the services described in these specifications.

Funding source: State General Funds.

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019, subject to the appropriation and availability of funds and satisfactory contract performance. Funds are available for only the initial term of the contract which is for 2 years.

## **2.7.2 General Requirements**

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

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated competence or qualifications to perform the required services and shall have a minimum one year experience in the provision of services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards and provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and proof of insurance coverages as applicable. Applicant must also demonstrate a commitment to comply with PREA standards.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See Section 5, Proposal Application Checklist, for the website address).

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

After-the-fact secondary purchases will be allowed.

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

Allowed             Unallowed

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

Single             Multiple  Single & Multiple

Multiple contracts may be awarded if such awards are deemed to be in the best interest of the Judiciary and will be based on the highest ranked proposals.

**E. Single or multi-term contracts to be awarded**  
(Refer to §3-149-302, HAR)

Single term (< 2 yrs)             Multi-term (> 2 yrs.)

A multi-term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The initial term of the contract shall be for two (2) years. Funds are available for only the initial term of the contract. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and satisfactory performance of services by provider. Execution of a contract amendment is required to extend the contract for another term. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019. If it is determined that it is not in the best interest of the Judiciary to award a multi-term contract, a single-term contract will be awarded.

**F. RFP contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.1 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the requested services, please call the following individual:

Judiciary Contracts & Purchasing Office  
Kelly Kimura at (808) 538-5805 Fax: 538-5802  
[Kelly.Y.Kimura@courts.hawaii.gov](mailto:Kelly.Y.Kimura@courts.hawaii.gov)

If you have any programmatic questions regarding the requested services, please call the following individual:

Oahu: Family Court, First Circuit  
[Anona Gabriel](mailto:Anona.Gabriel@courts.hawaii.gov) at (808) 954-8275 fax: (808) 954-8308  
[Anona.L.Gabriel@courts.hawaii.gov](mailto:Anona.L.Gabriel@courts.hawaii.gov)

Maui: Special Services Branch, Second Circuit  
David Ortiz at (808) 244-2792 fax: (808) 244-2870  
[David.K.Ortiz@courts.hawaii.gov](mailto:David.K.Ortiz@courts.hawaii.gov)

Hawaii: Family Court, Third Circuit  
Aolani Mills at (808) 322-8726 fax: 322-8701  
Program Specialist  
[Aolani.M.Mills@courts.hawaii.gov](mailto:Aolani.M.Mills@courts.hawaii.gov)

Family Court, Third Circuit  
Randi Cooper at (808) 961-7685 fax: (808) 961-7598  
Juvenile Client Services Branch Administrator  
[Randi.L.Cooper@courts.hawaii.gov](mailto:Randi.L.Cooper@courts.hawaii.gov)

Kauai: Family Court, Fifth Circuit  
Administrator, Juvenile Client Services Branch  
Kari Yamashiro at (808) 482-2428 fax: (808) 482-2422  
[Kari.L.Yamashiro@courts.hawaii.gov](mailto:Kari.L.Yamashiro@courts.hawaii.gov)

### 2.7.3 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

#### A. Service Activities (Minimum and/or mandatory tasks and responsibilities)

Services are being requested for a temporary shelter for youth who require a safe, culturally sensitive, monitored living environment while awaiting return to their own homes, placement in a substitute home, treatment program, or alternative living arrangement.

1. Specific needs include, but are not limited to:
  - a. The ability to accept referrals within one (1) hour;
  - b. Accommodation of juveniles up to thirty (30) days, with the possibility of extensions;
  - c. A counseling component to address individual client needs as appropriate;  
  
Oahu: Counseling component to include discharge planning involving minor, parent/caretaker and probation officer immediately upon admission into the shelter facility and subsequent follow-up with parties to ensure timelines.
  - d. Transportation; and
  - e. Twenty-four (24) hour supervision by responsible adult staff at an appropriate level to minimize clients' unauthorized departure.
2. Family Court will retain sole authority to screen, determine admissibility, and to control placement.

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

- a. The applicant shall possess and document knowledge, capacity, skills and experience in working with the targeted population.
- b. The applicant shall conduct a State and Federal fingerprint- based criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to or unsupervised access to vulnerable clients such as children, disabled, and/or the elderly , or other program related vulnerable clients . In addition, the applicant will conduct a search of the State and National Sex Offender Registries, <http://sexoffenders.ehawaii.gov> (State Sex Offender Registry) and the [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Further, the applicant will ensure the continued suitability of any officer, employee, volunteer

or subcontractor to work or provide services to vulnerable clients. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency, convicted sex offenders). Prior to commencing any work or services on the contract, the applicant shall ensure that any officer, employee, volunteer or subcontractor is suitable to be performing work or services in close proximity to or with unsupervised access to children, disabled, and/or elderly clients will be of reputable and responsible character and will not pose a risk to the health, safety, security, or well-being of clients, staff and the general public.

- c. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.
- d. The Applicant shall maintain documentation for each employee of an initial and annual tuberculosis (TB) skin test or chest X-ray.
- e. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.
- f. The applicant must have sufficient and relevant training and staff development.

## **2. Administrative**

The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, and methods of service delivery.

## **3. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.



- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.
- c. Applicants shall agree, by contract, to be willing to undergo a program assessment and/or audit designed to assess applicant's implementation of effective practices in working with juvenile offenders. Based on the assessment/audit report, the vendor will develop in concert with the contracting agency, an action plan to address areas which need improvement. There should be at least one quality improvement activity completed annually.
- d. Applicants shall provide all program monitoring, assessments and/or evaluation reports completed within the last two years.

**4. Output and performance/outcome measurements**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall indicate measurement tools by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary.

**5. Reporting requirements for program and fiscal data**

- a. The applicant shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.
- b. Reports shall consist of a statement by the applicant relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the applicant during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the applicant, as well as a statement of what activities are proposed

to be accomplished during the next reporting period. In addition to the written progress reports, the applicant, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.

