# Community Living Connections Request for Qualification

Information Session
Recorded for Presentation on: April 24, 2024 & May 1, 2024

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**Seattle**
Human Services
Equity · Support · Community

# Welcome

- This recording of the Information Session presentation will be posted on the HSD Funding Opportunity webpage.

- If you're attending the in-person session, please sign your name on the attendance sheet in the back of the room.

- If you're attending the virtual session, please type your name and agency in the chat for attendance purposes.

# Proprietary and Confidential Information

The State of Washington's Public Records Act (Release/Disclosure of Public Records) under Washington State Law (reference RCW Chapter 42.56, the Public Records Act) states **that all materials received or created by the City of Seattle are considered public records**. These records include but are not limited to: RFP/Q narrative responses, budget worksheets, board rosters, other RFP/Q materials, including written/or electronic correspondence. In addition, HSD RFP/Q application materials are released to rating committee members and all rating committee members must sign and adhere to the Confidentiality and Conflict of Interest Statement. **Personal identifiable information entered on these materials are subject to the Washington Public Records Act and maybe subject to disclosure to a third-party requestor.**

- Examples of personal identifiable information include:
- First Name
- Last Name
- Date of Birth
- Social Security Number
- Financial Account Number
- Driver's License Number or other State Identification Number

HSD does not require social security numbers on application materials or reports. For doing business with the City or HSD, it is recommended to obtain a federal taxpayer identification (EIN) number.

# Session Agenda

- Introduction
- Timeline
- Background & Requirements
- Submission Instructions
- Review and Rating Process
- Tips
- Appeal Process
- Questions & Answers

# Introduction

- This RFQ will identify rosters of agencies qualified to provide services in King County. Funding will be awarded competitively through this RFQ where available.

- Applicants that are determined qualified but not awarded funding will remain on service roster(s) for the duration of the investment period.

- Approximately **$4,265,950** is available through this RFQ from Older Americans Act, Senior Citizens Services Act, State Family Caregiver, Seattle General Fund, and Title XIX Medicaid Admin Claiming funds

- Funding awards will be made for the period of January 1, 2025 through December 31, 2025. Awards after the initial period will be contingent upon successful performance and funding availability.

https://www.seattle.gov/humanservices/funding-and-reports/funding-opportunities

# Timeline

- Funding Opportunity Announcement     Monday, April 15, 2024

- Information Session(s)     Wednesday, April 24, 2024; 9:30-11:30am
  600 SW 39th St (Times Square office complex), Mt St Helens Room

  Wednesday, May 1, 2024; 9:30-11:30 am (remote)
  Link to Microsoft Teams meeting

- Last Day to Submit Questions     Wednesday, May 15, 2024 by 12:00 p.m. (noon) Pacific Time

- **Application Deadline**     Tuesday, May 28, 2024 by 12:00 p.m. (noon) Pacific time

- Planned Notification     August 26, 2024

- Contracts Start     January 1, 2025

# Background and Requirements

- Overview of Investment Area

- Service Descriptions

- Participant Eligibility Criteria

- Priority Population and Focus Population

- Expected Service Coverage

- Expected Performance Commitments

- Description of Key Staff Qualifications and Staffing Level

- RFQ Specific Eligibility, Data, and Contracting Requirements

# Overview of Investment Area

- It can be difficult for community members to know where to turn for up-to-date and reliable information about resources and programs, and information is not always readily accessible to all communities. Community Living Connections provides a continuum of support to bridge these gaps.

- Community Living Connections employs a "no wrong door" approach to connect older adults, adults with disabilities and unpaid caregivers with programs and services.

- Support is provided through a wide variety of methods including over the phone, in-person, virtually, or other electronic communication to meet participant ability and preferences.

- Community Living Connections includes specialized services that focus on the needs of unpaid caregivers.

# Service Descriptions

**Older Adult and Adult with Disability Outreach**

- Identify potential participants, convey information about available services, and encourage use of services and benefits.

**Information and Assistance**

- Assists older adults, adults with disabilities, or their representatives in locating, obtaining, and navigating services and resources available within their communities.

**Care Coordination**

- Short-term case management for older adults and adults with disabilities who need assistance and do not have family or other resources to help them access services.
- Have access to flexible funds to purchase goods or services to help the participant remain in their own home.

