

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



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KA MOKU'ĀINA O HAWAI'I
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DIR 24.01

January 3, 2024

Chair Tamara Paltin
Disaster, Resilience, International Affairs, and Planning Committee
County of Maui
200 S. High Street
Wailuku, Hawaii 96793

**SUBJECT: UPDATES ON RECOVERY EFFORTS IN RESPONSE TO THE AUGUST 2023 WILDFIRES
ON MAUI ISLAND (DRIP-2(12))**

Dear Chair Paltin,

Per the DRIP Committee's request dated December 15, 2023, the Department of Human Services (DHS) is providing information regarding the Federal Emergency Management Agency (FEMA) grant awarded to DHS to implement a Disaster Case Management Program.

- A. What percentage of the total grant amount SVDP was awarded from DHS will be used to cover administrative fees?

The Disaster Case Management Program (DCMP) grant from the Federal Emergency Management Agency (FEMA) does not allow expenditure of any indirect costs, such as the above referenced administrative fees. Rather, the DCMP grant award allows the expenditure for direct cost associated to ensure successful implementation and execution of the DCMP, such as wages, equipment, mileage, and supplies. As such, all of the \$17.2 million in grant funds will be spent on these direct costs.

- B. Please describe all possible scenarios where an individual, family, business, or any other entity would be eligible for assistance through the program.

Eligibility for the DCMP is determined by FEMA. FEMA's Individual Assistance Program and Policy Guide (IAPPG) provides that DCMP services may be provided to any survivor that has

been impacted by the disaster, regardless of the survivor's FEMA eligibility. Specifically, page 184 of the IAPPG defines eligible clients as "individuals and families whose primary residence or place of employment was in the impacted area and have a verifiable disaster-caused unmet need that has not been met through other assistance." In addition, business owners can apply to the SBA for low interest loans available to qualified business owners affected by the wildfires.

- C. Please provide a copy of the Request for Proposals packet SVDP will use to solicit local community-based organizations to provide services via subcontracts.

A copy of St. Vincent de Paul's solicitation packet is attached for your review.

Response to your inquiry on construction costs for the Pu'u honua o Nēnē Shelter was provided on December 29, 2023.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cathy Betts', with a long horizontal flourish extending to the right.

Cathy Betts
Director

Enclosure



OVERVIEW OF REQUEST FOR PROPOSALS

For

**DR 4724 Hawaii Wildfires - Subrecipients for the FEMA funded
Disaster Case Management Program under the Disaster Services
Corporation Society of St Vincent de Paul USA (DSC)**

RFP #: HI12152023

Proposal Due Date/Time: Friday, January 5, 2024, at 2:00 PM HST

Release Date: December 15, 2023

Release Time: 2:00 PM HST

Questions Due: December 20, 2023, HST

Anticipated Date of Response to Questions: December 22, 2023

Anticipated Notice of Intent to Award: January 19, 2023

Anticipated Program Start Date: February 12, 2023

Please submit to Disaster Services at: DR4724RFP@svdpdisaster.org,

Late proposals will not be reviewed or considered.

1. IMPORTANT DISCLAIMERS

This Request for Proposals is authorized by Disaster Services Corporation Society of St Vincent de Paul USA (“DSC”) in our role as primary contractor for the Hawaii Disaster Case Management Program for DR-4727 (the Maui Wildfires) with the Hawaii Department of Human Services.

This Request for Proposals (“RFP”) is intended to obtain information and costs for planning purposes and does not guarantee an award. This information will be reviewed and discussed by a contract committee of Disaster Services Corporation and may or may not result in an award of a contract. DSC reserves the right to accept or reject any or all proposals or to cancel this RFP for any reason or no reason. No binding agreement shall exist with respect to the provision of the services described herein unless and until a definitive agreement has been agreed and executed by both DSC and the selected service provider(s). DSC will not be liable under any circumstances for any expenses incurred by any bidder in connection with the RFP proposal submission or selection process.

The Disaster Services Corporation will contract with six Community Based Organizations (“CBOs”) to provide Disaster Case Management Services for the Maui Wildfires. The organizations will be chosen by a point grading system based on meeting the criteria outlined in this RFP and the organization’s ability to execute a Federal Emergency Management Agency (“FEMA”) funded program. A summary of the grading and ranking available to all who apply for this RFP. The specifics of the point system are listed on the last page of this RFP.

