

**RFS-24-77904
BUSINESS PROPOSAL
ATTACHMENT D**

Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.

Business Proposal

- 2.3.1 General (optional)** - Please introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFS.

In 1958 a grass roots group of local parents in Southern Indiana organized to address concern over the lack of support services for special needs children. Over the years that organization evolved into what is now known as New Hope Services, Inc. (NHS). For more than 65 years, NHS has been providing vital human services to meet the needs of vulnerable groups such as those with developmental and intellectual disabilities, children, and low-income families. Currently, NHS serves 24 counties in Indiana.

Whether it's helping a family with an adult or child, or teaching individuals with disabilities life skills and job training, NHS empowers and support individuals in our community. Through nine different programs, we provide professional assistance to those who need help increasing vocational and employment skills, daily living skills, self-care, and community integration.

NHS Mission: Creating opportunities for people to thrive.

NHS Vision: Build brighter futures where hope shines for everyone.

- 2.3.2 Respondent's Company Structure** - Please include in this section the legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

New Hope Services, Inc. (NHS) is a 501(c)(3) Corporation and was registered with the state of Indiana in August of 1958. See Attachment: 501(c)(3) designation. NHS is a Human Services agency that provides services in 24 counties in Indiana to individuals with developmental and intellectual disabilities, children and families, and low-income families through affordable housing. Our three primary divisions include:

Ability Services, Family Services and Affordable Housing. Programs within each division are:

Ability Services:

-*Employment Services*- this program assists individuals in selecting, obtaining, and/or maintaining appropriate employment in a competitive setting.

-*Pre-ETS*- this program is a collaborative project serving students for a meaningful future.

-*Participant Assistance and Care (PAC)*-PAC supports clients in activities of daily living, self-care, and mobility to help ensure health, safety and welfare of individuals.

-*Behavior Management*-this program supports individuals to use positive strategies to decrease the occurrence of unwanted behaviors.

-*Respite*-this program provides temporary and periodic care for individuals in the absence of their usual caregiver or to provide relief to their usual caregiver.

-*Attendant Care and Homemaker*-this program provides assistance meeting daily living needs of a client of any age who is not able to care for themselves independently.

-*Supported Living*-this program serves adult individuals in their home living environment to assist and maintain their community home and live as independently as possible.

-*Skills Training*-this program assists individuals with mild to moderate intellectual or physical disabilities to work toward personal goals to achieve their highest level of independence.

-*Adult Day Program*-The Square Day Program is a gathering place for individuals of all abilities to have a sense of community.

-*Community Habilitation*- this program provides purposeful, goal-oriented activities for individuals and focuses on community integration.

Family Services:

-*Women, Infant and Children (WIC) Program*- a supplemental nutrition education program that provides access to nutritious foods and promotes healthier eating and lifestyles. New Hope provides this program in 7 counties in Indiana.

-*Healthy Families*-a program that helps new parents and gives babies a brighter beginning. New Hope provides this program in 15 counties in Indiana.

-*HopeCare Clinic*-providing reproductive healthcare services and STI testing and treatment for men and women. New Hope serves patients in Clark, Floyd and Scott counties.

Affordable Housing:

-*Affordable Developer*- New Hope builds homes that improve individual's quality of life and improve the overall health of communities.

-*Indiana Emergency Rental Assistance (IERA)*-Providing Housing Counseling services to Indiana renters to increase housing stability.

The SVP/COO is responsible for the oversight and direction of the development and

marketing of services. Additional leadership involvement from the Director of Social Services, Program Manager, and Program Supervisor is also involved in service delivery and oversight.

See Attachments: NHS Ability Services Org Chart; NHS Org Chart

2.3.3 Respondent's Diversity, Equity and Inclusion Information - With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents' Executive Staff and Board Members, if applicable.

New Hope Services, Inc. has the following Cultural Competency and Diversity Plan in the Employee Handbook on page 17:

"NHS is committed to fostering, cultivating, and preserving a culture of diversity and inclusion. The success of our business is the result of the valuable services and commitment of our employees. They bring to our workplace individual differences, extensive knowledge of our work, many years of valuable training, their own life experiences, creativity, empathy, unique capabilities, and talent. They bring their many cultural influences and embrace the culture we have created at NHS. Their commitment and effort results in our achievements and our reputation as a great place to work, and for delivering high quality services to our clients.

We value the many differences in our workplace in gender, color, age, ethnicity, physical and mental abilities, marital status, gender identity or sexual preference, language, national origin, race, religion, military status, socio-economic status, and other unique characteristics. We recognize the differences between our employees and the clients we serve contribute to the dynamics in the workplace.

Some of the practices of NHS that demonstrate how we value diversity and practice inclusion are our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity, that encourages and enforces inclusion.