# Service Descriptions Continued

**Region Coordination**

- Develop and coordinate partnerships that enable the network to best serve program participants and the broader community in their respective regions

*The remaining activities are services for unpaid caregivers:*

**Caregiver Outreach**

- Identify potential caregivers, raise general awareness of caregiving issues, convey information to caregivers about available services, and encourage use of services and benefits.

**Information and Assistance for Caregivers**

- Assists caregivers in locating, obtaining, and navigating services and resources available within their communities.

# Service Descriptions Continued

**TCARE® - Caregiver Assessment**

- An electronic service planning and assessment process used to tailor the support and services for unpaid caregivers. The assessment measures caregiver burden and stress and recommends support and services to help the caregiver.
- Will have access to funds to purchase goods or services to help caregivers in their role.

**Emergency Respite Coordination**

- Work with service providers to authorize and arrange respite care for caregivers in a crisis. Manage the emergency respite budget and administer emergency respite funds by authorizing services, verifying services are delivered, paying vendors, and reconciling the emergency respite budget.

**Respite Coordination**

- Authorization and coordination of Respite Services and Housekeeping and Errands. Provide TCARE® - Caregiver Assessment services for Respite caregivers participants, as appropriate.

**Caregiver Counseling**

- Short-term mental health intervention that provides emotional support, assistance with decision-making and problem solving, and coaching on coping skills

# Service Descriptions Continued

**Caregiver Support Groups**

- Rely on group process to assist caregivers in developing new competencies and coping strategies related to their caregiver experience. Provide a setting for emotional support, information sharing, and/or skill development.

**Caregiver Training**

- Delivery of group sessions, workshops, or a training series to help caregivers with coping and/or instruction to improve knowledge and performance of specific skills relating to caregiving.

**Caregiver Consultation**

- Individual consultation to help the caregiver with a specific task or behavior, to help the caregiver with coping skills, or to provide instruction to improve knowledge and performance of specific skills related to caregiving.

# Participant Eligibility

**Services for Older Adults and Adults with Disabilities**

- Eligible participants are adults age 60+ and adults with disabilities (18+) living in King County. Funding is primarily available for adults age 60+. Agencies are required to identify other funding to support the program and to serve adults under age 60 with disabilities.

**Services for Caregivers**

- Eligible participants are unpaid caregivers living in King County - spouse, partner, relative, or friend (age 18 and older) who are actively providing care to an adult (age 18 and older) with a functional disability. The caregiver cannot receive financial compensation for providing care and the care receiver (person receiving care) must not be receiving Medicaid-funded long-term care services (e.g. Community First Choice, Medicaid Transformation Project), or live in a nursing facility, residential care setting, or other long term care facility.

# Priority Populations

Priority populations for this investment include older adults, unpaid caregivers, and adults with disabilities who meet or are caring for individuals with:

- Greatest economic need, resulting from an income level at or below the Federal poverty line.
- Greatest social need, caused by non-economic factors, including but not limited to:
    - Cultural, social, or geographical isolation;
    - Language barriers;
    - Physical, mental, sensory disabilities;
    - Alzheimer's disease and related disorders;
    - At risk for institutional placement; or
    - Any other status which results in restricted access to services and threatened ability to live independently.

# Focus Populations

Focus populations are identified as specific racial or ethnic groups within the priority population and with data showing the highest disparities in the investment area. Given the data provided, focus population(s) for this investment opportunity are:

Black, Indigenous and People of Color (BIPOC) populations, including:

- American Indian, Alaska Native
- Asian
- Black, African American, African Descent
- Hispanic, Latinx
- Native Hawaiian, Pacific Islander

# Expected Service Coverage

- Community Living Connections Services should be available throughout King County

- Region Coordination

- Care Coordination

- Respite Coordination

# Performance Measures

**Quantity**

- # individuals receiving access to information and support
- # individuals engaged in caregiver services

**Quality**

- #/% of individuals connected to services and supports
- #/% of caregivers receiving an assessment and care plan

**Impact**

- % of individuals that got the help or support they need from this program or service
- % of caregivers who feel confident in their ability to care for care receiver

- Data sources and methods will be finalized with awardees.