The period of performance for the award is August 10, 2023, through August 10, 2025. The subrecipient must fully comply with all applicable federal regulations including the FEMA-State Agreement and the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards under Title 2 of the Code of Federal Regulations, Part 200 (2 C.F.R. Part 200). The anticipated start date for the Disaster Case Management Program will be February 12, 2023.

The approved total budget amount for each organization will be based on the award received by the State from FEMA. A budget template is included with this RFP labeled A for organizations to provide a cost estimate for staffing. The cost estimate will be taken into consideration in the grading/point system.

To apply for this RFP, organizations must attach the following documents:

- 1.1. Attachment A: IRS Letter of Determination as a Non-Profit Organization.
- 1.2. Attachment B: Copy of your Articles of Incorporation, Certificate of Incorporation, or other formation document, as amended, together with a copy of your registration to do business with the State of Hawaii. (Organizations must have a local presence and have been in business for at least three years.)
- 1.3. Attachment C: List three recent federal or state contracts and a reference name, email, and phone number for each contract.

- 1.4. Attachment D: Provide a copy of your organization chart and a list of your Board of Directors.
- 1.5. Attachment E: Provide a copy of your DEIBA+ (Disability, Equity, Inclusiveness, Belong and Access) policy and give examples of your work with diverse populations.
- 1.6. Attachment F: Please list the direct services that your organization can provide for clients in this program to assist with their recovery.
- 1.7. Attachment G: Please provide a copy of your organization's general liability insurance policy showing at least one million dollars in coverage.
- 1.8. Attachment H: Please provide a copy of your organization's Cybersecurity Policy.
- 1.9. Attachment I Adherence to federal requirements document.
- 1.10. Attachment J: Copy of Signed Authorization to file this RFP by an officer of the Corporation.
- 1.11. Attachment K: Copy of signed Non- Debarment and Suspension Form.
- 1.12. Attachment L: Copies of the most recent audited financials.
- 1.13. Attachment M: DR4724-HI Maui Wildfire RFP Budget Template

2. TIMELINE

Respondents shall submit one (1) electronic copy to DR4724RFP@svdpdisaster.org by the date and time specified in this RFP.

NOTE: DSC will NOT accept proposals after the date and time specified in this RFP.

Timely submission is the responsibility of the respondent. Proposals received after the specified Proposal Submission Deadline described herein shall be rejected. Any proposal received later than **2:00 PM HST on Friday, January 5, 2024**, will be declared non-responsive and not eligible for consideration for possible award of a subgrant. DSC will not entertain any exceptions to this policy.

Request for Proposals Issue Date:	Friday December 15, 2023
Deadline for Written Questions and Requests for Clarification to DSC:	Wednesday December 20, 2023, 2:00 P.M. HST
Anticipated Posting of Written Answers:	Friday, December 22, 2023, by 2:00 P.M. HST
Proposal Submission Deadline:	Friday, January 5, 2024, by 2:00 pm HST
Anticipated Proposal Evaluation:	Week of January 8-12, 2024.
Anticipated Date of the Notice of Intent to Award:	Monday, January 17, 2024

<i>Anticipated Post Award Debriefing Meeting</i>	Friday, January 19, 2024
<i>Anticipated Start Date:</i>	Monday, February 12, 2024
<i>Anticipated Kick Off Meeting</i>	TBD

NOTE: DSC reserves the right to adjust this schedule as it deems necessary. DSC also has the right to reject any and all proposals during any step of the procurement or awarding process.

3. REJECTION OF PROPOSALS

Proposals which do not conform to the requirements set forth in this RFP may be rejected by DSC. Proposals may be rejected for reasons which include, but are not limited to, the following:

- 3.1. The proposal contains unauthorized amendments to the requirements of the RFP.
- 3.2. The proposal fails to include MANDATORY provisions as designated in the RFP.
- 3.3. The proposal is conditional.
- 3.4. The proposal is incomplete or contains irregularities which make the proposal indefinite or ambiguous.
- 3.5. The proposal is received late. Late proposals will be retained unopened in the procurement file.
- 3.6. The proposal is not signed by an authorized representative of the party.
- 3.7. The proposal contains false or misleading statements or references.
- 3.8. The proposal does not offer to provide all services required by the RFP.
- 3.9. The proposal fails to follow the required format of Section 9.

