

State of Hawaii
Department of Human Services
Office of Youth Services

Title II Formula Grants Program
Juvenile Justice and Delinquency Prevention Act of 2002

Request for Proposals

HMS 501-16-06 Services for Youth on Probation

April 18, 2016

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person, Ana Mejia-Vasconcellos at (808) 587-5738 or email at amejia-vasconcellos@dhs.hawaii.gov 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.

April 18, 2016

REQUEST FOR PROPOSALS

Services for Youth on Probation
RFP No. HMS 501-16-06

The Department of Human Services, Office of Youth Services is requesting proposals from qualified applicants to provide services to youth on probation, referred by the Family Court of the Fifth Circuit. Services may include, but are not limited to development of, in conjunction with the assigned probation officer, an implementation plan for each referred youth, intensive community supervision and mentoring, and transportation of youth. The contract term will be from October 1, 2016 through September 30, 2017, and may be extended for an additional two (2) 12 months, contingent upon program performance and the availability of funds and budget execution policies.

Proposals shall be mailed, postmarked by the United States Postal Service on or before May 25, 2016, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on May 25, 2016 at the drop-off site designated on the Proposal Mail-in and Delivery Information Sheet. Deliveries by private mail services such as Federal Express (FedEX) and United Postal Services (UPS) shall be considered hand deliveries. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The Office of Youth Services will conduct an orientation on April 28, 2016 from 10:00 a.m. to 12:00 p.m. (HST), in the Pi'ikoi Conference Room A, County of Kauai, 4444 Rice Street, Lihue, Kauai. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m. (HST), on May 4, 2016. All written questions will receive a written response from the State on or about May 11, 2016.

Inquiries regarding this RFP should be directed to the RFP contact person, Ana Mejia-Vasconcellos at 707 Richards Street, Suite 525, Honolulu, Hawaii, 96813, telephone: (808) 587-5738, fax: (808) 587-5734, e-mail: amejia-vasconcellos@dhs.hawaii.gov.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: ONE (1) ORIGINAL AND THREE (3) COPIES OF THE PROPOSAL ARE REQUIRED

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN May 25, 2016 and received by the state purchasing agency no later than 10 days from the submittal deadline.

All Mail-ins

DHS RFP COORDINATOR

State of Hawaii
Department of Human Services
Office of Youth Services
707 Richards Street, Suite 525
Honolulu, Hawaii 96813

Ana Mejia-Vasconcellos
(808)587-5738
(808)587-5734
amejia-vasconcellos@dhs.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITE UNTIL 4:30 P.M., Hawaii Standard Time (HST), May 25, 2016.

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
OFFICE OF YOUTH SERVICES
707 RICHARDS STREET, SUITE 525
HONOLULU, HAWAII 96813

Deliveries by private mail services such as FEDEX or UPS shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., May 25, 2016.

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Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. 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.

1.1 Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	4/18/2016
Distribution of RFP	4/18/2016
RFP orientation session	4/27/16
Closing date for submission of written questions for written responses	5/4/16
State purchasing agency's response to applicants' written questions	5/11/16
Discussions with applicant prior to proposal submittal deadline (optional)	N/A
Proposal submittal deadline	5/25/2016
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	6/6-10/2016
Provider selection	6/15/2016
Notice of statement of findings and decision	6/22/2016
Contract start date	10/1/2016

1.2 Website Reference

Item	Website
1 Procurement of Health and Human Services	http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/
2 RFP website	http://hawaii.gov/spo2/health/rfp103f/
3 Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://spo.hawaii.gov Click on the "References" tab.
4 General Conditions, AG-103F13	http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view
5 Forms	http://spo.hawaii.gov Click on the "Forms" tab.
6 Cost Principles	http://spo.hawaii.gov Search: Keywords "Cost Principles"
7 Protest Forms/Procedures	http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/
8 Hawaii Compliance Express (HCE)	http://spo.hawaii.gov/hce/
9 Hawaii Revised Statutes	http://capitol.hawaii.gov/hrscurrent
10 Department of Taxation	http://tax.hawaii.gov
11 Department of Labor and Industrial Relations	http://labor.hawaii.gov
12 Department of Commerce and Consumer Affairs, Business Registration	http://cca.hawaii.gov Click "Business Registration"
13 Campaign Spending Commission	http://ags.hawaii.gov/campaign/
14 Internal Revenue Service	http://www.irs.gov/
(Please note: website addresses may change from time to time. If a State link is not active, try the State of Hawaii website at http://hawaii.gov)	

1.3 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.

1.4 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.

1.5 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:

Department of Human Services
Office of Youth Services
707 Richards Street, Suite 525
Honolulu, Hawaii 96813
Phone: (808) 587-5700
Fax: (808) 587-5734

1.6 RFP Point-of-Contact

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contract identified below.

Ana Mejia-Vasconcellos
 Phone: (808) 587-5738
 Fax: (808) 587-5734
 Email: amejia-vasconcellos@dhs.hawaii.gov

1.7 Orientation

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

Date: Thursday, April 28 2016 Time: 10:00 a.m. - 12:00 p.m.

Location: Pi'ikoi Conference Room
A County of Kauai
4444 Rice Street
Lihue, Kauai 96766

All prospective applicants are encouraged to attend the orientation.

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 subsection 1.8, Submission of Questions.

1.8 Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 1.6. Written questions should be received by the date and time specified in Section 1.1, Procurement Timetable. The purchasing agency will respond to written questions by way of an addendum to the RFP.

Deadline for submission of written questions:

Date: Wednesday, 5/4/2016 Time: 4:30 p.m. HST

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

Date: Wednesday, 5/11/2016

1.9 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 Section 1.2, Website Reference. Refer to Section 5, 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. The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated 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 proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget if required.
- B. **Program Specific Requirements.** Program specific requirements are included in Section 2 and 3, as applicable. 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. 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. **Provider Compliance.** All providers shall comply with all laws governing entities doing business in the State.
1. 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). Refer to Section 1.2, Website Reference for DOTAX and IRS website address.

2. **Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. Refer to Section 1.2, Website Reference for the Department of Labor and Industrial Relations (DLIR) website address.
3. **Business Registration.** 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 shall 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. Refer to Section 1.2, Website Reference for DCCA website address.

Providers may register with Hawaii Compliance Express (HCE) for online compliance verification from the DOTAX, IRS, DLIR, and DCCA. There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" 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 Section 1.2, Website Reference, for HCE's website address.

Providers not utilizing the HCE to demonstrate compliance shall provide paper certificates to the purchasing agency. All applications for applicable clearances are the responsibility of the providers. All certificates must be valid on the date it is received by the purchasing agency. The tax clearance certificate shall have an original green certified copy stamp and shall be valid for six months from the most recent approval stamp date on the certificate. The DLIR certificate is valid for six months from the date of issue. The DCCA certificate of good standing is valid for six months from date of issue.

- E. **Wage Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to Section 1.2, Website Reference for statutes and DLIR website address.
- F. **Campaign Contributions by State and County Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county

government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to Section 1.2, Website Reference for statutes and Campaign Spending Commission website address.