# Key Staff

- Information and Assistance Staff and Supervisor

- Care Coordination

- TCARE Caregiver Assessment

- Caregiver Counseling

- Participant Service General Guidelines

# RFQ Specific Eligibility, Data, and Contracting Requirements

- HSD Funding Opportunities Page
- No Wrong Door
- Provider meetings
- Agency contribution and time studies
- GetCare

# Proposal Narrative & Rating Criteria

**Formatting:** Typed and formatted to letter-size (8 ½ x 11-inch) document.  One-inch margins, single spacing, and size 11-point font.

**Section 1: Agency Qualification (100 Points Total)**

- Required of all applicants
- 12 page narrative maximum, not including requested attachments

**Section 2: Service Qualification (10 Points per Service)**

- Required for each service intend to provide
- 2 pages narrative per service, not including requested attachments

**Section 3: Program Budget and Deliverables (10 Points Total)**

- Required if requesting funding
- 1 page narrative maximum, not including requested attachments
- Budget and Proposed Deliverables Worksheets in excel template

# Rating Criteria – Agency Qualification

| Section | Point Value |
|---|---|
| A. Capacity and Experience | 35 |
| B. Partnerships and Collaborations | 25 |
| C. Culturally Responsive Services | 30 |
| D. Finance Management | 10 |
| TOTAL | 100 |

- 75 points, average minimum from rating committee to be considered qualified as an Agency

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# Rating Criteria – Service Qualification

| Section | Point Value |
|---|---|
| A-M Service Qualification | **10 per service** |

- Rating Criteria for each corresponding service
- 7.5 average minimum from rating committee to be Qualified for a Service

# Rating Criteria – Program Budget and Deliverables

| Section | Point Value |
|---|---|
| A. Budget and Leveraging Resources | **10** |
| TOTAL | **10** |

- Required if requesting funding for any service

- Budget and Proposed Deliverables Worksheets **in excel template**

# Funding Award

- HSD intends to fund a maximum of 21 Community Living Connections proposals.

- Only Applicants that are qualified as an Agency, AND qualified for a service will be considered for funding.

- Being Qualified does not guarantee that you will receive funding.

- Agency Qualification, Service Qualification and Program Budget and Deliverables scores

- Other factors include population served and service coverage, such as geographic region.

# Budget and Proposed Deliverables Worksheets

- Proposed Program Budget (Attachment 4).

- Proposed Personnel Detail Budget (Attachment 5).

- Summary of Proposed Deliverables (Attachment 6)

# Program Budget and Personnel Detail

- Costs reflected should be for Community Living Connections services only, not your total agency budget.

- Costs should reflect the level of services and the deliverables proposed.

- Service providers need to show an agency contribution, other financial or in-kind resources, to support the program.

- Service providers of Information and Assistance, and Care Coordination must include match in personnel costs to support service to adults with disabilities under age 60.

- Please do not include costs for proposed Care Coordination or Respite Coordination service to the *general population* in Seattle, North, or South King County regions. Proposals for these services will be evaluated for qualification pending future funding availability.

# Summary of Proposed Deliverables

- Complete separate tab for each service proposed

- Unduplicated # Participants

- Service to Region, Focus and Priority Population

- Additional information on activities requested for Outreach, Region Coordination

# Submission Instructions

- Applications are due on **May 28, 2024, at 12:00 p.m.** (noon) Pacific Time.

- Online at: http://web6.seattle.gov/hsd/rfi/index.aspx *OR Email to HSD_RFP_RFQ_Email_Submissions@seattle.gov*

- **No faxed, mailed, or in-person submissions**

- Applications must be on-time

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# HSD Online Submission System

- The system is NOT an online Application – no saving

- You may upload files up to a maximum of <span style="color:red">100 MB (corrected from 30MB 4/24)</span>

- Acceptable file types include:  .PDF   .doc   .docx   .rtf   .xls   .xlsx

- There are required fields to be completed. ***Ensure you allow sufficient time to complete the steps in order to submit your application by the deadline.***

- The system automatically sends a confirmation to all e-mail addresses you enter

- Any issues and/or questions about the online submission system, contact Sola Plumacher, Funding Policy Advisor, at sola.plumacher@seattle.gov

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**Human Services**

# RFP/RFQ Submission

Welcome to the Human Services Department's (HSD) Online Submission System used to submit responses to Request for Proposals (RFPs) or Request for Qualifications (RFQs) released by the Department. If you need assistance, help is available on the RFP Submission Assistance page.

Prior to submitting your response, please review the submission requirements in the RFP/RFQ document to ensure that you are submitting all required documents.