- c. The applicant shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the applicant's overall effort towards meeting the program goals and objectives, to include information on the outcome(s) of quality improvement activities in which the program is engaged. Furthermore, the provider shall furnish any additional reports or information that the Judiciary may from time to time require or request.

**6. Pricing or pricing methodology to be used**

Negotiated unit of service or fixed price.

**7. Units of service and unit rate**

Estimated number of units of service:

Oahu: 2 - 4 bed spaces per day

Maui: 365 bed days per year

Hawaii: Minimum of 4 bed spaces per day and may need additional bed spaces in excess of this number

Kauai: 123 bed days per year

**SVC SPEC TITLE: Juvenile Client and Family Services, First Circuit  
JC1MED - Medical Services, First Circuit**

**2.8.1 Introduction**

**A. & B. -(SEE SECTION 2.0.1)**

**C. Description of the goals of the service**

The goal of this service is to provide juveniles being held at Hale Ho`omalua and Home Maluhia, the Family Court's detention and shelter facilities, with prompt trauma-informed medical assessments, treatment and referral services to ensure their well-being. Services should also be reflective of the court's balanced and restorative justice philosophy and the juvenile justice reform effort with emphasis on best practices/evidence-based practices, collaboration and cultural competency.

**D. Description of the target population to be served**

Juveniles between the ages of 12 to 17.

**E. Geographic coverage of service**

Oahu

**F. Probable funding amounts, source, and period of availability**

Probable funding amounts:

<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>
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Funding amounts are not being stated at this time. Applicants should propose funding amounts in their proposals based on their best estimate of the cost of providing the services described in these specifications.

Funding source: State General Fund

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019, subject to the appropriation and availability of funds and satisfactory contract performance. Funds are available for only the initial term of the contract which is for 2 years.

## 2.8.2 General Requirements

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

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated its competence or qualifications to perform the required services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards, provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and provide proof of insurance coverages as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See Section 5, Proposal Application Checklist, for the website address).

### B. Secondary purchaser participation

(Refer to §3-143-608, HAR)

After-the-fact secondary purchases are allowed.

### C. Multiple or alternate proposals

(Refer to §3-143-605, HAR)

Allowed             Unallowed

### D. Single or multiple contracts to be awarded

(Refer to §3-143-206, HAR)

Single                       Multiple                       Single & Multiple

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

(Refer to §3-149-302, HAR)

Single term (< 2 yrs)                       Multi-term (> 2 yrs)

A multi-term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The initial term of the contract shall be for two (2) years. Funds are available for only the initial term of the contract. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and satisfactory performance of services by provider. Execution of a contract amendment is required to extend the contract for another term. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019. If it is determined that it is not in the best interest of the Judiciary to award a multi-term contract, a single-term contract will be awarded.

**F. RFP contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.1 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the requested services, please call the following individual:

Judiciary Contracts & Purchasing Office  
Kelly Kimura at (808) 538-5805                      fax: 538-5802  
Kelly.Y.Kimura@courts.hawaii.gov

If you have any programmatic questions regarding the requested services, please call the following individual:

Oahu: Family Court, First Circuit  
Linda Kiyotoki at (808) 954-8224    Fax: 954-8308  
Linda A. Kiyotoki@courts.hawaii.gov

**2.8.3 Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

**A. Service Activities (Minimum and/or mandatory tasks and responsibilities)**

The provider will provide medical, consultative and emergency medical services, and administrative services to youth who are referred by the Family Court. Services to be provided 4 to 5 days a week by a licensed physician and include 24-hour emergency and consultative services.

**I. Physician Services:**

1. Physician Services will include the following types of services:

- a. Diagnosis and treatment of illnesses.
- b. Physical examinations for all new admits and those children entering foster home or institutional placements.
- c. Cooperation with the physician of a detained child for administration of medication or other procedures.
- d. First aid care for injuries.
- e. Minor surgical procedures.
- f. Taking of laboratory samples.
- g. Other medical treatments or referrals to outside providers deemed necessary for the health, safety and welfare of the detained child.

2. Consultative and emergency medical services

Shall be available on a 24 hour basis and may be rendered by telephone. In the case of emergencies, the applicant will be immediately available to facilitate a referral to an emergency room and to take whatever action is necessary to obtain the appropriate medical care, including hospitalization for the patient.

3. Administrative Services

At the request of the Family Court officers, the applicant will provide medical and other pertinent information from patients referred by the Facility. Further, applicant will, upon request, submit written reports to

the Judiciary describing medical findings, progress, tests and care for each patient.

## II. Nursing Services:

The provider will provide nursing services to youth at Hale Hoomalu and Home Maluhia. Nursing services shall be available to the Judiciary three-hundred sixty-five (365) days per year on an on call/as needed basis, and will include the following types of services:

- a. Obtain medical history on all detainees and notes special health problems. Performs duties as required such as admissions, transfers, discharges, and making appointments with outside clinics and laboratories.
- b. Interview detainees complaining of physical illness; performs preliminary examination, screens patients to be seen by physician.
- c. Dress wounds. Renders first aid and nursing care to detainees and staff on accidents occurring on facility grounds; refer to physician if injury requires further care.
- d. Assists physician for emergency treatment. Initiates appropriate action such as starting resuscitative measures in an emergency situation when a physician is not present or immediately available.
- e. Observes and assesses patient's clinical condition; recognizes, identifies and interprets serious situations and immediately decides proper action, i.e. calls physician or starts preplanned emergency measures.
- f. Assists the physician in minor surgical procedures. Carries out order by physician for medications or treatment for detainees seen at the dispensary.
- g. Administers prescribed medications, gives intra muscular and oral medications, observes patients for adverse reactions and takes appropriate action.
- h. Continually assesses any changes based on observations of the patient's condition, receives the medical treatment plan, and brings to the attention of the physician any changes in the patient's condition.
- i. Orders medications and supplies; dispenses medical supplies. Writes out physician's medication and treatment instructions to staff; instructs staff

on the dispensing of medications, special diet needs, and care of individual detainees. Provides health care of detainees and staff on an individual basis. Recommends follow-up services; maintains up to date medical records for all detainees.