- G. **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.

- H. **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, or as amended. 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 Sheets, or as amended. 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 or UPS 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/CD or transmission by e-mail, website or other electronic means are not permitted.

1.10 **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 to HAR § 3-143-403.

1.11 **Opening of Proposals**

Upon the state purchasing agency's receipt of a proposal at the designated location(s), proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped, held in a secure place 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.

1.12 **Additional Materials and Documentation**

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

1.13 **RFP Amendments**

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

1.14 **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.

1.15 **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.

1.16 **Costs for Proposal Preparation**

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

1.17 **Provider Participation in Planning**

Provider(s), awarded a contract resulting from this RFP,

are required

are not required

to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

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 §§3-142-202 and 3-142-203.

1.18 **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:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- (2) Rejection for inadequate accounting system. (HAR §3-141-202)
- (3) Late proposals (HAR §3-143-603)
- (4) Inadequate response to request for proposals (HAR §3-143-609)
- (5) Proposal not responsive (HAR §3-143-610(a)(1))
- (6) Applicant not responsible (HAR §3-143-610(a)(2))

1.19 **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.

1.20 Protests

Pursuant to HRS §103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form, SPOH-801, and related forms are available on the SPO website. (Refer to Section 1.2, Website Reference for website address.) Only the following matters may be protested:

- (1) A state purchasing agency’s failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency’s failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) 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: Merton Chinen	Name: Kerry Kiyabu
Title: Executive Director	Title: Administrator
Mailing Address: 707 Richards Street, Suite 525 Honolulu, Hawaii 96813	Mailing Address: 707 Richards Street, Suite 525 Honolulu, Hawaii 96813
Business Address: Same	Business Address: Same

1.21 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.

1.22 General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

1.23 Cost Principles

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 on the SPO website. Refer to Section 1.2 Website Reference for website address. 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

2.1 Introduction

A. Overview, purpose or need

The Juvenile Justice and Delinquency Prevention (JJDP) Act of 2002 reauthorized the Office of Juvenile Justice and Delinquency Prevention (OJJDP) to administer the Title II Formula Grants program in order to support delinquency prevention and intervention efforts, and improvement in the juvenile justice system. The Department of Human Services, Office of Youth Services (OYS) is the designated state agency tasked with the planning and administration of the OJJDP Formula Grants program.

The purpose of this document is to announce the availability of these funds to solicit proposals targeted at youth who have been adjudicated by the Family Court of the 5th Circuit and have been placed on probation. The goal is to provide intensive supervision and mentoring for youth, hold them accountable for their behavior, and assist youth to be in compliance with the terms and conditions of probation.

B. Planning activities conducted in preparation for this RFP

Written comments, suggestions, and other feedback for consideration in the scope of work and RFP requirements were requested by fax, mail or email through the Request for information process by March 25, 2015. Two written comments, suggestions, and other feedback were received by the due date. Information and data were also gathered from the past four years of service delivery for the target population. Among the program need areas identified was the need for coordinated services to divert youth who have been arrested, detained and/or adjudicated from further penetration into the Juvenile Justice System.

C. Description of the goals of the service

To provide youth that are at high risk of violating the conditions of their probation with intensive supervision and mentoring services to ensure their terms and conditions are satisfied, and a reduction in recidivism overall. Services shall assist youth by increasing their decision-making, inter-personal and social skills, and overall resiliency. The service delivery approach shall include the youth's family in supporting the youth's participation and service components shall be provided in a manner that addresses the youth's ethnic, racial and gender-specific needs.

D. Description of the target population to be served

The target population is youth ages 12 through 17, who have been arrested, detained and placed on probation by the Family Court of the Fifth Circuit.

E. Geographic coverage of service

County of Kauai.

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

Title II Formula Grants program funds in the amount of \$150,000.00 will be available for the program tentatively scheduled to commence October 1, 2016 and end September 30, 2017.

Pending availability of funds and the satisfactory performance of services, extension of the initial award may be made for two (2) additional 12-month periods. The OYS reserves the right to make modifications to the scope of services and in the funding amounts that it is unable to anticipate now. There may be modifications made to continue or to improve the services. Additionally, should funding be increased or decreased, the OYS reserves the right to add in additional funds or decrease funds at its discretion.

2.2 Contract Monitoring and Evaluation

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

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

2.3 General Requirements

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

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

The applicant shall comply with other applicable federal cost principles and guidelines, as appropriate and as required by the source of funding.

The general conditions that will be imposed contractually are on the SPO website. Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

The applicant shall maintain insurance acceptable to the State in full force and effect throughout the term of this contract, until the State certifies that the applicant’s work has been completed satisfactorily. The policy or policies of insurance maintained by the applicant shall provide the following limit(s) and coverage:

<u>Coverage</u>	<u>Limits</u>
Commercial General Liability (occurrence form)	\$2,000,000 Combined single limit <u>per occurrence</u> for bodily injury and property damage
Automobile	Bodily injury \$1,000,000/ <u>person</u> \$1,000,000/ <u>occurrence</u> Property damage \$1,000,000/ <u>accident</u>
Professional Liability, if applicable	\$1,000,000/ <u>claim</u> \$2,000,000 <u>annual aggregate</u>

Each insurance policy required by this contract shall contain the following clauses:

1. *“The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawaii.”*
2. *“It is agreed that any insurance maintained by the State of Hawaii shall apply in excess of, and not contribute with, insurance provided by this policy.”*

Each insurance policy shall be written by insurance companies licensed to do business in the State or meet Section 431:8-301, HRS, if utilizing an insurance company not licensed by the State of Hawaii.

Automobile liability insurance shall include excess coverage for the Applicant’s employees who use their own vehicles in the course of their employment.

The Applicant agrees to deposit with the State of Hawaii, on or before the effective date of this contract, certificate(s) of insurance necessary to satisfy the State that the insurance provisions of this contract have been complied with and to keep such insurance in effect and the certificate(s) therefore on

deposit with the State during the entire term of this contract. Upon request by the State, Applicant shall furnish a copy of the policy or policies.

The applicant shall immediately provide written notice to the contracting department or agency should any of the insurance policies be cancelled, limited in scope, or not be renewed upon expiration.

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

The procuring of such required policy or policies of insurance shall not be construed to limit applicant's liability hereunder nor to fulfill the indemnification provisions and requirements of this contract. Notwithstanding said policy or policies of insurance, applicant shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this contract.

If the applicant is authorized by the Office of Youth Services to subcontract, subcontractor(s) is not excused from the indemnification and/or insurance provisions of this contract. In order to indemnify the State, the applicant agrees to require its subcontractor(s) to obtain insurance in accordance with the insurance provisions of this contract.

B. Secondary purchaser participation
(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases: None.

C. Multiple or alternate proposals
(Refer to HAR Section 3-143-605)

Allowed Unallowed

D. Single or multiple contracts to be awarded
(Refer to HAR Section 3-143-206)

Single Multiple Single & Multiple

Criteria for multiple awards: Not applicable.

