

# SERVICE SPECIFICATIONS

*Wraparound Services*



**ORANGA  
TAMARIKI**  
Ministry for Children

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# 1. ABOUT THESE SERVICE SPECIFICATIONS

## Who are these specifications for?

These service specifications are for the Provider that Oranga Tamariki—Ministry for Children (Purchasing Agency) contracts with to provide Wraparound Programme Services. These Service Specifications form part of the Outcome Agreement.

Outcome Agreements with Providers for the delivery of Wraparound Programme Services require that the Services are delivered in accordance with these Service Specifications. These Service Specifications are a living document and may be varied at the discretion of the Purchasing Agency. The Purchasing Agency will inform the Provider of any variation to be made.

## What is the purpose of these specifications?

The specifications provide:

- a set of commonly agreed practice principles and values to guide Wraparound Programmes work
- detailed information about service delivery and practice
- a resource tool to help you deliver Wraparound Programmes Services consistently
- a resource tool to assist you in meeting the desired service outcomes
- a way for us to improve our responsiveness to feedback regarding changes to the service delivery component of the Outcome Agreement .

## How should these specifications be used?

These Service Specifications should be seen as setting the minimum standard for service delivery to assist you to competently deliver the Service according to the Outcome Agreement requirements. Each Provider can develop a service that reflects the Provider's philosophical base, incorporating local need and the culture within which it works.

## Will these specifications be revised?

This document is a living document and will be updated as required. The Purchasing Agency staff will keep you informed of any further editions, updates or changes to these specifications, as they form part of the Outcome Agreement. Feedback on the

specifications is welcome at any time and can be sent to the Purchasing Agency National Office using the attached Feedback Form (see Appendix Two).

### **Where can you go for further information?**

For further information on these specifications please contact your Purchasing Agency Contract Manager as identified in your Outcome Agreement.

## 2. RELATIONSHIPS

### Principles that underpin the relationship between the Purchasing Agency, the Provider and the client?

For this to be effective, it is essential that all parties collaborate to ensure the Services are effective and accessible. The following principles guide all dealings under the Outcome Agreement. The parties agree to:

- act honestly and in good faith
- communicate openly and in a timely manner
- work in a collaborative and constructive manner
- recognise each others' responsibilities
- encourage quality and innovation to achieve positive outcomes

This Outcome Agreement does not constitute a partnership in the legal sense nor does it mean that the Provider is an employee or agent of the Purchasing Agency.

### Cultural awareness

Each party recognises the needs of all people, including Māori, Pacific Peoples, migrant communities and all other communities, to have services provided in a way that is consistent with their social, economic, political, cultural and spiritual values.

### Accessibility

Increased participation is supported by enhanced accessibility and recognises the diverse needs of all people, through:

- ease of communication
- flow of information and
- physical accessibility.

# 3. ABOUT WRAPAROUND PROGRAMMES

## What are Wraparound Programmes about?

Wraparound Programmes are services purchased or delivered to implement Service Plans to Children or Young People and their families/whānau (Whānau Outcomes Plans).

Whānau Outcomes Plans involve a comprehensive approach to address: youth offending, and/or the risk of being placed in an out-of- family/whānau placement, and/or anti-social behaviours that may lead to offending where sizeable wrap around plans are developed and implemented. Some Whānau Outcomes Plans may involve a less intensive approach for behavioural issues where smaller plans can be developed based on the needs of the individual and their families/whānau.

Programmes focus on the development of the Children or Young Person so that they:

- reduce at risk behaviour
- develop life skills and social competence
- improve their self-esteem and motivation skills
- increase their problem-solving skills
- learn job skills
- develop positive peer relationships
- are linked to their local communities
- receive appropriate educational services.