- j. Utilizes the physician orders and nursing standards of care related to redirecting behavior of the mentally ill and chemically dependent.
- k. Works closely with other members of the healthcare staff for formulation of the total care plan for specific patients.
- l. Observes and assesses patients closely for any significant behavioral changes. Documents changes in behavioral terms and notifies the mental health staff.

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

- a. The applicant shall possess and document knowledge, capacity, skills and experience in working with the targeted population.
- b. The applicant shall conduct a State and Federal fingerprint- based criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to or unsupervised access to vulnerable clients such as children, disabled, and/or the elderly , or other program related vulnerable clients . In addition, the applicant will conduct a search of the State and National Sex Offender Registries, <http://sexoffenders.ehawaii.gov> (State Sex Offender Registry) and the [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Further, the applicant will ensure the continued suitability of any officer, employee, volunteer or subcontractor to work or provide services to vulnerable clients. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency,



convicted sex offenders). Prior to commencing any work or services on the contract, the applicant shall ensure that any officer, employee, volunteer or subcontractor is suitable to be performing work or services in close proximity to or with unsupervised access to children, disabled, and/or elderly clients will be of reputable and responsible character and will not pose a risk to the health, safety, security, or well-being of clients, staff and the general public.

- c. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.
- d. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.
- e. The applicant must have sufficient and relevant training and staff development.

## **2. Administrative**

The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, and methods of service delivery.

## **3. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.

## **4. Output and performance/outcome measurements**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count

on the applicant's final report.

- b. Outcome: The applicant shall propose measurement tools by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary.

**5. Reporting requirements for program and fiscal data**

- a. The provider shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.
- b. Reports shall consist of a statement by the provider relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the provider during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the provider, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the provider, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The provider shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the provider's overall effort towards meeting the program goals and objectives. Furthermore, the provider shall furnish any additional reports or information that the Judiciary may from time to time require or request.

**6. Pricing or pricing methodology to be used**

Fixed price.

**7. Units of service and unit rate**

Estimated numbers of slots required for the month: 45 (Oahu)

**2.9 SVC SPEC TITLE: Juvenile Client and Family Services  
JC125SA - Juvenile Substance Abuse Treatment Services**

**2.9.1 Introduction**

**A. & B. - (SEE SECTION 2.0.1)**

**C. Description of the goals of the service**

The goal of the service is to provide juvenile offenders with the skills and knowledge to effectively deal with their use of alcohol and drugs in order to eliminate re-offending behaviors. Services should also be reflective of the court's balanced and restorative justice philosophy, and the juvenile justice reform effort with emphasis on best practices/evidence-based practices, collaboration, and cultural competency. The goals of balanced and restorative justice are accountability, competency development, and public safety.

**D. Description of the target population to be served**

Juveniles between the ages of 12 to 17 years who are referred for law violations and status offenses and youth up to age 18 under the jurisdiction of Family Court.

**E. Geographic coverage of service**

Service areas include the following:

First Circuit -- Island of Oahu

Second Circuit -- Islands of Maui, Molokai, & Lanai

Fifth Circuit -- Island of Kauai

Separate proposals shall be submitted for each circuit.

**F. Probable funding amounts, source, and period of availability**

Probable funding amounts:

<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>
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Funding amounts are not being stated at this time. Applicants should propose funding amounts in their proposals based on their best estimate of the cost of providing the services described in these specifications.

Funding source: State General Funds and Federal Funds.

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to

June 30, 2019, subject to the appropriation and availability of funds and satisfactory contract performance. All State funds are contingent on appropriation, and all Federal funds are contingent on the awarding of grant applications. Funds are available for only the initial term of the contract which is for 2 years.

## **2.9.2 General Requirements**

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

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
  - a. Residential programs, in accordance with Title 11, Chapter 98, Special Treatment Facility, must have a Special Treatment Facility license at the time of application and abide by applicable administrative rules governing accreditation of substance abuse programs.
2. The applicant must have demonstrated competence or qualifications to perform the required services and shall have a minimum one year experience in the provision of substance abuse treatment services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards, provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and provide proof of insurance coverage as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See Section 5, Proposal Application Checklist, for the website address).
7. The applicant shall incorporate best practices/evidence-based practices in any substance abuse service. Best practices/evidence-based practices are defined as a body of contemporaneous empirical research findings that produce the most efficacious outcomes for persons with substance abuse problems, have a system for implementing and maintaining program integrity, and are in conformance to professional standards. For best practices in specific areas of substance abuse, the applicant may consult the Substance Abuse and Mental health Services Administration's (SAMHSA) Treatment Improvement Protocol Drug Addiction

Treatment Improvement Protocol Series (TIPS) and the National Institute on Drug Abuse (NIDA) Principles of Drug Addiction Treatment, and/or access the individual government agency websites.

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

After-the-fact secondary purchases will be allowed.

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

Allowed\*                       Not allowed

\*For the First Circuit only, multiple proposals are allowed for applicants who submit proposals for Outpatient/Intensive Outpatient services and Residential treatment services.

For the Second and Fifth Circuits, multiple and alternate proposals are **not** allowed.

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

Single                       Multiple                       Single & Multiple

Multiple contracts may be awarded if such awards are deemed to be in the best interests of the Judiciary, and will be based on the highest ranked proposals.

**E. Single or multi-term contracts to be awarded**  
(Refer to §3-149-302, HAR)

Single term (< 2 yrs)                       Multi-term (> 2 yrs.)

A multi-term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The initial term of the contract shall be for two (2) years. Funds are available for only the initial term of the contract. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and satisfactory performance of services by provider. Execution of a contract amendment is required to extend the contract for another term. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019. If it is determined that it is not in the best interest of the Judiciary to award a multi-term contract, a single-term contract will be awarded.

