



Office of the Administrative Director – Financial Services Department

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Terri Gearon
FINANCIAL SERVICES DIRECTOR

Date: August 15, 2019

To: All Interested Providers

From: Terri Gearon, Financial Services Director /s/ Terri Gearon
The Judiciary, State of Hawaii

Subject: **Request for Information for Nursing Services for the Judiciary, First Circuit, RFI J20253**, November 1, 2019 through June 30, 2021

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 Nursing Services for the Judiciary, First Circuit, during the period November 1, 2019 through June 30, 2021, subject to availability of funds. The draft service specification is 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 **August 22, 2019, 2:00 p.m. H.S.T.** to the program contact person specified within the service specification. Input received in response to this RFI may be incorporated into the specification and be used in a formal Request for Proposals, tentatively scheduled for August 2019. (Note: The receipt of comments to this RFI will not be a pre-requisite to submit proposals for the subsequent RFP.) Contract(s) resulting from the RFP will be for the periods indicated in the service specification.

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

SECTION TWO

SERVICE SPECIFICATIONS

SECTION TWO – SERVICE 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 Adult Client Services (aka Adult Probation Divisions), Juvenile Client and Family Services (aka Family Courts), Children’s Justice Centers, and Drug Courts in each judicial circuit. It also provides mediation services through its Center for Alternative Resolution. In carrying out their goals for these areas, all circuits utilize community resources on a purchase Health and Human Services basis.

The following provides the specifications for organizations wishing to provide services to the Judiciary for the period November 1, 2019 through June 30, 2023. Upon evaluation and acceptance of proposals, when practicable and upon mutual agreement, contracts may be negotiated on a statewide basis, making services available to children, youth, adults and families in all circuits. **The initial contract term will be for the period November 1, 2019 through June 30, 2021, and may be extended for the period July 1, 2021 through June 30, 2023.**

1. Juvenile Services

The Family Courts in Hawaii believe that there is promise in all youth and families who are involved in our system. Beginning with the Juvenile Detention Alternative Initiative (JDAI) in 2009, juvenile justice reform efforts have been underway for several years in Hawaii, using current research and information on best practices for justice involved youth and their families. Holding youth accountable for their actions is important. In doing so, we must also increase community capacity to provide youth opportunities to heal, develop pro-social skills, and build on their strengths.

Research shows the unnecessary use of detention/incarceration to be harmful to youth. Through collaborative community effort there has been a reduction in the use of detention and incarceration for non-violent youth in Hawaii, without an increase in youth crime, demonstrating that community safety has not been compromised. Efforts to create meaningful alternatives to detention are ongoing and continue to be needed.

Most youth in our juvenile justice system are non-violent offenders who are best served in the community. Recent studies have found that youth who do not pose a public safety risk have better outcomes in nonresidential programs using evidence based practices, close to their own neighborhoods, and integrated into generally pro-social groups (U.S Attorney General. National Task Force on Children Exposed to Violence: Rethinking Our Juvenile Justice System, December 2012). By connecting justice involved youth with their communities, while holding them accountable for their behavior, we hope to divert them from deeper involvement in the justice system, and thereby promote better long-term life outcomes. Youth involved in the deeper end of the justice system tend to have poorer outcomes.

The federal Office of Juvenile Justice and Delinquency Prevention (OJJDP) reports a meta-analysis of community-based programs found that effective programs: 1) concentrate on changing behavior and improving prosocial skills, 2) focus on problem solving with both juveniles and their families, 3) have multiple modes of intervention, and 4) are highly structured and intensive.

We know and understand that exposure to violence and trauma is pervasive in the population we serve. Compelling research conducted in the past twenty years informs us that trauma is more prevalent than previously known, and that complex and multiple exposure to traumatic events is closely linked to detrimental medical, psychological, and social outcomes. Research on brain development now reveals that the human brain is not fully developed until a person is in their mid twenties, and that exposure to childhood traumatic violence can delay and derail brain development. Fortunately youth are resilient and evidence based effective treatments and approaches have been developed. People heal and transformation occurs. In order for this to happen, environments conducive to healing, and people committed to being part of the healing process are needed. The courts cannot do this alone and need the support of our community.

The Judiciary is seeking qualified community providers to be part of our reform efforts, by creating places of healing for youth and families, through a continuum of care, using evidence based practices. Consideration will be given to proposals that reflect an alignment with:

- **JDAI:** Juvenile Detention Alternatives Initiative (JDAI): provides the framework for Hawaii's juvenile justice reform effort. JDAI is driven by a vision that seeks to change the odds for court-involved youth, and increases their chances of growing out of their delinquent behavior and leading productive lives. If juvenile justice reform can improve the life chances of court-involved youth, then we all benefit. Public safety will be

improved, families will remain intact, and fewer tax payer dollars will be spent on secure confinement and corrections. For more information on JDAI go to jdaihelpdesk.org

