

State of Hawaii
Department of Human Services
Social Services Division

Addendum No. 1

October 20, 2016

to

Request for Proposals (RFP)

SSD-16-POS-3000

**COMPREHENSIVE COUNSELING AND
SUPPORT SERVICES**

HAWAII, KAUAI, MAUI, and OAHU

RFP Posting Date: October 4, 2016

RFP Proposal Submission Deadline:

November 8, 2016, 4:30 p.m.

Hawaii Standard Time

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SSD-16-POS-3000

COMPREHENSIVE COUNSELING AND SUPPORT SERVICES

The Department of Human Services, Social Services Division, Child Welfare Services Branch is issuing this Addendum to add additional information and correct/revise the RFP as detailed below.

If you have any questions please contact:

Ms. Christine Gamboa, POS Specialist
(808) 586-5687
cgamboa@dhs.hawaii.gov

RFP Written Questions and Responses

- 1. 2.1, F. Period of availability, probable funding amounts, and sources** (Page 2-4 to 2-5)

Question: I can't find specific guidance as to the budget period for which we must include in the RFP. Please advise.

Response: The initial contract term is for January 1, 2017 – June 30, 2018. Two (2) budgets must be submitted with the proposal(s) to align with the State Fiscal Year:

- a. January 1, 2017 through June 30, 2017, and
- b. July 1, 2017 through June 30, 2018.

Question: Are the funding amounts for the full 18 month contracting period?

Answer: The funding amounts are annual amounts for 12 month periods. The funding amount would be half of what is posted for a 6 month period.

2. 2.4 C., 1. a. Service assessment and the Individualized Program Plan (Page 2-11)

Question: What is the timeframe to complete the Assessment?

Answer: The Assessment shall be completed within 30 days of the referral. 2.4 C. 5 (p. 2-11) has been added to read: “Assessments shall be completed within 30 days of the referral.”

3. 2.4 C., 1. a. Service assessment and the Individualized Program Plan (Page 2-11)

Question: What is the timeframe to complete the IPP?

Answer: The IPP shall be completed within 30 days of the referral.

4. 2.4, C., 1., d. ‘Ohana Time/Visitation Supervision Services (Page 2-12)

As discussed during the RFP Meeting held on October 13, 2016, the required forms for ‘Ohana Time/Visitation Supervision Services can be found as a Word attachment on the SPO website as part of Addendum #1:

- a. Ohana Time Observation
- b. Ohana Time Plan
- c. Ohana Time Agreement

3. 2.4, C., 3. Monthly Work Visits (Page 2-22)

Question: Does the contracted worker position include servicing deadwood cases and closing them out with a closing summary? Or is it just bi-monthly visits for CWS cases?

Answer: Monthly Worker Visits shall be provided to children and families as referred by the Department.

3. 2.4, D. Administrative/Management requirements (Page 2-26)

Question: Are LEPs due monthly or quarterly. The current contract asks for LEP reports to be submitted quarterly?

Response: LEP reports are due quarterly.

4. 2.4, D., 3., c. – Qualifications to complete Assessments and IPPs (Page 2-23)

Question: If a family is referred to CCSS for only transportation and/or `Ohana Time/Visitation, can the Assessment and IPP be completed by the worker who provides the service?

Answer: Yes, if Transportation and `Ohana Time/Supervised Visits are the only services provided to the parent/child by this contact and the assessments and IPPs are reviewed and signed by the Supervisor. The following language has been added: “Assessments and IPPs may be completed by the workers that provide Transportation and `Ohana Time/Supervised Visits when Transportation and `Ohana Time/Supervised Visits are the only services provided to the parent/child by this contact and the assessments and IPPs are reviewed and signed by the Supervisor.”

5. 2.5 Compensation and Method of Payment (Pages 2-28)

Question: The State of Hawaii State Procurement Office Cost Principles HRS Chapter 103F Purchases of Human Services provides detailed descriptions of what is included in the various cost categories including Program Activities as “other cost items to deliver services.” An entire form (206H) is dedicated to detailing/justifying these ‘other cost items.’ To clarify, if items such as utilities, rent, supplies are specifically included on other SPO-H forms, we do NOT need to include it on SPO-H-206H Program Activities form. (i.e. Insurance, Leases, Supplies, Utilities, etc. are on SPOH 205).

Response: Yes, that is correct.

Question: There is specific note that Personnel ‘must include all scheduled pay raises.’ Seeking guidance on how DHS would like to see this presented. Multiple year budget? Specific note in justification?

Response: Please note scheduled pay raises in the justification section.

RFP Corrections, Revisions, and Comments

1. **2.1, D. Target population to be served** (Page 2-3)
2.1, F. Period of availability, probable funding amounts, and sources (Pages 2-4 to 2-5)

This is to clarify that the numbers of families to be served, as noted in 2.1, D., and the funding amounts, as noted in 2.1, F., are annual amounts and shall be projected accordingly for the periods of January 1, 2017 through June 30, 2017 and July 1, 2017 through June 30, 2018 for proposal activities such as completion of the Performance Measurement Forms A, B, and C and Budgets.

2. **2.4, A. Service delivery:** (Page 2-9)

The 5th paragraph shall be revised as follows:

Services shall be provided for the period of time specified per service group in 2.4, C. Service Activities, Section 2 of this RFP. Extensions may be requested on a case by case basis, based on the individual needs of the client and their family, and shall be approved/disapproved in writing by the CWS/VCM worker.

3. **2.4 C. 4 Crisis Intervention** (Page 2-11)

Clarification: `Ohana Time/Supervised Visitation has been deleted from this section.

4. **2.4 C., 1. a. Service assessment and the Individualized Program Plan** (Page 2-11)

The paragraph shall be revised as follows:

Service assessments shall evaluate the individual's strengths, needs, and ability to protect children, and determine any and all appropriate service activities and types needed for the individual and, if necessary, the family as a unit:

- 1) The Provider shall identify an assessment tool/process and/or use specific assessment tools/processes if specified by the DHS.
- 2) Assessments provided to CWS clients shall include an assessment of protective factors, strengths, and risks.
- 3) Assessments shall incorporate the DHS' assessment of the family including, but not limited to, the Safe Family Home Report.
- 4) During crisis intervention, services shall start immediately. Assessments may be completed concurrently with other services/interventions that shall

start immediately. Assessments, if provided for in-home crisis intervention, shall be completed within three (3) days.

- 5) Assessments shall be completed within 30 days of referral.

5. 2.4 C., 1. a. Service assessment and the Individualized Program Plan (Page 2-11)

The paragraph shall be revised as follows:

The IPP:

- 1) The CWS client, the Provider, and the CWS worker shall, through collaboration, develop an IPP consistent with the DHS' Family Service Plan that provides each family clear goals, objectives, ongoing feedback, and progress reports. The Provider shall assure that the family understands the goals and objectives and that ongoing feedback and progress reports are furnished to them and to the CWS worker.
- 2) To develop the IPP, a telephone consultation or a face-to-face case conference shall be held no later than one month from the referral date.
- 3) The consultation or conference shall include the input of the client, the Provider, and the CWS worker. Live planning meetings with all parties are recommended.
- 4) The consultation or conference shall result in an IPP to determine the services to be provided. While the IPP shall generally be determined through a consensual agreement among all parties, the CWS worker has the final say.
- 5) The IPP shall describe services/interventions that address the needs and risk issues identified by the client and the family, the Provider, and the CWS worker.
- 6) The IPP shall be individualized to meet the needs and risk issues and incorporate the strengths, abilities, and culture of the client and the family.
- 7) Engaging the client in the development of the IPP is essential to its success. The client shall lead the development of the IPP as much as possible. The Provider shall assure that staff who develop IPPs with clients shall be trained in client engagement and service plan development.
- 8) The IPP shall be completed within 30 days of the referral.

6. 2.4 C. 1. e. Individual Skill Building (Page 2-13)

Clarification: This section has been revised to read: "Parent-centered post reunification..."

The paragraph shall be revised as follows:

- e. Individual and group skill building

Individual and group skill building shall include activities that support the values and needs of the clients. Services are provided to individuals and groups in the home or in other community settings, based on the needs of the family, and include activities that are culturally-enriched.

Services include, but are not limited to:

- 1) Regular visits in the home;
- 2) Hands-on parenting instruction;
- 3) Practical life skills instruction;
- 4) Role modeling;
- 5) Nutrition; and
- 6) Planning.

Activities may focus on, but are not limited to:

- 1) Enhancing child-parent bonding and attachment, empathy, and child management skills by using simple, concrete techniques employing both educational materials and skill building exercises.
- 2) Providing information about normal child development stages.
- 3) Increasing the understanding of parents with substance abuse problems about the effect their substance use has had on their children and encouraging and supporting their participation in substance abuse treatment services.
- 4) Increasing the understanding of parents with mental health challenges about the effect their mental health has had on their children and encouraging and supporting their participation in mental health treatment services.
- 5) Socialization in order to:
 - a) Develop concrete, everyday problem solving abilities;
 - b) Learn how to interact with other people more productively; and
 - c) Increase supports and connections for the family.
- 6) Issues relevant to the family such as the aspects of power and control underlying partner and child abuse, the dynamics of abuse, including domestic violence, increasing the individual's protective ability, assertiveness training, etc., if not available through other resources.
- 7) Parent-centered post reunification support and education to address the needs of families. This education may be in the form of programs and activities led by invited experts or parent-facilitated workshops.

7. 2.4 C. 1. Comprehensive Counseling and Support Services (Page 2-13)

The following has been added:

- h. Child care: Childcare may be provide as an incidental service to support delivery of a CCSS service. The provision of childcare shall be for the purposes of addressing barriers that may prevent the client from participation in the CCSS services. For example, childcare may be provided during a

parent education class/group. Ongoing childcare needs should be addressed in service planning. The Provider shall be responsible for being in compliance with the DHS' child care rules and requirements.

8. 2.4, C, 2. Intensive Home Based Services (Page 2-17)

Clarification: The requirements have been clarified and revised to read: "Program managers shall have a graduate degree in social work, psychology, counseling, or a closely related field and at least two (2) years of experience in working with children and families, or a bachelor's degree in social work, psychology, counseling, or a closely related field and at least (4) years of experience as a HOMEBUILDERS® therapist and at least two (2) years of supervisory/management experience."

This section shall be revised as follows:

The Provider shall adhere to the following staffing requirements for the IHBS-HOMEBUILDERS® staff:

- a) Therapists shall have a graduate degree in social work, psychology, counseling, or a closely related field, or a bachelor's degree in social work, psychology, counseling, or a closely related field and at least two (2) years of experience in working with children and families. HOMEBUILDERS® requires that the therapists providing direct services to families live within close proximity of the families being served. Generally, therapists are prohibited from having a second job unless it can be demonstrated that the position shall not impact the individual's 24-hour/day availability;
- b) Supervisors shall have a graduate degree in social work, psychology, counseling, or a closely related field and at least two (2) years of experience in working with children and families, or a bachelor's degree in social work, psychology, counseling, or a closely related field and at least four (4) years of experience as a HOMEBUILDERS® therapist;
- c) Program managers shall have a graduate degree in social work, psychology, counseling, or a closely related field and at least two (2) years of experience in working with children and families, or a bachelor's degree in social work, psychology, counseling, or a closely related field and at least (4) years of experience as a HOMEBUILDERS® therapist and at least two (2) years of supervisory/management experience.

9. 2.4, C., 2. c. 8) Provision of concrete services (Page 2-19)

Clarification: The 2nd paragraph has been revised to clarify that the funds for concrete services are included in this contract. The paragraph has been revised to read: "Each CWS family served by IHBS shall have access to funds to help meet their basic needs. The funds shall be up to \$950.00. CWS specifies that this

funding be used to support those expenditures that are related to specific IHBS-HOMEBUILDERS® goals and service plans. Basic needs refers to those things in life that are necessary to sustain and maintain a standard of life. Basic needs consist of, but are not limited to, shelter, utilities, transportation, etc.

The 2nd paragraph shall be revised as follows:

- 8) Provision of concrete services:
Therapists provide a wide range of services to help families meet their basic needs by helping the family access concrete goods and services that are directly related to achieving the family's goals while teaching them to meet these needs on their own.

10. 2.4, D., 3. Personnel (Page 2-23)

This section shall be revised as follows:

- c. All staff, volunteers, and contracted personnel providing direct services (e.g., CCSS and Monthly Worker Visits workers who complete crisis intervention, assessments, IPPs, and individual/group services such as parenting education), shall have, at minimum, a Bachelor's degree in social work, psychology, or a related field from an accredited institution. Staff shall also have a minimum of one (1) year of experience. Staff who do not meet the experience requirement may provide direct services only under the close supervision of personnel with, at minimum, a Bachelor's degree in social work, psychology, or a related field from an accredited institution and a minimum of two (2) years of experience. Close supervision includes recommended actions and the review and approval of reports. Assessments and IPPs may be completed by the workers that provide Transportation and 'Ohana Time/Supervised Visits when the following conditions are met: (1) Transportation and 'Ohana Time/Supervised Visits are the only services provided to the parent/child by this contact and (2) The assessments and IPPs are reviewed and signed by the Supervisor.

11. 2.4, D., 7., a., 3) Reporting requirements for program and fiscal data (Pages 2-26)

The QAR shall be submitted to the DHS via email by the last day of the month following the reporting period.

12. FORMS A, B, and C (Page 2-30 to 2-39)

Forms A, B, and C have been revised. The revised Forms A, B, and C can be found as a Word attachment on the SPO website as part of Addendum #1.

13. Outcomes FORMS A, B, and C (Page 2-30 to 2-39)

Clarification: The forms reflect referrals, activities, and outcomes that will be measured during the contract period. Applicants shall propose the number and percent, where applicable, for each item. A narrative may be include to explain the numbers and percentages provided by the applicant.

14. Section 2, including Forms A, B, and C

To reflect all the changes listed above, a revised Section 2 can be found as a PDF attachment on the SPO website as part of Addendum #1.

15. Section 3 (Page 3-1)

Other: Special Conditions, page 3 and Certification Regarding Lobbying

This page in the Special Conditions was revised from page 3 to page 5.

3.5, A. (p. 3-7) Pricing Structure: Proposed Budget (8 points)

This is to clarify that the Budget as a whole as well as the Administrative Budget shall each be projected for two periods:

- a. January 1, 2017 through June 30, 2017, and
- b. July 1, 2017 through June 30, 2018.