**2.1 General Specifications**

**2.1.1** Respondent must provide Chaplain Services at Newton Correctional Facility (NCF) in

Newton, Iowa, as described in this Contract.

**2.1.2** Respondent must cooperate with Agency on all regulatory compliance matters.

**2.1.3** Respondent must abide by all applicable Federal and State Iowa Department of

Corrections rules and law. Agency policies and work rules are found in Iowa Department

of Corrections Policies, Handbooks and Personnel Policies. All Agency rules and laws are

covered by New Employee Training (NET) and New Employee Orientation (NEO).

**2.2 Mandatory Security Requirements**

 The Respondent shall comply where applicable with the following security and privacy

 requirements and standards:

**2.2.1** Iowa Code 715c: <https://www.legis.iowa.gov/docs/code/715c.pdf>

**2.2.2** State of Iowa Enterprise Information Security Standards:

 https://ocio.iowa.gov/sites/default/files/standards/2015‐

 05/080318\_information\_security.pdf

**2.2.3** Health Insurance Portability and Accountability Act (HIPAA) of 1996 (P.L.104‐191): 45

 CFR Part 160, 45 CFR Part 164.

 2.2.4 Health Insurance Technology for Economic and Clinical Health Act (HITECH Act);

 Enacted under ARA (Pub.L.111‐5).

**2.3 Chaplain Services Scope of Work**

**2.3.1 General Requirements**

Respondent must provide Chaplain Services for religious services for all religious groups

at NCF. Services will include counseling on grief, marriage, and other religious

issues. Services will also include consultation with staff on religious issues, assist in

religious activities as they occur during the year, and other duties mutually agreed upon

by both parties.

**2.3.2 Chaplain Mandatory Physical Requirements**

**2.3.2.1** All Respondent Personnel must possess a valid driver’s license.

**2.3.2.2** All Respondent Personnel must be able to walk at a normal pace at least one‐

quarter mile within or between buildings, ascend/descend flights of stairs

frequently throughout a work shift. Be able to ascend/descend flights of stairs

quickly in order to respond to critical or emergency situations.

**2.3.3 Chaplain Professional Skills**

**2.3.3.1** Respondent must provide chaplain services to incarcerated individuals.

**2.3.3.2** All Respondent Personnel providing chaplain services must successfully

complete new employee training (NET) and new employee orientation (NEO) as

determined by the State prior to providing chaplain services.

**2.3.3.3** Respondent Personnel must effectively manage incarcerated individual(s);

facilitate services, and religious groups as assigned.

**2.3.3.4** Respondent Personnel must work cooperatively with co‐workers and supervisors

in a professional and cordial manner to the staff, incarcerated individuals,

visitors, and the public.

**2.3.3.5** Respondent Personnel must be able to read, write, and effectively communicate

orally and in the English language. Respondent will be writing to incarcerated

individuals, staff, and the public.

**2.3.3.6** Respondent Personnel must possess sufficient comprehension skills to read,

understand, and apply all written policies, procedures and directives.

**2.3.3.7** Respondent Personnel must write clear documentation with correct spelling,

grammar, logical sequences, and sentence structure so that documentation can

be understood.

**2.3.3.8** Respondent Personnel must accurately evaluate information and situations and

apply objectivity and good judgment.

**2.3.3.9** Respondent Personnel must respond appropriately to direction from and

cooperate with State employees, including NCF staff, and follow

institutional and departmental policies.

**2.4 Respondent Personnel Mandatory Education Requirements**

 All Respondent Personnel must have graduated from an accredited four (4) year college or

 university. Documentation of graduation must be provided to both the Agency and Contract

 Administrator.

**2.5 Chaplain Service Requirements**

**2.5.1** Respondent must preside over and provide for religious support programs for the NCF

 that include but are not limited to:

* Oversee coordination of all faith services including but not limited to

Catholic, Protestant, Islamic, Native American, Jewish, Wiccan. Respondent must

ensure all faiths receive adequate support per their faith standards and doctrines.