4. EXCEPTIONS (MANDATORY)

- 4.1. Expenses Incurred in Preparing Offers: DSC accepts no responsibility for any expense incurred by the respondent in the preparation and presentation of an offer. Such expenses shall be borne exclusively by the respondent.
- 4.2. Confidential and Proprietary Information: Should respondent's proposal contain any confidential or proprietary information; respondent shall label such document as such and not for publication other than by the review committee.

5. DEBARMENT (MANDATORY)

By submitting a proposal, the respondent certifies that it is not currently debarred from submitting proposals for subgrants issued by any political subdivision or agency of the

State of Hawaii or Federal government and that it is not an agent of a person or entity that is currently debarred from submitting proposals for contracts issued by any political subdivision or agency of the State of Hawaii or federal government. The respondent shall submit a completed DSC Debarment Verification Form, attached to this RFP in Attachment L. DSC reserves the right to deem any proposal not containing an executed MDHS Debarment Verification Form as non-responsive.

6. ADDITIONAL INFORMATION

Questions and requests for clarifications regarding this RFP shall be submitted in writing by e-mail to Disaster Services at DR4724RFP@svdpdisaster.org. Verbal questions will NOT be accepted. Questions shall NOT contain proprietary or classified information. DSC does not guarantee that questions received after the deadline reflected in Section 2. will be answered. When submitting questions and requests for clarifications, “**Questions for RFP No. HI12152023 – Disaster Case Management Services**” should be the subject for the email. Question submittals should include a reference to the applicable RFP section.

7. RESPONSE TO QUESTIONS

All respondents will be sent a response to questions on the anticipated date outlined in the timeline.

8. TYPE OF CONTRACT AND PAYMENT FOR SERVICES

Agreement(s) for services resulting from this RFP will be in the form of a firm fixed price subgrant. Payments for services will be on a Cost Reimbursement basis with the required documentation, after funds have been received from Hawaii DHS to DSC.

9. WRITTEN PROPOSALS

Proposals shall be in writing, indexed, and divided by sections to allow for ease of handling and review by DSC and its designated Review Committee. The total written proposals, excluding the Attachments shall not exceed 20 pages and will be in 11 points font and single paged.

10. PURPOSE

DSC as the prime contractor with the Hawaii Department of Human Services is committed to helping Maui families transition from a state of crisis to a state of self-sufficiency. DSC is issuing this Request for Proposals (RFP) for the Disaster Case Management (DCM) Services Grant. The purpose of this grant is to provide time-limited disaster case management services for survivors of a federally declared disaster (**FEMA-DR 4724 Hawaii Wildfires**).

Disaster case management services will involve intake, assessment, triage, development of long-term recovery plans, referrals, active advocacy for the client including phone calls and visitations as necessary and monitoring of completion of recovery plans. Services will include extensive contact with clients in person and through interactive

media such as the internet or telephone.

Case management services will address verified unmet needs attributable to the Presidentially declared disaster as determined by an intake assessment process with clear guidelines about what needs may be attributable to the disaster. Providers will work closely with Long Term Recovery Committees (LTRCs) in Maui County and/or other disaster recovery organizations to identify unmet needs and connect those needs with resources. DCM services will include organizing and providing referrals and advocacy for clients. This service will build upon the work of numerous local governmental agencies, and community and faith-based organizations that have been extensively involved in disaster recovery.

The purpose of this RFP is to solicit proposals from qualified CBOs that have the staffing and systems in place to work under DSC in this Disaster Case Management Program. The successful proposer shall develop a partnership between a case manager and a disaster survivor from among the survivors of the Presidentially declared disaster (**DR 4724 Hawaii Wildfires**) to assess and address a survivor's verified disaster-caused reimbursements, unmet needs, and facilitate their needs through the development of a Disaster Recovery Plan. This partnership aims to provide the client with a single point of contact to facilitate access to a broad range of disaster recovery resources they may be provided by many different organizations.

DCM is defined by FEMA as the process of organizing and providing a timely, coordinated approach to assess disaster-related needs including healthcare, mental health and human services needs that were caused or exacerbated by the event and may adversely impact an individual's recovery if not addressed. DCM facilitates the delivery of appropriate resources and services, works with a client to implement a recovery plan and advocates for the client's needs to assist him/her in returning to a pre-disaster status while respecting human dignity.

