

**DEPARTMENT OF HUMAN SERVICES  
BENEFIT, EMPLOYMENT & SUPPORT SERVICES DIVISION  
NOTICE OF REQUEST FOR INFORMATION (RFI)  
RFI# HMS-302-21-04-S  
Child Care Subsidy Application, Eligibility Determinations,  
and Case Management Services**

The Department of Human Services (DHS), Benefit, Employment & Support Services Division (BESSD), requests information and recommendations from the general public, private sector, community-based organizations, and interested community members regarding plans to enter into a competitive procurement process for an organization to administer the Department's child care subsidy program.

Target population: Families residing in the State of Hawaii, including those with limited English proficiency, who need child care subsidy assistance and meet DHS defined income and activity requirements.

Geographic coverage: Statewide

Service description:

1. Receive, determine eligibility, and process subsidy applications, approximately 8,000 applications a year;
2. Provide case management to approximately 4,500 cases or more a month by applying DHS administrative rules and procedures to DHS programs Statewide (excluding the Preschool Open Doors program);
3. Enter, process, and maintain payments and case records into electronic data processing systems;
4. Identify and process fraud and subsidy overpayment cases;
5. Conduct and cooperate in audit requirements to ensure that performance benchmarks are met;
6. Initiate process leading to background clearance checks for license-exempt child care providers caring for children whose families receive child care subsidies;
7. Maintain close coordination with the Department's Child Care Resource and Referral contract service provider to ensure consumer education services are provided to subsidy families; and
8. Recruit and retain staff and market and promote the child care subsidy program statewide.

Probable funding amount: \$3,115,000.00 in federal funds per contract year.

Probable period of availability: July 1, 2021 to June 30, 2022 with the option to extend for four (4) additional 12-month periods, not to exceed June 30, 2026

Form of response requested: Interested parties are requested to reply in writing or email to the RFI contact person noted below.

Deadline for response: Responses to the RFI are to be submitted no later than January 31, 2021, 4:30 PM, Hawaii Standard Time (HST).

RFI Contact Person: Alethia Johnson, Program Specialist  
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Benefit, Employment & Support Services Division  
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Note:

Participation in this RFI process is optional and is not required to respond to any subsequent procurement action a purchasing agency may take.

The Department reserves the right to incorporate in a solicitation, if issued, for such a contract, any information and recommendations submitted in response to this request for information. Neither the Department nor any respondent to the request for information bears any obligation under this request for information.

Cathy Betts

Director