State of Hawaii
Department of Labor and Industrial Relations
Office of Community Services

Request for Proposals

RFP No. OCS LBR 903-12

Legal Advocacy, Outreach, and Referral Services to Protect the Rights of Children and Their Families

December 30, 2010

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the RFP Interest form, complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

NEIL ABERCROMBIE
GOVERNOR

DWIGHT TAKAMINE
DIRECTOR

AUDREY HIDANO
DEPUTY DIRECTOR

MILA KAAHANUI
EXECUTIVE DIRECTOR

STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES
830 PUNCHBOWL STREET, ROOM 420
HONOLULU, HAWAII 96813
http://hawaii.gov/labor/
Phone: (808) 586-8675 / Fax: (808) 586-8685
Email: dlir.ocs@hawaii.gov

December 30, 2010

Dear Applicant:

SUBJECT: REQUEST FOR PROPOSALS (RFPs) FOR STATE FISCAL BIENNIUM (FB) 2012-2013

The Department of Labor and Industrial Relations (DLIR), Office of Community Services (OCS), is soliciting proposals from qualified applicants to provide the following human service for State Fiscal Years 2012 and 2013:

RFP No.	Service Activity Title
LBR 903-12	Legal Advocacy, Outreach, and Referral Services to Protect the Rights of Children and Their Families

All prospective applicants are hereby notified that this RFP for competitive purchase of services is issued under the provisions of the Hawaii Revised Statutes, Chapter 103F and its administrative rules.

The enclosed materials outline the application requirements of this RFP. Included for your use are the administrative requirements, service specifications, proposal applications, budget instructions, as well as other reference materials. Prior to application submittal, it is imperative that the applicants closely review all information and follow detailed instructions provided.

Hand deliveries will be accepted at DLIR-OCS until 4:30 p.m., Hawaii Standard Time (HST), January 31, 2011. Mail-ins must be postmarked by the United States Postal Service (USPS) no later than January 31, 2011 and received by DLIR-OCS no later than ten days from the submittal deadline. Hand deliveries as well as mail-ins will be accepted at the following address:

Office of Community Services
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813

Proposals postmarked after January 31, 2011, or hand delivered after 4:30 p.m. H.S.T. on January 31, 2011, **shall be considered late and rejected.** There are no exceptions to this requirement. Proposals delivered by facsimile transmission or e-mail will not be accepted. One original and four copies of the proposal are required.

DLIR-OCS will conduct an orientation session on January 7, 2011, from 9:00 a.m. to 10:30 a.m., at the Keelikolani Building, 830 Punchbowl Street, OCS Conference Room 420, Honolulu, Hawaii. All prospective applicants are strongly encouraged to attend the session.

The deadline for submission of written questions is 4:30 p.m. H.S.T. on Tuesday, January 18, 2011. DLIR-OCS will address all written questions with a written response by Tuesday, January 25, 2011. Written questions may be submitted to DLIR-OCS by facsimile or e-mail. However, all applicants who submit written questions by facsimile or e-mail bears the full and exclusive responsibility for assuring the complete, correctly formatted, and timely transmission of their questions.

DLIR-OCS reserves the right to amend the terms of this RFP, to issue addenda, or to withdraw this RFP at any time.

All applicants will be notified in writing regarding OCS' decision on his/her proposal(s) in April 2011. The initial term of the federally funded contracts for 903-12 will be 12 months from July 1, 2011, through June 30, 2012, with an option to extend for an additional one (1) year subject to availability of funds as well as satisfactory performance and program utilization.

Any questions or inquiries regarding these RFPs should be directed to the RFP Contact Person, Keith Yabusaki, by mail at 830 Punchbowl Street, Room 420, Honolulu, Hawaii 96813, or e-mail at keith.y.yabusaki@hawaii.gov or by telephone to (808) 586-8675.

Thank you for your interest in applying and for working with us to provide quality services.

Sincerely,

Mila Kaahanui

MILA KAAHANUI
Executive Director

AN EQUAL OPPORTUNITY AGENCY

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: ONE ORIGINAL & FOUR COPIES

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **January 31, 2011 and received by the state purchasing agency no later than 10 days from the submittal deadline**.

All Mail-ins

Department of Labor and Industrial Relations (DLIR)
Office of Community Services
830 Punchbowl Street, Room 420
Honolulu, Hawai`i 96813

DLIR-OCS RFP Coordinator

Keith Yabusaki, Planning Administrator
Phone: (808) 586-8675
Facsimile: (808) 586-8685
E-mail: keith.y.yabusaki@hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), January 31, 2011** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **January 31, 2011**.

Drop-off Sites

Department of Labor and Industrial Relations (DLIR)
Office of Community Services
Ke`elikolani Building
830 Punchbowl Street, Room 420
Honolulu, Hawai`i 96813

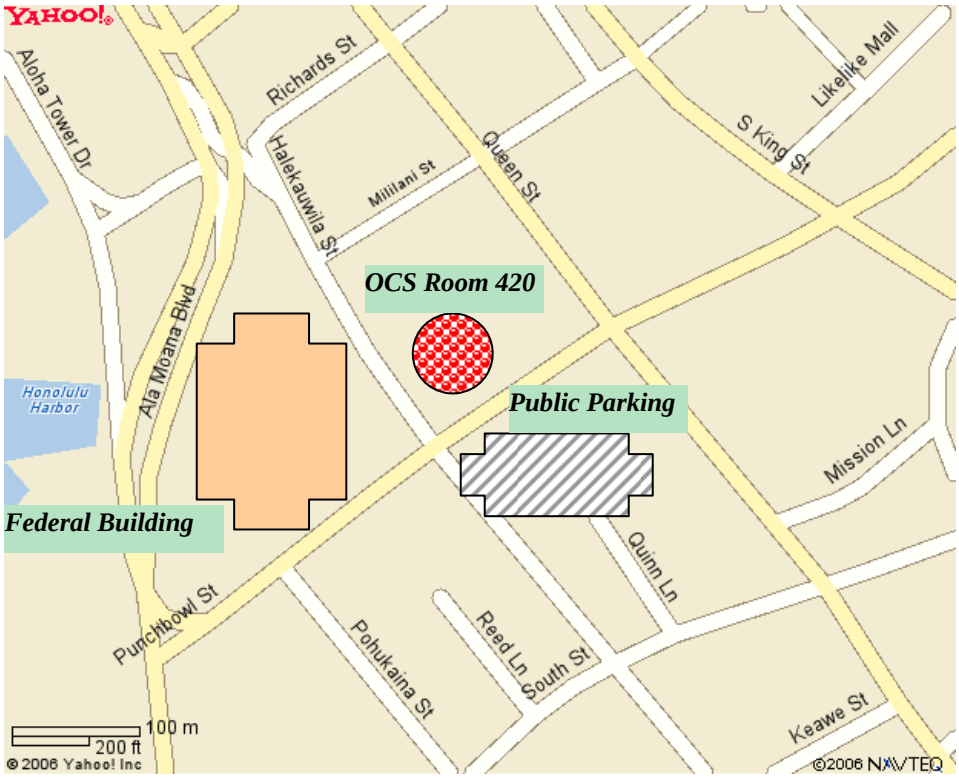
RFP ORIENTATION SESSIONS

All prospective applicants are invited and encouraged to attend the following scheduled informational session. At this meeting, DLIR-OCS staff will present the proposal application requirements, service specifications and be available to respond to questions.

PLACE: KEELIKOLANI BUILDING, 830 PUNCHBOWL STREET, OCS CONFERENCE ROOM 420, HONOLULU

DATE: FRIDAY, JANUARY 7, 2011.

TIME: 9:00 A.M. – 10:30 A.M.



If you are unable to attend this session, alternative arrangements may be requested. Should you have any questions contact Keith Yabusaki at (808) 586-8675.