## Who is the client group for Wraparound Programmes?

Wraparound Programmes provide Services for Children or Young People who:

- are aged 10-17 years old;
- have been subject to a Youth Justice Family Group Conference (FGC); or
- are at risk of an out-of-whānau placement or are in placement / being placed with the Purchasing Agency caregivers; or
- are at risk of offending and have one or more of the following:
  - regularly committing offences, which have been escalating in frequency or severity

- assessed by the Provider as being at risk of offending or requiring intervention by the Purchasing Agency
- assessed using the Purchasing Agency screening and assessment tools as being at risk in at least three of the following areas:
  - associating with anti-social peers or other offenders
  - repetitive truancy or risk of being, or have been, suspended or expelled
  - alcohol or drug abuse
  - risk of self-harm or suicide.

The Child or Young Person and her or his family/whānau will also be assessed as experiencing difficulties in many of the following areas:

- family/whānau environment
- physical wellbeing
- emotional wellbeing
- attitudes including:
  - pro-criminal or tolerant attitudes held by the Child or Young Person, or family/whānau towards criminal activity
  - denial of accountability
  - inability to accept responsibility for other problem
- social interactions
- cultural/spiritual identity.

## What are Wraparound Programmes seeking to achieve?

Wraparound Programmes are seeking to achieve the following vision, long-term outcomes and results for youth and their family/whānau:

### Vision:

- To reduce offending and improve rehabilitation outcomes for at risk Children or Young People.

### Long-Term Outcomes:

- Children or Young People are maintained within their family/whānau, hapu or iwi.
- Children or Young People are encouraged to accept responsibility and be accountable for their offending.



## Results:

- A reduction of youth offending.
- Changed attitudes and behaviour of Children or Young People towards themselves and the community.
- Improved life skills for Children or Young People.
- Improved access by Children or Young People to productive, positive activities.
- Improved skill development, leading to improved educational, training and employment opportunities for Children or Young People.
- Improved family/whānau functioning.
- Families/whānau have the skills and knowledge to manage their own Children or Young People.

## What are Wraparound Programmes core principles?

Wraparound Programmes have the following core principles that underpin practice:

- an ethical relationship between the Provider and the Child or Young Person and their family/whānau
- trust and respect between all parties
- the Child or Young Person's positive engagement.

## Social Sector Accreditation Standards

Providers delivering Wraparound service are required to meet Level Two, Ministry of Social Development (MSD) specific accreditation standards. Providers are required to maintain their Accreditation Level according to MSD's relevant Social Sector Accreditation Standards.

## 4. PARTICIPATION AND VIEWS OF CHILDREN AND YOUNG PEOPLE

Legislative changes to Sections 7 and 11 of the Oranga Tamariki Act 1989 means that:

- Children and Young People have a right to participate in, and express their views in and/or about:
  - court proceedings under the Oranga Tamariki Act 1989
  - family group conferences (convening and proceedings)
  - planning (preparation of a plan and review of a plan)
  - any other action or decision that significantly affects them.
- Children and Young People must be:
  - encouraged and assisted to participate to a degree appropriate for their age and maturity, unless the person responsible (see below for definition) considers their participation to be inappropriate
  - given reasonable opportunities to freely express their views on matters affecting them, and any views that they express (either directly, or through a representative) must be taken into account.

If Children and Young People require assistance to express their views or to be understood, support must be provided to assist them. Support can come from a family/whānau member, another person, a specialist service provider, or any other service. A support person is entitled to be present at a meeting or proceeding at which the Child or Young Person is present (including a family group conference), for the purposes of providing support, unless the person leading the process (the person responsible) considers it impractical or inappropriate.

### Person responsible

The following people are responsible for ensuring Children and Young People have been encouraged and assisted to participate, given reasonable opportunities to freely express their views, and given the support necessary to overcome difficulties in expressing their views or being understood:

- for proceedings before a court - the judge, or other person presiding, and the barrister or solicitor representing the Child or Young Person
- for the convening and proceedings of a Family Group Conference - the person responsible for convening the conference (ie, the Care and Protection or Youth Justice Co-ordinator)
- for planning processes - the person directed by the court to prepare or review the plan (ie, the Chief Executive's delegate, usually the Purchasing Agency Social Worker for the Child or Young Person)
- for any other process - the person responsible for taking the action or making the decision. Depending on the particular action or decision, this might be the Purchasing Agency's Social Worker or a Family Group Conference Co-ordinator.

