



State of Delaware
Department of Correction
Behavioral Health Program Evaluation
Request for Information
RFI No. DOC16044-BHVHLTH

August 5, 2016

- *Deadline to Respond* -
August 26, 2016
1:00 PM (Local Time)

RFI No. DOC16044-BHVHLTH

ALL VENDORS:

The enclosed packet contains a "REQUEST FOR INFORMATION (RFI)" for Behavioral Health Program Evaluation for the Delaware Department of Correction (DOC). The RFI consists of the following documents:

REQUEST FOR INFORMATION – RFI No. DOC16044-BHVHLTH

- I. Introduction
- II. Scope of Services
- III. Vendor Information Package (VIP) Response Requirements

In order for your response to be considered, the Request for Information response shall be executed completely and returned in a sealed envelope **clearly displaying the RFI number and Vendor name** 1:00pm (Local Time) August 26, 2016.

Responses must be mailed to:

**State of Delaware
Department of Correction
ATTN: Craig Fetzer, Purchasing Services Administrator
245 McKee Road
Dover, DE 19904**

Should you need additional information, please call Craig Fetzer at (302) 857-5412 or email Craig.Fetzer@state.de.us.

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I. INTRODUCTION

A. RFI DESIGNATED CONTACT

All requests, questions, or other communications about this RFI shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid. Vendors shall rely only on written statements issued by the RFI designated contact.

**Craig Fetzer
State of Delaware
Department of Correction
245 McKee Road
Dover, DE 19904**

or

Craig.Fetzer@state.de.us

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

B. CONTACT WITH STATE EMPLOYEE

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFI is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their response from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

C. RFI OBLIGATION

The RFI is a request for information only, and is not a solicitation to provide goods and services to DOC. There will be no contract awarded as a result of the RFI. Nothing in the Vendor Information Packages, or in DOC's remarks or responses to the Vendor Information Packages or any individual Vendor, will be considered binding for a future contract.

1. **Confidentiality**

All information included in this RFI is confidential and only for the recipient's knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party.

2. **Ownership of Materials**

Ownership of all documentary material originated and prepared for DOC pursuant to this RFI shall belong exclusively to DOC; therefore, any and all documents submitted may be returned only at the option of DOC. DOC reserves the right to use any and all information contained in a Vendor Information Package to the extent permitted by law.

3. Vendor Ethics and Integrity

The Vendor is obligated to meet high standards of ethics and integrity in order to be considered a qualified Vendor by DOC. These standards can be violated according to the conditions identified below:

- The Vendor and employees shall not offer or give any gift, gratuity, favor, entertainment, loan, or any other thing of material monetary value to any DOC employee.
- The Vendor and employees of the Vendor shall not disclose any business sensitive or confidential information gained by virtue of this RFI to any party without the consent of the Secretary of the Department of Technology and Information.
- The Vendor and employees shall take no action to create an unfair, unethical or illegal competitive advantage for itself or others.

4. Costs Associated With Submission

Neither DOC nor the State of Delaware shall be liable for any of the costs incurred by a Vendor in preparing or submitting a Vendor Information Package, including, but not limited to preparation, copying, postage and delivery fees, and expenses associated with any demonstrations or presentations which may be offered or accepted as a result of the RFI. Each Vendor Information Package should be prepared simply and economically, providing a straightforward, concise description of the Vendor's ability. Emphasis should be on completeness and clarity of content.

5. Disclosure of Vendor Information Package Contents

The State of Delaware is a public agency as defined by State law and, as such, it is subject to the Delaware Freedom of Information Act, 29 Del. C. Ch. 100. Under the law, all State of Delaware records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person.

All information submitted by a Vendor may be treated as public information by DOC unless the Vendor properly requests that information be treated as confidential or proprietary at the time of submitting the Vendor Information Package. Vendors are encouraged to familiarize themselves with the

provisions of the relevant laws and administrative rules governing the release of information by DOC to the public.

Any Vendor Information Package that contains information that the Vendor wishes to remain confidential must submit the “confidential” information in a separate, sealed envelope labeled “Proprietary Information”. The envelope must contain a letter from the Vendor’s legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not a “public record” as defined by 29 Del. C sec. 10002(d), and briefly stating the reasons that each document meets the said definitions.