Federal and State statutes and regulations govern the program. These mandates set performance standards for quantity and quality of work. Failure to meet these requirements may result in large penalties to the State. Certain other legal responsibilities are established, such as duties of confidentiality. The potential Subgrantee shall be subject to these same requirements and will assume liability for Federal or State penalties due to potential Subgrantees performance issues or breach of confidentiality requirements as determined by DSC and HI DHs.

11. SERVICE AREA DESCRIPTION

The service area for this contract will be the county of Maui.

The CBOs shall be responsible for retaining and managing all qualified staff, assure program compliance, spending oversight of funds, monitoring the programs and services, and shall be responsible for ensuring and fulfilling its obligations.

12. PROPOSAL NARRATIVE

NOTE: Letters of Collaboration will NOT be counted towards the proposal limitation of not more than twenty (20) pages.

This RFP is limited to Community Based Organizations (CBOs) that have experience in providing disaster case management in order build capacity in Hawaii for future Disaster Case Management (DCM) Programs. Organizations that do not have experience in providing DCM Programs are encouraged to partner with experienced organizations.

The successful Community Based Organization (CBO) must have the requisite disaster or emergency case management experience and the administrative infrastructure to effectively manage and support training, service delivery and fiscal management processes. The successful CBO must also be able to provide a sufficient level of accountability, technical assistance, and leadership to meet all governmental and professional requirements.

In each of the sections below please list the section, the question asked, and your narrative.

- 12.1. List the full legal name of your organization.
- 12.2. Physical Address
- 12.3. Point of Contact for this RFP, phone number, and email address
- 12.4. Mission Statement
- 12.5. History, organizational overview, and background of providing disaster case management services. (Attach the necessary references as outlined in Attachment C.)
- 12.6. Please describe the level of leadership and an overview of internal controls that your organization will provide for this Disaster Case Management Program.
- 12.7. Please provide information concerning your organization's prior experience with federal or state government contracting.
- 12.8. Information about past performance, including references demonstrating the quality of similar services provided to other organizations similar to DSC.
- 12.9. Please provide resumes listing the abilities, qualifications, and experience of all persons who would be assigned to provide the required services on behalf of the CBO.
- 12.10. The successful CBO shall furnish all personnel, equipment, (under their approved budget) and services necessary to provide DCM services for the purpose of assisting individuals and households impacted by the Presidentially declared disaster (FEMA-DR 4724 Hawaii Wildfires).

The Disaster Case Management Program will need up to 1 Full-Time Equivalent (FTE) Disaster Case Supervisor with a minimum of 7 corresponding FTE Case

Managers to provide case management commensurate with the anticipated caseload. Grant monitoring through the successful proposer will be provided by FTE or prorated positions which shall include DCM Program Manager, Financial Analyst, Data Monitoring Specialist, and Administrative Support. The maximum allowable fringe benefit rate is 28%. Grant monitoring, fiscal implementation, oversight, and administrative support are for a period through March 26, 2025. DSC anticipates 6 CBOs with the Local Level funding provided by the State of Hawaii at about \$2,094,287 for each CBO. This amount may change after the State reviews the budgets.

The successful CBO must:

- 12.10.1. Advertise and recruit staff.
- 12.10.2. Arrange for or confirm currently available background checks for all staff.
- 12.10.3. Identify the area of greatest need in conjunction with DSC and the State and determine on a case-by-case basis, the level of intensity of case management services or tier that is appropriate for each client.
- 12.10.4. Ensure that all field staff are successfully trained by DSC in DCM prior to client contact or are working under close supervision by trained DCM personnel.
- 12.10.5. Ensure that all staff are trained and comply with the laws and regulations relating to confidentiality and disclosure or release of information including, but not limited to: The Privacy Act of 1974, HIPAA, as well as specific health, HIV, substance abuse, child abuse, domestic violence, financial and other related provisions applicable to information sharing and security. The staff hired by the CBO shall be expected to comply with all applicable state and federal privacy regulations or laws regarding HIV-status, substance abuse disorders or mental health treatment issues pertaining to any client served.
- 12.10.6. Purchase directly or arrange with DSC or vendor agreements for the purchase of office supplies including laptop computers and associated application software, mobile devices (cell phones) for all field staff, general office supplies, and portable printers/scanners/copiers/facsimile machines.
- 12.10.7. Placement of DCM staff and managers in the designated area of the county.
- 12.10.8. Attend DCM training for those who are providing or administering DCM services.
- 12.10.9. Participate in the project's evaluation process, which may include but is not limited to staff or client interviews; survey or focus groups; statistical data; case flow process review; and management or fiscal data

or reports as permitted or required by law.