## Access to independent services

Children and Young People that the Purchasing Agency and the Provider both work with have a right to access independent services and support to express their views about:

- matters important to them relating to their own circumstances
- general matters relating to processes and services they have experienced under the Oranga Tamariki Act 1989.

The Provider and the Purchasing Agency's social worker/co-ordinator must ensure that the Child or Young Person:

- knows about the relevant independent services, and how to access them
- has the support they need to express their views.

Independent services include the Purchasing Agency Feedback and Complaints mechanism, the grievance process within residences (Whāia Te Māramatanga), connection and advocacy service VOYCE - Whakarongo Mai, and the Children's Commissioner's Child Rights Advice Line.

Resources have been developed to support understanding and implementation of the changes. These can be viewed online with the [legislation reform information](#).

## 5. SERVICE DELIVERY

### What activities do Wraparound Programmes focus on?

In order to achieve the aims of the Wraparound Programmes it is important that you as the Provider and all the other parties associated with Wraparound Programmes get involved, and carry out a number of actions and functions which will include one or more of the following-

#### Community Initiatives:

Develop and implement community based programmes relevant to the needs of the Children and Young People in their area.

#### Group Work:

Provide opportunities for group work that focus on positive social attitudes, taking self-responsibility, strong family/whānau relationships and positive community engagement.

#### Social Work Support:

Social work support to link Children and Young People into their community with the aim of reducing offending behaviour. Also assist in supporting Children and Young People with any issues arising.

#### Mentoring:

Provide one to one mentoring with Children and Young People at risk of offending. This mentoring relationship should also work towards the aims and long term outcomes of the programme.

#### Education:

The Provider shall ensure that;

- consistent with the Education Act, 1989 and the Oranga Tamariki Act 1989, all Children and Young People of compulsory school age or who wish to continue their education are enrolled at a registered school and receive their full education entitlement. All such Children and Young People must be taught the New Zealand curriculum

- Peer Mentoring
- Parenting Programmes
- Tikanga Programme
- Outdoor activities
- Access to health services
- Advocacy / Mediation Services
- Regular Whānau Hui.

## Referral to the Services

Referrals to the Service will be from:

- Police
- Youth Court
- The Purchasing Agency.

In circumstances where the Child or Young Person has a high probability of being brought into care by the Purchasing Agency if they or their family/whānau do not receive this Service, then referrals can also be accepted by the following:

- education providers
- family/whānau
- self-referrals
- internal referrals.

The Provider may decline to provide Services to a Child or Young Person, and her or his family/whānau. Reasons for declining referrals must be recorded in writing and given to the referring organisation.

The Provider Social Worker is responsible for completing an assessment in conjunction with the Child or Young Person, and her or his family/whānau.

### Whānau Outcomes Plan Development Process

The Parties to the Outcome Agreement agree to follow the process outlined below:

- If the Provider accepts the referral, the Provider jointly develops the Whānau Service Plan in consultation with the Child or Young Person, and her or his family/whānau
- The Provider produces the Whānau Outcomes Plan budget based on the Whānau Outcomes Plan

- The Whānau Outcomes Plan and Whānau Outcomes Plan Budget is agreed and signed by the Provider, Child or Young Person, and family/whānau.

### Whānau Outcomes Plan

For each accepted referral, the Provider will develop a Whānau Outcomes Plan that will inform and guide the delivery of services and programmes for the Children or Young People, and their family/whānau.

The Child or Young Person and whānau must all be consulted and agree to the Whānau Outcomes Plan with the Provider.

The Whānau Outcomes Plan will detail an intensive, integrated programme of interventions comprising of services that will be delivered by the Provider and/or from other community based providers.

Whānau Outcomes Plans may vary in detail and complexity. Reduced plans may also be developed, where appropriate, which allow greater flexibility and detail a programme of interventions.