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: Title II Formula Grants program funds in the amount of \$150,000.00 will be available for the program tentatively scheduled to commence October 1, 2016 and end September 30, 2017. Services are not to begin until a Notice to Proceed has been issued by the OYS. There may be a possibility for extension of the initial award period for two (2) additional 12-month periods pending availability of funds and satisfactory performance of services.

2.4 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities**1. Service Framework:**

Proposed Youth Probation Program (YPP) is targeted for youth who have been adjudicated by the Family Court of the 5th Circuit, and have been placed on probation. The goal is to provide intensive supervision and mentoring for youth, hold them accountable for their behavior and assist youth to be in compliance with the terms and conditions of probation.

2. Trauma Informed Care

A trauma informed care approach shall be incorporated in the service delivery for youth at-risk. Studies have indicated the high prevalence of histories of trauma among youth who are placed in out-of-home care and/or involved with the juvenile justice system. It is estimated that between 75-93 percent of youth entering the juvenile justice system annually have experienced some degree of traumatic victimization. A framework vital to intervention services that addresses youth with histories of trauma, recognizes the presence of trauma symptoms, and acknowledges the role that trauma has played in their coping behaviors is being adopted by the OYS.

3. Specific Activities

The Youth Probation Program shall be provided for approximately 80 – 100 youth. Youth referred shall participate in the program not less than 30 days and not to exceed 90 days, with a projected average length of service of approximately 60 days. The average daily census of youth provided services shall be 15.

a. Referral and Implementation Plan

Youth will be referred to YPP by probation officers. The probation officer will contact the YPP case manager and they shall

begin to develop an implementation plan for the disposition and terms of probation as ordered by the Family Court (based on the Youth Level of Service Inventory and social history provided).

The implementation plan shall address the terms and conditions of probation, the resources available to address areas identified in the prior assessments (such as substance abuse, anger management, academic difficulties, family relationships, etc.), who shall be making the referrals to these resources, and who will be involved in participating in, delivering, and mentoring of the services. The implementation plan shall be a dynamic document that is revisited throughout the youth's participation in the program and amended and adjusted based on progress made or problems encountered.

The implementation plan shall address the disposition and terms and conditions of probation, including, but not be limited to, the following elements:

- i. Description of the problems that brought the youth into the juvenile justice system;
- ii. Individual needs, such as substance abuse, mental health and trauma issues;
- iii. Family needs, such as resources, support and parenting skills;
- iv. Education needs, such as general education, credit recovery, and GED;
- v. Community resources that can address the identified needs of the youth and family; and
- vi. The time frame for engaging in services and resources identified in the implementation plan.

Within two working days of receiving the referral from the probation officer and utilizing the assessment information provided by the probation officer the case manager will contact the parents/legal custodians and the youth, to arrange an in-person meeting to discuss the development of the implementation plan.

Advocacy on behalf of youth and families to secure and follow through with the necessary resources to address compliance with the terms and conditions of probation shall be ongoing.

The case manager shall coordinate and facilitate team meetings, as needed, involving key persons who are responsible for the implementation plan, including the youth monitor, youth's probation officer, family members, and service providers, in order

to appraise and assess the progress of the youth, and identify any areas of need to be further addressed.

b. Wraparound Process

Participate in a wraparound process, as needed, to facilitate and support the youth's and family's voice in meeting the terms and conditions of probation or other status with the court. The Wraparound process supports the development of a service plan by the youth and parents with the support of their wraparound team. Utilizing a family-centered, strength-based, needs-driven planning process in which the youth's and family's service needs are identified by the wraparound team, youth and parents are viewed as full partners throughout the entire process. Participation in the process includes training staff in wraparound.

c. Intensive Supervision and Mentoring

Intensive supervision and mentoring is the core service for the Youth Probation Program. Youth monitors shall provide intensive supervision and mentoring to monitor the youth's functioning and compliance with the terms and conditions of probation. A maximum caseload of 10 youth shall be assigned to each youth monitor. Youth monitors shall provide the following supervision and mentoring services for a maximum of 90 days:

- i. Intensive supervision and mentoring services shall be provided to the youth, including face-to-face contact, indirect surveillance via unannounced, 24 hour in-person visits, telephone calls, and collateral contacts. Contacts such as texting, emailing and other forms of communication via social media shall not count as a telephone call.
- ii. Contacts shall be made at random time-frames, the initial contact made within 24 hours of the youth's official referral to the service.
- iii. Contact shall be made in a variety of locations (home, school, work, and program service settings). Both announced and unannounced contacts shall be conducted, so that youth are supported to engage and comply with services and resources identified in the implementation, and not to try to deviate from the daily schedules and curfews. Supervision and mentoring shall emphasize monitoring of the youth's progress and appraising on-going needs and risks.
- iv. The schedule of contacts shall begin with frequent in-person face-to-face visits and telephone calls, and gradually decrease in intensity and type of service, as the youth

demonstrates compliance with the disposition and terms and conditions of the probation. The following schedule of contacts outline the intensive supervision and mentoring process:

- a. Week one (1). Following initial placement into the program. A minimum of seven (7) face-to-face contacts with the youth, and two (2) face-to-face contacts with the parents/legal guardians. Additionally, three (3) telephone calls per day are expected from the youth to the monitor. A minimum total of five (5) hours of contact between the staff, youth and family should occur during the first week.
- b. Week two (2). A minimum of five (5) face-to-face contacts with the youth, and one (1) face-to-face contact with the parents/legal guardians. Collateral contacts with all service resources that are providing the youth with services. Additionally, three (3) telephone calls per day are expected from the youth to the monitor. A minimum total of three (3) hours of contact between the staff, youth and family should occur during the second week.
- c. Week three (3). A minimum of three (3) face-to-face contacts with the youth, and one (1) face-to-face contact with the parents/legal guardians. Collateral contacts with at least two (2) identified resources that are providing the youth with services. Additionally, three (3) telephone calls per day are expected from the youth to the monitor. A minimum total of two (2) hours of contact between the staff, youth and family shall occur during the third week.
- d. Week four (4) and beyond. A minimum of three (3) face-to-face contacts with the youth, and one (1) face-to-face contact with the parents/legal guardians. Collateral contacts with at least two (2) identified resources that are providing the youth with services. Additionally, two (2) telephone calls per day are expected from the youth to the monitor. A minimum total of two (2) hours of contact between the staff, youth and family should occur during the fourth week.
- e. Provide 24-hours availability to respond to crisis situations to assist in stabilizing the situation and make referrals to other services, as appropriate.

d. Documentation and Reports

Documentation of each contact with the youth, family and other collateral contacts shall be made in the youth's file through entry in a field notebook. The field notebook is the approved method of documentation of services provided to youth, and shall include a recording of type, date, time, location, and brief narratives of contacts. A supervisory review of the field notebook shall be completed by the case manager on a bi-weekly basis.