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES

LEGAL ADVOCACY, OUTREACH AND REFERRAL SERVICES TO PROTECT THE RIGHTS OF CHILDREN AND THEIR FAMILIES

REQUEST FOR PROPOSAL NUMBER: OCS LBR 903-12

IMPORTANT DATES*

Public Notice Announcing Request for Proposals	December 30, 2010
Distribution of Request for Proposals	December 30, 2010
RFP Orientation Session	January 7, 2011
Deadline for Submission of Written Questions	January 18, 2011
Response to Written Questions	January 25, 2011
Proposal Submittal Deadline	January 31, 2011
Proposal Evaluation Period	February – March 2011
Provider Selection and Notice of Award	April 2011
Contract Terms Finalized	May 16, 2011
Contract Start Date	July 1, 2011

* This schedule of activities is provided for planning purposes only. DLIR-OCS reserves the right to cancel any activity or modify the schedule at any time.

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Section 1
Administrative Overview

Section 1
Administrative Overview

Each applicant is encouraged to thoroughly read all sections of the RFP. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable*

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date
Public notice announcing RFP	December 30, 2010
Distribution of RFP	December 30, 2010
RFP orientation session	January 7, 2011
Deadline for submission of written questions	January 18, 2011
Response to written questions	January 25, 2011
Discussions with applicant prior to proposal submittal deadline (optional)	Dec. 30, 2010 – Jan. 31, 2011, as needed
Proposal submittal deadline	January 31, 2011
Discussions with applicant after proposal submittal deadline (optional)	January 31 – April 2011
Final revised proposals (optional)	January 31 – March 24, 2011, as needed
Proposal evaluation period	Early February – Early April 2011
Provider selection and notice of award	April 2011
Contract terms finalized	May 16, 2011
Contract start date	July 1, 2011

* This timetable of activities is provided for planning purposes only. OCS reserves the right to cancel any activity or modify the timetable at any time.

II. Website Reference

The State Procurement Office (SPO) website is http://hawaii.gov/spo/

	For	Click
1	Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS…"
2	RFP website	"Health and Human Services, Ch. 103F…" and "The RFP Website" (located under Quicklinks)
3	Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4	Forms	"Health and Human Services, Ch. 103F…" and "For Private Providers" and "Forms"
5	Cost Principles	"Health and Human Services, Ch. 103F…" and "For Private Providers" and "Cost Principles"
6	Standard Contract -General Conditions	"Health and Human Services, Ch. 103F…" "For Private Providers" and "Contract Template – General Conditions"
7	Protest Forms/Procedures	"Health and Human Services, Ch. 103F…" and "For Private Providers" and "Protests"

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at http://hawaii.gov)

	For	Go to
8	Tax Clearance Forms (Department of Taxation Website)	**http://hawaii.gov/tax/** click "Forms"
9	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	**http://capitol.hawaii.gov/** click "Bill Status and Documents" and "Browse the HRS Sections."
10	Department of Commerce and Consumer Affairs, Business Registration	**http://hawaii.gov/dcca** click "Business Registration"
11	Campaign Spending Commission	**http://hawaii.gov/campaign**

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

***Section 5, Attachments*:** Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Office of Community Services
Department of Labor and Industrial Relations, State of Hawaii
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813
Phone: (808) 586-8675 Fax: (808) 586-8685

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: January 7, 2011 **Time:** 9:00 a.m. to 10:30 a.m.
Location: Keelikolani Building, 830 Punchbowl Street,
OCS Conference Room 420, Honolulu, Hawaii

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the paragraph VII. Submission of Questions.

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: January 18, 2011 **Time:** 4:30 p.m. HST

State agency responses to applicant written questions will be provided by:

Date: January 25, 2011

VIII. Submission of Proposals

A. Forms/Formats

Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

1. Proposal Application Identification (Form SPO-H-200) – Provides applicant proposal identification.

2. Proposal Application Checklist – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.

3. Table of Contents – A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.

4. Proposal Application (Form SPO-H-200A) – Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

B. Program Specific Requirements

Program specific requirements are included in Section~~s~~ 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State certifications are listed on the Proposal Application Checklist located in Section 5.

C. Multiple or Alternate Proposals

Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.

D. Tax Clearance

Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of $25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)

E. Wages and Labor Law Compliance

If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)

1. Compliance with all Applicable State Business and Employment Laws – All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)

F. Hawaii Compliance Express (HCE)

Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to this section's part II. Website Reference for HCE's website address.

G. Campaign Contributions by State and County Contractors

Contractors are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative

body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)

H. Confidential Information

If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

I. Confidentiality of Personal Information

Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.

J. Proposal Submittal

All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:

1. Postmarked after the designated date; or

2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or

3. If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

Faxed proposals and/or submission of proposals on diskette/compact disc or transmission by e-mail, website or other electronic means are not permitted.

IX. Discussions with Applicants

A. Prior to Submittal Deadline

Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.

B. After Proposal Submittal Deadline

Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

A. Rejection for failure to cooperate or deal in good faith. (HAR Section 3-141-201)

B. Rejection for inadequate accounting system. (HAR Section 3-141-202)

C. Late proposals (HAR Section 3-143-603)

D. Inadequate response to request for proposals. (HAR Section 3-143-609)

E. Proposal not responsive. (HAR Section 3-143-610(a)(1))

F. Applicant not responsible (HAR Section 3-143-610(a)(2))

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

A. A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;

B. A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and

C. A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	**Procurement Officer**
Name: *Ms. Mila Kaahanui*	Name: *Ms. Suzanne Okazaki*
Title: *Executive Director*	Title: *Business Management Officer*
Mailing and Business Address: *830 Punchbowl Street, Room 420* *Honolulu Hawaii, 96813*	**Mailing and Business Address:** *830 Punchbowl Street, Room 309* *Honolulu Hawaii, 96813*

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2
Service
Specifications

Section 2
Service Specifications

I. Introduction

A. Overview, Purpose or Need

The Department of Human Services (DHS) is the single state agency responsible for administering the Temporary Assistance to Needy Families (TANF) program in Hawaii in accordance with Title IV-A of the Social Security Act as amended by the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996. Within the DHS organizational structure, the Benefit, Employment and Support Services Division is responsible for overseeing and responding to all issues and questions regarding TANF.

Also within the purview of DHS, the Social Services Division - Child Welfare Services Branch, is responsible for providing social and case management services to children and their biological, extended, foster, or adoptive families to ensure safe, nurturing, and permanent families for Hawaii's children. Public Law 104-193, "PRWORA of 1996," as revised by Public Law 105-33, "The Balanced Budget Act of 1997," authorizes these programs and services to children and their families whose incomes are less than 200% of the Federal Poverty Guidelines applicable to the size of the family.

OCS, in cooperation with DHS, is requesting proposals from qualified applicants to provide legal advocacy services for Temporary Assistance to Needy Families and Temporary Assistance to Other Needy Families (TAONF) program recipients who have or are currently experiencing issues of family dysfunction, preservation, maintenance, formation, or legal actions designed to protect the safety of the child(ren). Public Law 104-193, "PRWORA of 1996" and 45 CFR 260.50 through 260.59 authorize the provision of such services to TANF clients. TAONF recipients, as defined in the Hawaii Administrative Rules Section 356.1, are entitled to the same services as TANF recipients.

Without government provision, the poor would be unable to afford the high cost of legal advice and representation necessary to protect the rights of their children to be housed, educated, supported, and live free from violence, abuse and neglect.

DHS workers, in response to federal and state child welfare changes, have been overwhelmed with heavy caseloads, decreasing resources, and insufficient staffing. The amount and types of services presently available internally, as well as in the community, are not sufficient to meet the multiple needs of our clients. Because of the heavy caseload, DHS is not able to provide services for every family reported for alleged child abuse or neglect. Families who have not yet been verified eligible to receive child welfare services are not able to adequately access appropriate service activities through community resources. Currently, efforts are being made to develop and utilize departmental and community resources in more effective and efficient ways through purchase of service contracts, revised procedures and internal reorganization efforts.