All employees of NHS have a responsibility to treat clients, vendors, suppliers and each other with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events. The company will continually seek resources to assist employees to enhance their knowledge and understanding of differences. Employees are required to attend all mandatory diversity and inclusion training programs that will assist them to embrace inclusion and value diversity in our workplace. The Cultural Competency and Diversity plan will

be reviewed at least annually for relevance and updated as needed.

NHS will not allow employees to be excluded, to be treated with disrespect, or to be the subject of discrimination. If any employee feels he/she has been singled out and treated with any level of disrespect based on differences, including exclusion from a privilege offered other employees, or who observes any inappropriate behavior toward any other stakeholder in our company, it is the duty of the employee to report the inappropriate behavior to the Supervisor or to the Human Resources Department. It is the commitment of our company that we take immediate corrective action.

To abide by our contracts, we must act affirmatively to assure our Corporation is free of discriminatory practices. We are committing to the community that we will not show favoritism to any individual or group. From time to time, we need to be reminded to examine our workplace to assure that we are sending the correct message to our clients and staff that we embrace and value diversity.

We must certify that the corporation is neither non-sectarian (not affiliated with) nor indicate preference for any religion or religious group in every state contract that we sign.

The policy of NHS is that no religious broadcasts will be allowed in offices of the corporation. If you have photographs and artwork posted in your work area, they may not be political, religious or offensive to others.

If you have any questions or doubts about what is acceptable to assure our commitment to diversity, please speak with your Supervisor.”

NHS measures and prioritizes diversity, equity and inclusion through an equity plan that is based on what we learn about ourselves, from an equity perspective, in the way we support our staff, the individuals we serve, and the communities we work in. The equity plan sets a course for continuous improvement to achieve greater equity in all facets of our work. Improvement strategies created, acted on, and are reviewed and updated at least annually. Our Program Evaluation software, Insight Vision, is the tool we use to track and measure the equity plan.

The NHS Executive Team is comprised of 1 Caucasian male and 4 Caucasian females. The NHS Board of Directors is comprised of 7 Caucasian males and 6 Caucasian females.

See attachment: Employee Handbook

2.3.4 Company Financial Information - This section must include documents to demonstrate the Respondent’s financial stability. Examples of acceptable

documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.**

NHS audited financials for the most recently completed fiscal years (2022 and 2021) are provided in the attachment: NHS Financial Audit.

See attached: NHS Financial Audit

2.3.5 Integrity of Company Structure and Financial Reporting - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

I, the President/CEO, Jody Heazlitt, hereby attest personal responsibility for the thoroughness and correctness of any/all financial information supplied within on this proposal. The Finance & Audit Committee of the Board of Directors monitors the annual audit of the corporation and makes recommendations, but are not involved in the audit process. Board member integrity is outlined in the Board Member job description.

See attachments: NHS By-laws, NHS Chairperson Job Description

2.3.6 Contract Terms/Clauses - Please provide the requested information in RFP Section 2.3.6.

New Hope Services, Inc. accepts the mandatory contract clauses outlined as indicated in Attachment I. No changes are requested.

2.3.7 References - Reference information is captured on **Attachment G** Respondent should complete the reference information portion of the **Attachment G** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further

information if the State elects to do so. The rest of **Attachment G** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive **THREE (3) Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment G** should be submitted to idoareferences@idoa.in.gov. **Attachment G** should be submitted no more than ten (10) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

Customer 1	
Legal Name of Company or Governmental Entity	Southwestern Jefferson County Consolidated School Corporation
Company Mailing Address	167 S. Main Cross St
Company City, State, Zip	Hanover, IN 47243
Company Website Address	Swjcs.us
Contact Person	Kelly Kummer
Contact Title	Teacher of Record
Company Telephone Number	812-866-6230
Company Fax Number	812-866-6233
Contact E-mail	kkummer@swjcs.us
Industry of Company	Education
Customer 2	
Legal Name of Company or Governmental Entity	Scottsburg High School
Company Mailing Address	500 South Gardner Street
Company City, State, Zip	Scottsburg, IN 47170
Company Website Address	https://shs.scsd2.k12.in.us/
Contact Person	Melanie Young
Contact Title	Emotional Disabilities Teacher
Company Telephone Number	812-752-8927
Company Fax Number	812-752-6207
Contact E-mail	myoung@scsd2.k12.in.us
Industry of Company	Education
Customer 3	
Legal Name of Company or Governmental Entity	Greater Clark County School Corporation
Company Mailing Address	2112 Utica-Sellersburg Road
Company City, State, Zip	Jeffersonville, IN 47130
Company Website Address	https://www.gccschools.com/
Contact Person	Christy Davis
Contact Title	Supervisor of Special Education
Company Telephone Number	812-283-0701
Company Fax Number	812-288-4804

Contact E-mail	chdavid@gccschools.com
Industry of Company	Education

2.3.8 Registration to do Business – Per RFP 2.3.8, Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent's responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

New Hope Services, Inc. is registered with the Secretary of State with an active status. Our business ID is: 194272-124.