**F. RFP contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.1 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the requested services, please call the following individual:

Judiciary Contracts & Purchasing Office  
Kelly Kimura at (808) 538-5805 fax: (808) 538-5802  
[Kelly.Kimura@courts.hawaii.gov](mailto:Kelly.Kimura@courts.hawaii.gov)

If you have any programmatic questions regarding the requested services, please call the following individual:

Oahu: Family Court, First Circuit  
Ramona Yano at (808) 954-8226 fax: (808) 954-8308  
[Ramona.H.Yano@courts.hawaii.gov](mailto:Ramona.H.Yano@courts.hawaii.gov)

Maui: Client Services Division, Second Circuit  
David Ortiz at (808) 244-2824 fax: (808) 244-2870  
[David.K.Ortiz@courts.hawaii.gov](mailto:David.K.Ortiz@courts.hawaii.gov)

Kauai: Drug Court, Fifth Circuit  
Joseph Savino at (808) 482-2362 fax: (808) 482-2544  
[Joseph.A.Savino@courts.hawaii.gov](mailto:Joseph.A.Savino@courts.hawaii.gov)

### 2.9.3 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

#### A. Service Activities (Minimum and/or mandatory tasks and responsibilities)

Applicants may provide a comprehensive continuum of evidence-based offender-oriented treatment services to include Substance Abuse Assessments, Substance Abuse Education, Outpatient, Intensive Outpatient, and Residential Treatment to adolescents with alcohol and/or other drug related problems that are ordered or directed by the court to obtain such services. Clients in any level of treatment shall meet the most current version of the American Society for Addiction Medicine Patient Placement Criteria (ASAM-PPC) for admission, continuance, and discharge and documentation shall be included in the client's chart.

Applicants should also provide evidence of best practice standards in the delivery services to include but not limited to cultural and gender appropriate services. Must be

able to demonstrate the ability to incorporate trauma informed care into the delivery of services, when deemed necessary.

For the First Circuit only, a proposal for Outpatient/Intensive Outpatient service is to include substance assessments and substance abuse education as part of the program, and a separate proposal is to be submitted for Residential program. For the Second and Fifth Circuits, applicants may propose the whole continuum or any part of the continuum.

1. **Substance Abuse Assessments.** Substance abuse assessments shall be completed or reviewed/approved by certified substance abuse counselors, program administrators certified pursuant to Section 321-193 (10), Hawaii Revised Statutes; or individuals who hold an advanced degree in a behavioral health science. Assessments shall be completed to determine the need for substance abuse treatment and provide a recommended level of service. Assessments will take into consideration client history of substance use; bio-medical conditions and complications; emotional, behavioral or cognitive conditions and complications; readiness to change; relapse, continued use or continued problem potential and recovery/living environment. If the juvenile is incarcerated at the time, the Applicant shall conduct the assessment at the institution (i.e. Detention Center and/or Hawaii Youth Correctional Facility). Assessments shall apply Diagnostic and Statistical Manual and the American Society of Addiction Medicine Patient Placement Criteria.
2. **Substance Abuse Education.** Substance Abuse Education shall provide clients with information pertaining to the pharmacology of substance abuse, lifestyle consequences, emotions management, coping skills and problem-solving training using cognitive behavioral techniques, treatment process, relapse prevention and abstinence maintenance training. The alcohol education and counseling program shall be for eight (8) to ten (10) hours and may include topics on the effects of alcohol on the brain and body, legal and social consequences, triggers to using, etc. The applicant shall also provide a parent/guardian education and counseling program of not more than ten (10) hours.
3. **Outpatient/Intensive Outpatient Treatment.** Outpatient/Intensive Outpatient Treatment provides comprehensive non-residential services to adolescents with substance abuse problems. Program activities shall include professionally directed assessment, initial and updated treatment planning, crisis management plan, discharge plan, case management, individual and group counseling, substance abuse education, family counseling and support services. Services also shall include, skill building, recreational therapy, and family counseling. On-site UA testing may also be offered as an additional service.

Outpatient services shall provide between one (1) and (8) hours per client per week of face-to-face treatment, including one (1) hour of scheduled and documented individual counseling per client per month. Intensive Outpatient services shall provide nine (9) or more hours per week of face-to-face treatment

services, including one (1) hour of scheduled and documented individual counseling per client per week.

4. **Residential Program.** Residential program provides a planned regimen of professionally directed evaluation, treatment, individual and group counseling, skill building, recreational activities, family services, case management, and other ancillary and special services. Every client must have an initial treatment plan with a meeting to include all parties of the client's treatment team, updated treatment plans, crisis management plan and discharge plan. A discharge meeting with all parties of the client's treatment team shall be conducted prior to the client's planned discharge date. Observation, monitoring, and treatment are available twenty-four (24) hours a day, seven days (7) a week. Clients shall have access to a Department of Education approved appropriate grade-level academic program while in treatment. Academic programming shall be an integral part of the client's treatment plan. Programs are to have access, either as paid staff or on a consultative basis, to a licensed psychiatrist or psychologist who is trained in child development, family systems, and substance abuse treatment. The treatment services and living quarters must be separate and specific for adolescents only, with no intermingling of adults and juveniles. Services required on a long-term basis, generally for four months and up to a year.
  
5. Applicants shall establish and implement policies and procedures for the following:
  - a. Applicants for Outpatient/Intensive Outpatient and Residential Treatment services shall provide written weekly progress reports for all drug or specialty court clients and/or as required by the coordinators of the respective courts. Written admission, monthly and discharge reports shall be provided to supervising probation officers. Written discharge reports shall be provided no more than ten (10) working days after a client's discharge or earlier upon request of the supervising officer for court hearing purposes. Discharge reports shall include the dates of admission, treatment and termination; reasons for termination with explanation; discharge plans and recommendations (including recommendations for handling of client target behaviors, relapse prevention plans, possible sanctions, etc), when applicable. Applicants shall attach sample copies of report formats to be used for these purposes.
  
  - b. The applicant shall have the capability and capacity to conduct alcohol and drug testing which may include urine, blood and/or hair sampling (**Applicable for Second and Fifth Circuits only**).

The applicant shall provide their written policies and procedures for such testing and shall describe the frequency and application of testing in treatment. Random and observed collections are required. The applicant shall insure that chain of custody and confidentiality issues are addressed



appropriately. The applicant shall establish written testing, chain of custody and confidentiality procedures.

