



Office of the Administrative Director – Financial Services Department

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Date: May 20, 2022

To: All Interested Providers

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

Subject: **Request for Information for Health & Human Services (103F, HRS),
Case Management Service for The Judiciary, First Circuit
RFI J23055**

The Judiciary, State of Hawaii issues this Request for Information (RFI) pursuant to Chapter 103F, Hawaii Revised Statutes, to seek information and recommendations from interested providers for the planned purchase of Case Management Services. Draft service specifications are attached to this RFI for your review.

Written comments in response to the RFI shall be emailed to:
Alysa.K.Makahana@courts.hawaii.gov

The deadline for the receipt of comments is 12:00 p.m., H.S.T., on May 31, 2022.

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 June 2022

Note: Participation in this RFI is optional, and is not required to respond to any subsequent procurement announcements. Neither Judiciary nor any interested parties responding has any obligations under this RFI. Contracts resulting from the RFP will be for the periods indicated in the service specifications.

Section 2

Service Specifications

2.1 Introduction

A. Overview, purpose or need

When the Adult Client Services Branch (ACSB) clients are homeless, they lack the community support, such as case management services, to assist them with housing, treatment, and independent living. The client also does not know where to find the resources in the community. Having case management services for the clients will assist the client's individual needs/barriers for them to be successful in life. Without the guidance of a case management program to assist the clients with independent living, the clients can easily revert back to their old ways and remain stagnant in their life.

While living in a contracted clean and sober home, the ACSB client(s) will receive case management services. The case management program will meet the client at the clean and sober home and provide an individualized approach to the client by addressing their basic needs while utilizing some motivational interviewing skills to assist them with being successful in their recovery. The case manager will meet with the client at the clean and sober home weekly to review their case plan and make an adjustment to the plan, if needed. Case management services have been budgeted through the Comprehensive Opioid, Stimulant, and Substance Abuse Site-Based Program (COSSAP) grant for fifty (50) clients, two (2) hours per week, for up to twenty-four (24) weeks.

B. Planning activities conducted in preparation for this RFP

The Judiciary anticipates posting Requests for Information seeking the public's input on the availability of potential service providers and staffing capabilities for services.

Information on planning activities may be obtained on the State Procurement Office (SPO) website (*See HAR §3-142-301*)

C. Description of the service goals

The applicant shall furnish case management services for persons who have been placed on probation, is living in a contracted clean and sober house, and is supervised by the ACSB on the island of Oahu. Applicant is required to provide case management services, specific but not limited to: assistance with obtaining a

state identification and/or birth certificate, application for welfare and medical benefits, assistance with employment, vocational and/or educational needs; and assistance with finding permanent housing.

D. Description of the target population to be served

The target population are persons placed on probation with the ACSB, in the First Circuit, on the Island of Oahu, who are recently released from jail and living in a contracted clean and sober residence.

E. Geographic coverage of service

Service areas include, First Circuit, Island of Oahu.

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

Probable funding amounts:

<u>FY 2023</u>	<u>FY 2024</u>	<u>FY 2025</u>	<u>FY2026</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 anticipates awarding contracts with an initial term of twenty-five months starting 9/1/2022 to 9/30/2024, with the possibility of an extension of up to one (1) additional 12-month period. All State funds are contingent on appropriation, and all Federal funds are contingent on the awarding of grant funds. Any extension of the grant period would need to be approved by the grantor.

2.2 Contract Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

2.3 General Requirements

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

1. The applicant must have demonstrated its competence or qualifications to perform the required services. Have knowledge of island resources, criminal justice field, cultural sensitivity and homeless population.
2. The applicant shall have an accounting system, with acceptable accounting practices and standards.
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 or virtual 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, which can be found on the SPO website (See Section 5, Proposal Application Checklist, for the website address).
5. Client Management Requirements
 - a. The applicant shall ensure client input into all aspects of case planning inclusive of service-related-decisions.