The Applicant shall provide the probation officer with status reports for the youth. The status reports shall be completed weekly and may be transmitted electronically or other mutually agreed upon method. At the completion of the youth's participation in the YPP, a final status report shall be completed and provided to the probation officer within 48 hours of termination of YPP.

e. Transportation Services

It is anticipated that youth will experience significant transportation needs to meet the terms and conditions of probation, such as meetings with the probation officer, attendance at school/educational activities, and participation in services with community-based agencies. Transportation options may include transporting the youth in an agency or personal vehicle, the provision of bus passes, and/or subcontracting for transportation services.

NOTE: APPLICANTS should also examine Section 4, Proposal Evaluation of this RFP which provides information on points to be addressed in the proposal and which will be taken in consideration by proposal evaluators.

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

1. Personnel

- a. The Applicant will provide all personnel necessary for the effective completion of the requested services. This shall include but not be limited to:
 - i. The Program Director shall at minimum a Bachelor's degree from an accredited college or university. Equivalent experience working with youth may be substituted on a year-for-year basis, subject to the approval of the Office of Youth Services. The Program Director shall have a minimum of one-year supervisory/management experience.
 - ii. Case Managers shall possess a Bachelor's degree, an Associate' degree with two years of experience working with youth or four years' experience working with youth. A combination of education and appropriate experience shall meet this qualification. Degrees must be conferred from an accredited college or

- university. Documentation of compliance with this section shall be maintained in the employee's file.
- iii. Youth Monitors staff shall be at least 21 years of age and possess a high school diploma or equivalent. Additionally, staff shall have at least two years of experience working with at-risk youth, preferably youth who have been involved with the juvenile justice system.
- b. The Applicant shall maintain a plan for recruitment and retention of staff, and maintain staffing level ratios that specifically address handling of vacancies and absences.
- c. The Applicant shall detail the staff's pre-service and in-service training plan with scheduled completion dates and training topics. The training plan shall identify who will provide training and their qualifications. The training plan must be approved by the OYS prior to implementation, and include topics such as Trauma Informed Care, Suicide Prevention/Intervention, Wraparound Process, and services for Lesbian Gay Bisexual Transgender (LGBT) population.
- d. The Applicant shall ensure that employees do not have a criminal history or background that poses a risk to youth. The Applicant shall conduct employment and reference checks on all employment Applicants. In addition, prior to providing direct services to youth, criminal history record checks (State and FBI Criminal History Check, Sex Offender Registry, and the Child Abuse and Neglect Registry Clearance) shall be conducted, as allowed by statutes or rules, for any person who is employed or volunteers in a position that necessitates close proximity to children or adolescents. Documentation of criminal history record checks shall be maintained in the employee or volunteer's personnel file and shall be available for review. Criminal history record checks, except for the FBI fingerprint check, shall be conducted annually.
- e. The Applicant shall develop policies that describe the grounds and circumstances for denial of employment or termination of current employees who have been found to have convictions or pending charges upon completion of any criminal history check or other investigation.
- f. The program staff shall have appropriate qualifications and necessary training to provide the propose services and activities and demonstrate knowledge, capacity, skills and experience in working with the target population, and be knowledgeable of positive youth development philosophy and strategies.

- g. The Applicant shall have written personnel policies covering selection of staff, salaries, fringe benefits, leaves, job descriptions, and minimum qualifications of each position. Staff salaries shall be sufficiently competitive to recruit and retain qualified staff.

2. **Administrative**

- a. The Applicant is required to meet with the State upon execution of the contract to discuss the development and implementation of the program, and attend additional meetings to further define program elements after implementation.
- b. The Applicant is required to maintain detailed records of youth, program activities, and personnel in addition to maintaining an accounting system and financial records to accurately account for funds awarded. Funds shall be budgeted and expended in accordance with applicable State and/or Federal cost principles.
- c. The Applicant shall also be required to comply with applicable provisions and mandates of the Health Insurance Portability and Accountability Act (HIPAA) of 1996. The HIPAA regulates how individually identifiable health (medical and mental health) information is handled to ensure confidentiality.
- d. The OYS reserves the right to make modifications to the scope of the services and in the funding amounts that it is currently unable to anticipate. There may be unique circumstances, not limited to directives and decrees from State and Federal agencies that require these modifications be made to continue or improve services. Additionally should funding be increased or decreased, the OYS reserves the right to add in additional or decrease funds at its discretion.
- e. The Applicant shall not utilize youth for any agency solicitation or political campaign purposes.
- f. The Applicant may not charge youth and/or their families more than a token amount for services.
- g. Subcontracting arrangements may be allowed if the Applicant is unable to provide components of the requested services directly. Copies of draft subcontract agreements must be submitted as an attachment to the proposal. All subcontracts must follow the pricing structure and all other requirements of this RFP.
- h. Memoranda of Agreements and working agreements with other agencies for services resulting from awards and contracts of this RFP

shall be submitted to the OYS for review for appropriateness and relevancy.

- i. The successful Applicant will be required to enter into a formal written Contract with the Office of Youth Services in accordance with the laws, rules and regulations of the State of Hawaii. The RFP and Applicants' proposal shall be incorporated in the Contract by reference.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting Contract. Any deviations thereof must be specifically defined by the Applicant in its proposal which, if successful, will become part of the Contract.

The funds available for this project are limited. The OYS reserves the rights to contract for only those services which appear to be in the best interests of the OYS.

Upon award, the OYS will forward the formal Contract to the successful Applicant for execution. The Contract shall be signed by the successful Applicant and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the Applicant, or within such further time as the Executive Director may allow.

No such Contract shall be binding upon the OYS until the Contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the Contract during the fiscal year. Further, the Contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawaii has approved the Contract as to form.

The OYS reserves the right to cancel the Contract without cause and to request new proposals for the work.

- j. No Supplemental Agreement shall be binding upon the OYS until the Agreement has been fully and properly executed by all parties thereto prior to the start date of Agreement. The Provider shall not provide any services until the Agreement is fully and properly executed.

Any work performed by the successful Applicant prior to receipt of a Notice to Proceed shall be at the Applicant's own risk and expense.

The State of Hawaii and the OYS are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful Applicant prior to the receipt of a Notice to Proceed.

The Provider is responsible to purchase or lease, with available funding, all the necessary furniture and equipment needed to perform the services. Prior approval must be obtained from the OYS for the initial purchase of equipment, furniture, supplies, etc. which are required for this Contract. Subsequent purchases of equipment above \$250 (that has a useful life of more than one year) shall require prior approval. Upon termination of the contract equipment, furniture and supplies purchased must be returned to the OYS. Telecom request to install or de-install any server, computers and printer related equipment, and telecommunication must be submitted to the Department.