12.10.10. Comply with DSC's Subgrant Manual, state and federal rules and regulations as well as state and federal audit requirements.

13. OUTREACH AND INITIAL CONTACT

DSC anticipates servicing at least 3,159 clients through the course of this Disaster Case Management support contract term. The successful subgrantee must demonstrate their ability to provide long-term disaster recovery case management services by describing the following:

13.1. Outreach and Initial Contact

Subgrantee must show how they will initiate contact with clients by outreach and coordination with local LTRCs or community recovery organizations. Outreach activities should include vulnerable and functional needs populations impacted by the disaster with unmet needs. Upon initiating contact with any household, an assessment will be conducted and completed.

13.2. Intake

Subgrantee must indicate or explain how they will provide oversight of the single intake process with target timeframes from the initial client contact to the intake phase. Subgrantee must have accessible facilities or ability to travel to and from clients' residence. Subgrantee must demonstrate accommodations to be made for individuals with difficulty traveling.

13.3. Triage Framework

DSC will require that cases be triaged into one of four tiers:

Tier 1 – Immediate needs met, stable, some remaining unmet needs; no items identified on risk inventory; quarterly monitoring to update status or may be closed due to lack of resources for identified need (may be reopened if resource(s) become available during period of performance).

Tier 2 – Some remaining unmet needs or in current rebuild/repairs status; 0-1 items identified on risk inventory; monthly contact to monitor progress.

Tier 3 – Significant unmet needs. 1-3 items identified on risk inventory; Disaster Recovery Plan being developed and monitored; bi-weekly or weekly contact.

Tier 4 – Immediate and long-term unmet needs, may lack capacity, 3 or more items identified on risk inventory; severe disaster-related housing issues; or be highly dependent on public assistance and social services and/or is not employed due to age, disability or other limiting factors; weekly contact.

A risk inventory identifying factors that may further complicate a prospective client's recovery, including but not limited to:

- 13.3.1. Residing in a shelter or temporary housing.
- 13.3.2. Income at below the federal poverty level.
- 13.3.3. One or more household members over the age of 55 years.
- 13.3.4. One or more household members has a disability.
- 13.3.5. Communicate in a primary language other than English.
- 13.3.6. One or more household members have medical needs.
- 13.3.7. One or more household members have mental health needs.
- 13.3.8. Head of household is a single woman or man with dependent children.

13.4. Language Access Services

- 13.4.1. State and federal laws require that applicants for services, potential applicants, and recipients of services be informed of their right to interpreter services, provided at no charge in accordance with HRS Chapter 371-33.
- 13.4.2. The Provider will be responsible for the cost of interpreter services. RFP applicants should include interpreter costs in their prospective budgets, especially if the funding is a reimbursement not paid-up front for services. This needs to be made clear prior to CBO submitting an application.
- 13.4.3. The Provider is prohibited from requiring applicants, potential applicants, or participants to bring their own interpreters with them to interviews or other appointments, even though this is what they might prefer to do.

14. PROVISION OF CASE MANAGEMENT

14.1. Needs Assessment

Subgrantee must indicate or explain how they will provide oversight of the single needs assessment process to be used across the service area. Subgrantee must have strategies for verifying needs.

14.1.1. Needs Assessment Tool

Subgrantee must use the assessment tool provided by DSC.

The assessment tool will consist of:

- 14.1.1.1. Narrative section
- 14.1.1.2. Sequence of delivery
- 14.1.1.3. Housing assessment

- 14.1.1.4. Homeowner's assessment
- 14.1.1.5. Financial assessment
- 14.1.1.6. Identification of client's strength and resources
- 14.1.1.7. Needs assessment
- 14.1.1.8. Verification section; and
- 14.1.1.9. A service and referral tracking section

14.2. Recovery Plan

Subgrantee must indicate or explain how they will provide oversight of their recovery plan development process; will be overseen and executed. Subgrantee must describe the client-case manager working relationship as well as how the case manager/long term recovery committee working relationship; will be overseen. Subgrantee must have a documentable plan directly tied to the needs assessment. Subgrantee must have target timeframes from the needs assessment to the recovery plan phase. The subgrantee must include how it will oversee both client and case manager responsibilities in developing recovery plans. Subgrantee must include a description for how it plans to oversee and encourage client commitment to the recovery plan. The recovery plan must consist of recovery goals, objectives, action steps, timeframes, and outcomes.