The Applicant shall identify instrumentation being utilized to conduct such testing and shall have the ability to do laboratory confirmation testing utilizing Gas Chromatography Mass Spectrometry or Liquid Chromatography Tandem Mass Spectrometry. Laboratories conducting such confirmation testing shall be Substance Abuse and Mental Health Services Administration and/or College of Addiction Pathologists – Forensic Urine Drug Testing certified. Confirmation testing at Limit of Quantitation levels is preferred.

Positive drug test results shall be reported immediately to the supervising agency/probation officer, and a summary of drug test results shall be included in the required weekly and monthly reports for each client to drug and specialty courts.

- c. Programs shall notify the supervising officer or program of any prospective major change in a client's status (i.e. potential discharge or level of care change) occurring before the scheduled reporting cycle. Program staff will participate in team meetings with the Judiciary when it is determined to be in the best interest of the client's treatment and adjustment.
- d. Applicants who provide Outpatient, Intensive Outpatient, and Residential treatment modalities shall develop and implement appropriate transition plans for each client prior to discharge with a meeting with all parties involved to come up with the transition plan. The plan shall address transition and recover issues and relapse prevention, and shall be forwarded to the supervising officer.
- e. Applicants shall provide treatment transition assistance to the client in the event that treatment funding is terminated, i.e. referral to another program, referral back to the supervising officer, etc.
- f. Both residential and outpatient programs shall collaborate with other community agencies and resources, including but not limited to health, mental health, social, educational, vocational rehabilitation, and employment services for coordination and linkages with other services as part of the continuum of care.

## **B. Management Requirements (Minimum and/or mandatory requirements)**

### **1. Personnel**

- a. The applicant shall possess and document knowledge, capacity, skills and experience in working with the targeted population. Applicants shall ensure that clinical supervision over program activities is provided by Hawaii State certified substance abuse counselors (CSACs) pursuant to Section 321-193 (10), Hawaii Revised Statutes; or who hold an advanced degree in behavioral health science (clinical supervision).

CSACs and individuals who hold an advanced degree in behavioral health sciences preferably shall perform the following functions; however, non-CSACs or non-Masters level providers may be utilized as long as they are directly supervised\* by a CSAC or Master level counselor and are working toward certification:

- Clinical evaluation
- Treatment planning
- Individual, group, and family counseling

\*Direct supervision means a minimum of one hour supervision for every seven hours of performance. This involves teaching the supervisee about each core function of a substance abuse counselor, demonstrating how each core function is accomplished, the supervisee sitting in while the supervisor performs the function, the supervisee performing the function with the supervisor present, and finally, the supervisee performing the function independently, but with review and feedback from the supervisor. In addition, supervisees shall be required to attend ADAD-approved CSAC preparatory training when available.

Applicants shall describe its program for increasing clinical staff competencies in the acquisition of evidence-based, offender-oriented treatment. At a minimum, applicants shall demonstrate how direct care staff will be assisted in understanding and applying the risk-need-responsivity principles in their treatment of offenders, as well as the stages of change, motivating the client toward change and behavioral treatment.

- b. The applicant shall conduct a State and Federal fingerprint- based criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to or unsupervised access to vulnerable clients such as children, disabled, and/or the elderly , or other program related vulnerable clients . In addition, the applicant will conduct a search of the State and National Sex Offender Registries, <http://sexoffenders.ehawaii.gov> (State Sex Offender Registry) and the [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Further, the applicant will ensure the continued suitability of

any officer, employee, volunteer or subcontractor to work or provide services to vulnerable clients. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency, convicted sex offenders). Prior to commencing any work or services on the contract, the applicant shall ensure that any officer, employee, volunteer or subcontractor is suitable to be performing work or services in close proximity to or with unsupervised access to children, disabled, and/or elderly clients will be of reputable and responsible character and will not pose a risk to the health, safety, security, or well-being of clients, staff and the general public.

- c. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.
- d. The applicant shall maintain documentation for each employee of an initial and annual tuberculosis (TB) skin test or chest X-ray.
- e. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.

**2. Administrative**

- a. The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, and methods of service delivery.

**3. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.

- c. Applicants shall agree, by contract, to be willing to undergo a program assessment and/or audit designed to assess applicant's implementation of effective practices in working with offenders with substance use problems. Based on the assessment/audit report, the vendor will develop in concert with the contracting agency, an action plan to address areas which need improvement. There should be at least one quality improvement activity completed annually.
- d. Applicants shall provide all program monitoring, assessments and/or evaluation reports completed within the last two years.

**4. Output and performance/outcome measurements**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall propose measurement tools by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary

**5. Reporting requirements for program and fiscal data**

- a. The applicant shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.
- b. Reports shall consist of a statement by the applicant relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the applicant during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the applicant, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the applicant, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The applicant shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the applicant's overall effort towards meeting the program goals and objectives, to include information on the outcome(s) of quality improvement activities in which the program is engaged. Furthermore, the

applicant shall furnish any additional reports or information that the Judiciary may from time to time require or request.

- d. The applicant shall comply with the requirements of the statewide substance abuse treatment monitoring program established under HRS 321-192.5. The Judiciary additionally requires that all programs which provide substance abuse treatment services, whether accredited or not accredited by the Department of Health, Alcohol and Drug Abuse Division (ADAD), participate in the statewide data collection activities under the purview of ADAD

**6. Pricing or pricing methodology to be used**

Negotiated unit of service or fixed price.

Additionally for the Second Circuit, if a proposal is submitted for fixed price, the applicant shall also submit unit of service for each service activity including the cost for assessments conducted in-custody and in-community.