3. **Quality assurance and evaluation specifications**

- a. All contracts shall be monitored by the OYS in accordance with requirements set forth by Chapter 103F, Hawaii Revised Statutes. Contract mentoring shall include but may not be limited to:
 - 1) The review of amendments and approvals deemed appropriate by the OYS, of the contract's program items, especially the OJJDP Performance Measures, the assurance of collaboration, quarterly program reports, and other documents submitted to the OYS.
 - 2) Periodic site visits, scheduled and unscheduled, with comprehensive written evaluation of the major program service areas, such as:
 - i. Staff qualification, organization, and effectiveness.
 - ii. Outcomes planning, implementation, and evaluation.
 - iii. Collaboration (informal and formal agreements and subcontracts).
 - iv. File maintenance and record keeping.
 - v. Facility accessibility, suitability, and safety.
 - vi. Transportation and other liability issues.
 - vii. Consumer satisfaction.
 - 3) The Applicant shall allow the OYS access to all materials, files, and documents relating to the provision of services. In addition, the OYS may, at its discretion, observe individual, group, and educational sessions conducted by the Applicant.

- b. The Applicant must maintain for the term of the contract the system of evaluation developed by the OYS, including the use of evaluation tools and reporting forms. In addition, the Applicant must take corrective actions the OYS deems necessary in light of the evaluation data.

4. **Output and outcome performance measures**

The Applicant shall consult with the OYS with regards to the Performance Measurement System established by OJJDP. Data collected and reported shall address Program Area 2 (Alternatives to Detention) under the Title II Formula Grants performance measures attached for your reference.

5. **Experience**

The Applicant must demonstrate a thorough understanding of the purpose and scope of the service activities, as well as the necessary skills, abilities, and at least two (2) years' experience actually delivering the types of services proposed herein in response to this RFP. Experience with youth involved with the juvenile justice system is preferred but not mandatory.

6. **Coordination of services**

Services to youth shall be coordinated and collaborative with other service providers, community resources, and state department services.

7. **Reporting requirements for program and fiscal data**

Timely program reports as specified by the OYS will be due quarterly and at the end of the budget period. Contracts are programmatically and fiscally monitored by the OYS. Monitoring includes the review of program reports and services; budgets and revisions (as approved by the OYS); invoices and expenditure reports; and any issues applicable to services provided. Monitoring will take place at a variety of locations including the Applicant's administrative office and the site(s) of service delivery.

A monthly invoice for operational costs shall be prepared and submitted to the OYS by the 10th of each month in accordance with the agreed upon Compensation and Payment Schedule. Additionally, the Provider shall submit a final invoice upon expiration/termination of the contract.

C. **Facilities**

The Applicant shall have an office located in the State of Hawaii staffed with personnel to respond to requests and referrals from Family Court and other referring entities.

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 Americans with Disabilities Act (ADA) requirements, as applicable, and special equipment that may be required for the services.

2.5 **COMPENSATION AND METHOD OF PAYMENT**

A. Pricing Structure or pricing methodology to be used

Pricing structure will be based on a cost reimbursement basis. The cost reimbursement pricing structure reflects a purchase arrangement in which OYS pays the applicant for budgeted costs that are actually incurred and allocable in delivering the services specified in the contract, up to a stated maximum obligation.

Applicant shall be required to apply the Cost Principles on Purchase of Health and Human Services and other applicable federal cost principles and guidelines as appropriate and as required by the source of funding.

Total funding amount allocated to the contract may be increased or decreased at any time, at the discretion of OYS. Reasons for such increases or decreases include, but are not limited to, the program's performance, availability of funds, cost of living adjustments, utilization rates, and a shifting of community needs and priorities.

B. Units of compensation and payment

Not Applicable.

C. Method compensation and payment

Payments shall be made in accordance with the State of Hawaii, State Procurement Office, Chapter 103F, HRS- Cost Principles, Purchases of Health and Human Services and when applicable, in accordance with the Office of Management and Budget (OMB) Federal Cost Principles (OMB Circular A-21, A-87 or A-122) and subject to the following:

After the first payment made in advance, the monthly/quarterly invoices shall be on expenditures actually incurred for the performance of the services required under the contract.

The OYS shall withhold a final payment of one-twelfth (1/12th) the total compensation for each budget period until final settlement of each budget

period of a contract. Provided that all expenditures are in compliance with the terms stated in the contract, payment of the lesser of actual costs reported on the final expenditure report or the contract amount for the budget period will be made.

D. Budget Forms

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205 Budget

SPO-H-206A Personnel – Salaries & Wages

SPO-H-206B Personnel – Payroll Taxes and Fringe Benefits

SPO-H-206C Travel – Inter-Island*

SPO-H-206D Travel – Out-of-State*

SPO-H-206E Contractual Services-Administration

SPO-H-206F Contractual Services-Subcontracts

SPO-H-206G Depreciation

SPO-H-206H Program Activities

SPO-H-206I Equipment Purchases*

*Expenditures require justification and prior approval.

If any one of the above forms is not applicable, please note as “N/A” on the form.

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 numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. 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.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 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.*

The Proposal Application comprises the following sections:

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

3.1 **Program Overview (Not to exceed 2 pages)**

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

1. Location of services
2. How proposed services align with Applicant's mission and vision;
3. Description of the goals and objectives related to the service activity; and
4. How the proposed services will meet the needs and impact the development of the target population.

3.2 **Experience and Capability (Not to exceed 5 pages)**

A. **Necessary Skills**

The Applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. Subcontractors should also be included if the Applicant intends to subcontract services.

B. **Experience**

The applicant shall demonstrate a minimum of two years experience in providing services to youth, in addition to providing a description of current projects/contracts pertinent to the proposed services (previous projects/contracts may be considered if relevant). The Applicant shall include points of contact, addresses, e-mail and/or telephone numbers. The State reserves the right to contact references to verify experience. If the Applicant intends to use sub-contractors, the experience of the identified subcontractors must also be included.

C. **Quality Assurance and Evaluation**

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology. The quality assurance plan shall indicate how the applicant will monitor compliance with the terms of the agreement and adherence to internal policies and procedures, and shall include how corrective action will occur. The evaluation plan shall address the effectiveness of program delivery (process evaluation).

D. **Coordination of Services**

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

If the Applicant intends to use subcontractors, draft Memorandum(s) of Agreement shall be included in the proposal.

E. Facilities

Applicants shall have an office located in the State of Hawaii staffed with personnel to respond to requests of the Family Court of the 5th Circuit and other referring entities. 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.

3.3 Project Organization and Staffing (Not to exceed 3 pages)

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.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. Attach position descriptions and resumes for the Applicant's administrative staff (director, deputy, chief financial position, program administrator, etc.) in addition to position descriptions for the proposed program staff. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

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

3.4 **Service Delivery (Not to exceed 20 pages)**

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. The discussion of the proposed service delivery shall include:

1. A brief summary of the organization's philosophy and service framework and describe how the framework reflects/relates to the OYS philosophy regarding the delivery of services for youth.
2. A clear and concise work/service plan that clearly describes the flow of services to be provided to youth from program entry to program completion, including all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

A schematic representation of the workflow may be included as an attachment.