14.3. Monitoring

Subgrantee must describe its plan for oversight of how progress in meeting client recovery plan goals will be monitored. Further, Subgrantee must describe its plan for oversight of the case manager's responsibilities in monitoring the recovery plan progress. Subgrantee must also describe its plan for oversight of the client's responsibilities in reporting obstacles to completing the recovery plan.

14.4. Closing Cases

Subgrantee must describe how a case will be closed, including clear criteria for case closure.

14.5. Service Levels Case Duration

Subgrantee must provide an average case duration for each tier to be served in months.

14.6. Service Intensity

Subgrantee must describe its plan for determining the average amount of time spent for each tier of a case during the average case duration for that tier. Service intensity may be expressed as number of hours per month.

15. SUBGRANTEE STAFFING

- 15.1. Subgrantee must provide a staff plan in their narrative business proposal that describes the staff to be used to manage the provision of services.
- 15.2. Subgrantee must attach job descriptions for all staff to their proposals. The job descriptions must address minimum qualification and have job titles.
- 15.3. Training: The subgrantee must describe the process for providing ongoing training to staff after the training provided by DSC.

16. DATA MANAGEMENT SYSTEM

Subgrantee must use VisionLink and adhere to all the requirements for clients' privacy and data completion, as well as requirements under the Privacy Act of 1974. Subgrantee must have sufficient physical and digital security measures in place to protect DSC and Client personal information, and comply with DSC's security standards, policies, and reporting requirements. Please indicate on the RFP Subgrantee's ability to comply with above privacy-related requirement and whether your CBO has experience with VisionLink or similar databases.

17. DATA COLLECTION

Throughout the disaster case management process, the case manager is required to be able to collect and document client information and case progress. Specific fields of client data include but are not limited to:

- 17.1. Demographic information
 - 17.1.1. Client contact information
 - 17.1.2. Unmet needs (housing, employment, childcare, etc.)
 - 17.1.3. Recovery Plan data & progress
 - 17.1.4. Referrals
 - 17.1.5. Case notes, goals, objective, and outcomes
 - 17.1.6. Results of client satisfaction survey at case closure
- 17.2. Subgrantee must demonstrate the capability to identify client need trends particular to various communities. Other data analysis may include:
 - 17.2.1. Data on caseload growth
 - 17.2.2. Percent of target caseload achieved
 - 17.2.3. Client needs trends (overall and by community)
 - 17.2.4. Percent of cases with recovery plans
 - 17.2.5. Data on whether recovery plan have been met, partially met or not met

17.2.6. Type and dollar value of services and resources provided

17.2.7. Demographic client data

17.2.8. Average caseload size per case manager

18. FUNCTIONAL NEEDS STRATEGY

The proposal must articulate how services will be provided to functional needs populations. Functional need populations will include vulnerable individuals (i.e. elderly person, people with disabilities, and people with language limitations) and those who are likely to have difficulty in participating successfully in the recovery process with particular attention to these functional needs populations in the contact, triage and advocacy phases of the recovery process. Subgrantee must demonstrate that there will be adequate staffing to address functional needs populations.

The successful CBO is strongly encouraged to include agencies that serve functional needs populations. In some of the affected communities, these organizations are already part of the normal disaster service-delivery system. In the instances where this is not the case, the successful CBO is required to target local, statewide, and territorial organizations that traditionally serve functional needs populations to provide and/or supplement case management services.

19. CASE CLOSURE STRATEGY

The Disaster Case Management Program is a time-limited intervention; therefore, case closure should be discussed throughout the case management process. Successful CBO must evaluate case management and cases routinely (at a minimum quarterly) to determine the progress and procedures for closing a client's case. A client case will be closed when one of the following occur:

- 19.1. The client's Long-term Recovery Plan has been achieved and client housing is sustainable.
- 19.2. The client's Long-term Recovery Plan has not been achieved, but the client's primary needs have been met and the client's progress was monitored, re-evaluated, and thoroughly documented.
- 19.3. The case management service provider assesses that the case manager is unable to resolve the case due to the unavailability of resources, and the client's progress was monitored, re-evaluated, and thoroughly documented.
- 19.4. The client has withdrawn their request for services, the case manager lost contact with the client, or the client was deemed to be non-compliant, and all related information has been thoroughly documented.
- 19.5. Other reason (client has relocated outside of the DCM Program parameters, death, imprisonment, etc.) and all relevant information has been thoroughly documented.
- 19.6. The DCM supervisor must approve and document all case closures.