B. Planning Activities Conducted in Preparation for this RFP

Pursuant to the Hawaii Administrative Rules §3-142-301 State Agency Planning Activities, OCS conducted the following:

1. Took into account the views of provider organizations on how to improve service specifications to better achieve mandated goals. A request for information was utilized as provided in Section 3-142-202;

2. Analyzed information from program monitoring and evaluation reports of current provider organizations;

3. Analyzed socio-economic and health data for trends to determine demand factors;

4. Took into account the views of service recipients and community advocacy organizations on conditions affecting the achievement of mandated goals; and

5. Requested information from other state agencies on services to the same target population or on cooperative strategies to progress toward achieving a shared goal.

C. Description of the Goals of the Service

The primary program goal is to provide legal advocacy services to TANF and TAONF recipients (as denoted in the target group section below) who are presently confronting family functioning related issues that enable them to overcome barriers and thereby improve the family situation. As a result of these advocacy services, ultimately the family will be able to more effectively pursue economic self-sufficiency. Service activities shall be based on the principles of family-centered, strengths/needs-based practice.

D. Description of the target population to be served

The population to be served will be children less than 18 years of age and their families/caregivers living in Hawaii who are eligible and qualify for DHS' TANF and TAONF programs. Also eligible are children residing with their families/caregivers who have or are currently experiencing any family dysfunction whose resolution will support and promote family re-unification, safety (especially the children); and overall self-sufficiency. Children and their caregivers may apply or be referred by DHS, the community, health and human service professionals, or other governmental/local agencies.

Children and their families/caregivers to be served under this contract must be income qualified by the contractor. For TANF, eligible children and their families/caregivers must be at or below 100% of the Federal Poverty Guidelines level. For Title XX, eligible children and their families/caregivers must be at or below 200% of the Federal Poverty Guidelines level. DHS will provide procedural information and training on how families can qualify and be served under this agreement. Similarly, for child only cases, only the income and assets of the child will be

reviewed. The income and assets of the caretaker relative will not be pertinent to the child's eligibility.

E. Geographic Coverage of Service

The contractor will serve the eligible children and their families/caregivers for the geographic areas (counties) where the contract is awarded.

The applicant is responsible for identifying clearly the geographic areas that they propose to serve. At a minimum, the contract will be awarded for the City and County of Honolulu and two other geographic service areas. The other geographic service areas may include any or a combination of the following with and up to the maximum amount of funds allowed below.

1. Kauai County
2. Maui County – Maui, Molokai, and Lanai
3. County of Hawaii – East Hawaii
4. County of Hawaii – West Hawaii

F. Probable Funding Amounts, Source, and Period of Availability

The contract(s) period is for twelve (12) months from July 1, 2011, through June 30, 2012, with an option to extend for one (1) additional year subject to the availability of such funds, program utilization, and satisfactory performance. Funding is anticipated to be a total of $282,000 per year. Funding is anticipated to be from federal sources, though the source of funding may change prior to the effective date and over the life of the contract(s).

Subject to availability of funds, the total amount of $282,000 for the initial twelve (12) month period will be allocated as follows:

1.	City and County of Honolulu	$162,000
	Total Amount Available for Other Areas	$120,000
2.	Kauai County	up to $60,000
3.	Maui County Maui, Molokai, and Lanai	up to $60,000
4.	County of Hawaii	
	East Hawaii	up to $60,000
	West Hawaii	up to $60,000

For example: (Kauai County $20,000, Maui County $40,000, and East Hawaii $30,000 and West Hawaii $30,000)

OCS reserves the right to allocate available funds for all counties based on the proposals submitted.

II. General Requirements

A. Specific Qualifications or Requirements, Including but not Limited to Licensure or Accreditation

1. The applicant shall hold all licenses, permits, and accreditations, and meet all standards required by applicable federal, state and county laws, ordinances, codes and rules to provide services. The applicant shall also be in good standing with required licensing bodies, and in compliance with professional standards and requirements.

2. The applicant shall have a minimum of one-year experience in Hawaii directly providing legal and advocacy services for the benefit of low-income children.

3. The applicant shall have the program operating in the geographic areas where the contract is awarded and be able to provide the required services beginning July 1, 2011 through June 30, 2012.

4. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (See Section 5, Proposal Checklist, for the website address).

5. The applicant must provide reasonable accommodations to assure capacity to deliver services to those clients with limited English proficiency or physical limitations
.

6. The applicant must assure and be responsible for the continuity of service activities in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The provider must not require nor depend on the State agency's staff to provide service activities in the event that program resources are not available due to the above situations.

7. The applicant must use credible and tested measurement tools to evaluate program effectiveness in achieving outcomes.

8. The applicant shall conduct criminal history and Hawaii DHS Protective Services Registry checks to ensure that no employee has a record of criminal conviction or Child Protective Services involvement that would pose a risk to children or families. See DHS Social Services Division's Criminal Conviction Record Check Standards and Protective Services Central Registry Check Standards in Section 5 of this RFP.

9. With assistance from the State, the applicant shall develop and implement procedures to document clients' income eligibility for these services.

10. When a disagreement arises between the Provider and the State in regards to the performance of specific service activities within contracted specifications, the wishes of the State shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

B. Secondary Purchaser Participation
(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchasers must be outlined in the proposal application and included in the contractual agreement. No other secondary purchases shall be permitted.

C. Multiple or Alternate Proposals
(Refer to HAR Section 3-143-605)

☒ Allowed ☐ Unallowed

The applicant will clearly label the primary proposal and sequentially number any multiple or alternate proposals. Multiple or alternate proposals must be physically separate proposals.

D. Single or Multiple Contracts to Be Awarded
(Refer to HAR Section 3-143-206)

☐ Single ☐ Multiple ☒ Single & Multiple

Criteria for multiple awards:

Multiple or alternate proposals will be considered if the applicant offers to provide services for two or more counties. A multiple award contract may be awarded if the state purchasing agency determines that it is in the best interests of the state for a number of providers, as an aggregate, to provide the services required in this RFP, considering the needs, geographical coverage, target population and services proposed.

A single contract may be awarded to a proposal that demonstrates the ability to provide comprehensive and efficient legal advocacy services for multiple counties within the state.

Conversely, multiple contracts may be awarded to each individual proposal that demonstrates a more efficient and comprehensive legal advocacy service that would be provided in their own respective county.

E. Single or Multi-Term Contracts to Be Awarded
(Refer to HAR Section 3-149-302)

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

Contract terms:

Initial term of contract: 1 year
Length of each extension: 1 year
Number of possible extensions: 1
Maximum length of contract: 2 years

The initial period shall commence on the contract start date or Notice to Proceed whichever is later.

Option to Extend: The initial term of the contract will be 12 months from July 1, 2011, through June 30, 2012, with an option to extend for an additional one (1) year subject to availability of funds as well as satisfactory performance and program utilization.

F. RFP Contact Person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Sole Point of Contact: Keith Yabusaki, Program Administrator, at 586-8675

III. 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 describe in detail where and how it will provide the following required services addressing each of the specified geographical areas.

The primary services for this RFP shall include the following activities: dispute resolution of child legal issues, outreach, screening, intake, referral, legal advice, advocacy, and representation for the best interests of children as follows:

1. Services to Children Who are Homeless, Runaways, Teen Parents, or From Families Where There is Domestic Violence or Child Abuse and Neglect

a. Representation in Temporary Restraining Order (TRO) hearings, including recommendations to the court on custody, visitation, and services for children.

b. Providing legal advice and counsel to support *guardian ad litems* in child abuse and neglect cases, including legal representation in court and filing appeals.

c. Facilitate legal guardianships and status of children through representation or referral.

d. On a case-by-case basis, advocate on behalf of children in areas including, but not limited to, income assistance, contractual problems, landlord/tenant issues.

2. Child Support – Work through the Family Court and with the Child Support Enforcement Agency to enforce child support orders.

3. Educational Services for Children – On a case-by-case basis, advocate and assist children in accessing educational services that they are legally entitled to including but not limited to Felix Class services.