The Whānau Outcomes Plan must identify and address the problems within the family/whānau as well as those of the Child or Young Person that are contributing to anti-social behaviours, while building on and enhancing existing strengths. The Whānau Outcomes Plan must specify how the Services will be delivered to the Child or Young Person, and her or his family/whānau, including how the Child or Young Person will be held accountable for offending, if offending has already occurred.

The Whānau Outcomes Plan must specify how the Client Centred Costs will be utilised for the Child or Young Person, and her or his family/whānau.

The Provider must provide a Service that recognises that each Child or Young Person and her or his family/whānau will require a tailor-made and comprehensive plan for intervention. The Child and Young Person, and their family/whānau will also require a service delivery process that is flexible and meets their needs. The Services proposed may operate at the level of family/whānau, hapu or iwi.

The Whānau Outcomes Plan must document:

- an analysis of the assessed needs of the Child or Young Person, and her or his family/whānau
- the planned outcomes that will be achieved in addressing these needs
- the strategies that will be employed to achieve the outcomes

- the interventions (specific resources, Services and programmes) that will be used to implement the strategies
- a timetable for implementing the interventions including the number of contact hours with the Child or Young Person, and her or his family/whānau
- the measures and goals to be achieved that will enable progress and success of the Whānau Outcomes Plan to be evaluated
- how the Client Centred Costs will be utilised.

The Whānau Outcomes Plan must focus on achieving the desired outcomes within a 6 to 12 month timeframe.

Any changes to the Whānau Outcomes Plan must be agreed and documented with the Child or Young Person and their family/whānau.

The Provider agrees to implement any Whānau Outcomes Plan that is approved.

## Client Centred Costs

The Provider will utilise the Client Centred Costs only for the purposes specified in these service specifications.

The Provider may use the Client Centred Costs that is specified in the Outcome Agreement for the following activities:

- recreational activities such as relationship building, aimed at linking Children and Young People into more sustainable or developmental activities
- any other Purchasing Agency agreed programmes or activities that will help the Child or Young Person comply with his or her FGC Plans or the Purchasing Agency care plans
- rewards to reinforce positive behaviour e.g. Sports kit, skateboard
- recreational activities such as outdoor pursuits.

In the event that there is a surplus of Client Centred Costs, the Purchasing Agency, in its sole discretion may:

- Recover the surplus from the Provider; or
- Allow the Provider to apply the surplus to another specified purpose related to the delivery of the services.

The Provider will maintain records of expenditure of the Client Centred Costs against each Young Person receiving the services. The Provider will make these records available to the Purchasing Agency on request.

## Offending

The Provider will ensure that it deals appropriately with any Child or Young Person who commits an offence while receiving the Services, in accordance with the general principle that the offending behaviour is not acceptable.

Where the Provider becomes aware that there might have been an offence committed but there is no identified victim, then it will consult with the Police, which may in turn mean that the Youth Justice provisions of the Oranga Tamariki Act 1989 will apply.

Unless the offending is serious and/or repetitive it shall not be grounds for early discharge.

## Reporting Concerns

If the Provider considers that a Child or Young Person have any of the following issues or their behaviour gives cause for concern it is appropriate to talk to the Child or Young Persons caregiver and Purchasing Agency's Social Worker.

Where there is an immediate concern it is important that the Provider talks to someone directly to ensure they are aware of the concern; do not leave a voicemail message. If the Purchasing Agency's Social Worker is unavailable then please contact their supervisor or call the National Contact Centre (0508 FAMILY) and ask for the duty Social Worker at the Child or Young Person's site.