- b.** The applicant shall notify the Judiciary of incidents that may include grievances, and appeals and efforts to address the situation and improve services.
- d.** Confidentiality: The applicant agrees to keep confidential and to take reasonable precautions to prevent the unauthorized disclosure of any and all medical records and information required to be prepared or maintained by the applicant, its employees, contractors or the Judiciary pursuant to chapter 323B, Hawaii Revised Statutes.
- e.** When organization vehicles are used for activities outlined in this RFP, the vehicle shall be maintained according to safety and legal standards.

For general liability and automobile liability insurance, the insurance coverage shall be primary and shall cover the insured for all work performed incidental thereto or directly or indirectly connected therewith. The applicant shall maintain in effect this liability insurance until the State has certified that the applicant's work under the contract has been completed satisfactorily.

The Applicant will immediately provide written notice to the contracting department or agency should any of the insurance policies evidenced on its Certificate of Insurance form be cancelled, limited in scope, or not renewed upon expiration. Furthermore, The Judiciary shall be added as an additional insured as respects to operations performed for The Judiciary, State of Hawaii, and it is agreed that any insurance maintained by The Judiciary, State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy.

Failure of the contractor to provide and keep in force such insurance shall be regarded as material default under this contract, entitling the Judiciary to exercise any or all of the remedies provided in this contract for a default of the contractor.

Prior to execution of the contract, the successful offeror shall provide proof of coverage of insurance requirements set forth under this section.

B. Secondary purchaser participation

(Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases

There are no planned secondary purchases

C. Multiple or alternate proposals

(Refer to HAR §3-143-605)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded

(Refer to HAR §3-143-206)

☐ 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 HAR §3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

A multi- term contract will be awarded based on a determination that it is in the best interest of the Judiciary. The Judiciary anticipates awarding contracts with an initial term of twenty-five months starting 9/1/2022 to 9/30/2024, with the possibility of an extension of up to one (1) additional 12-month period. All State funds are contingent on appropriation, and all Federal funds are contingent on the awarding of grant funds. Any extension of the grant period would need to be approved by the grantor. If approved by the grantor, an extension must be in writing and must be executed prior to contract expiration.

F. RFP Contact person

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 through the State of Hawaii Electronic Procurement System (HiePRO) before the day and time specified in HiePRO.

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

Judiciary Contracts and Purchasing Office
Noreen Miyasato at (808) 538-5805
Email: Noreen.K.Miyasato@courts.hawaii.gov

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

Adult Client Services, First Circuit
Alysa Makahanaloa at (808) 539-4557
Email: Alysa.K.Makahanaloa@courts.hawaii.gov

2.4 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

The applicant shall provide case management services specific but not limited to: assistance with obtaining a state identification and/or birth certificate, application for welfare and medical benefits; assistance with transportation, employment, vocational and/or educational needs; and assistance with treatment (Substance use) referrals.

1. The applicant shall help the client solve issues related to finding permanent housing, connecting with community agencies, and other needed resources.
2. In conjunction with providing the case management services, the applicant shall provide the following management services
 - A. The applicant must provide orientation to any new client placed in their program for case management services.
 - B. The applicant must be able to provide services to a wide variety of clientele, including limited English proficiency persons and persons with disabilities.
 - C. The applicant/ case manager must meet the client at their identified clean and sober home and provide an individualized approach to the client by addressing their basic needs while utilizing some motivational interviewing skills to identify strengths, needs, and goals and assist them with being successful with their recovery.

- D. The applicant/case manager will meet the client at their identified clean and sober home weekly to create and review their case plan to include identifying client goals, identifying challenging circumstances unique to the client, identify and fill resource gaps, and make any adjustments to the plan, if needed, and follow-up with any paperwork that is needed to achieve the client's specific goals.
- E. The applicant will continue case management services after the client moves into their own independent residence to provide a smooth transition for the client.
- F. The applicant must communicate with the client's assigned probation officer or designee on the client's progress with case management goals. The applicant shall notify the Judiciary, ACSB of any non-compliance of the referred client.