* Provide pastoral counseling to incarcerated individuals and their families as needed.
* Must work with and maintain contact with Agency contracted religious consultants.
* Visit segregation units weekly.
* Coordinate and oversee volunteers for religious support programs as needed.
* Coordinate religious feasts as needed.

 **2.5.2**  Respondent must monitor and supervise religious self‐study groups and any additional

 religious duties that include but are not limited to:

* Monitor self‐study groups, and assist with any problems related to scheduling,

supplies, and audio‐video aids.

* Complete annual E‐Learning training as required.
* Attend Treatment Team meetings, special staffing, and program reviews as needed.
* Be responsible for addressing any and all issues with Religious groups or individuals.
* Coordinate and direct marital counseling for incarcerated individual(s) and their

spouses and future spouses.

* Order all supplies for various religious groups as needed.
* Manage the approval per Agency policy of ordering of all religious items.

 **2.5.3** Respondent must be responsible for encouraging community collaboration that

includes but is not limited to:

* Assist in scheduling and monitoring any special religious events.
* Work with area ministerial association(s) in continuation of religious services for

incarcerated individual(s) upon their release.

* Be responsible for soliciting religious support materials for the NCF chapel

libraries.

**2.6** **Contracted Work Hours and Scheduling**

 **2.6.1** Respondent Personnel will provide Chaplain Services from Monday through Friday,

 twenty (20) hours per week. Evening and weekend hours will be

scheduled as needed for religious functions.

 **2.6.2** Respondent Personnel will develop a monthly schedule in conjunction with the facility

Treatment Director or Designee. Any special requests such as additional hours at each

facility or in excess of twenty (20) hours per week must be communicated and approved

in writing from facility Treatment Director or designee.

 **2.6.3** Treatment Director or designee written approvals for special request hours will be

considered sufficient documentation for invoice purposes.

 **2.6.4** All Respondent Personnel work hours must be tracked per time clock punch. At the end

of each month, The Agency will provide Respondent a copy of the total hours worked

 for all Respondent Personnel. This documentation must be submitted with their

monthly reports and invoice.

 **2.6.5** **State of Iowa Holidays**

Chaplain Services may be needed on State of Iowa Holidays as defined in Iowa Code §

1C.2:

* New Year's Day
* MLK Observed
* Memorial Day
* Independence Day
* Labor Day
* Thanksgiving Day
* The Friday after Thanksgiving
* Veterans’ Day
* Christmas Day

**2.7** **Respondent Personnel**

Respondent will utilize qualified and trained Chaplains to facilitate the pastoral service to the

incarcerated individuals at each facility.

**2.7.1**  **Primary Assigned Chaplain(s)**

To maintain consistency at each facility, the Respondent must designate a Primary

Chaplain at each facility. Any changes to the designated facility Chaplain must be

communicated in writing with facility Treatment Director or designee thirty (30) days in

advance of the change taking place. Agency has the ability to veto any changes to the

designated facility Chaplain.

**2.7.2 Substitute Chaplain(s)**

Respondent must provide a trained, certified and qualified substitute for any

unexpected holidays, absences, vacations, sick days.

 **2.7.3** **Current Respondent Personnel ‐ No Subcontracting Allowed**

**2.7.3.1** The Respondent must provide the Department of Corrections facility with the

names and contact information of all Respondent Personnel who shall perform

work under the Contract. Respondent’s substitute or part time personnel for

cases of unexpected sick time or absence must be included.

**2.7.3.2** Respondent must keep the Agency up to date on any changes in trained and

qualified Respondent Personnel and with all current trained and qualified

personnel who will perform work under this contract. Any change in personnel

must be documented and communicated in writing to Agency facility Treatment

Director or Designee thirty (30) days in advance of the change taking place.