If applicant is proposing a new program, applicant shall provide a detailed start-up plan. The plan shall include tasks, activities, personnel, and timeframe. The plan will clearly show how the applicant would have the program established with necessary staffing to meet the anticipated caseload and provide the required services to the proposed geographic areas by July 1, 2011.

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

1. Personnel – The required legal services shall be provided by duly licensed staff attorneys who are qualified in public assistance, health, family law, and any other areas of law, as applicable. Legal staff shall be in good professional and ethical standing. Duly qualified paraprofessional legal staff may be used to assist the attorneys.

Legal staff shall be provided the resources, information, training, and continuing education necessary to maintain their capability to properly and adequately provide the required legal services.

The applicant shall have written position descriptions, requirements and qualifications, policies and procedures for all employees and volunteers to assure that they are qualified to perform the work they are assigned and are properly supervised. A designated staff attorney shall directly supervise any volunteers assisting with legal services.

Direct services staff shall include attorneys licensed to practice law in the State of Hawaii and other support and advocacy personnel that have the educational qualifications and necessary training to provide the activities requested.

Staff and volunteers must have experience or training in dealing with domestic violence, child abuse and neglect.

2. Administrative – Written policies and procedures are required for all services, including personnel standards, operating procedures, determination of client eligibility, documentation and record-keeping, data gathering and reporting, financial administration, quality assurance, and monitoring and evaluation.

The applicant is required to have a written outcome based program plan, and an on-going planning and evaluation process for these services.
The Contractor shall:

a. Oversee services provided to the eligible clients;

b. Supervise and be responsible for advocates and/or other staff;

c. Serve as the point of contact for OCS, DHS, and other service providers staff who may also be assisting the client in achieving objectives that are part of the client's service plan;

d. Assure that all families served are reviewed for proper eligibility status before service is provided;

e. Maintain a client database of all pertinent demographic and eligibility information;

f. Allow access to and release of confidential client information as permitted in accordance with HRS Chapter 346 and HAR § 17-601; and

g. Prepare monthly reports and invoices as required by OCS, based on DHS contracting requirements.

3. Quality assurance and evaluation specifications – The applicant shall have a written quality assurance plan including procedures to assure that its services are provided in conformance with all federal, state and county requirements, the requirements of this RFP, and applicant's standards and procedures applicable to this RFP. This shall include the policies and procedures governing the State-run programs involved, including but not limited to TANF, TAONF, First-to-Work, Child Care Connection, and Child Support Enforcement. If necessary, the contractor shall make staff available for training to be provided by DHS to help meet any or all compliance issues. The quality assurance plan shall include procedures to: (1) monitor administrative and program operations, fiscal administration and costs for compliance with all requirements; (2) determine whether clients receive consistent, high quality services; and (3) identify roles and responsibilities for on-going implementation.

The applicant shall have a written plan for evaluation of performance in providing the required service, including procedures and methodology to measure, monitor and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. The evaluation plan should also include procedures to (1) identify and resolve problems, (2) make improvements to the program as needed and (3) identify roles and responsibilities for assuring on-going implementation.

Annual contract monitoring by the State may include on-site visits with comprehensive evaluation of several areas of performance. These may include review of conformance with standard contractual requirements, agency files, accounting practices, and case record keeping. In addition, on-going contract monitoring shall include a review of required reports and periodic assessment of program effectiveness.

The contractor must maintain throughout the term of the contract a system of self-appraisal and program evaluation to track and validate effectiveness of the activities provided. The evaluation process must include tools or instruments to identify client indicators of change, which are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

4. Output and Performance/Outcome Measurements – The applicant shall set forth the amounts of the following outputs and outcomes that it expects to achieve through services funded under this RFP.

a. Outputs

- The type and number of outreach efforts that will be conducted in each service area to inform potential clients and referral sources about these services.
- The type and number of partnerships that will be established in each service area to link needy low-income persons with these or other legal services as needed.
- Report for each geographical area served, number of new child, (and their families/caregivers), cases by type of clientele to be served during the program year (See Section 5, Form A).
  - Children from violent households.
  - Abused and neglected children.
  - Homeless and runaway children.
  - Teen parents.
  - Children denied access to education.
  - Children at risk in need of family stabilization. (Children not falling directly under other categories.)
  - Other legal barriers (specify).

b. Outcomes

Report for each geographical area served, planned outcomes for the following (See Section 5, Form B, and C):

- Number of children who obtained safer homes, by the following categories:
  - Custody placements
  - Guardianships
  - Adoptions
  - Temporary restraining orders
  - Other
- Number of children who obtained child support.
- Number of children who obtained paternity determinations.
- Number of teen parents provided legal assistance.
- Number of homeless and runaway children provided legal assistance.
- Number of children who obtained access to education.
- Other.

The applicant may also propose other measures of effectiveness.

5. Experience – The applicant shall have a minimum of one-year experience in Hawaii directly providing legal and advocacy services for the benefit of low-income children.

6. Coordination of Services – The applicant shall describe the agencies that it will coordinate its services with and indicate those which it already has established partnerships.

7. Reporting Requirements for Program and Fiscal Data – Monthly program progress and fiscal reports are required to be submitted to OCS within ten (10) calendar days after the last day of each month to meet DHS requirements. The required final report on the total contract period is to be submitted within sixty (60) calendar days after the last day of the contract period.

A monthly invoice shall be prepared and mailed to OCS by the 10th of each month. Monthly invoices shall include itemized charges for legal advocacy services as specified within the scope of services of this agreement.

The applicant shall describe its ability to provide monthly and final written reports on program performance, particularly on the outputs and outcomes of service, and on the results of its program evaluations and needs assessments. Data to be reported includes the number of persons served, program accomplishments and outcomes, problems encountered, recommendations, and proposed future activities. The applicant will be required to report on the number of persons at each office location that were not accepted for program services, reasons for non-acceptance and/or referral and by the agencies that they were referred to.

The applicant shall describe its ability to provide monthly and final written reports on fiscal performance, particularly comparing its budgeted expenditures to actual expenditures, and identifying and explaining the reasons for variances.

Other reports may be required.

C. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet the Americans with Disabilities Act (ADA) requirements, as applicable and special equipment that may be required for the services.

IV. COMPENSATION AND METHOD OF PAYMENT

A. Compensation

The pricing methodology used is a fixed rate service contract. The fixed rate pricing structure reflects a purchase arrangement in which the State pays the contractor a set rate for a defined unit of service up to a stated maximum contract amount. In this case, the maximum contract amount is set as $282,000 and the maximum amount per case is set as $3,500. The State and the

contractor will negotiate and agree upon the estimated number of units of service to be delivered for the stated contracted amount. The fixed rate reimbursement may be subject to verification.

The applicant shall submit an estimated program cost form (See Form C) that shows the anticipated: (1) number of total service hours by categories per geographic area, (2) number of service hours by attorneys and non-attorneys per geographic area, and (3) program costs based on fixed rates for attorneys and non-attorneys.

This contract is funded through a combination of TANF and Title XX Programs. For TANF, eligible children and their families/caregivers must be at or below 100% of the Federal Poverty Guidelines level. For Title XX, eligible children and their families/caregivers must be at or below 200% of the Federal Poverty Guidelines level. Claims will be charged against the appropriate funding source at the discretion of OCS and DHS in compliance with federal mandates.

Families currently receiving TANF or TAONF services will be eligible to receive services under TANF funding. Families and children who are in the custody of relatives that are not currently on assistance but meet income and asset qualifications may also be served.

The contractor will determine which cases are appropriate for claiming prior to delivery of services. As needed, the contractor(s) will receive training by DHS' Income Maintenance Program staff. Also, each service type claimed must be specified under Item III. Scope of Work, A. Service Activities, Numbers 1-3 above.

B. Unit of Service and Unit Rate

The State will pay the contractor a fixed rate for units of service delivered that includes operating costs.