**7. Units of service and unit rate**

Estimated number of treatment slots (per month):

Oahu:	100	Juveniles (Outpatient)
	25	Juveniles (Outpatient for Juvenile Drug Court Program)
	2	Juveniles (Residential)
	1	Juveniles (Substance abuse education classes)
Maui:	1	Juveniles (Residential)
	6	Juveniles (Outpatient)
	5	Juveniles (Substance abuse education classes)
Kauai:	3	Juveniles (Residential)
	3	Juveniles (Outpatient)
	3	Juveniles (Substance abuse education classes)

**2.9.4 Facilities**

- A. Applicants shall provide a description of its facilities and its conduciveness to the treatment being provided.
- B. Applicants proposing to provide Residential Treatment services shall describe and include in the proposals the following:
  - 1. How security and client accountability will be achieved.

2. A site map of the facility designating all program locations, the location of each dwelling, and the gender for each dwelling.
3. A floor plan for each dwelling laying out each bedroom for clients and resident counselor(s), kitchen, dining area, living area, bathrooms and laundry area; the number of client beds per room; the number of resident counselor bed(s) per room; and the maximum capacity for each dwelling.
4. The number of licensed beds for Residential services by the Office of Health Care Assurance (OCHA), Department of Health, State of Hawaii.

**2.10 SVC SPEC TITLE: Juvenile Client and Family Services  
JC151C - In-Community Service**

**2.10.1 Introduction**

**A. & B. - (SEE SECTION 2.0.1)**

**C. Description of the goals of the service**

The goal of the service is to assist juveniles and families to resolve various problems and conflicts to help them learn socially acceptable behaviors and function in the community as law-abiding citizens. Services should incorporate best practices/evidence-based practices and be reflective of the court's balanced and restorative justice philosophy and the guiding principles of the Juvenile Detention Alternative Initiative (JDAI). The goals of balanced and restorative justice are accountability, competency development, and public safety. JDAI principles are complementary in that it can help shape and guide jurisdiction's practice through collaboration and a continuum of services that are culturally competent, relevant and accessible to the youth they serve and reduce the reliance on unnecessary confinement in secured detention. The in-community services include Alternative Education, Outdoor Experience, Anger Management, Psychological Services, Victim Impact Classes, and Ohana Conferencing.

**D. Description of the target population to be served**

Juveniles between the ages of 12 to 17 years who are referred for law violations and status offenses and families referred by the Family Drug Court.

**E. Geographic coverage of service**

Service areas include the following:  
First Circuit -- Island of Oahu  
Fifth Circuit -- Island of Kauai

Separate proposals shall be submitted for the First and Fifth Circuits. Further, separate proposals shall be submitted for each service activity indicated under Section 2.10.3 A. (Service Activities), below.

**F. Probable funding amounts, source, and period of availability**

Probable funding amounts:

<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>
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Funding amounts are not being stated at this time. Applicants should propose  
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funding amounts in their proposals based on their best estimate of the cost of providing the services described in these specifications.

Funding source: State General Funds.

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019, subject to the appropriation and availability of funds and satisfactory contract performance. All State funds are contingent on appropriation, and all Federal funds are contingent on the awarding of grant applications. Funds are available for only the initial term of the contract which is for 2 years.

### **2.10.2 General Requirements**

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

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated competence or qualifications to perform the required services and shall have a minimum one year experience in the provision of services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards, provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and provide proof of insurance coverage as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See Section 5, Proposal Application Checklist, for the website address).

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

After-the-fact secondary purchases will be allowed.

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

Allowed  Not allowed

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

Single  Multiple  Single & Multiple

Multiple contracts may be awarded if such awards are deemed to be in the best interests of the Judiciary, and will be based on the highest ranked proposals.

**E. Single or multi-term contracts to be awarded**  
(Refer to §3-149-302, HAR)

Single term (< 2 yrs)  Multi-term (> 2 yrs.)

A multi-term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The initial term of the contract shall be for two (2) years. Funds are available for only the initial term of the contract. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and satisfactory performance of services by applicant. Execution of a contract amendment is required to extend the contract for another term. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019. If it is determined that it is not in the best interest of the Judiciary to award a multi-term contract, a single-term contract will be awarded.

**F. RFP contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning applicant or applicants. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.1 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the requested services, please call the following individual:

Judiciary Contracts & Purchasing Office

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Kelly Kimura at (808) 538-5805 fax: 538-5802  
Kelly.Y.Kimura@courts.hawaii.gov

If you have any programmatic questions regarding the requested services, please call the following individual:

Oahu: Family Court, First Circuit  
Ramona Yano at (808) 954-8226 fax: 954-8308  
[Ramona.H.Yano@courts.hawaii.gov](mailto:Ramona.H.Yano@courts.hawaii.gov)

Adriane Abe (808) 539-4408  
[Adriane.c.abe@courts.hawaii.gov](mailto:Adriane.c.abe@courts.hawaii.gov) fax: (808) 539-4402

Anona Gabriel (808) 954-8275 fax: (808) 954-8308  
Anona.L.Gabriel@courts.hawaii.gov

Kauai: Family Court, Fifth Circuit  
Kari Yamashiro (808) 482-2428 fax: 482-2442  
[Kari.Yamashiro@courts.hawaii.gov](mailto:Kari.Yamashiro@courts.hawaii.gov)

### 2.10.3 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

#### A. **Service Activities (Minimum and/or mandatory tasks and responsibilities)**

Services are being requested for adjudicated juveniles for law violations and status offenses and families in the Family Drug Court:

1. **Outdoor Experience (Oahu).** An outreach counseling and tutoring program with an outdoor component. The program will provide individual, group, and family counseling sessions, after-school tutorial, crisis intervention, parenting classes, community service and possible weekend activities.
2. **Alternative Education (Oahu).** An alternative education program for youth experiencing school performance and attendance deficiencies. Services should include strength based and family focused counseling, crisis intervention, outreach services, individual and group related problem-solving activities, group socialization exercises, and recreational activities.
3. **Anger Management ( Oahu).** An anger management/violence

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prevention program for youth utilizing an evidence-based/best practices model.