20. PROGRAM DEMOBILIZATION STRATEGY

The successful CBO will take an active role in assuring an effective demobilization strategy through close monitoring of reports and participation in meetings and/or calls. The successful CBO will develop a timeline for deactivation and must have a 60-day plan prior to termination to start the close-out process.

Case Supervisor and Case Managers will receive training on the close-out process. Case closure should be accomplished in a timely manner. Deactivation and close out should be part of the proposal and a component to monitor in the objectives and deliverables. Project management schedules will be used to monitor the number of cases opened and closed and to project the number of cases that will be required to close per month in the last three months of the contract.

Demobilization tasks must include:

- 20.1. Informing clients, partners, collaborative agencies, Long-Term Recovery Committees, community leaders, and any other relevant stakeholders in a timely manner of the projected program closure.
- 20.2. Ensure all data is entered into a database system including all final case notes, client status and other remaining field. This will be verified through monitoring.
- 20.3. Transfer remaining open cases to agencies that are positioned to continue providing services. This will be done in partnership between client, agency currently providing services, and any agency able to provide specifically needed, on-going assistance once the DCM program ends.
- 20.4. Store client files digitally and comply with all data retention and data destruction requirements as may be prescribed by DSC.
- 20.5. Submission of final progress and financial reports is required.
- 20.6. Termination of all staff from the program will be adjusted as needed until full demobilization occurs.

NOTE: DSC reserves the right to change reporting due dates and reporting requirements at its discretion.

21. PROGRAM REPORTS, EVALUATIONS AND OUTCOMES

Upon award, subgrantee will be required to prepare and submit reports by a DSC and State designated due date (no more frequently than monthly; no less frequently than quarterly) and designed by DSC. Additional federal reporting requirement(s) may be required.

Evaluation and outcome reports are an integral element of the program's ongoing planning, design, and implementation. An effective report that evaluates specific targets enables the subgrantee to make informed decisions about changes that the program may need.

DSC will conduct periodic evaluations to assess progress toward achieving its goal for providing high quality programs.

NOTE: DSC reserves the right to change reporting due dates and reporting requirements if directed by the State.

22. CONTINGENCY PLAN

Recent events, like COVID-19, necessitate the implementation of a contingency plan for potential partners to allow for the continuation of services. DSC seeks CBOs who have established a successful and innovative contingency plan for continuation of services should COVID-19 or other federal and/or state emergency be declared within the State of Hawaii. Plans should detail services and service delivery methods implemented during an emergency.

23. SUBGRANT TERM

The anticipated term of any subgrant(s) awarded from this solicitation shall be for a period beginning February 12, 2024, or after all parties have signed, whichever is later and ending on March 26, 2025.

24. DOCUMENTATION

24.1. Required Respondent Certifications (MANDATORY)

Respondents **MUST** complete the Required Respondent Certifications included in this RFP (Elizabeth list from the attachment list)

24.2. Subgrantee Documentation (MANDATORY)

Respondents **MUST** complete the required Subgrantee documentation included in this RFP as:

Attachment A: IRS Letter of Determination as a Non-Profit Organization.

Attachment B: Copy of Articles of Incorporation, Certificate of Incorporation, or other formation document, together with your registration to do business with the State of Hawaii. (Organizations must have a local presence and have been in business for at least three years.)

Attachment C: List three recent federal or state contracts and a reference name, email, and phone number for each contract.

Attachment D: Provide a copy of your organization chart and a list of your Board of Directors.

Attachment E: Provide a copy of your DEIBA+ (Disability, Equity, Inclusiveness, Belong and Access) policy and give examples of your work with diverse populations.

Attachment F: Please list the direct services that your organization can provide for

clients in this program to assist with their recovery.

Attachment G: Please provide a copy of your organization's liability insurance policy showing at least one million dollars in coverage.

Attachment H: Please provide a copy of your organization's Cybersecurity Policy, and a copy of your organization's Data Breach Policy.

Attachment I: DR4724-HI Maui Wildfire RFP Budget Template (Sent with this RFP)

Attachment J: Adherence to federal requirements document.