6. Vendor Standing For Any Subsequent RFP

An RFI response is not mandatory for a Vendor to later receive an RFP and to bid on such requests. Nonetheless, as a result of the RFI submission, Vendors may jeopardize their qualifications to receive an RFP and participate in the State’s bidding process if the Vendor furnishes any statement, representation, warranty, or certification in connection with this RFI or a contract resulting from an RFP that is materially false.

II. SCOPE OF SERVICES

A. PURPOSE

The purpose of this RFI is to provide the State of Delaware Department of Correction with information regarding provider interest and capabilities of behavioral health program evaluation. The Delaware Department of Correction invites providers to submit their capabilities and interests relative to this Request for Information. The Delaware Department of Correction may reference this material as indicative of industry capabilities and in the event the Delaware Department of Correction issues a Request for Proposal (RFP), the Department may use this material to facilitate the development of the RFP or the establishment of standards and policies.

Using the responses to this RFI, DOC may evaluate potential options for conducting evaluations of its correctional treatment programs, including substance use disorder treatment and mental health treatment programs. DOC may then refine/finalize a comprehensive evaluation plan. After finalizing the review of available services and budget scenarios, the agency may issue a RFP for some components or all services included in the comprehensive evaluation plan. In order to effectively plan for working with professional service providers who may be contracted to perform evaluations, and in order to effectively budget for those services, planning information is being solicited via the RFI process.

B. STATEMENT OF NEEDS

The Delaware Department of Correction (DOC) is currently examining best practices and options for systematically performing fidelity and outcome evaluations of its behavioral

health treatment programs. The DOC's behavioral health programs are administered by a contracted provider (currently Connections Community Support Programs, Inc.).

Program fidelity assessments were conducted in 2013 by the University of Delaware's Center for Drug and Health Studies to determine if DOC's flagship treatment programs were implemented with fidelity. An evaluation framework called the California Program Assessment Process (CPAP) was utilized.

Delaware's Prison System:

The Department operates a unified correctional system (includes detention, jail & prison populations) that incarcerates approximately 7,000 individuals within its (11) facilities (4 Prisons; 5 Community Corrections Centers; 2 Violation of Probation Centers). DOC also supervises approximately 17,000 probationers and parolees within the community.

Within this unified system, DOC maintains five offender supervision levels which are consistent with the Delaware Sentencing Accountability Commission:

- Level V – 24 hour incarceration
- Level IV – Work Release Centers, Home Confinement (electronic monitoring), Residential Drug Treatment, & Violation of Probation Centers
- Level III – Intensive Probation Supervision
- Level II – Standard Probation
- Level I – Administrative Supervision

DOC operates three male and one female Level V facilities. These individuals may be awaiting trial, awaiting sentencing, or serving sentences. Most will return to the community upon completion of their sentence. Some offenders are eligible for probation and parole, while others serve life sentences without the possibility of release.

DOC operates seven Level IV facilities (one coed; five male; one female); these contain incarcerated individuals serving court-ordered sentences at Level IV, Level V incarcerated individuals reassigned to a lesser security unit, and probationers who have violated their conditions of probation.

The average length of stay based on actual offender releases conducted within the period from January 01 through June 30, 2014 indicates the following: 34 detention days; 46 jail days (sentences less than 1 year, although these individuals are housed at the same facilities); and 727 prison days (sentences of more than a year).

Management of these individuals, who are entrusted to state care by court order, generally follows movement or flow-down from higher supervision levels to lower levels. There are, however, many variations that are determined by a variety of decision parameters influenced by the agency, judicial branch, and offender behavior.

Current Resources:

DOC has out-sourced its offender healthcare services to a contracted third party provider, under the supervision of the Bureau of Correctional Healthcare Services

(BCHS). Services include basic physical & mental health admission evaluations, diagnostic services, pharmacy, surgical services, physical therapy, substance abuse & co-occurring dependency services, and referral to treatment specialists.

Level V facilities operate minimum bed infirmaries to accommodate their healthcare needs and to transition patients from DOC treatment resources to off-ground resources and return.

6 for 1 Program for Men

This program is a Level 5 in-prison program for detentioners (unsentenced individuals). The program operates at Howard R. Young Correctional Institution in Wilmington. 6 For 1 is a 45 day Modified Therapeutic Community specifically designed for the pre-trial population. Admission to the program is voluntary and is not designed to influence the length of stay as a detentioner. Each client is assigned a primary counselor who will assist them in their treatment experience through individual sessions, therapeutic assignments and development of collaborative treatment plans. Program graduates are retained after completion of the program based upon their need for continued behavioral health, mental health and transitional services within the facility. Participants who are retained as graduates assist the community by holding leadership positions and helping newer members integrate into the program.

6 For 1 is characterized by structured community activities, peer bonding and mutual accountability with the overall goal of facilitating personal growth through modification of deviant lifestyles and behavior patterns. A key goal for clients who will be transferring into further treatment (such as the Key or Crest Programs) is to build motivation, confidence, and skills for future successful participation. The therapeutic community (TC) addresses substance use disorders and uses a hierarchical model with treatment stages that reflect increased levels of personal and social responsibility. Peer influence, mediated through a variety of group processes, is used to help individuals learn and assimilate social norms and develop more effective social skills. Participants learn about the negative effects of alcohol and other drugs; learn about the negative effects of antisocial thinking and criminal behavior patterns; demonstrate cognitive re-structuring to-towards pro-social norms and behavior patterns; learn effective interpersonal, anger management, and problem solving skills; learn relapse prevention and social reintegration skills; develop a balanced life consisting of productive work and positive outlets; participate in Twelve Step Fellowship; become prepared to fully participate in community corrections programming; and develop an intensive continuing recovery plan.

Participants:

Capacity: 72

Number of Individuals Served Annually: 562

6 for 1 Program for Women

This program is a Level 5 in-prison program for detentioners (unsentenced individuals). The program operates at Baylor Women's Correctional Institution in Wilmington. 6 For 1 is a 45 day Modified Therapeutic Community specifically designed for the pre-trial population. Admission to the program is voluntary and is not designed to influence the length of stay as a detentioner. Each client is assigned a primary counselor who will

assist them in their treatment experience through individual sessions, therapeutic assignments and development of collaborative treatment plans. Program graduates are retained after completion of the program based upon their need for continued behavioral health, mental health and transitional services within the facility. Participants who are retained as graduates assist the community by holding leadership positions and helping newer members integrate into the program.

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Participants:

Capacity: 100

Number of Individuals Served Annually: 323

Reflections DUI Program

This program is a Level 5 in-prison, 90-day treatment designed for offenders who have 5+ DUI convictions. The program operates at Sussex Correctional Institution in Georgetown and at Baylor Women's Correctional Institution; has (3) full-time staff and capacity for (30) clients.

The primary goal is for the participant to become fully aware that responsible alcohol use absolutely rules out driving a vehicle under the influence. Treatment emphasizes that there are no exceptions to this rule, no special circumstances, and no safe level of intoxication.

Participants:

Capacity: 30 participants

Number of Individuals Served Annually: 80

Transitions Sex Offender Treatment Program

Transitions operates at each of the four Level 5 facilities, as well as at four Level 4 facilities (Central Violation of Probation Center, Plummer Community Corrections Center, Sussex Community Corrections Center, and Webb Correctional Facility). The groups run for 18-20 months and are open ended with new admissions entering at the

beginning of a Phase. There are three phases to the program. This group is considered a high intensity group. The program utilizes a 'pathways' model which, unlike workbook-based curricula, promotes a pro-social lifestyle in all parts of an offender's life to reduce the risk of re-offense. The program also incorporates the Good Lives Model which has been shown to help sexual offenders realize they can adapt a healthy lifestyle free from offending behaviors. Among the stable dynamic risk factors specific to adult sex offenders are intimacy deficits, pro-offending attitudes, pervasive anger, and deviant sexual interests. Some examples of acute dynamic risk factors are substance abuse, sexual preoccupations, access to victims, and non-compliance with supervision. The program seeks to identify and treat these underlying dynamic risk factors.

Participants:

Number of Individuals Served Annually: 372

HeadStart Home Program

This is an intensive, offender-facilitated, 3-to-6 month program operating in a therapeutic community setting at the Howard R. Young Correctional Institution in Wilmington. The program has one staff counselor to facilitate treatment groups and accommodates a maximum of 60 participants. Eligibility is determined by DOC Classification; offenders near sentence completion (last 6-18 months) are given enrollment priority consideration.

The program goals are: (1) promote positive, productive identity, (2) enhance positive self-image, (3) develop higher stages of moral reasoning, and (4) encourage positive thought processes and replace erroneous thinking patterns linked to recidivism. The primary evidence-based component is the use of Moral Reconciliation Therapy (MRT), which aims to decrease recidivism by increasing moral reasoning.

Participants:

Capacity: 60

Number of Individuals Served Annually: 130

Greentree DeNovo

This is an offender-run residential treatment program located in a stand-alone unit at the James T. Vaughn Correctional Center in Smyrna. It is based on the TC model for substance abuse; capacity of (175) offenders; staffed with (1) DOC counselor with support from (3) other DOC counselors; primarily facilitated by offenders. Participants are typically classified to the program, but many, while not specifically sentenced to Greentree DeNovo are judicially required to complete some form of substance abuse treatment programming.

The program is designed to be a minimum of 16-months, and consists of three phases. It is designed to utilize a curriculum based on the Texas Christian University (TCU) Institute on Behavior Research's Mapping-Enhanced Counseling, which is the evidence-based program component. The TCU curriculum materials used by program participants were designed to be facilitated by trained counselors.

Participants:

Capacity: 175

Number of Individuals Served Annually: 243

Greentree South

This program, located at the Sussex Correctional Institution in Georgetown, is a Level 5 behavioral modification treatment program aimed at assessing and addressing core issues that led to substance abuse, addiction, criminal activity, and other antisocial behavior. The program has a maximum capacity of 56 clients and one staff member; lasting typically 6-18 months. Participants are court-ordered, DOC classified, or may volunteer.

Programming is designed to utilize Cognitive Behavioral Therapy, Substance Abuse treatment, and Behavioral Modification Treatment in a Therapeutic Community (TC) environment. It is structured as a modified TC, with clients progressing through 3 phases of treatment. The staff person is trained in Motivational Interviewing (MI), which is a goal-directed, client-centered counseling style for eliciting behavioral change.

Participants:

Capacity: 56

Number of Individuals Served Annually: 141

Women in Transition

Initiated in August 2012, this program for at-risk women operates at Hazel D. Plant Women's Work Release Treatment Facility in New Castle. The program is operated by a contracted provider and serves between 36-48 women annually. Women in Transition utilizes evidenced-based programming such as Seeking Safety, SMART Recovery, Living in Balance and Thinking for a Change. These programs teach women to develop personal resources and access to community resources to enhance personal well-being and reduce their risk of future criminal behavior. Treatment seeks to enhance strengths, build healthy relationships, and target self-defeating thoughts.

Participants:

Capacity: 16

Number of Individuals Served Annually: 36-48

KEY North

This Level 5 in-prison treatment program operates at the Howard R. Young Correctional Institution in Wilmington. It is based on the TC model and has been at HRYCI since 1988. It is operated by a contracted provider and lasts for 9-12 months, has a capacity of 180 male offenders, who have been sentenced or classified to the program. A program staff of 14 includes a program administrator, 2 clinical supervisors, 1 senior counselor, and 8 additional counselors.

The program utilizes group meetings, individual counseling, classroom-style instruction and education delivered in a modified TC setting. It focuses on negative behavior patterns, thinking, and feelings related to substance abuse and criminal activity. Behavior modification techniques include five evidence-based practices: Correctional

Therapeutic Community (CTC) for substance abusers; Living in Balance (LIB); Motivational Interviewing (MI); Seeking Safety; and Thinking for a Change (TFAC).

Participants:

Capacity: 180

Number of Individuals Served Annually: 1,043

KEY South

This is a self-contained Level 5 treatment program for men located at Sussex Correctional Institution in Georgetown. It is based on the TC model and has been at SCI since 1997. It is operated by a contracted provider and lasts for 9-12 months, and has a capacity of 120 offenders who have been sentenced or classified to the program. A program staff of 7 includes a program director, 5 counselors, and an administrative assistant.

Clients are organized with group meetings, individual counseling, classroom instruction, and role playing. Behavior modification techniques include the same five evidence-based practices deployed in Key North. Program goals are to teach residents to think about their choices, make better decisions, know the health risks of addictions, and understand co-occurring issues.

Participants:

Capacity: 120

Number of Individuals Served Annually: 131

KEY Village

This is an in-prison treatment program housed at Baylor Women's Correctional Institution in New Castle. It is based on the TC model and has been at BWCI since 1994. It is operated by a contracted provider, with a capacity of 58 offenders who have been sentenced or classified to the program or through voluntary request for admittance. A program staff of 6 includes a program director, clinical supervisor, and 4 counselors.

Clients are organized with group meetings, individual counseling, classroom instruction, and role playing. Behavior modification techniques include the same five evidence-based practices deployed in Key North; focused on drug and alcohol treatment, reentry issues and topics unique to women.

Participants:

Capacity: 58

Number of Individuals Served Annually: 84

CREST Primary

This is a Level 4 treatment program located at the Central Violation of Probation Facility in Smyrna. It is based on a modified TC model and deals with Phase 1 of 3 Phases. It is operated by an outside contractor, Connections, Inc., with a capacity of 200 male clients who have been sentenced or classified to the program; some have previously been in Level 5 KEY. Clients subsequently complete Phases 2 and 3 at either CREST North or

South. A program staff of 11 includes a program director, clinical supervisor, program supervisor, and 8 counselors.

Phase 1 of the treatment experience focuses on negative behavior patterns, thinking, and feelings related to substance use disorder and criminal activity. Clients are organized with group meetings, individual counseling, classroom instruction, and role playing. Behavior modification techniques include the same five evidence-based practices deployed in Key North.

Participants:

Capacity: 200

Number of Individuals Served Annually: 668

CREST North For Men

This is a Level 4 treatment program located at Webb Community Corrections Center in Wilmington. It is based on the modified TC model. It is operated by an outside contractor, Connections, Inc., with a capacity of 76 male clients, and a staff of 8 including a program director, clinical supervisor, senior counselor, and 5 additional counselors.

Clients are organized in a community hierarchy (top of the community & the rest family) in varying job roles. The TC model emphasizes group meetings, individual counseling, classroom instruction, and role playing deploying four Evidence-Based Practices (Correctional Therapeutic Community for Substance Abusers, Living in Balance, Motivational Interviewing, and Seeking Safety.)

Participants:

Capacity: 76

Number of Individuals Served Annually: 201

CREST North For Women

This is a Level 4 treatment program located at the Hazel D. Plant Women's Work Release Treatment Facility in New Castle. It is based on the TC model and has been operating in New Castle County since 1991. It is operated by an outside contractor, Connections, Inc., with a capacity of 76 female clients; staff of 7 includes a program director, clinical supervisor, senior counselor, 3 additional counselors, and an administrative assistant.

The TC model emphasizes group meetings, individual counseling, classroom instruction, and role playing deploying four Evidence-Based Practices (Correctional Therapeutic Community for Substance Abusers, Living in Balance, Motivational Interviewing, and Seeking Safety.)

Although a programmatic mirror of the men's CREST treatment, CDAS observed variations in its practice. Clients were generally respectful; however, they exhibited frequent "in-fighting" behaviors when counselors were not present. Clients did not seem to share community values or empathy with other residents. Overall, CDAS concluded that the elements for building a good TC and program were present; staff appeared

competent and skilled. CDAS recommendations included: additional staff training in fundamental TC elements and approaches; retraining staff in Seeking Safety curriculum; and smaller/physically separate group sessions.

Participants:

Capacity: 76

Number of Individuals Served Annually: 246

CREST Central For Men

This is a Level 4 work-release treatment program located at the Morris Community Corrections Center in Dover. It is based on a modified TC model. It is operated by an outside contractor, Connections, Inc., with a capacity of 86 male clients; a staff of 7 includes a program director, clinical supervisor, senior counselor, 3 additional counselors, and an administrative assistant.

The modified TC model emphasizes group meetings, individual counseling, classroom instruction, and role playing deploying five Evidence-Based Practices (Correctional Therapeutic Community for Substance Abusers, Living in Balance, Motivational Interviewing, Seeking Safety, and Thinking for a Change.)

Participants:

Capacity: 86

Number of Individuals Served Annually: 201

CREST South

This Level 4 work-release/in-prison treatment program for both men and women is located at Sussex Work-Release Center in Georgetown. It is based on the modified TC model and has existed in Sussex County since 1996. It is operated by an outside contractor, Connections, Inc., with a capacity of 90 clients; a staff of 8 includes a program director, clinical supervisor, senior counselor, 4 additional counselors, and an administrative assistant.

Very different from CREST North, this program only includes Phases 2 & 3 of CREST, but serves both men and women who have been sentenced or classified to the program. There is a focus on the client's transition home, addressing their needs and issues to get home and stay out of prison, relapse prevention, personal responsibility, family reintegration, and employment. The modified TC model emphasizes group meetings, individual counseling, classroom instruction, and role playing deploying four Evidence-Based Practices (Correctional Therapeutic Community for Substance Abusers, Living in Balance, Motivational Interviewing, and Seeking Safety.)

Participants:

Capacity: 90

Number of Individuals Served Annually: 319

III. VENDOR INFORMATION PACKAGE (VIP) RESPONSE REQUIREMENTS

A. COVER LETTER

Each VIP response shall have a cover letter on the letterhead of the company or organization submitting the response. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFI. The cover letter must also identify a contact person which includes a phone number and email address.

B. DESCRIPTION OF SERVICES AND QUALIFICATIONS

Each response must contain a detailed description of how the Vendor could provide the goods and services outlined in this RFI. This part of the response may also include descriptions of any enhancements, additional services, or qualifications the Vendor is able to perform that are not mentioned in this RFI.

C. NUMBER OF COPIES WITH MAILING OF RESPONSE

Each VIP response shall be submitted with one (1) paper copy and one (1) electronic copy on CD or DVD media disk. VIP responses are to be sent to the Delaware Department of Correction and received no later than 1:00 PM (Local Time) on August 26, 2016. The VIP response shall be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**State of Delaware
Department of Correction
ATTN: Craig Fetzer, Purchasing Services Administrator
245 McKee Road
Dover, DE 19904
RFI No. DOC16044-BHVHLTH**

Any response submitted by US Mail shall be sent by either certified or registered mail. Any response received after the date and time deadline referenced above will be returned unopened.

D. VENDOR INFORMATION PACKAGE (VIP) RESPONSE

1. Service

- a. Please describe your organization's recommended/preferred evaluation methodology for behavioral health treatment programs in the correctional setting. If you recommend use of a copyrighted evaluation design format/approach, please describe/include that information.
- b. What potential challenges do you anticipate during the process of evaluating behavioral health treatment programs in the correctional setting?

2. Coverage Area

Identify your present areas of operation, including planned growth or downsizing.

3. Qualifications

- a. What qualifications does your company or organization possess to contribute information which may inform DOC's creation of a comprehensive evaluation plan?
- b. Please describe past program evaluations of behavioral health programs conducted by your agency. List selected projects singly, and briefly describe the scope of the evaluation services performed and the methods employed in conducting the evaluation. For each, please provide a brief description of the population served by the programs and the environment in which the program was conducted.

4. Pricing

Please provide good faith cost estimates for each of the following evaluation components for each of the 16 individual programs listed in the Statement of Need.

- A. Program Implementation/Fidelity Assessment
- B. Participant Outcome Evaluation
- C. Other Recommended Components

Please provide complete, itemized responses for all pricing in VIP response to clearly define how services will be billed (hourly, mileage, etc.) and include all associated costs; including but not limited to: equipment, materials and labor.

5. Staffing

Please provide a narrative of your company or organization history, with contact information, details on your organizational or corporate structure, number of employees, and other pertinent information regarding your business.

6. Reporting

Please provide relevant sample reports for the service(s) included in your VIP response. Also identify your ability and willingness to modify a given report to meet specific Delaware Department of Correction needs. Explain your timeline for reporting information to the Department.

9. Invoicing

Please provide details on how customers are invoiced, frequency of invoices, format used and communications means.