4. **Family Intervention Services (Oahu).** Provide family intervention therapy consisting of an average of ten sessions for youth and their families participating in the Juvenile Drug Court Program. Intervention services average about 4.5 hours per week over two to three months. Family therapy will be conducted in the home, neighborhood, and other community locations depending on the family's needs. Work to support the family by participating in court appearances, meetings with systems of care, and other services as needed. This includes working in close collaboration with the courts, probation officers, church communities, medical doctors, and health facilities, residential, mental health and/or substance abuse facilities, and other organizations.
5. **Victim Impact Classes (Kauai).** An educational program to teach juvenile offenders how crime affects the victim, victim's family and the community. The classes provides victims with an opportunity to tell their personal stories to offenders about the social, emotional, physical, and financial impact of crime on their lives. Offenders have the opportunity to learn about the short and long-term trauma of victimization and develop an understanding and empathy for victims.
6. **Victim Impact and Restorative Justice (Oahu).** Restorative justice curriculum to teach juvenile offenders how crime affects the victim, victim's family and the community. The curriculum may provide victims with an opportunity to tell their personal stories to offenders about the social, emotional, physical, and financial impact of crime on their lives. Offenders have the opportunity to learn about the short and long-term trauma of victimization and develop an understanding and empathy for victims.
7. **Family Conferencing (Kauai).** Bring together the community of people who are most affected by a juvenile offender's offense or harmful behavior. The conferences are coordinated by trained facilitators. The victim, offender, and victim's and offender's families or support systems participate. All have the opportunity to speak about how the offender's actions has affected their lives. The group decides how the harm will be repaired by the offender. The conferences may occur before or after sentencing or as alternative to going through the traditional juvenile justice system.

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

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- a. The applicant shall possess and document knowledge, capacity, skills and experience in working with the targeted population.
- b. The applicant shall conduct a State and Federal fingerprint- based criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to or unsupervised access to vulnerable clients such as children, disabled, and/or the elderly , or other program related vulnerable clients . In addition, the applicant will conduct a search of the State and National Sex Offender Registries, <http://sexoffenders.ehawaii.gov> (State Sex Offender Registry) and the [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Further, the applicant will ensure the continued suitability of any officer, employee, volunteer or subcontractor to work or provide services to vulnerable clients. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency, convicted sex offenders). Prior to commencing any work or services on the contract, the applicant shall ensure that any officer, employee, volunteer or subcontractor is suitable to be performing work or services in close proximity to or with unsupervised access to children, disabled, and/or elderly clients will be of reputable and responsible character and will not pose a risk to the health, safety, security, or well-being of clients, staff and the general public.
- c. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.
- d. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.
- e. The applicant must have sufficient and relevant training and staff development.

**2. Administrative**

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The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, and methods of service delivery.

**3. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.

**4. Output and performance/outcome measurements**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall propose measurement tools by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary.

**5. Reporting requirements for program and fiscal data**

- a. The applicant shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.
- b. Reports shall consist of a statement by the applicant relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the applicant during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the applicant, as well as a statement of what activities are proposed

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to be accomplished during the next reporting period. In addition to the written progress reports, the applicant, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.

- c. The applicant shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the applicant's overall effort towards meeting the program goals and objectives. Furthermore, the applicant shall furnish any additional reports or information that the Judiciary may from time to time require or request.

**6. Pricing or pricing methodology to be used**

Negotiated unit of service or fixed price

**7. Units of service and unit rate**

Outdoor Experience - 6 to 8 youth per month

Alternative Education - 23 to 27 youth per month

Anger Management - 13 youth per month

Family Intervention - 10 to 13 families per year

Victim Impact - 100 youth per year (Oahu)

22 to 27 youth/families per year (Kauai)

Family Conference - 33 to 38 youth per year (Kauai)

**2.11 SVC SPEC TITLE: Juvenile Client and Family Services, Second Circuit  
JC2IC - In-Community Services**

**2.11.1 Introduction**

**A. & B. - (SEE SECTION 2.0.1)**

**C. Description of the goals of the service**

In-Community services are requested to provide therapeutic, supportive, and educational programs for minors and adults. Services should include but not be limited to providing individuals with the tools and skills needed to prevent recidivism, to assess alternatives and make appropriate choices to help them learn socially acceptable behaviors to function in the community as law-abiding citizens. The referrals for minors may include status offenses or law violations. The in-community services for minors and adults provide alternatives to the traditional juvenile and criminal justice systems to assist the offender to make reparations to the victim and the community. Services should be reflective of the court's balanced and restorative justice philosophy which holds the offender accountable for his/her actions. All applicants should provide the clients with insight and understanding of their situation and resulting behaviors.

**D. Description of the target population to be served**

Adults and juveniles between the ages of 6 to 17 or until clinically discharged who have been referred and/or ordered by the Court to participate in treatment.

**E. Geographic coverage of service**

Service areas include the following:

Second Circuit -- Islands of Maui, Lanai and Molokai

**F. Probable funding amounts, source, and period of availability**

Probable funding amounts:

<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>
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Funding amounts are not being stated at this time. Applicants should propose funding amounts in their proposals based on their best estimate of the cost of providing the services described in these specifications.

Funding source: State general funds.

Period of availability: The Judiciary intends to award a multi-term contract. The aggregate term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019, subject to the appropriation and availability of funds and satisfactory contract performance.

### **2.11.2 General Requirements**

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

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated competence or qualifications to perform the required services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards, provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and provide proof of insurance coverages as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See Section 5, POS Application Checklist, for the website address).

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

After-the-fact secondary purchases will be allowed.

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



Allowed                       Unallowed

**D. Single or multiple contracts to be awarded**

(Refer to §3-143-206, HAR)

Single                       Multiple  Single & Multiple

Multiple contracts may be awarded if such awards are deemed to be in the best interest of the Judiciary, and will be based on the highest ranked proposals.

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

(Refer to §3-149-302, HAR)

Single term (< 2 yrs)                       Multi-term (> 2 yrs.)

