



City of Seattle
Human Services Department

2015
Sexual Assault Victim Services
Request for Investment
Amendment
8/4/15

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**City of Seattle
Human Services Department**

**2015
Sexual Assault Victim Services
Request for Investment**

GUIDELINES

I. Introduction

The Mayor's Office on Domestic Violence and Sexual Assault (MODVSA) of the City of Seattle Human Services Department (HSD) is seeking applications from agencies interested in providing Sexual Assault Victim Services for adult and child victims of sexual assault.

This Request for Investment (RFI) is open to community- based, non-profit agencies. Supportive victim centered interventions provided following a sexual assault can help to prevent complex, long-term health and mental health struggles experienced by victims/survivors of sexual assault. When victims receive advocacy and trauma informed services following their assault they experience less secondary trauma and are more equipped to participate in the medical and legal system resulting in higher offender prosecution rates, increased offender accountability, and reduced long-term cost to the community. The Washington State Office of Crime Victim's Advocacy has established service standards for sexual assault victim services. To ensure continuity of services and adherence to best practices, HSD will fund services consistent with these standards. Eligible activities for victim services funding may include crisis intervention, information and referral, general advocacy, medical advocacy, and legal advocacy.

Approximately \$592,119 is available through this RFI from the following sources:

Fund Sources	Request for Investment Amount
<i>HSD General Fund</i>	\$592,119

HSD intends to fund three (3) to five (5) proposals. Initial awards will be made for the period of January 1, 2016-December 31, 2016. While it is the City's intention to renew contracts resulting from this RFI on an annual basis through the 2019 program year, future funding will be contingent upon performance and funding availability.

HSD seeks to contract with a diverse group of providers to help ensure that the desired result of HSD's Sexual Assault Victim Services investments is that our community is safe, stable and self-reliant as indicated by the number of sexual assault victims who receive supportive services to mitigate the effects of trauma.

All materials and updates to the RFI are available on HSD's Funding Opportunities web page at www.seattle.gov/humanservices/funding/.

If you have any questions about the Sexual Assault Victim Services RFI, please contact:

Dusty Olson, Funding Coordinator, via email at dusty.olson@seattle.gov or
 Lan Pham, Manager, Mayor’s Office on Domestic Violence and Sexual Assault, via email at
lan.pham@seattle.gov

II. Timeline

Funding Opportunity Released	Tuesday, July 21, 2015
Information Session 1	Monday, July 27, 2015 1:00 pm - 3:00 pm 2100 Building 2100 24 th Ave. S. Seattle, WA 98144
Information Session 2	Thursday, July 30, 2015 10:00 am - 12:00 pm 2100 Building 2100 24 th Ave. S. Seattle WA 98144
Last Day to Submit Questions	Monday, August 3, 2015 by 12:00 pm
Application Deadline	Wednesday, September 2, 2015 by 12:00 pm
Planned Award Notification	Friday, October 23, 2015
Contract Start Date	Friday, January 1, 2016

*For accommodation requests, please contact Dusty Olson via email at dusty.olson@seattle.gov

HSD reserves the right to change any dates in the RFI timeline.

III. HSD Guiding Principles

In addition to the investment outcomes stated in this RFI, investments will reflect the Seattle Human Services Department’s vision, mission and values and support the department’s theory of change.

Vision

The vision of the Seattle Human Services Department is that all basic needs in our communities are met through innovative and collaborative approaches. Greater Seattle is a place where the richness of our diversity is valued, all of our communities thrive, and people grow up and grow old with opportunity and dignity.

Mission

The mission of the Seattle Human Services Department is to connect people with resources and solutions during times of need so we can all live, learn, work and take part in strong, healthy communities.

Values

We accomplish our mission by adhering to core values and funding programs whose work supports them:

- **Vision** – we are future-focused, funding outcomes that create a stronger community.
- **Innovation** – we foster an environment where creativity and new approaches are valued, tested, refined and implemented.
- **Results** – we fund and administer programs that are accountable, cost-effective, and research-based, ensuring people receive high-quality services.
- **Equity** – our resources are devoted to addressing and eliminating racial, social, economic, and health disparities in our community.

- **Creative collaboration** – we share the collective wisdom of our colleagues and community to develop and implement programs.
- **Service** – we ensure the programs we support are accessible to all community members and deliver high-quality, welcoming customer service.

IV. Investment Area Background & Theory of Change

HSD has developed a strategy for results-based accountability and addressing disparities to ensure that the most critical human service needs are met by:

- **DEFINING** the desired results for the department’s investments;
- **ALIGNING** the department’s resources to the desired results; and
- **MONITORING** the result progress to ensure return on investment.