2.3.9 Authorizing Document - Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

Jody Heazlitt, President/CEO, is legally authorized by the organization to commit New Hope Services, Inc. contractually as outlined in the Board Resolution.

See attachment: Board Resolution.

2.3.10 General Information - Each Respondent must enter your company's general information including contact information.

Business Information	
Legal Name of Company	New Hope Services, Inc.
Contact Name	Elizabeth Boyd
Contact Title	SVP/COO
Contact E-mail Address	Elizabeth_Boyd@newhopeservices.org
Company Mailing Address	725 Wall Street
Company City, State, Zip	Jeffersonville, IN 47130
Company Telephone Number	812-288-8248
Company Fax Number	812-284-5353
Company Website Address	www.newhopeservices.org
Federal Tax Identification Number (FTIN)	35-1022158
Number of Employees (company)	119
Years of Experience	65

Number of U.S. Offices	10
Year Indiana Office Established (if applicable)	1958
Parent Company (if applicable)	N/A
Revenues (\$MM, previous year)	\$10,058,876
Revenues (\$MM, 2 years prior)	\$12,450,179
% Of Revenue from Indiana customers	100%

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

Yes, our organization has a Disaster Recovery Plan.

See attachments: Risk Management Policy, Pandemic Policy, and Asset Management and Safety Manual.

- b. What is your company's technology and process for securing any State information that is maintained within your company?

New Hope Services, In. has an IT Policy Manual that outlines on page 8 our data protection policy. This policy includes both internal and external access procedures. The HIPAA policy also outlines how to securely manage personal health information. This policy can be found on page 20 of the Employee Handbook.

See attachment: IT Policy Manual, Employee Handbook

2.3.11 Experience Serving State Governments - Please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

NHS has rich history of providing and serving as a provider for State and/or quasi-governmental accounts. Below is our service timeline:

1958: Began providing services to individuals with intellectual and developmental disabilities.

1981: Began providing waiver based services to individuals with intellectual and developmental disabilities.

1995: Began as a Women, Infant and Children (WIC) Program provider where we currently serve 7 counties.

1997: Began as a Healthy Families provider where we currently serve 15 counties.

2014: Started the HopeCare Clinic in partnership with the Indiana Family Health Council (IFHC) providing reproductive healthcare services in 3 counties.

2.3.12 Experience Serving Similar Clients - Please describe your company's experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

NHS has experience serving customers similar in size to the State through our service contracts with FSSA, DDRS, and Vocational Rehabilitation. NHS currently provides Employment Services and serves as a subcontractor for Pre-ETS, where both services are similar in scope. NHS provides Employment Services to approximately 150 individuals annually and provides Pre-ETS services to approximately 60 individuals annually.

Shawn's Story:

Shawn is a current student and is supported by Career Coach, Holly. Shawn is a young man with a fierce spirit, and Holly, his steadfast career coach, began crafting a future filled with triumph and success, one skill at a time. In the competitive world outside academic, Shawn recognized the need for a vital skill: time management. Holly came prepared with both unwavering support and a powerful tool- the daily planning sheet. With each day mapped out, Shawn has undergone a remarkable transformation. Assignments are now submitted promptly, his confidence has increased, and he has a readiness to conquer the world with his new skill set.

Ray's Story:

Ray is a current student who is a sophomore and supported by Career Coach, Holly. Ray is very active and loves to tell a good joke! Ray's goal is to become an adventure photographer. Holly got right to work coming up with ideas and ways for Ray to get more experience in photography. After presenting several photographers to Ray, he found a photographer that he was very impressed and began studying their work. Ray and Holly meet weekly and he is always excited to talk about photography- he has even starting taking scenic pictures in his spare time to practice his new skills. Ray is well on his way to a bright future as an adventure photographer.

Katie's Story:

Katie is a junior that was enrolled in a traditional high school but recently started homeschooling and is working with Career Coach, Holly. At the beginning of services, Katie was not very communicative. After getting to know her Career Coach and gaining rapport, she is now very communicative and began to express her love for marine biology. Katie is really looking forward to attending college for Marine Biology. Holly helped Katie explore secondary education opportunities and she was excited to find out that Vincennes University has a Marine Biology program. Katie and Holly recently went on a tour of a college and she loved every bit of the tour. Holly and Katie will continue to develop her skills and her love for Marine Biology.