1. The fixed rates or units of service for attorneys and non-attorneys are set and valued at $70/hour and $35/hour respectively.

2. A fixed rate in non-attorney administrative support service may be included to reflect up to 5% of the total amount of the grant.

3. The units of service are defined as one (1) hour of actual services provided by an attorney or non-attorney directly to a client as specified under Item III. Scope of Work, A. Service Activities, Numbers 1-3 above.

C. Method of Payment

In a unit rate, pricing is based on the delivery of a defined unit of service. The unit of service is defined in the RFP. In unit rate pricing structure, the applicant proposes the best rate per unit of service.

Reimbursement shall be made to the applicant on a monthly basis, upon submission by the applicant of written requests for payment. The State may retain some or all of each payment requested by the applicant. Payment of the retained amount shall be made based upon acceptance

of: (1) the written monthly fiscal and program progress reports, and (2) acceptance of final written fiscal and program progress reports. The reports shall be reviewed by the State and shall be subject to the State's preliminary determination of appropriateness and allowability of the reported expenditures. The State's preliminary determination of appropriateness and allowability of the reported expenditures shall subject to later verification and subsequent audit.

Section 3
Proposal
Application
Instructions

Section 3
Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section. . The proposal shall be organized and presented in the sections and subsections designated in the RFP and with prescribed content for each section.*
- *The numerical outline for the application, the titles/subtitles, applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one(1) and continuing through the complete proposal.*
- *Document binding is optional.*
- *Tabbing of sections is recommended.*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B.*
- *A written response is required for **each** item. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *Other supporting documents may be submitted in an Appendix, including visual aids to further explain specific points in the proposal; if used, they should be referenced.*
- *Applicant may submit either one-sided or two-sided proposal application(s).*
- *Proposal Application should not exceed 50 pages of main text, not including appendices, attachments, identification form (and/or title page), required forms, and table of contents. Appendices, attachments, identification form (and/or title page), required forms, and table of contents should not exceed 100 pages.*
- *Form SPO-H-200A is available on the SPO website (see Section 1, page 1-2, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*
- *One (1) original and four (4) copies of each proposal are required*
- *Applicant is strongly encouraged to review evaluation criteria in Section 4, Proposal Evaluation, when completing the proposal.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Staffing and Organization*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services.

The applicant shall also provide a brief description and listing of past pertinent contract experience that includes the contracting agency, address, current telephone number and/or e-mail address, dates that services were provided, contact person at the contracting agency, and performance outcomes and ratings.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology. Explain how applicant intends to determine whether or not the program was a success. Describe what evidence or documentation will be used to verify program accomplishments.

The applicant shall also demonstrate that it has a written evaluation plan that effectively measures, monitors and evaluates program performance and timely detects and addresses problems. (Refer to the quality assurance and evaluation requirements in Section 2, Service Specifications.)

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

If letters of support are submitted, include only letters that establish genuine support and actually make a commitment of time, money, personnel, space, or resources to the program. Include letters that are absolutely necessary to support your proposal or that will enhance it.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

III. Project Staffing and Organization

A. Staffing

1. Proposed Staffing – The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

Any proposed use of a subcontractor shall be fully explained, justified, and demonstrated to be as effective as in-house staff for the provision of the required services. The applicant shall demonstrate that a proposed subcontractor is fully qualified for the specific work that would be subcontracted, by including description of the proposed subcontractor's experience, capability, project organization, staffing, and proposed services as set forth for applicants in these RFPs. The applicant shall also explain how it will assure quality and effectiveness of the subcontractor, monitor and evaluate the subcontractor, and assure compliance with all requirements of the RFP.

Any proposed use of volunteers shall be fully explained, justified, and demonstrated to be as effective as in-house staff for the provision of the required services. The applicant shall demonstrate that proposed volunteers are or would be fully qualified for the specific work assigned, could be relied on, and would be available when and where needed to provide the required services. The applicant shall also explain how it will provide sufficient management, supervision, oversight, and evaluation of volunteers, and otherwise assure their work quality and effectiveness. The applicant shall explain how it will assure that volunteers perform in compliance with the requirements of the RFP.

2. Staff Qualifications – The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

The applicant shall provide job descriptions of proposed administrative and program staff that include the minimum qualifications necessary for the positions. If available, the applicant shall provide resumes of persons proposed for this RFP. The applicant shall also explain how the minimum qualifications and/or actual qualifications would assure that qualified persons would administer and provide the required services.

B. Project Organization

l. Supervision and Training – The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

The Applicant shall explain how the program organization and assignment of personnel are sufficient for the effective administration, management, supervision, and provision of services under the program to meet the projected caseload.
The applicant shall describe the training that would be provided for staff to strengthen their capability to effectively provide the program services.

2. Organization Chart – The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

The applicant shall provide an "Organization-wide" chart that shows the program placement of the required services within the overall agency, and a "Program" organization chart that shows the lines of communication between program administration and staff. Written explanations of both organization charts shall be included as needed for clarification.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

The applicant shall clearly identify and describe the geographic areas and the targeted population groups that it proposes to serve. The applicant shall demonstrate, with demographic data and other documentation, that the geographic area(s) it proposes to serve contains significant numbers of the target population of this RFP; there is a determined need for the services; the services available to the area are insufficient to fill the need; and the extent of services proposed by applicant for each area will effectively address the needs.

The applicant shall provide a complete and comprehensive picture of its total program design. The applicant shall explain how it would provide all of the services required in Section 2, Item III – Scope of Work, addressing all service locations, major tasks, activities, time lines and other pertinent information. Time lines should include goals and objectives with start and completion

dates, major milestones or special events, important deadlines, scheduled reports and evaluations, as well as special requirements by the funding source.

If applicant is proposing a new program, applicant shall provide a detailed start-up plan. The plan shall include tasks, activities, personnel, and timeframe. The plan shall clearly show how the applicant would have the program established with necessary staffing to meet the anticipated caseload and provide the required services in all applicable geographic areas by July 1, 2011.

The applicant shall describe its overall approach and methodology in addressing the need identified in this RFP, including a logical step-by-step progression of proposed program services from start to finish and how it would effectively serve clients with multiple barriers to obtain successful outcomes.

The applicant shall state the amounts of the required outputs that it proposes to provide, outcomes that it expects to achieve or that will result from its services, and why these amounts of outputs and outcomes are feasible and demonstrate the effectiveness of services.

Projected outputs and outcomes shall be submitted on the performance output and outcome measurement tables provided at the end of Section 2, Service Specifications for this RFP. Where the applicant proposes different or additional outputs and outcomes than those provided by OCS, a justification should be provided.

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application

1. Pricing Structure Based on Fixed Rate – The fixed rate pricing structure reflects a purchase arrangement in which the State pays the contractor a set rate for a defined unit of service up to a stated maximum contract amount.

The fixed rate pricing structure shall reflect attorney and non-attorney fixed rates.

2. Budget Determination Forms – The following DLIR-OCS budget form(s) shall be completed and submitted with the Proposal Application, as applicable. (See Section 5 Attachment D)

- Form A – Number of Cases to Be Served by Geographic Area
- Form B – Outcomes
- Form C – Estimated Service Hours and Costs

These DLIR-OCS forms are included in Section 2, Service Specifications, of this RFP. The applicant shall also utilize form SPO-H-201, Chapter 103F, HRS, Cost Principles in Purchases of Health and Human Services, in preparing its cost proposal.

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP). The following budget form(s) shall be submitted with the Proposal Application:

- SPO-H-205 Proposal Budget for FY 2012 & FY 2013
- SPO-H-206A Budget Justification – Personnel: Salaries and Wages
- SPO-H-206B Budget Justification – Personnel: Payroll Taxes, Assessment and Fringe Benefits
- SPO-H-206C Budget Justification – Travel: Inter-Island
- SPO-H-206D Budget Justification – Travel: Out-of-State
- SPO-H-206E Budget Justification – Contractual Services: Administrative
- SPO-H-206F Budget Justification – Contractual Services: Subcontracts
- SPO-H-206H Budget Justification – Program Activities
- SPO-H-206I Budget Justification – Equipment Purchases

The applicant shall also utilize form SPO-H-201, Chapter 103F, HRS, Cost Principles in Purchases of Health and Human Services, in preparing its cost proposal.