Attachment K: Copy of Signed Authorization to file this RFP by an officer of the Corporation. (Located at the end of this RFP)

Attachment L: Copy of signed Non- Debarment and Suspension Form. (Located at the end of this RFP)

Attachment M: Copies of the most recent audited financials.

24.3. Insurance (MANDATORY)

The successful Subgrantee(s) shall maintain Workers' Compensation insurance which shall inure to the benefit of all Subgrantee's personnel performing services under the resulting Agreement, comprehensive general liability with coverage of a minimum of \$1,000,000 per incident and an aggregate minimum of \$2,000,000, or professional liability insurance and employee dishonesty or fidelity bond insurance. Subgrantee shall furnish DSC with a certificate of insurance providing the aforesaid coverage, prior to the commencement of performance under this Agreement.

In support of a proposal responsive to this RFP, the respondent shall, at a minimum, provide a binder or commitment letter from respondent's insurer documenting respondent's ability to obtain insurance coverage in the event it is awarded a subgrant.

25. ADDENDUM: EVALUATION PROCESS

25.1. Step One:

Proposals will be reviewed to assure compliance with the minimum specifications. Proposals that do not comply with the minimum specifications will be rejected immediately, receiving no further consideration. The respondent shall be notified in writing if their response is rejected.

25.1.1. Responsive CBO

CBO must submit a proposal which conforms in all material respects to this RFP, as determined by DSC.

25.1.2. Responsible CBO

Respondent must have capability in all respects to perform fully the contract requirements and the integrity and reliability which will assure good faith performance, as determined by DSC.

25.2. Step Two:

Proposals that satisfactorily complete Step One will be reviewed and analyzed to determine if the proposal adequately meets the needs of DSC based on a total of 100 possible points. The top proposals that receive a total score of 75 points or above may be considered for award of one of the six CBOs depending upon availability of funding. Factors to be considered are as follows:

Evaluation Factors	Points
1. Relevant Experience and Expertise	20
2. Service Goals and Objectives	20
3. Program Approach	25
4. Management Plan	10
5. Service Coordination/Collaboration	15
6. Budget Narrative	10

Attachment K
Signed Authorization

Signature of an official authorized to bind the Applicant to the provisions contained in the Applicant's application:

Name: _____

Title: _____

Signature: _____

Date: _____

Failure to complete, sign, and return this form with the applicant's application may result in the rejection of the applicant's application.

Attachment L
Non- Debarment and Suspension Form

Please Print/Type Clearly

Subgrantee's/Subrecipient's Name	
Authorized Official's Name	
DUNS Number	
Address	
Phone Number	
*Are you currently registered with www.sam.gov (Respond Yes or No)	
*Registration Status (Type Active or Inactive)	
*Active Exclusions (Type Yes or No)	

Federal Debarment Certification:

By signing below, I hereby certify that _____ is not on the list for federal debarment on www.sam.gov System for Award Management.

State of Hawaii Debarment Certification:

By signing below, I hereby certify that _____ is not on the list for debarment for doing business within the State of Hawaii or with any Hawaii State Agencies.

Proof of documentation of partnership verification with SAM shall be kept on file and the debarment status shall be checked prior to submission of every contract/subgrant and modification.

Signature of Authorized Official

(No stamped signature)

Date

DRIP Committee

From: Kajiwara-Ctr, Sherilyn <skajiwara-ctr@dhs.hawaii.gov>
Sent: Wednesday, January 3, 2024 4:08 PM
To: DRIP Committee
Cc: Betts, Catherine A; Speer, Trista N; Campos, Joseph H
Subject: Fwd: Updates on Recovery Efforts in Response to the August 2023 Wildfires in Maui
Attachments: DRIP response (part 1) - signed.pdf; RFP Informational Packet.pdf

You don't often get email from skajiwara-ctr@dhs.hawaii.gov. [Learn why this is important](#)

Aloha Paige,

Thank you for the extra time allowed our department to finalize our response on this subject matter. Please find attached our official submittal letter, along with the Request For Proposal (RFP) information. Please let me know if I can be of any further assistance.

Mahalo,

Sheri Kajiwara

Maui Recovery Project Manager

NOTICE: This information and attachments are intended only for the use of the individual or entity to which it is addressed, and may contain information that is privileged and/or confidential. If the reader of this message is not the intended recipient, any dissemination, distribution or copying of this communication is strictly prohibited and may be punishable under state and federal law. If you have received this communication and/or attachments in error, please notify the sender via email immediately and destroy all electronic and paper copies.