A multi-term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The initial term of the contract shall be for two (2) years. Funds are available for on the initial term of the contract. The contract may be extended for another two (2) years, subject to appropriation and availability of funds and satisfactory performance of services by provider. Execution of a contract amendment is required to extend the contract for another term. The aggregated term of the contract shall not exceed four (4) years, e.g., July 1, 2015 to June 30, 2019. If it is determined that it is not in the best interest of the Judiciary to award a multi-term contract, a single term contract will be awarded.

**F. RFP contact persons**

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.1 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the requested services, please call the following individual:

Kelly Kimura, Contracts and Purchasing Office  
Phone: (808) 538-5805                      Fax: (808) 538-5802  
Email: [Kelly.Y.Kimura@courts.hawaii.gov](mailto:Kelly.Y.Kimura@courts.hawaii.gov)

If you have any programmatic questions regarding the requested services, please call the following individual:

Kim Cuadro, Program Specialist, Second Circuit  
Phone: (808) 244-2779 Fax: 244-2870  
Email: [Kim.S.Cuadro@courts.hawaii.gov](mailto:Kim.S.Cuadro@courts.hawaii.gov)

### 2.11.3 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

**A. Service Activities (Minimum and/or mandatory tasks and responsibilities)**

Applicants shall provide therapeutic, supportive, and educational programs for minors and adults and alternatives to the traditional juvenile and criminal justice systems to assist offenders to make reparations to the victim and the community. Applicants may propose to provide all or any part of the following service activities:

1. **Anger Management.** Services for adjudicated and non-adjudicated minors who display aggressive or abusive behaviors, to include psycho-social assessment and evaluation; individual and group treatment dealing with anger and stress management; cognitive restructuring/behavior modification interventions that enhance both communication and problem solving skills.
2. **Outdoor Experience.** Services for adjudicated and non-adjudicated minors, to include interventions which provide physical and psychological challenges to improve/enhance a minor's effectiveness within group settings, and increase both community and environmental awareness.
3. **Diversion Services.** Services for adjudicated and non-adjudicated minors to be used as a dispositional alternative program designed to divert individuals from the justice system. Services to include supervision of minors as an alternative to confinement, and pro-social activities that provide for the minors interest and expose and create links for the minors within the community.
4. **Victim Impact Classes.** To provide an educational program to teach juvenile and adult offenders, in separate classes, how crime affects the victim, victim's family and the community. The classes provide victims with an opportunity to tell their personal stories to offenders about the social, emotional, physical, and financial impact of crime on their lives. Offenders have the opportunity to learn about the short and long-term trauma of victimization and develop an understanding and empathy for victims.
5. **Victim-Offender Reconciliation.** To provide opportunities to bring

together the victim and offender in a safe and structured face-to-face meeting, in the presence of trained facilitators. The crime victims have an opportunity to obtain answers to their questions about the crime and the person who committed it. The offenders have an opportunity to take responsibility for what they have done and learn the impact of their actions on others.

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

- a. The applicant shall possess and document knowledge, capacity, skills and experience in working with the targeted population.
- b. The applicant shall conduct a State and Federal fingerprint- based criminal history record check for any person, including, but not limited to any officer, employee, volunteer or subcontractor, who performs work or services which necessitates close proximity to or unsupervised access to vulnerable clients such as children, disabled, and/or the elderly , or other program related vulnerable clients . In addition, the applicant will conduct a search of the State and National Sex Offender Registries, <http://sexoffenders.hawaii.gov> (State Sex Offender Registry) and the [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). The minimum record check will be conducted once every four years for each person, and/or at the outset of the contract period if such checks have never been conducted. Further, the applicant will ensure the continued suitability of any officer, employee, volunteer or subcontractor to work or provide services to vulnerable clients. Results of all criminal history record inquiries conducted shall be placed in the employee's or volunteer's personnel file and shall be available to Judiciary for review. The applicant further shall have a written plan for addressing any findings that result from a criminal history record check that may affect the treatment milieu (e.g. actively under the supervision of any criminal justice agency, convicted sex offenders). Prior to commencing any work or services on the contract, the applicant shall ensure that any officer, employee, volunteer or subcontractor is suitable to be performing work or services in close proximity to or with unsupervised access to children, disabled, and/or elderly clients will be of reputable and responsible character and will not pose a risk to the health, safety, security, or well-being of clients, staff and the general public.
- c. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.

- d. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.
- e. The applicant shall maintain appropriate supervision over staff and program activities, work collaboratively with other agencies, and provide on-going training for staff.
- f. The applicant must have sufficient and relevant training and staff development.
- g. The Applicant shall maintain documentation for each employee of an initial and annual tuberculosis (TB) skin test or chest X-ray.

**2. Program**

Applicants shall incorporate best practices/evidence-based practices in services for adjudicated and non-adjudicated minors. Best practices/evidence-based practices are defined as a body of contemporaneous empirical research findings that produce the most efficacious outcomes for persons involved services, has literature to support the practices, is supported by national consensus, has a system for implementing and maintaining program integrity, and conformance to ethical/professional standards.

**3. Administrative**

The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, and methods of service delivery.

**4. Quality assurance and evaluation specifications**

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.
- c. Applicants must be willing to undergo a program assessment

and/or audit to assess applicant's implementation of effective practices. Based on the assessment/audit report, the vendor will develop in concert with the contracting agency, an action plan to address areas which need improvement. There should be at least one quality improvement activity completed annually.

- d. Applicants shall provide all program monitoring, assessments and/or evaluation reports completed within the last two years.

**5. Output and performance/outcome measurements**

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on the applicant's final report.
- b. Outcome: The applicant shall indicate measurement tool(s) by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary.

**6. Reporting requirements for program and fiscal data**

- a. The provider shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contract period, as applicable.
- b. Reports shall consist of a statement by the provider relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the provider during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the provider, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the provider, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The provider shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the provider's overall effort towards meeting the program goals and objectives. Furthermore, the provider shall furnish any additional reports or information that the Judiciary may from time to time require or request.

**7. Pricing or pricing methodology to be used**

Negotiated unit of service.

**8. Units of service and unit rate**

Estimated number of placement slots: 25-75, Second Circuit.

Applicants to include in their proposed funding amounts a per unit, per person, and a per group rate.