3. A description of the approach and strategies to be used to address the specific service activities that clearly describes who shall deliver each service component, including:
 - Referral process from probation officer
 - Development of the Implementation Plan
 - Advocacy on behalf of the youth and family
 - Intensive supervision and mentoring services for youth
 - Documentation and status reports
 - Transportation Services
4. Identification of service activities that may be subcontracted and the name of the agents that will provide those services.

3.5 **Financial**

A. Pricing Structure

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

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 Budget
 SPO-H-206A Personnel – Salaries & Wages
 SPO-H-206B Personnel – Payroll Taxes and Fringe Benefits
 SPO-H-206C Travel – Inter-Island*
 SPO-H-206D Travel – Out-of-State*
 SPO-H-206E Contractual Services-Administration
 SPO-H-206F Contractual Services-Subcontracts
 SPO-H-206G Depreciation
 SPO-H-206H Program Activities
 SPO-H-206I Equipment Purchases*

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):

- a. Latest Single Audit Report of financial Audit.
- b. Cost Allocation Plan, which demonstrates Applicant's expenditures are allocated based on a plan that is reasonable, appropriate, and lawful.

2. Accounting Personnel

- a. Applicant must state which staff positions are responsible for maintaining accounting records and fiscal reporting and approximately the number of hours a week that are devoted to this function.
- b. Applicant shall describe what accounting qualifications are required for each of these positions if not detailed in the submitted Section III: Personnel: Project Organization and Staffing.
- c. Applicant shall state which staff positions will be responsible for filing timely expenditure reports and invoices required by this RFP.

3.6 Other

A. Litigation

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

Section 4

Proposal Evaluation

Section 4 Proposal Evaluation

4.1 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.

4.2 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

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	N/A
<i>Proposal Application</i>	100 Points
Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points
TOTAL POSSIBLE POINTS	100 Points

4.3 Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- a. Application Checklist
- b. Certificate of Vendor Compliance

NOTE: if Applicant has not registered with Hawaii compliance Express, the Applicant must provide a *Tax Clearance Certificate and a Certificate of Good Standing*.

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Ensure that each section is answered completely and thoroughly. Each section shall be scored individually and separately from another section. Applicants are responsible to place the appropriate information in each section to be scored.

The RFP Review Committee shall use the scale in the table below to rate each section from the RFP from “Not Addressed” to “Very Satisfactory”. The percentage for the rate level will be multiplied by the maximum number of points for that item. For example, if an item is worth 6 points and the reviewer rated it as a “3 Satisfactory,” the score for that item would be 3.6 (60% (.06) x 6= 3.6)

0	1	2	3	4	5
0%	20%	40%	60%	80%	100%
Not addressed	Unsatisfactory	Somewhat satisfactory	satisfactory	More than satisfactory	Very satisfactory

Rating scale definitions:

Not Addressed: The required information was not present in the proposal.

Unsatisfactory: A major item was not addressed or was addressed incorrectly, or was addressed in the wrong category.

Somewhat satisfactory: A somewhat adequate response was presented. Applicant appears to have restated the requirements in the RFP.

Satisfactory: All major items were addressed. Applicant provided an adequate response.

More than satisfactory: Applicant provided a strong response that was more than adequate, all major items were addressed.

Very satisfactory: Applicant provided a strong response that was more than adequate, all major items were addressed.

Program Overview: 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 in response to the Request for Proposals. The Applicant shall highlight the agency's mission and vision and the goals and objective of the proposed service activity relative to the assessed needs and available resources of the target population and geographic region identified for the service delivery.

1. Experience and Capability (20 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. 3
- Demonstrate skills, abilities and capacity to deliver proposed services in the identified geographic region for the target population.

B. Experience

- Demonstrate minimum two (2) years' experience delivering services related to request for services. 5
- Demonstrate experience successfully delivering services for the target population. Document evidence such as awards, certificates, and outcomes.

- C. **Quality Assurance and Evaluation**
- Sufficiency of quality assurance and corrective action, including methodology. 4
 - Sufficiency of evaluation plans to assess program implementation, fidelity to program model, and youth participation and success in the service program.
- D. **Coordination of Services**
- Demonstrated capability to coordinate services with other agencies and resources in the community. Past Memorandum of Agreements/Understanding, letters document this ability. 3
 - Sufficiency of collaboration and coordination plans related to implementation of proposed services.
 - Documented support and involvement of agencies and community for proposed services. Draft MOA/MOUs with proposed sub-contractors.
- E. **Facilities**
- Adequacy of facilities relative to the proposed services. 5
 - Facilities meets ADA requirements, as applicable.

2. **Project Organization and Staffing (15 Points)**

The State will evaluate the applicant's overall staffing approach to the service that shall include:

- A. **Staffing**
- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. 4
 - Staff Qualifications: Job descriptions and minimum qualifications (including experience) for staff assigned to the program are included. The number of program service positions is sufficient to ensure effective program/service delivery. 4
 - Proposal includes resumes of key staff that list experience with related or similar services and targeted population.

B. Project Organization

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. **4**
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks is diagramed. **3**

3. Service Delivery (55 Points)

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the POS Proposal Application. The following will be considered in this evaluation:

- A work/service plan that clearly describes flow of services to be provided youth from program entry to program completion. The work/service plan addresses the project goal, objectives, service activities and tasks to be completed, including clarity in work assignments and responsibilities, and timelines and schedules. **10**
- Description of the referral process from probation officer and development of the Implementation Plan for youth, including the involvement of the youth and their families. **6**
- Description of how the case manager will provide advocacy on behalf of the youth and family to address compliance with the terms and conditions of probation, including participation in a wraparound process. **8**
- Description of how the youth monitor will provide intensive supervision and mentoring services for youth, including details of types and intensity of contacts, and 24-hour availability to respond to crisis situations. **15**
- Description of how documentation will occur, and status reports to be provided to the probation officer. **8**
- Description of how transportation services will be provided. **8**

5. Financial (10 Points)

- Cost proposal and required support documentation and justification included. **1**
- Personnel costs are reasonable and comparable to similar positions in the community. **2**
- Non-personnel costs are reasonable and adequately justified. **1**
- Proposed budget fully supports the service activity and requirements of the RFP. **3**
- Adequacy of accounting system (evidence of valid tax clearance, recent audit, and cost allocation plan). **1**
- Positions and personnel responsible for fiscal operations and reporting identified and qualified. **1**
- Staff responsible for maintaining accounting records and filing required expenditure reports identified. **1**

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.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. OYS Performance Measures Plan & Program Report Form 5-1;
OJJDP Output/Outcomes Performance Measures for Program
Area 2: Alternatives to Detention.

Proposal Application Checklist

Applicant: _____

RFP No.: HMS 501-16-06

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.

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	
Provider Compliance	Section 1, RFP	SPO Website*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
Certifications:				
Federal Certifications		Section 5, RFP	Upon Award	
Debarment & Suspension		Section 5, RFP	Upon Award	
Drug Free Workplace		Section 5, RFP	Upon Award	
Lobbying		Section 5, RFP	Upon Award	
Program Fraud Civil Remedies Act		Section 5, RFP	Upon Award	
Environmental Tobacco Smoke		Section 5, RFP	Upon Award	
* Refer to Section 1.2, Website Reference for website address.				

