SCOPE OF SERVICES

COMMUNITY-BASED YOUTH ADVOCACY PROGRAM

The PROVIDER shall, in a proper and satisfactory manner as determined by the STATE, which includes the Department of Human Services (DHS) Child Welfare Services Branch, hereinafter referred to as CWS, and the Office of Youth Services, hereinafter referred to as OYS, perform all work described in this Scope of Services in strict accordance with the terms and conditions of this Agreement.

I. Overview of Services

Problems within families such as substance abuse, unemployment, poverty, an absent parent, and lack of parenting skills negatively impact family members, especially children, and may result in family violence in the form of child abuse and neglect and the consequent breakup of the family unit. It may also result in youths at risk of juvenile delinquency entering the juvenile justice system and being placed out of the family home or incarcerated in a correctional facility. The purposes of services delivered under this contract include the following:

a. Providing assistance to needy families so that children may be cared for in their own homes (or in the homes of relatives);

b. Preventing out-of-wedlock teen pregnancies; and

c. Promoting the formation and maintenance of two-parent families through family strengthening initiatives.

These services provided in accordance with Public Law 104-193 as amended contribute to stronger family units both now and in the next generation. This in turn provides for a safe and healthy environment for Hawaii's youth and their families.

Concerning initiative (a) above, these services will be provided to current TANF recipients and/or TANF eligible families. Concerning initiatives (b) and (c) above, these services will be provided without regard to income or TANF eligibility.

PROVIDER will provide statewide, comprehensive, community-based care for child welfare children and youths as well as youths at risk of juvenile delinquency, and their families, using a replication of the nationally successful model developed by Youth Advocate Programs, Inc. (YAP). This model will be done in partnership with YAP who will provide active direction in all aspects of program implementation to PROVIDER who is YAP's exclusive representative in Hawaii. YAP together with PROVIDER will further tailor it to be culturally appropriate for our Hawaii communities. The program will be called the Hawaii Advocate Program (HAP). At full capacity HAP services will be provided to 120 children, youths, and their families at any given time with 240 served yearly.

II. Performance-Based Framework

A. PROVIDER will measure and track data, outputs, benchmarks/milestones, and outcomes specified by CWS and OYS in conjunction with recommendations made by an independent evaluator that will be subcontracted by PROVIDER for this program.

III. Target Groups

A. The target groups for DHS Child Welfare Services include families with children from ages 5 years through age 17 years active with CWS/CPS:
   1. Youth coming into care in Project First Care for teens
   2. Other youth coming into care
   3. Families in need of crisis stabilization to prevent out of home placement or to support reunification with family
   4. Families in need of foster care stabilization services to prevent imminent placement disruption.

B. The target group for the OYS includes children from ages 5 through age 17 years who are at risk of further involvement in the juvenile justice system and their families.

IV. Service Activities

A. PROVIDER shall ensure the allocation of resources for the following service activities:

- Intensive up front service approach, with an emphasis on identification of and connection with community supports that have the potential to provide continued support, e.g., school, church, sports, clubs, community organizations/activities
- Transition (step-down) service plan by 3rd month with full implementation by 4th month of service
- Time-limited service period with graduation by 6th month of service.
- Service plans will be developed with youth/family for a maximum time-limited 6 month period that includes clear, targeted service goals and objectives including the identification and linking with the inclusion of informal supports and community resources that will provide ongoing assistance as needed for the youth and family.

V. Other Service Requirements

1. Physical Limitations

   PROVIDER shall provide reasonable accommodations to assure the delivery of services to clients with physical limitations.

2. Waiting Lists

PROVIDER will develop procedures for waitlisting referrals when the program has reached capacity, and these procedures will be acceptable to CWS and OYS.

3. Client Progress Reports

PROVIDER shall provide any client reports or information that CWS may reasonably require or request on open CWS cases including, but not limited to, the following as indicated:

X	Quarterly client progress reports to be provided to the DHS social worker within thirty (30) calendar days of the end of the three (3) month quarterly period.
	Semi-annual client progress reports to be provided to the DHS social worker within thirty (30) calendar days of the end of the six (6) month semi-annual period.
X	Final client progress report to be provided to the DHS social worker within thirty (30) calendar days of the date that the client terminates from the program.
X	Other client progress or status reports as may be requested and required by DHS staff from time to time.
X	Client incident reports including noncompliance with the program plan and harm or risk of harm to or by client.

VI. Administrative Requirements

1. PROVIDER shall comply with standards established by the Department of Human Services Social Services Division and attached to this Exhibit "A" for criminal conviction record checks and protective services registry checks.
2. PROVIDER shall obtain, document, and transmit necessary information from the individual or family needed to determine eligibility as requested by the STATE.
3. Unless otherwise agreed to in writing, the numbers of people to be served and the levels of service activity specified under "Outcomes" above will change in proportion to future changes in funding under this Agreement.
4. PROVIDER shall develop procedures to accurately track and document the services delivered to clients and reported to the STATE using formats determined by the STATE. These may include Quarterly Activity Reports for DHS CWS and various Outcome Forms used by OYS.
5. Upon request PROVIDER shall furnish the STATE with the names of families currently known to be TANF recipients and/or the names of members of the family unit and the income of the primary wage earner so that the STATE can ascertain TANF eligibility.

VII. Personnel Requirements

PROVIDER'S Program Coordinators shall have a) a master's degree in social work or a related field and b) experience in child welfare services or with troubled youth. Relevant experience may substitute for education and training with the approval of the STATE.

VIII. Quality Assurance and Evaluation

This Agreement shall be programmatically and fiscally monitored by the STATE in accordance with requirements set forth by Chapter 103F, Hawaii Revised Statutes. The STATE shall:

1. Review program services and reports, including but not limited to quarterly reports and other documents requested by the STATE, and issues applicable to the services provided.
2. Review invoices and, if applicable, review, amend, and approve budgets, budget revisions, and expenditure reports, as the STATE deems appropriate.
3. Review major program areas including but not necessarily limited to staffing, organization, effectiveness, outcomes, program implementation, record keeping, program accessibility, and consumer satisfaction.
4. Conduct periodic site visits.

IX. Pricing Structure

The pricing methodology under this Agreement is a Base Cost/Fixed Rate Combination where the State pays the contractor a base amount for operating costs and a fixed rate for units delivered. The base cost for this contract will be up to 50% of the contract amount. A fixed rate of $29.90 per unit will be paid for each unit of service delivered up to 50% of the contract amount. Total payments under this contract shall not exceed 100% of the contract amount.