The results-based accountability “Outcomes Framework” helps HSD move from ideas to action to ensure that our work and investments are making a real difference in the lives of vulnerable people. HSD’s **Theory of Change** ensures that data **informs** our investments – particularly around addressing disparities – and shows the logical link between the desired results, indicators of success, racial equity targets based on disparity data, strategies for achieving the desired results, and performance measures.



All investments resulting from this funding opportunity will demonstrate alignment with HSD’s theory of change towards achieving the Mayor’s Office on Domestic Violence and Sexual Assault’s goal and the desired results:

Goal: Our community is safe, stable and self-reliant

Results:

- Individuals and families are **safe and have healthy relationships**

Sexual Assault Victim Services Theory of Change

The theory of change describes the assumptions for how the desired results will be achieved through a set of specific activities which are measured by quantity, quality, and impact performance measures.

Desired Result	Indicator	Racial Disparity Data	Racial Equity Target	Strategy	Performance Measure
Condition of wellbeing for entire population	Achievement benchmark – how we know the “result” was achieved	Data depicting socioeconomic disparities and disproportionality between ethnic/racial populations	Stretch goal for reducing and/or impacting the racial equity disparity	Activities or interventions that align to the results and indicators, and are informed by best or promising practices, cultural competency and community engagement – what HSD is purchasing	What gets counted, demonstration of how well a program, agency or service is doing (quantity, quality, impact)
Individuals and families are safe and have healthy relationships	Seattle’s sexual assault crime rate	<p>Asians are the only population whose service numbers were less than the corresponding population percentage in 2014. They are 13.8% of Seattle’s population but only represent 3% of the total clients seeking sexual assault services.*</p> <p>Nationally, Native American women are victims of sexual assault at a rate of 2.5 times higher than the general population with 34% of Native American women being raped in their lifetime. In 2014, less than 1% of Seattle Native American women participated in sexual assault services.*</p> <p><i>*NOTE: This information is based on the annual 2014 Client Profile Report provided by HSD funded sexual assault providers.</i></p>	<p>The number of Asian service recipients is proportional with the numbers of Asians in the population.</p> <p>The number of Native American service recipients is proportional with the population’s increased risk of sexual assault.</p> <p><i>NOTE: This information will be collected via HSD’s annual Client Profile Report.</i></p>	<p>Victim Services: Crisis Intervention, Information & Referral, General Advocacy, Legal Advocacy, Medical Advocacy</p> <p>To meet goals for increasing services to priority populations, funded agencies will be identifying strategies to increase numbers of Asian and Native American survivors served. Increased services to priority populations will be exhibited with a notable increase in clients served.</p>	<p>90% of survivors report increased knowledge of available resources</p> <p>75% of survivors can identify their immediate next steps</p> <p>50% of survivors demonstrate progress towards goals in their service plan</p>

A. Overview of Investment Area

Supportive victim centered interventions provided immediately following a sexual assault can help to prevent complex, long-term health and mental health struggles among survivors of sexual assault. When victims receive advocacy services following their assault, they experience less secondary trauma and are more equipped to participate in the medical and legal system.

Advocacy is an empowerment based model of crisis intervention and case-management that focuses on allowing survivors to define their own needs and interventions. Advocates receive extensive training to be able to provide a survivor centered and trauma informed approach to providing services. Sexual Assault Victim Services standards are established by the Washington State Office of Crime Victim’s Advocacy (OCVA) and deemed as best practice, thus, HSD will fund sexual assault victim services that are consistent with the established standards. Funded victim services may include crisis intervention, information and referral, general advocacy, medical advocacy, and legal advocacy. Funded programs must be able to demonstrate an ability to provide services consistent with the OCVA standards, but are not required to be an accredited Community Sexual Assault Program.

B. Overview of Service Delivery System

HSD requires that funded programs for Sexual Assault Victim Services follow standards established by OCVA for sexual assault victim services. Funded services may include crisis intervention, information and referral, general advocacy, medical advocacy and legal advocacy. The standards, activities, and scope of service associated with each type of service are detailed in the charts below. Aligning our funding with OCVA ensures continuity of services, maximization of limited resources and adherence to best practices. While all programs must demonstrate a capacity to provide services consistent with the standards, accreditation from OCVA as a Community Sexual Assault Program is not a requirement.