Issues of concern are listed below but this is not an exhaustive list. A Child or Young Person:

- not attending appointments or programmes when the Provider expect them to and there are grounds to believe they are at risk of being harmed by others, or there are mental health concerns, or they are at risk of harming themselves or others – contact the Child or Young Persons caregiver and the Purchasing Agency's Social Worker
- has a pattern of missing planned sessions – contact the Child or Young Persons caregiver and the Purchasing Agency's Social Worker
- displaying behaviour that is concerning – contact the Child or Young Persons caregiver and the Purchasing Agency's Social Worker
- appear to be under the influence of drugs or alcohol – contact the Child or Young Persons caregiver or the Purchasing Agency's Social Worker and supervise till someone comes for them



- have suicidal ideation or reveal they have self-harmed – contact the Child or Young Persons caregiver and the Purchasing Agency’s Social Worker
- become seriously unwell – contact the Child or Young Persons caregiver and apply / seek appropriate medical assistance.

## Discharge

A decision to discharge a Child or Young Person from the Services can only be made by the Provider after:

- the Provider has consulted the Child or Young Person and their family/whānau with regard to the discharge
- the Provider has met with the key participants identified in the Whānau Outcomes Plan
- the issues relating to the Child or Young Person’s discharge have been fully considered
- all aspects of the Whānau Outcomes Plan have been reviewed and the Child or Young Person’s progress to date has been evaluated.

On completion of the activities specified in the Child or Young Person’s plan, the Provider will provide the Purchasing Agency Contract Manager with a discharge report which identifies the progress of the Child or Young Person, and her or his family/whānau and on-going needs that must be addressed after she or he leaves the Services.

The Provider may agree to discharge a Child or Young Person before the completion of the programme when:

- the Child or Young Person and/or her or his family/whānau move their place of residence outside the area covered by the Provider
- the Child or Young Person’s behaviour has become unmanageable by the Provider and this behaviour puts him or her or the community at risk
- the Child or Young Person is assessed as unsuitable for the Services in that it becomes apparent, post-admission, that his or her needs are such that they are unable to be met within the Services
- the Child or Young Person’s family/whānau circumstances have changed to the point where he or she can now be safely managed from within his or her family/whānau.

The process and timing for discharge of any Child or Young Person will be managed by the Provider.

## Reconciliation of Contracted Volumes

Whilst it is agreed that the programme length for each Child, Young Person and their family/whānau will be for a period of between 6 to 12 months, it is accepted that some clients will require shorter or longer periods of intervention.

Where clients require shorter lengths of intervention it will be expected that the Provider will utilise any unspent funds to service additional clients.

Reported volumes will be reconciled by the Provider and the Purchasing Agency Contract Manager on a six monthly basis.

## **6. WHAT ARE SOME KEY ELEMENTS OF PRACTICE?**

Wraparound Programmes will create positive behavioural change in the Child or Young Person by providing the Services in a manner that is characterised by the key features of effective programmes, including:

- providing continuous and integrated case management to ensure continuity for a Child or Young Person receiving multiple services
- adapting and matching the components of the Services with the individual needs of the Child or Young Person
- providing the Services with an emphasis on maintaining the Child or Young Person's links with family/whānau and community, and attaching the Child or Young Person to pro-social adults and institutions
- providing cognitive behavioural programmes that provide clear, consistent, and timely feedback and consequences for the Child or Young Person's positive behaviour, as well as misconduct
- ensuring the Child or Young Person has access to enriched educational and vocational programmes
- ensuring programmes are delivered by suitably qualified staff.

# 7. Measuring Results and Reports

## How do we know if Wraparound Programmes are working?

We are all interested in being able to demonstrate that Wraparound Programmes achieve outcomes (or results) for individuals, as well as their families/whānau. The Purchasing Agency does this through various reporting requirements which are all based on a Results Based Accountability (RBA) framework, and is reflected in the Wraparound Programmes Provider Return Reports attached to the Outcome Agreement as Appendix One.

## What data needs to be collected for reporting?

To tell us if the initiative is making a difference the Purchasing Agency requires the Provider to collect data that will tell us:

- how much we did
- how well did we do it
- if anyone was better off.

The data is backed up by a Narrative Report. A guide to writing the Narrative Report is found in the Provider Return Report (attached to the Outcome Agreement as Appendix One).