In completing the required budget forms, the applicant should consider the evaluation criteria contained in Section 4, whereby the comprehensiveness of the information presented and the justification of all cost items are particularly important factors. If more space is needed to fully explain and justify the proposed cost items, the applicant should attach additional sheets as necessary.

B. Other Financial Related Materials

1. Accounting System – In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

The applicant shall provide, as part of its cost proposal, its most recent independent financial audit, with the accompanying management letter, to demonstrate the adequacy of its accounting system. The requirements for an adequate accounting system may include, but are not limited to, keeping accurate procurement and financial records required by law, the state purchasing agency, or the State Procurement Office; providing required cost data in acceptable form and in a timely manner; and compliance with generally accepted accounting principles.

2. Need for Funding – If the services proposed by applicant are to be part of a larger project supported by other funding sources, the applicant shall identify the other funding amounts and sources, provide the planned or anticipated total project budget on form SPO-H-205 in columns (b), (c), and (d), and explain its need for these funds. Form SPO-H-205 can be found on the SPO website.

3. Cost Effectiveness – The applicant shall explain why it considers its proposed services to be cost effective for the area and target population group that it would serve.

VI. Other

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

Section 4
Proposal
Evaluation

Section 4
Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

Evaluation Categories				**Possible Points**
Administrative Requirements				
Proposal Application				**100 Points**
Program Overview		0 points		
Experience and Capability		25 points		
Project Organization and Staffing		15 points		
Service Delivery		50 points		
Financial		10 Points		
TOTAL POSSIBLE POINTS				**100 Points**

III. Evaluation Criteria

A. Phase 1 – Evaluation of Proposal Requirements

1. **Administrative Requirements** – Application Checklist

2. **Proposal Application Requirements**

   a. Proposal Application Identification Form (Form SPO-H-200)

   b. Table of Contents

   ~~**c.**~~ Program Overview

   d. Experience and Capability

   e. Project Staffing and Organization

   f. Service Delivery

   g. Financial (All required forms and documents)

   h. Program Specific Requirements (as applicable)

B. Phase 2 – Evaluation of Proposal Application (100 points Total)

1. Program Overview (0 points) – No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

2. Experience and Capability (25 Points) – OCS will evaluate the experience and capability to provide the services as follows:

a. Necessary Skills (3 points) – Describes the key skills, abilities and knowledge necessary to effectively deliver the requested services.

b. Staff Experience (6 points):

- Describes the specific staff in your organization that possesses the skills, abilities and knowledge. (3 points)
- Key staff members involved in the management, administrative and program functions needed to provide and support the services being requested are clearly identified. Resumes, employment history, responsibilities, program experience and significant accomplishments for each staff are included. (3 points)

c. Program Experience (6 points) – Demonstrates prior experience related to employment assistance to low-income persons. The following information is included: Contracting Agency, Contact Person, Contact Information, Contract/Program Title, Contract Period, Funding Amount, Performance Outcomes (budgeted & actual), Copy of Reports or Information Relating to Contract/Program Performance.

d. Quality Assurance and Evaluation (5 points) – Demonstrates effective quality assurance and evaluation plans for the proposed services and includes methodology. Applicant has (1) a written quality assurance plan sufficient to assure consistent and high quality of administration and services; and (2) a written evaluation plan to effectively measure, monitor and evaluate program performance; and a plan to timely respond to program problem as they arise.

e. Coordination of Services (2 points) – Demonstrates capability to coordinate services with other agencies and resources in the community. Provides examples of how relationships/ agreements with other agencies, community groups, employers, etc., assist in achieving program goals and objectives.

f. Facilities (3 points) – Describes how the facilities are adequate relative to the proposed services. Also, describes how the facilities are in compliance with the American with Disabilities Act and other applicable rules and regulations.

3. Project Staffing and Organization (15 Points) – OCS will evaluate the project organization and staffing as follows:

a. Staffing (10 points):

- Proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. Assignment of staff is sufficient to effectively administer, manage, supervise and provide the required services. (5 points)
- Minimum staff qualifications (including experience) for staff assigned to the program are clearly described. Explanation is provided on how the minimum qualifications or actual qualifications assure delivery of quality services. *(Include Job/Position Descriptions as an Attachment.)* (5 points)

b. Project Organization (5 Points):

- Demonstrates the ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. (3 points)
- Requested organization charts are included. The described organization adequately explains how the proposed services will be effectively administer, managed and delivered. (2 points)

4. Service Delivery (50 Points) – OCS will evaluate the service deliver as follows:

a. Using data and evidence-based knowledge, the applicant demonstrates that (a) the geographic area the applicant proposes to serve contains significant numbers of the target population; (b) the target population in the designated area has a need for the proposed services; and (c) the services already provided in the designated area is insufficient to meet the need/demand of the target population. (10 points)

b. Demonstrates that the program design is comprehensive and complete. Sufficient details on the proposed program, including, but not limited to, descriptions of the service locations, program tasks, activities, time lines and other pertinent information are provided. (14 points)

c. Demonstrates how the proposed approach and methodology is effective and efficient by showing (a) a step-by-step progression of services provided to the participants at each milestone; and (b) how the services will effectively assist individuals with multiple barriers obtain a successful outcome. (14 points)

d. Feasible, realistic and effective program outputs and outcomes are proposed. Sufficient detail on how the outputs and outcomes will be tracked and documented in the participants' files and program records are provided. The ability to provide complete, accurate and timely reports on program performance including, but not limited to, Milestone Achievement Forms and Program Progress Reports is clearly described. (12 points)

5. Financial (10 Points)

a. Demonstrates that the proposed costs are reasonable and necessary by providing adequate information and justification for all cost items. The method for allocation of indirect cost is clearly described. (5 points)

b. Demonstrates that the accounting system and procedures to assure proper and sound fiscal administration of funding is effective and can adequately support the proposed program. Describes how complete, accurate and timely fiscal reports will be submitted. (5 points)

C. Phase 3 – Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

OCS reserves the right not to select and award the lowest price proposal application. OCS also reserves the right to decide at its discretion not to select and award any of the submitted applications.

Section 5
Attachments

Section 5
Attachments

A. Proposal Application Checklist

B. Sample Table of Contents

C. Criminal Conviction Record Check Standards
Protective Services Central Registry Standards

D. Output and Performance Measurements

Form A – Number of Cases to be Served by Geographic Area

Form B – Outcomes

Form C – Estimated Service Hours and Costs

Proposal Application Checklist

Applicant: _____ RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	**X**	
Proposal Application Checklist	Section 1, RFP	Attachment A	**X**	
Table of Contents	Section 5, RFP	Section 5, RFP	**X**	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	**X**	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*		
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*		
SPO-H-206B	Section 3, RFP	SPO Website*		
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				

_____ Authorized Signature

_____ Date

Organization: _____
RFP No:_____

Sample

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ATTACHMENT C

CRIMINAL CONVICTION RECORD CHECK STANDARDS

PROTECTIVE SERVICES CENTRAL REGISTRY STANDARDS

DEPARTMENT OF HUMAN SERVICES
Social Services Division

CRIMINAL CONVICTION RECORD CHECK STANDARDS

I. PURPOSE

To protect the health, safety and welfare of Adult and Community Care Services Branch (ACCSB) and Child Welfare Service Branch (CWSB) clients, criminal conviction information on an individual who wishes to serve as a direct service provider shall be considered in determining whether the individual is suitable to serve as a direct service provider to ACCSB/CWSB clients.