- **Family Strengthening Youth Development:** Family involvement in juvenile justice is a central principle of Hawaii’s juvenile justice system reform. Research shows that family strengthening programs can curb crime and delinquency, and that family-focused approaches have demonstrated outcomes that are positive and enduring. The family strengthening youth development framework presents an evolution of positive youth development approaches that recognizes the importance of grounding work with youth within the context of family and community. Its basic premises include; the family plays a critical role in youth development and various community resources are needed to assist the family as it endeavors to provide supports and opportunities for its young people. Proposals need to include strategies to outreach, engage, and involve parents/caregivers.
- **Trauma Informed Care:** The Substance Abuse and Mental Health Services Administration (SAMHSA) defines a trauma informed organization as: A program, organization, or system that is trauma-informed realizes the widespread impact of trauma and understands potential paths for healing; recognizes the signs and symptoms of trauma in staff, clients, and others involved with the system; and responds by fully integrating knowledge about trauma into policies, procedures, practices, and settings.
- **Prison Rape Elimination Act (PREA):** The PREA prohibits sexual violence and abuse in all custodial correctional facilities operated by Federal, State or local governments and their contracted providers of residential services. It also established a set of standards to prevent, reduce, and sanction sexual violence in a custodial and/or residential setting. All organizations providing residential services to court involved youth must demonstrate a commitment to be compliant with the PREA Juvenile Facility Standards. The standards are available at: <https://www.bja.gov/Programs/PREA-JuvenileFacilityStandards.pdf>
- **Motivational Interviewing (MI):** Prospective youth serving agencies should be familiar with and practice MI skills in their interaction with youth. MI is a collaborative, goal-oriented method of communication that pays attention to the language of change. It is designed to strengthen personal motivation and commitment to a specific goal by eliciting and exploring one’s reasons for change within an environment of acceptance and compassion (Miller and Rolnick, 2012). Enhancing behavioral change through MI is vital to our juvenile justice reform efforts. It is recognized as an evidence based practice by the National Institute of

Corrections and SAMHSA. MI is recognized for its ability to lessen resistance, increase offender motivation, and promote positive behavioral change.

- **Lesbian, Gay, Bisexual, Transgender, or Questioning (LGBTQ) Support:** Providers must demonstrate an understanding of the factors contributing to the disproportionate numbers of LGBTQ youth in the system and adopt policies to improve the quality of care provided to these youth. Like all young people, they have the right to be safe and protected. Environments of care must be safe, accepting, and affirming for all youth
- **Cultural and Linguistic Competency:** The extent to which services and treatments are culturally sensitive may determine a youth and family's acceptance or rejection of those services. Culturally sensitive services need to be individually tailored with voice and input from the youth and family. Service providers must be conscious of the dynamics involved when cultures interact and must have strategies to effectively communicate with a diverse client population.
- **Gender Responsive Services:** Prospective providers should demonstrate an understanding of gender responsive principles as it applies to youth they propose to serve. In Hawaii and nationally, there is a growing number of justice involved girls. Proposals should include a description of gender responsive considerations for services that will be provided.

Commitment to Professional Development: Prospective providers shall support and demonstrate an understanding of our juvenile justice reform efforts as it relates to the youth we service. Providers shall commit to ensure their staff are provided the necessary training needed to effectively work with our juvenile justice 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 is to: enhance public and victim safety; provide rehabilitative or intervention services to offenders; promote the welfare of families and children by protecting them from physical and psychological harm; and maintain a judicial process that helps to reduce the courts' workload while promoting fairness and prompt action.

Planning activities related to this RFP involved the issuance of Requests for Information (RFI). Tentative specifications and funding allocations were included with the RFI, and comments and inputs on aspects of the specifications, such as objectives, target group(s), services and costs, were welcomed. The views of service recipients and community organizations

were considered on conditions affecting the achievement of mandated goals.

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

2.1.1 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

Probable funding amounts, source, and period of availability

F. Probable funding amounts:

<u>FY 2020</u>	<u>FY 2021</u>	<u>FY 2022</u>	<u>FY 2023</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 three (3) years and eight (8) months, e.g., November 1, 2019 to June 30, 2023, 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 20 months.

2.1.2 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.
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, HRSCost 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 twenty (20) months. 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 three (3) years and eight (8) months, e.g., November 1, 2019 to June 30, 2023. 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
Noreen Miyasato at (808) 538-5805 Fax: 538-5802
Noreen.K.Miyasato@courts.hawaii.gov

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

Oahu: Family Court, First Circuit
Shirleen Cadiz at (808) 954-8224 Fax: 954-8308
Shirleen.R.Cadiz@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)

The provider shall make available registered nurses to 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 provide the following patient care services?

I. Nursing 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.
- b. Interview detainees complaining of physical illness; performs preliminary examination, screen patients to be seen by a physician.
- c. Dress wounds. Renders first aid and nursing care to detainees and staff on accidents occurring on facility grounds; refers 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 orders by the physician for medications or treatment for detainees seen at the dispensary.
- g. Administers prescribed medication, gives intra muscular and oral medication, observes patients for adverse reactions and takes appropriate action.
- h. Continually assesses any changes based on observation of the patient's condition, receives the medical treatment plan, and brings to the attention of the physician of any changes in the patient's condition.
- i. Orders medications and supplies; dispenses medical supplies. writes out the physician's medications and treatment instructions to the staff; instructs staff on the dispensing of medications, special diet needs, and care of individual 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 (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)

END OF SECTION TWO