



Office of the Administrative Director – Financial Services Department

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Dean H. Seki
FINANCIAL SERVICES DIRECTOR

Date: December 9, 2016

To: All Interested Providers

From: Dean H. Seki, Financial Services Administrator /s/ Dean H. Seki
The Judiciary, State of Hawaii

Subject: **Request for Information for Child Visitation Services for the Third Circuit (103F, HRS),**
July 1, 2017 through June 30, 2019

The Judiciary, State of Hawaii is publishing this Request for Information (RFI) pursuant to Chapter 103F, Hawaii Revised Statutes, to obtain comments and suggestions from interested providers for the planned purchase of Child Visitation Services for the Third Circuit during the period July 1, 2017 through June 30, 2019, subject to availability of funds. Draft service specifications are attached to this RFI for your review, or are available through the Judiciary's website at <http://www2.hawaii.gov/jud> under "Doing Business with the Judiciary/Solicitations".

Persons or organizations interested in commenting about the draft specifications may submit, email, or postmark their comments by **December 19, 2016** to the program contact person listed in the RFI. Input received in response to this RFI may be incorporated into the specifications and be used in a formal Request for Proposals, tentatively scheduled for December 2016. (Note: The receipt of comments to this RFI will not be a pre-requisite to submit proposals for the subsequent RFP.) Contracts resulting from the RFP will be for the periods indicated in the service specifications.

Programmatic questions regarding this RFI shall be directed to the program contact person indicated in the service specifications, while other RFI questions may be directed to Kelly Kimura in the Judiciary Contracts & Purchasing Office at 808-538-5805, or email Kelly.Y.Kimura@courts.hawaii.gov.

Thank you

SECTION TWO – SERVICES SPECIFICATIONS

2.0.1 Introduction

A. Background

The Judiciary, State of Hawaii, provides support, intervention and/or rehabilitative services to juveniles, adults and families through its Family Courts in each judicial circuit. In carrying out the goals for these areas within the Third Circuit (Island of Hawaii), we utilize community resources on a purchase of Health and Human Services basis.

The following are the specifications for organizations wishing to provide Supervised Child Visitation/Child Exchanges to the Third Circuit for the period July 1, 2017 through June 30, 2019. Upon evaluation and acceptance of proposals, when practicable and upon mutual agreement, contracts may be negotiated making visitation services available to children, youth, adults and families within the Third Circuit. **The contract term will be for the period July 1, 2017 through June 30, 2019.**

1. Child Visitation/Exchange Services

We know and understand that a child's exposure to trauma is pervasive in the population we serve. It is with this in mind that the Third Circuit Court, Judiciary, State of Hawaii, is seeking a qualified community provider to be a part of our efforts to reduce childhood and family trauma by creating a safe and closely monitored environment during court ordered parental visitation and/or exchanges. Consideration will be given to proposals that will serve both East and West Hawaii and reflect an alignment with this principle.

- **Cultural Competency**

The extent to which services are culturally sensitive may determine a youth and families' acceptance or rejection of those services. Service providers must be conscious of the dynamics involved when cultures interact and must have strategies to effectively communicate with a diverse client population.

B. Purpose or Need

The Judiciary purchases services in compliance with statutory mandates and orders from the courts. The greater public purpose in obtaining the services are to: enhance public safety; promote the welfare of families and children by protecting them from physical or psychological harm, and maintain a judicial process that helps reduce the courts' workload while promoting fairness and prompt action.

ADULT CLIENT AND FAMILY SERVICES

2.1 SVC SPEC TITLE: Family Court of the Third Circuit (East and West Hawaii) In-Community

2.1.0 Introduction

A & B. - (SEE SECTION 2.0.1)

C. Description of the goals of the service

The goal is to provide supportive services that enhance child and family safety through closely observed and supervised child visitation and child exchanges as a part of, but not limited to adverse Divorce, Child Custody, Paternity and Restraining Order proceedings.

Applicants should possess knowledge and experience in working with individuals and/or families involved in the areas of domestic violence, substance abuse, and mental health. They must further evidence the ability to collaborate with the assigned Court, Judiciary staff, and appointed attorneys.

D. Description of the target population to be served

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

Highest consideration will be given to proposals where the provider is willing to perform these services outside of normal business hours (i.e. Nights, weekends and holidays)

E. Geographic coverage of service

Service areas include the following:
Third Circuit - Island of Hawaii

Proposals must include Providers' ability to serve both East and West Hawaii

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

Probable funding amounts:

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 single term contract. The term of the contract shall not exceed two (2) years, e.g., July 1, 2017 to June 30, 2019, subject to the appropriation and availability of funds and satisfactory contract performance. All State funds are contingent on appropriation. Funds are available for the term of the contract which is for two (2) years only

2.1.1 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 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 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 yrs) Multi-term (> 2 yrs.)

A single term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The term of the contract shall be for two (2) years. Funds are available for the term of the contract.

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, Third Circuit
Aolani Mills at (808) 322-8726 fax: (808) 322-8701
aolani.m.mills@courts.hawaii.gov

2.1.2 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

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

Services to children will 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.

Services to the Judiciary will include written reports of progress to the presiding Court and all attorneys that are party to the case. Reports are due and must be filed seven (7) working days prior to the scheduled return date. Reports must include the provider's observations of child visitation/exchange; the number of cancellations/no shows, as well as any significant incidents (i.e. Domestic arguments, substance abuse).

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 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 (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, and 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 is to provide verification of training and

staff development plan. 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. At a minimum, applicants shall ensure that clinical supervision over assigned personnel is provided by someone with no less than a Bachelors' degree in social work, psychology, or any relevant behavioral health field, and have had at least one year of experience working in a child and family services related field.

- h. Applicants shall demonstrate and describe any prior collaboration with the Judiciary, 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 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 Child Visitation and Exchange services, then an appropriate "sub-mission," i.e., what services will be provided, how they are delivered, who is qualified to deliver 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 measurements

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

5. Reporting requirements for administrative/fiscal data

Administrative/Fiscal Data:

- a. The PROVIDER shall submit regular written quarterly progress reports to the JUDICIARY before the twenty first (21st) calendar day following the end of each quarter. The reports shall cover the clients' utilization information, a statement of problems (# of cancellations and/or # of No Shows), incidents that caused visit/exchange disruption and any corrective action taken during the quarter, staffing changes, proposed plans for the upcoming quarter and a quarterly fiscal report.

In the event the quarterly report is not filed with the JUDICIARY on or before the required date, the JUDICIARY is authorized to withhold payment for services performed during the quarter covered by the report not yet filed and any future payments not yet made for services in future periods, until such time the quarterly report is submitted.

- b. 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

Third Circuit, (Hawaii):

Estimated number of referrals:

Child Visitation	300-500
Child Exchange	400-600