## Where can we find more information about RBA?

More information on RBA can be found at:

- <http://www.business.govt.nz/procurement/for-agencies/buying-social-services/results-based-accountabilitytm-rba/>
- <http://www.msd.govt.nz/what-we-can-do/providers/results-based-accountability/index.html>

Your Purchasing Agency Contract Manager, as identified in your Outcome Agreement, will also be able to assist and provide further information on RBA.

## 8. WHAT REPORTS ARE REQUIRED BY THE PURCHASING AGENCY?

Reporting is required to meet the contractual obligations set out in the Outcome Agreement. Reporting is necessary to ensure accountability to Government for the funding provided under that Outcome Agreement. The Purchasing Agency has agreed on the quantity and nature of the services the funding supports, and we are required to report to Government that this has been achieved.

The following reports must be completed and sent to your Purchasing Agency Contract Manager:

- Statistical and Service Information Report (reporting frequency is monthly)
- Quarterly Statistical Report (reporting frequency is quarterly)
- Narrative report (reporting frequency is quarterly)

an example of the reporting templates are attached as Appendix One to these guidelines.

### Family Services Directory

Through the term of the Outcome Agreement with the Purchasing Agency, Providers must ensure that their organisation is listed on the Ministry of Social Development's Family Services Directory ([www.familyservices.govt.nz/directory](http://www.familyservices.govt.nz/directory)), and that necessary information is updated when required.

## 9. DEFINITIONS

In these guidelines, unless the context otherwise requires words or phrases beginning with capital letters are defined as follows:

- “Accreditation: - The Social Services Accreditation team ensures that providers have the capability and capacity to deliver quality social services to communities. This is achieved by ensuring providers meet a consistent set of standards that meet legislative and policy requirements. ‘Accreditation’ and ‘Approval’ (as stipulated under the Oranga Tamariki Act 1989) are synonymous and may be used interchangeably
- “Child” means a child aged between 10 to 17 years of age and referred to a Provider by the Purchasing Agency under this Outcome Agreement; Children has a corresponding meaning
- “Client Centred Costs” means funding which can only be utilised for the purpose of providing specific services to each Young Person and their family/whānau
- “Family Group Conference Monitoring Plan” means a plan which is developed in respect of each Young Person and their family/whānau based on the Family Group Conference Plan
- “FGC” means a family group conference convened or reconvened under either Part 2 or Part 4 the Oranga Tamariki Act 1989
- “Purchasing Agency Supervisor” means a person employed by the Purchasing Agency to fulfil the role described in the Outcome Agreement
- “Outcome Agreement” means the contract entered into by the Provider and the Purchasing Agency for these Services
- “Plans” means a plan which is developed in respect of each Young Person and their family/whānau which details the programmes, resources and services
- “Provider” means the organisation the Purchasing Agency has contracted with to provide these Services
- “Provider Social Worker” means a person employed by the Provider to fulfil the role described in the Outcome Agreement
- “Services” means the Services to be provided under the Outcome Agreement, and “Service” has a corresponding meaning

- “Whānau Outcomes Plan” means a plan which is developed in respect of each Young Person and their family/whānau which details the programmes, resources and services required to meet the Young People’s needs, and specifies how these will be delivered
- “Whānau Outcomes Plan Budget” means the capped budget agreed with the Purchasing Agency on a case by case basis for delivery of the Services specified in a Whānau Outcomes Plan
- “Working Day” means any day of the week excluding a Saturday, a Sunday, a public holiday, an anniversary day in the relevant province or any day between 24 December and the following 15 January inclusively
- “Young Person” means a girl or boy aged between 10 and 17 years of age and “Young People” has a corresponding meaning.

# 10. APPENDIX ONE

## Provider Feedback Form

Provider Feedback Form		
Please email to your Purchasing Agency's Contract Manager		
Name of service		
Summary of, and reasons for, suggested change		
Topic	Reference (section/page)	Suggested change/description
Contact name:		Position:
Provider name:		
Provider email:		
Provider phone:		Date submitted: