



DEPARTMENT OF HUMAN SERVICES
OFFICE OF YOUTH SERVICES

August 28, 2026

PUBLIC NOTICE OF REQUEST FOR INFORMATION

Community-Based Outreach and Advocacy Services
RFI No. HMS-501-27-02

The purpose of this Request for Information (RFI) is to solicit information regarding Community-Based Outreach and Advocacy services that align with the mission of the Department of Human Services, Office of Youth Services (OYS). OYS is committed to supporting Hawai'i's youth through balanced, community-based, and family-focused approaches that prevent delinquency, reduce recidivism, and promote positive youth development.

Through this RFI, OYS seeks information on Outreach and Advocacy services that actively engage vulnerable and hard-to-reach youth and families, address both immediate and underlying needs, and connect youth to services and supports that strengthen protective factors, resilience, and long-term success. These services are intended to complement the juvenile justice system by promoting early intervention, diversion where appropriate, and sustained engagement with youth and families in their communities.

The Scope of Work outlined below describes Community-Based Outreach and Advocacy services intended to support youth and families through accessible, responsive, and developmentally appropriate approaches. Services are expected to be delivered in a manner that is youth-centered, family-focused, culturally responsive, and grounded in the strengths and needs of the communities served.

Quality Outreach and Advocacy services emphasize early engagement, consistent relationship-building, coordination with community and system partners, and the ability to adapt services in response to youth and family needs. Services should promote stability, collaboration, and positive youth development, while complementing OYS and juvenile justice system efforts related to prevention, diversion, and sustained community-based support.

The service scope described below are provided for informational purposes and are intended to assist OYS in refining service expectations for a future Request for Proposals (RFP).

The scope of work for Community-Based Outreach and Advocacy services may include, but is not limited to, the following:

A. Outreach and Engagement

- Conduct outreach and engagement activities to identify and engage hard-to-reach, hidden, and vulnerable youth populations within their communities and natural environments, including outreach during times when youth and families are most available (e.g., afternoons, evenings, weekends).
- Establish and maintain trusting relationships with youth and families to support consistent engagement in services.

B. Intake, Assessment, and Service Planning

- Conduct intake and needs assessments for youth and their families to identify strengths, risks, and service needs.
- Develop youth- and/or family-driven goals and individualized service plans that reflect identified needs and priorities.

C. Advocacy, Navigation, and Education

- Advocate on behalf of youth and families to secure necessary resources and support to achieve identified service goals.
- Provide information on community resources, referral options, applicable laws, and the juvenile justice system to assist youth and families in navigating systems of care.
- Assist youth in interfacing and negotiating with service providers, schools, and community systems to build self-efficacy and advocacy skills.
- Motivate and empower youth and families to strengthen natural support and develop the capacity to advocate on their own behalf.

D. Prevention, Positive Youth Development, and Diversion

- Provide education and engagement opportunities that address youth violence prevention and increase awareness of the types and impacts of community violence (e.g., domestic violence, cyber-bullying, gun violence).
- Provide opportunities and activities that foster healthy development and support diversion from risk-elevating behaviors and attitudes.

E. Collaboration and Community Support

- Collaborate and coordinate with public and private youth-serving organizations to support comprehensive and coordinated service delivery.
- Identify and collaborate with community resources or service providers that can offer temporary safe placements for youth when appropriate, while referrals and longer-term support are initiated.

F. Monitoring, Crisis Response, and Support Services

- Assess and monitor youth progress and communicate progress to appropriate collaterals, as applicable.
- Provide support during crisis situations to assist in stabilizing youth and addressing immediate safety concerns.
- Provide transportation services, as appropriate, to support youth participation in services and achievement of service goals.

A virtual meeting to gather information and feedback will be held on **Wednesday, September 16, 2026, from 10:00 p.m. to 11:30 p.m. Hawaii Standard Time (HST)**. The virtual meeting will be recorded. OYS will engage attendees to provide information and feedback on the following:

1. From your perspective, what are the most significant unmet needs for “hard-to-reach” youth in your community that Outreach and Advocacy services should address?
2. What outreach strategies have been most effective in engaging youth who are not connected to traditional services?
3. What helps build trust and credibility with youth and families in your community?
4. How should Outreach and Advocacy services work alongside schools, juvenile justice and other systems without duplicating existing roles?

To participate in the RFI virtual meeting, please access the Zoom link below:

Join Zoom Meeting

<https://us02web.zoom.us/j/81991595179?pwd=bcNeYfhW8k996ltv0UTRllpJE7amQi.1>

Meeting chat link

<https://us02web.zoom.us/jc/81991595179>

Meeting ID: 819 9159 5179

Passcode: 104266

One tap mobile

+17193594580,,81991595179#,,,,*104266# US

+12532050468,,81991595179#,,,,*104266# US

Join by SIP

• 81991595179@zoomcrc.com

Join instructions

<https://us02web.zoom.us/meetings/81991595179/invitations?signature=QZXvh5xZsXXAkNLIOMSMVONjLNljsw7joj27i1F1o>

Written information, suggestions, and other feedback for consideration in the development of the RFP requirements is requested by fax, mail or email by **Monday September 21, 2026, 4:30 p.m. HST** to:

Sheri Lyn Sagayaga
Department of Human Services
Office of Youth Services
1010 Richards Street, Suite 314
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If you need an auxiliary aid/service or other accommodation due to a disability, contact Sheri Lyn Sagayaga at 808-587-5730 and ssagyaga@dhs.hawaii.gov as soon as possible. Requests made as early as possible have a greater likelihood of being fulfilled. Upon request, this notice is available in alternate formats.

Participation in this RFI process is optional and is not required to respond to any subsequent procurement by the OYS. Neither the OYS nor any interested party responding to this RFI has any obligation under the RFI. The OYS may engage in further informal discussions to gather additional information and recommendations to assist in developing the RFP.