**2.7.3.3** Respondent Personnel must abide by all Agency employee handbook(s), and

policies while performing Chaplain Services for Agency. Prior to providing

services under this agreement, all Respondent Personnel must be approved by

the State and must have completed all necessary training, as determined by the

State.

 **2.7.4 Future Respondent Personnel ‐ No Subcontracting Allowed**

 **2.7.4.1** Any new Respondent Personnel introduced by the Respondent must be

documented and communicated in writing to the Agency Facility Treatment

Director or designee at least thirty (30) days in advance of providing services

under this contract.

 **2.7.4.2** Any new Personnel the Respondent introduces to perform Chaplain Services

under this Contract must meet all requirements of this Contract, including all

requirements of section 2.2 above. Additionally, the State must be allowed to

interview the new Respondent Personnel Agency, and perform a background

check. The new Respondent Personnel must attend and pass all Agency required

training prior to providing services.

**2.7.5 Iowa Department of Corrections Training Requirements for Respondent Personnel**

**2.7.5.1** At a minimum, all Respondent Personnel must successfully complete new

employee training and new employee orientation prior to providing services

under this Agreement. New Employee Training includes the Online Prison Rape

Elimination Act (PREA), prior to providing services. Additionally, all Respondent

Personnel shall complete annual refresher training and any other necessary

training as determined by the Agency.

**2.7.5.2** The Respondent Personnel shall comply with security imposed by the

Department of Corrections at all times while at NCF. The Respondent

specifically submits and agrees to allow background searches of its Personnel.

Background searches will be conducted by the Department of Corrections and

the DCI of all Respondent Personnel employees that will be present at Agency

facilities. The background checks consist of searches of the following databases:

National Crime Information Center, State of Iowa Courts & ICON Corporation.

**2.7.5.3** The State may, from time‐to‐time, update the background searches it conducts

of the Respondent’s Personnel. The State will provide information to the

Respondent concerning its current required background searches at the request

of the Respondent.

**2.8 Agency Obligations**

 **2.8.1** Agency will provide the listed items below to the Respondent Personnel for them to

provide their services to incarcerated individuals. Respondent Personnel must abide by

all Agency rules and policies while utilizing Agency provided facilities, office supplies,

equipment and email.

Newton Correctional Facility will provide Respondent Personnel an office,

computer, e‐mail address. The facility will provide the Chapel and office supplies.

**2.9 Respondent Customer Service**

**2.9.1 Respondent Communication with Agency**

**2.9.1.1** Respondent Personnel must respond to all Agency requests by phone or email

within two (2) hours if they are working scheduled hours on site at facility.

**2.9.1.2** Respondent Personnel must respond to all Non‐Scheduled or Emergency

requests by phone or email from Agency within three (3) hours of receiving

request.

**2.9.1.3** Respondent must notify the Facility Treatment Director or designee in writing

when scheduled Respondent Personnel are unable to fulfill their scheduled

work due to unexpected holidays, absences, sick days. The notification must be

made at least one (1) hour before the Respondent Personnel is scheduled to be

at the facility.

**2.9.1.4** Respondent must notify the Facility Treatment Director or designee in writing

when Substitute Chaplain(s) will be sent instead of the Primary Chaplain. The

notification must include the name and contact information of the substitute

chaplain and be emailed at least (1) hour in advance of the scheduled hours at

the facility.

**2.9.1.5** Respondent must notify the Facility Treatment Director or Designee by email

when scheduled Respondent Personnel are unable to fulfill their scheduled

work due to prescheduled vacations or conferences. The notification must be

made by one (1) month before they are scheduled to be at the facility if they are

scheduled to be gone for more than a week. Respondent must include name

and contact information of Substitute Chaplain for the scheduled hours in the

written notification email.

**2.9.1.6** Respondent must notify the Facility Shift Captain by email one (1) hour in

advance of their scheduled shift for the day if they will be late for their

scheduled shift.

**2.9.1.7** All Respondent Personnel service, performance and behavioral issues will be

documented by Treatment Director or designee and will be communicated in

writing to the Respondent.