#### Available RFP / RFQs

HSD is accepting proposals for the following RFPs or RFQs listed below. To submit your response, click on the underlined RFP/RFQ name.

| | |
|---|---|
| RFP/RFQ ID : | 2024004 |
| Name : | Gender Based Violence Prevention RFP |
| Deadline : | 5/31/2024 12:00:00 PM Pacific Time |

| | |
|---|---|
| RFP/RFQ ID : | 2024005 |
| Name : | Community Living Connections |
| Deadline : | 5/28/2024 12:00:00 PM Pacific Time |

**Funding Opportunities** | **RFP Submission Assistance**

# Complete Applications

Late applications will not be accepted. **HSD is not responsible for ensuring that applications are received by the deadline.**

A complete proposal includes:

- Completed and signed Application Cover Sheet (Attachment 2).
- Completed Narrative Response to the Application Questions
- If you are requesting funding, complete the Budget and Proposed Deliverables Worksheets in the Excel template provided.
    - Completed the full Proposed Program Budget (Attachment 4).
    - Completed the full Proposed Personnel Detail Budget (Attachment 5).
    - Completed and attached the Summary of Proposed Deliverables (Attachment 6) for each service proposed in the Excel template provided.

# Complete Application Continued

If you are proposing:

- Care Coordination: redacted sample assessment and service plan.

- New service: start-up timeline.

- Significant partnership with another agency or service site not at agency location: signed letter of intent.

- Fiscal sponsorship: signed letter of agreement from that agency's Director or authorized representative.

# Review and Rating Summary

- Applications submitted

- Rating committee reviews all applications

- Final recommendations to HSD Director

- Agency and public announcement

- Fiscal Review

# If awarded

- Financial Documents are collected for awarded applicants (post award notification)

- Fiscal Documents consist of a balance sheet, income statement, statement of cash flows, recent audit report, Form 990, and a certificate of commercial liability insurance.

- Agencies for which we have incomplete or no financial and/or insurance documents will be notified by the Coordinator and required to submit ALL requested documents within 4 business days from the date of written request.

# Fiscal Sponsors (if applicable)

- Applicants that have a fiscal sponsor, must ensure their fiscal sponsor can meet all criteria as listed in the HSD Fiscal Sponsor Requirements document.

- Fiscal Sponsors are required to comply with all HSD contracting requirements and the General Terms & Conditions Agreement.

- Fiscal sponsors are required to submit financial documents to HSD as outlined in the application and/or at the request of the funding process coordinator.

# Appeal Process

Applicants have the right to protest or appeal certain decisions in the award process.

Grounds for Appeals:
- Violation of policies established in this funding opportunity
- Failure to adhere to guidelines or published criteria and/or procedures established in the funding opportunity

Appeals Deadlines:

- Appeals must be emailed to Tanya.Kim@seattle.gov, Seattle Human Services Department Director within four (4) business days from the date of written application status (award/denial)
- A written decision by the HSD Director will be made within four (4) business days of the receipt of the appeal. The HSD Director's decision is final.

No contracts resulting from the solicitation will be executed until the appeal process has closed. An appeal may not prevent HSD from issuing an interim contract for services to meet important client needs.

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# Tips

- Follow the required format defined in the Guidelines

- Be specific, detailed, and concise

- Answer all questions and in the context of your proposed program(s)

- Look at rating criteria

- If applicable, submit an accurate budget using Excel templates; double check your numbers

- Check website regularly as updates and changes could be made

# Tips continued

- Have someone else read your application before submitting

- Meet the page limits

- Use the application submission checklist

- Start early and allow time for submission process

- Review the Online RFP/RFQ Submission Assistance Page for helpful information: http://web6.seattle.gov/hsd/rfi/help.aspx

- **E-mail questions by the Q&A deadline of Wednesday, May 15 at 12:00pm (noon) Pacific time: Allison.Boll@seattle.gov**

# Questions?

- Email: Allison.Boll@seattle.gov

- **All questions due  Wednesday, May 15, 2024 12:00PM(noon) Pacific Time**

- Questions & Answers posted on HSD's Funding Opportunity webpage

- Only written answers are official

- Any issues and/or questions about the online submission system, contact Sola Plumacher, Funding Policy Advisor, at sola.plumacher@seattle.gov

https://www.seattle.gov/human-services/for-providers/funding-opportunities/