Authorized Signature

Date

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	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
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OJJDP Narrative for Quarterly Report

During the past Quarter:

1. What were the major accomplishments within this reporting period? What activities proved to be especially effective? (Include collaboration within respective community; cultural activities, practices, etc., and its impact on participants; involvement or engagement of families; number of youth served during the quarter, etc.)
2. In reviewing the Scope of Services in the **contract agreement**, what has your agency successfully implemented or achieved? Which components are you having difficulty implementing or achieving? Are you on track to programmatically complete your program as outlined in your proposal or Scope of Services? If not, what are your plans?
3. Are you on track to fiscally expend the amount awarded for the program? If not, what are your plans?
Total Funds Awarded: _____
Spent/Encumbered: _____
Balance Remaining: _____

4. What major activities or achievements are planned for the next quarter or the next six months? (Program activities, meetings with community, agencies, individuals, etc.)

5. Can the OYS help you with program design or implementation? How? What Changes would you make to program design?

OFFICE OF JUVENILE JUSTICE AND DELINQUENCY PREVENTION

TITLE II FORMULA GRANT PROGRAM

PA 2: ALTERNATIVES TO DETENTION

OUTPUT PERFORMANCE MEASURES

Bold indicates mandatory indicators.

#	Output Measure	Definition	Reporting Format	Record Data Here
1	Number of MOUs developed	The number of Memoranda of Understanding or interagency agreements developed during reporting period of the program. Include all formal partnership or coordination agreements. Program records are the preferred data source.	A. Number of Memoranda of Understanding developed	
2	Number of program slots available	The number of client service slots available during the reporting period of the program. If slots were lost over the reporting period, please report a negative number. Program records are the preferred data source.	A. Number of client service slots available during the reporting period	
3	Number of FTEs funded by FG \$	The number of staff, as measured through the number of Full-Time Equivalents, working for the program during the reporting period. To calculate FTE, divide the number of staff hours used by the program by 2080.	A. Number of Full-Time Equivalents funded by FG \$	
4	Number of program materials developed during the reporting period	The number of program materials that were developed during the reporting period. Include only substantive materials such as program overviews, client workbooks, lists of local service providers. Do not include program advertisements or administrative forms such as sign-in sheets or client tracking forms. Count the number of pieces developed. Program records are the preferred data source.	A. Number of program materials developed	
5	Number and percent of program staff trained	The number and percent of program staff that are trained during reporting period. Program staff includes full and part-time employees and/or volunteers. The number is the raw number of staff to receive any formal training relevant to the program or their position as program staff. Include any training from any source or medium received during the reporting period as long as receipt can be verified. Training does not have to have been completed during the reporting period. To get the percent divide the raw number by the total number of program staff. Program records are the preferred data source.	A. Number of staff who participated in training B. Total number of program staff C. Percent (A/B)	
6	Number of hours of program staff training provided	The number of training hours that program staff are provided during the reporting period. Training includes in-house and external trainings.	A. Number of hours of training provided to program staff	
7	Number of detention alternative program options available	The number of detention alternative programs created during the reporting period. If programs were lost over the reporting period, please report a negative number. Program records are the preferred data source.	A. Number of detention alternative program options	
8	Number of planning activities conducted	The number of planning activities undertaken during the reporting period. Planning activities include meetings held, needs assessments undertaken.	A. Number of planning activities undertaken	
9	Number of risk assessment instruments (RAI) developed	Report how many risk assessment instruments (RAI) were developed during the reporting period. RAI's are used to determine the supervision needs of the youth.	A. Number of risk assessment instruments developed	

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TITLE II FORMULA GRANT PROGRAM

PA 2: ALTERNATIVES TO DETENTION

OUTPUT PERFORMANCE MEASURES

Bold indicates mandatory indicators.

#	Output Measure	Definition	Reporting Format	Record Data Here
10	Number of program/agency policies or procedures created, amended, or rescinded	The number of program/agency policies or procedures created, amended, or rescinded during the reporting period. A policy is a plan or specific course of action that guides the general goals and directives of the program or agency. Include policies that are either relevant to the topic area of the program or policies that affect program operations.	A. Number of policies created, amended, or rescinded	
11	Number of program youth served	An unduplicated count of the number of youth served by the program during the reporting period. Definition of the number of youth served for a reporting period is the number of program youth carried over from previous reporting period, plus new admissions during the reporting period. In calculating the 3-year summary, the total number of youth served is the number of participants carried over from the year previous to the first fiscal year, plus all new admissions during the 3 reporting fiscal years. Program records are the preferred data source.	A. Number of program youth carried over from the previous reporting period, plus new admissions during the reporting period	
12	Number and percent of program youth receiving RAI	The number and percent of program youth receiving risk assessments during the reporting period to determine the level of supervision. Include all youth who received at least one program service and met the program's minimum criteria for participation. Program records are the preferred data source.	A. Number and percent of program youth receiving risk assessments	
13	Number of service hours completed	The number of hours of service completed by program youth during the reporting period. Service is any explicit activity (such as program contact, counseling sessions, course curriculum, community service, etc.) delivered by program staff or other professionals dedicated to completing the program requirements. Program records are the preferred data source.	A. Total number of program youth service hours	
14	Average length of stay in program	The average length of time (in days) that clients remain in the program. Include data for clients who both complete program requirements prior to program exit and those who do not. Program records are the preferred data source.	A. Total number of days between intake and program exit across all program youth exiting program B. Number of cases closed C. Average (A/B)	

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TITLE II FORMULA GRANT PROGRAM

**PA 2: ALTERNATIVES TO DETENTION
OUTCOME PERFORMANCE MEASURES**

Bold indicates mandatory indicators.

