



## **Office of the Administrative Director – Financial Services Department**

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Date: June 6, 2025

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) to  
Provide Case Management Services for the Adult Client Services Branch,  
First Circuit, The Judiciary, State of Hawaii  
RFI J26109**

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 Health and Human Services for The Judiciary to Provide Case Management Services for the Adult Client Services Branch, First Circuit, The Judiciary, State of Hawaii.

### **Description of the goals of the service**

The applicant shall furnish case management services for persons who have been placed on probation 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.

### **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 or are in the community.

### **Geographic coverage of service**

Service areas include, First Circuit, Island of Oahu.

### **General Requirements**

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

1. The applicant shall have license 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 shall have an accounting system, with acceptable accounting practices and standards.
4. 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.
5. 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).
6. 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 ensure that clients receive services, to the extent it is practical, in a manner compatible with their cultural health benefits, practices, and preferred language.
  - c. 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.

## Scope of Work

The scope of work encompasses the following tasks and responsibilities:

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

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 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 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 with the client 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.

- G. The applicant will provide transportation, when available, for clients.

Written comments in response to the RFI shall be emailed to the Ms. Alysa Makahanaloa at [Alysa.K.Makahanaloa@courts.hawaii.gov](mailto:Alysa.K.Makahanaloa@courts.hawaii.gov).

The deadline for the receipt of comments is **12:00 p.m., HST, on Friday, June 20, 2025.**

**PLEASE NOTE:**

- Participation in the RFI is optional and is not required to respond to any subsequent procurement action a purchasing agency may take. Neither the purchasing agency nor interested parties responding have any obligation under the RFI.
- Neither the Judiciary nor any interested party responding to the RFI has any obligation under this process.
- The purchasing agency reserves the right to adopt or not adopt any recommendations presented in response to the RFI.
- This RFI does not commit the Judiciary to solicit or award a contract or to pay any costs incurred in the preparation of the information submitted. The Judiciary reserves the right to accept, reject, or utilize without obligation, any information submitted in response to this request.