II. STATE CRIMINAL INFORMATION SYSTEM CHECK

A. Upon implementation of these standards, a check of the Hawaii Criminal Justice Data Center's (HCJDC) criminal history record system for a criminal conviction record check shall be conducted when an individual is:

1. Conditionally offered a position as a direct service provider by an agency, purchase of service contractor, or individual employer. Pending the completion of the criminal conviction record check, the individual may be placed in a direct service provider position on a probationary status not to exceed thirty (30) days;

2. In a direct service provider position when these standards become effective. The criminal conviction record check shall be completed within six (6) months of the effective date of these standards.

B. Individuals shall have a criminal conviction record check upon initial hire or implementation of these standards and a second criminal conviction record check twelve months later. Thereafter, criminal conviction record checks shall be conducted every other year.

C. The responsibility for conducting a criminal conviction record check shall rest with the individual seeking to become a direct service provider or the individual/agency/organization hiring the individual as a direct service provider. The criminal conviction record checks shall be conducted through the Hawaii Criminal Justice Data Center, as follows:

1. Oahu: Hawaii Criminal Justice Data Center
465 South King Street, Room 101
Honolulu, Hawaii 96813

The Oahu office, for a fee, will process mailed-in requests for criminal conviction records checks.

2. Neighbor Islands: County police stations where HCJDC computer terminals are available. Molokai and Lanai are covered through the main police station on Maui.

D. A printed report of each criminal conviction record check is required. A copy of each criminal conviction record check report shall be accompanied by a signed statement of authenticity that the criminal conviction record report is a true and unaltered copy. Copies of the criminal conviction record check report and statement of authenticity shall be retained in the hired individual's personnel file and made available for review by Department staff for compliance monitoring purposes.

E. A printed criminal conviction record check report, dated no more than six (6) months before the date an initial criminal conviction record check is required may be accepted instead of a new criminal conviction record check being performed.

F. The Department shall not be directly responsible for any cost related to the criminal conviction record check. Funds received through a Purchase of Service contract with the Department for administrative costs may be used to meet the cost for criminal conviction record checks.

III. CONVICTION RECORDS IN HIRING AND TERMINATING DIRECT SERVICE PROVIDERS

Information contained in criminal conviction record check reports shall be taken into consideration when hiring and terminating individuals as direct service providers. An offer of employment shall be withdrawn or the position of a direct service provider shall be terminated when a prospective or current direct service provider has a criminal conviction as indicated below:

A. The criminal conviction shall have occurred within ten (10) years of the date of the criminal conviction record check; and

B. The crime for which there is a conviction shall have a rational relationship to a direct service provider's position. Rational relationship means the crime for which there is a conviction is substantially related to the qualifications, duties and responsibilities of a direct service provider position. Crimes having rational relationships to direct service provider positions include any felony, including but not limited to theft, abuse, neglect, assault, or crimes involving violence or sexual offenses.

C. Exemptions from the requirements of sections III. A. and B. may be approved by ACCSB/CWSB.

1. Requests for exemptions shall be made in writing by using form DHS 1673, Request for Exemption (From Criminal Conviction Records Check Standards), or a similar form. The individual seeking the exemption must complete the exemption form and a copy of the individual's current criminal conviction record check must accompany the request. The exemption request shall be submitted to the ACCSB/CWSB Administrator.

2. Upon receipt of the written exemption request, the ACCSB/CWSB Administrator shall convene a panel to review the request. The panel shall include the ACCSB/CWSB Administrator or designee, the ACCSB/CWSB-Program Development Administrator, relevant ACCSB/CWSB Assistant Program and Section Administrators, and anyone else deemed appropriate by the ACCSB/CWSB Administrator or designee.

3. The panel shall consider the following:

a. The relevancy of the individual's conviction record to the qualifications, functions and duties of the direct service provider position the individual wishes to fill;

b. Passage of time since the crime was committed; and

c. Any evidence of rehabilitation, such as letters from counselors or therapists attesting to a sustained improvement in the individual's behavior, character references, and activities since conviction, such as employment.

4. A single factor may not be evidence of rehabilitation. If necessary, the panel shall request additional information from the individual seeking the exemption.

5. Individuals requesting exemptions shall be informed in writing of the panel's decision within 45 calendar days from the date ACCSB/CWSB receives form DHS 1673, Request for Exemption (From Criminal Conviction Record Check Standards), or similar form. ACCSB/CWSB may extend the 45-day period with cause and a written explanation to the individual seeking the exemption.

6. Individuals who are dissatisfied with the ACCSB/CWSB panel decisions on their exemption requests may:

a. Request an informal discussion with the ACCSB/CWSB Administrator; and/or

b. Appeal the panel's decision to the Social Service Division Administrator.

D. ACCSB/CWSB clients may choose not to do criminal conviction record checks on individuals they hire on their own. Clients who choose not to have criminal conviction record checks shall complete form DHS 1672, Consumer-employer Choice Regarding Criminal Conviction Records Check, to acknowledge their understanding of these standards and the purpose for the checks, and their decision not to conduct criminal conviction record checks on individuals they plan to hire as direct service providers.

DEPARTMENT OF HUMAN SERVICES
Social Services Division

PROTECTIVE SERVICES
CENTRAL REGISTRY CHECK STANDARDS

I. PURPOSE

To protect the health, safety and welfare of Adult and Community Care Services Branch (ACCSB) and Child Welfare Services Branch (CWSB) clients, Protective Services Central Registry information on an individual who wishes to serve as a direct service provider shall be considered in determining whether the individual is suitable to serve as a direct service provider to ACCSB/CWSB clients.

The Protective Services Central Registry may include information from the Adult Protective Services (APS) Central Registry and the Child Welfare Services (CWS) Central Registry. The APS Central Registry shall be checked for individuals serving as direct service providers for ACCSB clients. The CWS Central Registry shall be checked for individuals serving as direct service providers for CWSB clients. Both Registries shall be checked for individuals serving as direct service providers for both ACCSB and CWSB clients, and for ACCSB clients who are minor children.

These Protective Services Central Registry Check Standards do not apply to direct service providers who must meet the licensing standards as specified in the Child-Caring Institution and/or Child-Placing Organization administrative rules.

II. PROTECTIVE SERVICES CENTRAL REGISTRY CHECK

A. Upon implementation of these standards, a check of the Protective Services Central Registry shall be conducted when an individual is:

1. Conditionally offered a position as a direct service provider by an agency, purchase of service contractor, or individual employer. Pending the completion of the Protective Services Central Registry check, the individual may be placed in a direct service provider position on a probationary status not to exceed thirty (30) days; or

2. In a direct service provider position when these standards become effective. The Protective Services Central Registry check shall be completed within six (6) months of the effective date of these standards.

B. Individuals shall have a Protective Services Central Registry check upon initial hire or implementation of these standards and a second Protective Services Central Registry check twelve (12) months later. Thereafter, Protective Services Central Registry checks shall be conducted every other year.

C. The Department of Human Services is responsible for conducting the Protective Services Central Registry checks upon request of the individual seeking to become a direct service provider. The individual shall sign and date the DHS 1507, Consent to Release Information From the Protective Services Central Registry, and mail the completed form to the Department of Human Services.

The release of information by the Department of Human Services shall be limited to the following:

APS CENTRAL REGISTRY CHECK

1. Notification of whether the individual requesting the information is known to the Department of Human Services to have caused the abuse of a dependent adult; and

2. Notification of whether the allegation of abuse is confirmed or not confirmed.

CWS CENTRAL REGISTRY CHECK

1. Date of CONFIRMED incident(s) of child abuse or neglect; and

2. Type of abuse for each incident.

D. The following offices shall conduct the Protective Services Central Registry check upon receipt of the DHS 1507 as specified in section II-C:

APS CENTRAL REGISTRY CHECKS

1.	Oahu:	Adult Intake Unit Adult and Community Care Services Section 420 Waiakamilo Road, Suite 300A Honolulu, Hawaii 96817-4941
2.	East Hawaii:	Adult and Community Care Services Section 224 Haili Street Hilo, Hawaii 96720
3.	West Hawaii:	Adult and Community Care Services Section 75-5995 Kuakini Highway, #433 Kailua-Kona, Hawaii 96740
4.	Kauai:	Adult and Community Care Services Section 4370 Kukui Grove Street, Suite 205 Lihue, Hawaii 96766

5. Maui: Adult and Community Care Services Section
1773-B Wili Pa Loop
Wailuku, Hawaii 96793-1250

The Maui Section shall conduct APS Central Registry checks for the islands of Maui, Molokai, and Lanai.