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

1. Personnel

- a. The applicant shall possess and document knowledge, capacity skills, and experience working with the targeted population.
- b. Applicants shall describe its program for increasing staff competencies in case management and providing multiple services to clients.
- 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, 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, if applicable, for each

person, and/or at the outset of the contract period if such checks have never been conducted.

- d. The applicant shall submit an organization-wide program specific organization chart as part of their response to the RFP for direct care and supervisory staff. The program-specific chart shall show the position of each staff and the line of responsibility including clinical and administrative supervision.
- f. 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 describe their policies and procedures which clearly identify the target population (homeless ACSB clients on Oahu) for each type of service, the program content, and the 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 services 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. Contract compliance may be monitored by conducting site visits and reviews without prior notice.

A program assessment may be conducted to assess the applicant's implementations of effective practices in working with ACSB clients. Program assessments will be coordinated by the Judiciary, ACSB. If any areas of improvement are identified, the Judiciary, ACSB will assist the applicant in addressing the area/s in need of improvement.

- c. Applicants shall provide their most recent program monitoring assessment or most recent evaluation reports, or most recent audit.

4. Output and performance/outcome measurements

- a. The applicant shall provide requested output measures for grant data collection.
- 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.
- c. The applicant shall report the following performance measures:

- 1) The total number of clients receiving case management services
- 2) the number of male clients that received case management services
- 3) The type of services that were received by the male clients
- 4) the number of female clients that received case management services
- 5) The type of services that were received by the female clients
- 6) the number of male clients that were terminated from case management services

7) the reasons why the male clients were terminated from case management services (i.e. absconded from probation; incarcerated, etc.)

8) the number of female clients that were terminated from case management services

9) the reasons why the female clients were terminated from case management services (i.e. absconded from probation; incarcerated, etc.)

10) the number of female clients that successfully completed services

11) the number of male clients that successfully completed services.

- a. The applicant or their designee shall meet with the Judiciary or their designee on a quarterly basis to discuss problems and/or clarifications of contract agreement and grant outcomes and goals. Additional meetings may be scheduled as needed.

5. Coordination of services

Applicants are required to demonstrate the coordination of services with other involved agencies or partners in the community and clean and sober home/s.

6. Reporting requirements for program and fiscal data.

- a. The applicant shall provide a monthly invoice listing the names, date of birth, and applicable identification number (if any), for each client on Case Management Services no later than the 5th working day of the month to parties designated by the Judiciary.
- b. A monthly grant data collection form shall be submitted by the 5th working day of each month and consist of the following: 1) The total number of clients receiving case management services; 2) the number of male clients that received case management services; 3) The type of services that were received by the male clients; 4) the number of female clients that received case management services; 5) The type of services that were received by the female clients;

6) the number of male clients that were terminated from case management services; 7) the reasons why the male clients were terminated from case management services (i.e. absconded from probation; incarcerated, etc.); 8) the number of female clients that were terminated from case management services; 9) the reasons why the female clients were terminated from case management services (i.e. absconded from probation; incarcerated, etc.); 10) the number of female clients that successfully completed services; and 11) the number of male clients that successfully completed services.

A monthly grant data collection form is attached and shall be subject to ongoing review and modification by the Judiciary as needed. A sample of the monthly grant data collection form is for information purposes only and is provided in Section 5 Attachments.

- c. The applicant shall submit written quarterly reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. 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.
- d. 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 project 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.
- e. 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

C. Facilities

As the applicant will be required to meet with the ACSB client at their clean and sober home, this section is not applicable.

2.5 COMPENSATION AND METHOD OF PAYMENT

Pricing methodology shall be a negotiated unit of service/s. The applicant shall submit unit of service rates for each service activity. Payments shall be made monthly upon submission of an invoice and required data collection forms.

The estimated number of total participants on Oahu is fifty (50) per year on the island of Oahu. This includes two (2) hours of case management services per week, up to twenty-four (24) weeks per client.

Estimated units of service (per year)

Case management services	FY 2023	FY 2024	FY 2025	FY 2026
Number of clients per year	50	50	50	Possible extension as approved by the grantor