**2.9.2 Respondent Communication with Incarcerated Individual(s)**

**2.9.2.1** Respondent Personnel must address all service or Chaplain related requests

from incarcerated individuals within one (1) week of receiving the request.

**2.9.2.2** Respondent Personnel may receive service requests from incarcerated

individual's kiosk systems. This kiosk system will track and document the

written service requests and written responses to and from the Incarcerated

Individuals.

**2.9.2.3** Respondent Personnel may receive service requests from incarcerated individual

in person. Respondent must track and document the service requests and

completion of requests.

**2.10 Agency Performance Measures**

**2.10.1 Agency Performance Measure**:

Correctional Treatment Director or Designee will perform an Annual Respondent review

before the annual contract renewal.

**2.10.2 Performance Measurements:**

**2.10.2.1** Has the Respondent been meeting the scheduled hours at the facility?

Agency will review Facility Time Cards for the previous year and written

notification of all schedule changes.

**2.10.2.2** Has the Respondent Personnel been answering Incarcerated Individual kiosk

service requests within the one (1) week time frame? Agency will review

facility kiosk tracking information.

**2.10.2.3** Is the Respondent providing monthly reports in Section 2.10 and in a timely

manner? Agency will review monthly report received for the previous year.

**2.10.2.4** Has Respondent responded appropriately and in a timely manner to any

personnel performance or behavioral that Respondent was notified of in

writing. Agency will review documentation and resolution of these issues.

**2.10.3** **Respondent Personnel Dismissal:**

The Agency may dismiss any of the Respondent Personnel at any time from providing

Chaplain Services on this Contract due to prohibited Agency behaviors. Any serious

behavioral or performance issue will be addressed and referred for investigation. Investigation outcomes may result in a Respondent Personnel no longer being allowed to provide services up to and including termination of the agreement.

**2.11 Respondent Reporting and Documentation**

**2.11.1** Respondent will develop a reporting form in excel or pdf to accurately account for the

services and delivery the following reports monthly with the facility Treatment

Director or Designee by email the 10th day of the following month.

**2.11.1.1** How many religious groups met during the month?

**2.11.1.2** How many incarcerated individuals participated and attended those

 meetings?

**2.11.1.3** How often did Respondent Personnel Provide Religious Accommodation,

 based on need, incarcerated individual participation and Iowa

 Department of Corrections policy.

**2.11.1.4** Chapel Facilities Usage.

**2.11.1.5** Individual Pastoral Counseling, tracked by Agency kiosk generated notes.

**2.11.1.6** In person service requests from incarcerated individuals, status updates

 included.

**2.12 Invoicing**

**2.12.1** Invoices and all required documentation must comply with applicable Agency rules

concerning payment of such claims. All such invoices must be submitted to Agency

which must verify the billing for accuracy, approve the billing and submit payment to

the Respondent. The Agency will pay invoices on a monthly basis after the receipt of an

approved invoice. This amount must constitute the entire compensation due the

Respondent for the required services and all of the Respondent obligations including but

not limited to, all applicable taxes, fees, overhead, and all other direct and indirect costs

incurred or to be incurred by the Respondent.

**2.12.2** Respondent will submit a monthly invoice to NCF for the services required by

this Contract.

**2.12.2.1** **Newton Correctional Facility**

 **307 S 60th Ave E W**

 **PO BOX 218**

 **Newton, IA 50208**

 **Accounts Payable**

**2.12.3** Respondent will submit all Agency generated time clock report with Invoice(s).

Total Hours invoiced must match Agency generated time clock report. Only a

 Treatment Director or Designee written approval of an edited time clock punch

 may be invoiced.

**2.12.4** Invoices to be received for previous month Chaplain Services no later than the

 10th day of the following month.

**2.12.5** Every invoice submitted by Respondent must identify the dates of Chaplain

services and list total number hours worked by Respondent Personnel.