CWS CENTRAL REGISTRY CHECKS

1. Oahu: Child Welfare Services Intake Unit
420 Waiakamilo Road, Suite 300A
Honolulu, Hawaii 96817-4941

2. East Hawaii: East Hawaii Special Services Unit
120 Pauahi Street, Suite 210
Hilo, Hawaii 96720

3. West Hawaii: West Hawaii CWS Intake/Permanency Unit
75-5995 Kuakini Highway, Suite 523
Kailua-Kona, Hawaii 96740

4. Kauai: Intake/Central Child Welfare Services Unit
Lihue State Office Building
3060 Eiwa Street, Room 102
Lihue, Hawaii 96766-1890

5. Maui: West Child Welfare Services Unit
1885 Main Street, Suite 306
Wailuku, Hawaii 96793

The Maui Unit shall conduct CWS Central Registry checks for the islands of Maui, Molokai, and Lanai.

E. Upon completion of the Protective Services Central Registry check, the Department of Human Services shall mail a letter to the individual requesting the information or to the agency/organization identified by the individual to receive the information. A copy of each Protective Services Central Registry check shall be retained in the hired individual's personnel file and made available for review by Department staff for compliance monitoring purposes.

F. A copy of a Protective Services Central Registry check, dated no more than six (6) months before the date an initial Protective Services Central Registry check is required, may be accepted instead of a new Protective Services Central Registry check being performed.

III. PROTECTIVE SERVICES CENTRAL REGISTRY CHECKS IN HIRING AND TERMINATING DIRECT SERVICE PROVIDERS

A. When the Protective Services Central Registry check indicates that abuse has been confirmed, the individual/agency/organization hiring the individual as a direct service provider must inquire of that individual as to the nature and circumstance of the confirmed abuse. Information obtained by the individual/agency/organization from the Protective Services Central Registry check shall be taken into consideration when hiring and terminating individuals as direct service providers. An offer of employment shall be withdrawn or the position of a direct service provider shall be terminated when:

1. A prospective or current direct service provider has a Protective Services Central Registry check indicating that abuse was confirmed and that the abuse occurred within ten (10) years of the date of the Protective Services Central Registry check; and

2. The confirmed abuse has a rational relationship to a direct service provider's position. Rational relationship means the confirmed abuse is substantially related to the qualifications, duties and responsibilities of a direct service provider position.

B. Exemptions from the requirements of sections III. A. 1 and 2 may be approved by ACCSB/CWSB.

1. Requests for exemptions shall be made in writing by using form DHS 1673, Request for Exemption (From Criminal Conviction Records Check or Protective Services Central Registry Check Standards) or a similar form. The individual seeking the exemption must complete the exemption form and a copy of the individual's current Protective Services Central Registry check must accompany the request. The exemption request shall be submitted to the ACCSB/CWSB Administrator.

2. The attached Checklist for Exemption Request may be used as a reminder of the documents to be submitted to the Department for EACH exemption request. Additional copies of this checklist may be photocopied as needed.

3. The employer agency must be involved in the exemption process to assure the timely submittal of all required documents and appropriateness of the exemption request. Requests for exemptions shall be routed through the prospective employer agency prior to submittal to the Department.

4. Upon receipt of the written exemption request, the ACCSB/CWSB Administrator shall convene a panel to review the request. The panel shall include the ACCSB/CWSB Administrator or designee, the ACCSB/CWSB Program

Development Administrator, relevant ACCSB/CWSB Assistant Program and Section Administrators, and anyone else deemed appropriate by the ACCSB/CWSB Administrator or designee.

5. The panel shall consider the following:

a. The relevancy of the individual's protective services history to the qualifications, functions and duties of the direct service provider position the individual wishes to fill;

b. Passage of time since the abuse was committed; and

c. Any evidence of rehabilitation, such as letters from counselors or therapists attesting to a sustained improvement in the individual's behavior, character references, and activities since the commission of abuse.

6. A single factor may not be evidence of rehabilitation. If necessary, the panel shall request additional information from the individual seeking the exemption.

7. Individuals requesting exemptions shall be informed in writing of the panel's decision within 45 calendar days from the date ACCSB/CWSB receives all documents listed on the attached Checklist for Exemption Request and needed for a decision to be made. ACCSB/CWSB may extend the 45-day period with cause and a written explanation to the individual seeking the exemption.

8. Individuals who are dissatisfied with the ACCSB/CWSB panel decisions on their exemption requests may:

a. Request an informal discussion with the ACCSB/CWSB Administrator; and/or

b. Appeal the panel's decision to the Social Services Division Administrator.

C. ACCSB clients may choose not to do APS Central Registry checks on individuals they hire on their own. Clients who choose not to have APS Central Registry checks shall complete form DHS 1672, Consumer-Employer Choice Regarding Criminal Conviction Record Check or Adult Protective Services Central Registry Check, to acknowledge their understanding of these standards and the purpose for the checks, and their decision not to conduct criminal conviction record or Adult Protective Services Central Registry checks on the individuals they plan to hire as direct service providers.

ATTACHMENT D

FORM A – NUMBER OF CASES TO BE SERVED BY GEOGRAPHIC AREA

FORM B – OUTCOMES

FORM C – ESTIMATED SERVICE HOURS AND COSTS

FORM A – NUMBER OF CASES TO BE SERVED BY GEOGRAPHIC AREA

ORGANIZATION: _____

PROGRAM: _____

Estimated Number of Cases to Be Served Per Geographic Area

Clientele	Kauai	Honolulu	Maui	Molokai	Lanai	East HI	West HI
Abused and Neglected Children							
Children From Violent Households							
Homeless/Runaway Children							
Teen Parents							
Children Denied Educational Access							
Children at Risk need for Family Stabilization							
Other							
Total Cases Per Area							

Estimated Total Number of Cases in All Proposed Geographic Areas _____

FORM B – OUTCOMES

ORGANIZATION: _____

PROGRAM: _____

Estimated Number of Children to Be Served by Categories Per Geographic Area

Categories	Kauai	Honolulu	Maui	Molokai	Lanai	East HI	West HI
Custody Placements							
Guardianships							
Adoptions							
Temporary Restraining Orders							
Child Support							
Paternity							
Teen Parents							
Homeless/Runaways							
Access to Education							
Children at Risk need for Family Stabilization							
Other							
Total Children by Area							

Estimated Total Number of Children to Be Served in All Proposed Geographic Areas___

FORM C – ESTIMATED SERVICE HOURS AND COSTS

ORGANIZATION: _____

PROGRAM: _____

Estimated Number of Service Hours by Categories per Geographic Area

Categories	Kauai	Honolulu	Maui	Molokai	Lanai	East HI	West HI
Custody Placements							
Guardianships							
Adoptions							
Temporary Restraining Orders							
Child Support							
Paternity							
Teen Parents							
Homeless/Runaways							
Access to Education							
Children at Risk need for Family Stabilization							
Other							
Total Hours by Area							

Estimated Number of Service Hours by Attorneys and Non-Attorneys per Geographic Area

	Kauai	Honolulu	Maui	Molokai	Lanai	East HI	West HI	Total Hrs
Attorneys								
Non-Attorneys								

Estimated Program Costs in Dollars Based on Fixed Rate for Attorneys and Non-Attorneys

	Kauai	Honolulu	Maui	Molokai	Lanai	East HI	West HI	Γ Costs
Attorneys*								
Non-Attorneys**								
Total Cost								

* Fixed rate for attorneys is $70/hour.
** Fixed rate for non-attorneys is $35/hour.