#	Outcome Measure	Definition	Reporting Format	Record Data Here
15	Number and percent of program youth who OFFEND during the reporting period (short term)	The number and percent of participating program youth who were arrested or seen at a juvenile court for a delinquent offense during the reporting period. Appropriate for any youth-serving program. Official records (police, juvenile court) are the preferred data source. The number of youth tracked should reflect the number of program youth that are followed or monitored for arrests or offenses. Ideally this number should be all youth served by the program during this reporting period. Ex. If I am serving 100 youth in my program, A would be 100. If I am following up with 50 of them, B would be 50. Of these 50 program youth I'm tracking, if 25 of them were arrested or had a delinquent offense during this reporting period, then C would be 25.	A. Total number of program youth served B. Number of program youth tracked during this reporting period C. Of B, the number of program youth who had a new arrest or delinquent offense during this reporting period	
16	Number and percent of program youth who OFFEND during the reporting period (long term)	The number and percent of participating program youth who were arrested or seen at a juvenile court for a delinquent offense during the reporting period. Appropriate for any youth-serving program. Official records (police, juvenile court) are the preferred data source. The number of youth tracked should reflect the number of program youth that are followed or monitored for arrests or offenses 6-12 months after exiting the program. Ex. I have a lot of youth who exited my program 6-12 months ago, but we are only tracking 100 of them, so A is 100. Of these 100 program youth that exited the program 6-12 months ago 65 had a new arrest or delinquent offense during this reporting period, so B is 65.	A. Number of program youth who exited the program 6-12 months ago that you are tracking B. Of A, the number of program youth who had a new arrest or delinquent offense during this reporting period C. Number of program youth who were recommitted to a juvenile facility during this reporting period D. Number of program youth who were sentenced to adult prison during this reporting period E. Number of youth who received another sentence during this reporting period F. Percent of Long Term RECIDIVISM (B/A)	
17	Number and percent of program youth who RE-OFFEND (short term)	The number and percent of participating program youth who were arrested or seen at a juvenile court for a new delinquent offense during the reporting period. Appropriate for any youth-serving program. Official records (police, juvenile court) are the preferred data source. The number of youth tracked should reflect the number of program youth that are followed or monitored for new arrests or offenses. Ideally this number should be all youth served by the program during this reporting period. Ex. If I am serving 100 youth in my program, A would be 100. If I am following up with 50 of them, B would be 50. Of these 50 program youth I'm tracking, if 25 of them were arrested or had a delinquent offense during this reporting period, then C would be 25.	A. Total number of program youth served B. Number of program youth tracked during this reporting period C. Of B, the number of program youth who had a new arrest or delinquent offense during this reporting period D. Number of program youth who were recommitted to a juvenile facility during this reporting period E. Number of program youth who were sentenced to adult prison during this reporting period F. Number of youth who received another sentence during this reporting period G. Percent RECIDIVISM (C/B)	

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TITLE II FORMULA GRANT PROGRAM

**PA 2: ALTERNATIVES TO DETENTION
OUTCOME PERFORMANCE MEASURES**

Bold indicates mandatory indicators.

#	Outcome Measure	Definition	Reporting Format	Record Data Here
18	Number and percent of program youth who RE-OFFEND (long term)	The number and percent of participating program youth who were arrested or seen at a juvenile court for a new delinquent offense during the reporting period. Appropriate for any youth-serving program. Official records (police, juvenile court) are the preferred data source. The number of youth tracked should reflect the number of program youth that are followed or monitored for new arrests or offenses 6-12 months after exiting the program. Ex. I have a lot of youth who exited my program 6-12 months ago, but we are only tracking 100 of them, so A is 100. Of these 100 program youth that exited the program 6-12 months ago 65 had a new arrest or delinquent offense during this reporting period, so B is 65.	A. Number of program youth who exited the program 6-12 months ago that you are tracking B. Of A, the number of program youth who had a new arrest or delinquent offense during this reporting period C. Number of program youth who were recommitted to a juvenile facility during this reporting period D. Number of program youth who were sentenced to adult prison during this reporting period E. Number of youth who received another sentence during this reporting period F. Percent of Long Term RECIDIVISM (B/A)	
19	Number and percent of program youth returning to court for scheduled hearing (short term)	The number and percent of program youth who were placed in a detention alternative and return to court for all scheduled hearings. Appropriate for any detention alternative program. Official records are the preferred data source.	A. Number of program youth who return to all scheduled hearings B. Number of youth in detention alternative program C. Percent (A/B)	
20	Percent change in the ADP in secure detention (short term)	The percent change in the number of pre-adjudicated and post-adjudicated juveniles in secure detention. Official records are the preferred data source.	A. ADP of juveniles in detention in the current year B. ADP of juveniles in detention in previous year C. Percent Change (A-B/B)	
21	Percent change in the ADP in secure detention (long term)	The percent change in the number of pre-adjudicated and post-adjudicated juveniles in secure detention. Official records are the preferred data source.	A. ADP of juveniles in detention in the current year B. ADP of juveniles in detention in previous year C. Percent Change (A-B/B)	
22	Percent change of ALOS in secure detention (short term)	The percent change in the average length of stay (ALOS) in days that juveniles reside in a secure juvenile detention facility. Official records are the preferred data source.	A. Average length of stay in detention in the current year B. Average length of stay in the previous year C. Percent Change (A-B/B)	
23	Percent change of ALOS in secure detention (long term)	The percent change in the average length of stay (ALOS) in days that juveniles reside in a secure juvenile detention facility. Official records are the preferred data source.	A. Average length of stay in detention in the current year B. Average length of stay in the previous year C. Percent Change (A-B/B)	
24	Percent change in utilization of detention alternatives (long term)	Detention alternatives are services provided to offenders in the community to avoid placement in a detention facility. The percent change in the utilization rate of applicable detention alternative programs, such as shelter care. The utilization rate is used to examine the usage of facilities relative to its stated capacity (see the glossary for calculation of utilization). If the facility is overcrowded, the utilization rate will be over 100 percent. Program records are the preferred data source.	A. Utilization rate of detention alternative in the current year B. Utilization rate of detention alternative in previous year C. Percent Change (A-B/B)	

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TITLE II FORMULA GRANT PROGRAM

**PA 2: ALTERNATIVES TO DETENTION
OUTCOME PERFORMANCE MEASURES**

Bold indicates mandatory indicators.

#	Outcome Measure	Definition	Reporting Format	Record Data Here
25	Number and percent of program youth completing program requirements (short term)	The number and percent of program youth who have successfully fulfilled all program obligations and requirements. Program obligations will vary by program, but should be a predefined list of requirements or obligations that clients must meet prior to program completion. Program records are the preferred data source. The total number of youth includes those who exited successfully or unsuccessfully.	A. Number of program youth who exited the program having completed program requirements B. Total number of youth who exited the program during the reporting period (both successfully and unsuccessfully) C. Percent (A/B)	
26	Number and percent of program youth satisfied with program (short term)	The number and percent of program youth satisfied with the program in areas such as staff relations and expertise, general program operations, facilities, materials, and service. Self-report data collected using program evaluation or assessment forms are the expected data source.	A. Number of program youth satisfied with the program during the reporting period B. Total number of program youth served by the program during the reporting period C. Percent (A/B)	
27	Number and percent of program families satisfied with program (short term)	The number and percent of program families satisfied with the program in areas such as staff relations and expertise, general program operations, facilities, materials, and service. Self-report data collected using program evaluation or assessment forms are the expected data source.	A. Number of program families satisfied with the program during the reporting period B. Total number of program families served by the program during the reporting period C. Percent (A/B)	
28	Number and percent of program staff with increased knowledge of program area (short term)	The number and percent of program staff who gained a greater knowledge of the program area through trainings or other formal learning opportunities. Appropriate for any program whose staff received program-related training. Training does not need to have been given by the program. Self-report data collected using training evaluation or assessment forms are the expected data source.	A. Number of program staff trained during the reporting period who report increased knowledge B. Number of program staff trained during the reporting period C. Percent (A/B)	