Sexual Assault Victim Services Standards developed OCVA are as follows:

	Crisis Intervention
Definition	An immediately available 24-hour personal response provided in a variety of settings to an individual presenting a crisis related to sexual abuse/assault.
Goal	To alleviate acute distress of sexual abuse/assault, to begin stabilization, and assist in determining the next steps.
Duration	Short term. May be episodic.
Activities	Activities to alleviate acute stress including: <ul style="list-style-type: none"> • Information about the effects of victimization • General information about medical and legal issues (Case specific information – see Legal/Medical Advocacy) • Information on services available in the community
Service Recipients	<ul style="list-style-type: none"> • Child sexual abuse/assault victims • Adult or adolescent sexual abuse/assault victims • Non-offending parents of child victims • Significant others who require assistance in order to address their own reactions to the victimization and to effectively support the victim
Qualifications	All volunteer and paid program staff will have completed 30 hours of initial sexual abuse/assault training, which must include at least four hours of crisis intervention, plus 12 hours of on-going training annually. Program staff, volunteers and supervisors must be familiar with the dynamics of sexual abuse/assault and relevant community resources, as well as have an understanding of how medical, legal and social services respond to victims of sexual abuse/assault. Providers must be supervised by a paid staff person who has completed the 30 hours of initial sexual abuse / assault training and has two years of relevant experience.

	Information and Referral
Definition	Responding 24 hours a day in person or by phone to direct requests for information or assistance related to sexual abuse/assault.
Goal	To provide sexual abuse/assault related information and resources.
Duration	Usually one time
Activities	<ul style="list-style-type: none"> • Assist client in evaluating what is needed • Provide information verbally or in writing about available resources/services
Service Recipients	<ul style="list-style-type: none"> • Non-offending parents of child victims • Victims • Significant others who require assistance in order to address their own reactions to the victimization and to effectively support the victim • Those whose work brings them into contact with people who have been victimized (health care, mental health, education, law enforcement, legal, social service personnel) • Offenders or their families
Qualifications	All volunteer and paid program staff will have completed 30 hours of initial sexual abuse/assault training, plus 12 hours of on-going training annually. Program staff, volunteers and supervisors must be familiar with the dynamics of sexual abuse/assault and relevant community resources, as well as have an understanding of how medical, legal and social services respond to victims of sexual abuse/assault. Providers must be supervised by a paid staff person who has completed the 30 hours of initial sexual abuse/ assault training and has two years of relevant experience.

	General Advocacy
Definition	Personal support and/or assistance in accessing sexual abuse/assault related services.
Goal	To ensure needed services and adequate support to enhance recovery from sexual abuse/assault.
Duration	Generally, 1 to 4 times per month; 3 months to a year.
Activities	<p>Activities may include:</p> <ul style="list-style-type: none"> • Ongoing personal support, including outreach calls/visits • Practical help as needed; information and referrals which are case specific and client focused • Ongoing, repetitive crisis intervention • Arranging for services to enhance recovery (e.g., health, financial, housing) • Consulting with others (such as CPS, APS, Indian Child Welfare) regarding an individual case
Service Recipients	<ul style="list-style-type: none"> • Adult/adolescent sexual abuse/assault victims • Non-offending parents of child victims • Significant others who require assistance in order to address their own reactions to the victimization and to effectively support the victim
Qualifications	All volunteer and paid program staff will have completed 30 hours of initial sexual abuse/assault training, plus 12 hours of on-going training annually. Program staff, volunteers and supervisors must be familiar with the dynamics of sexual abuse/assault and relevant community resources, as well as have an understanding of how medical, legal and social services respond to victims of sexual abuse/assault. Providers must be supervised by a paid staff person who has completed the 30 hours of initial sexual abuse / assault training and has two years of relevant experience.

	Medical Advocacy
Definition	Acting on behalf of and in support of victims of sexual abuse/assault on a 24-hour basis to ensure their interests are represented and their rights upheld.
Goal	To assist the victim to regain personal power and control as s/he makes decisions regarding medical care and to promote an appropriate response from individual service providers.
Duration	May vary significantly upon client's medical needs as related to sexual assault.
Activities	<p>Activities may include:</p> <ul style="list-style-type: none"> • Assistance in making informed decisions about medical care and the preparations needed, including referral for possible forensic exam • Information about medical care/concerns, including assistance with needed follow-up • Support at medical exams and appointments • Information and/or assistance with Crime Victim Compensation applications
Service Recipients	<ul style="list-style-type: none"> • Child sexual abuse/assault victims • Adult/adolescent sexual abuse/assault victims • Non-offending parents whose children are sexual abuse/assault victims • Significant others who require help/assistance in order to address their own reactions to the victimization and to effectively support the victim
Qualifications	All volunteer and paid program staff will have completed 30 hours of initial sexual abuse/assault training, which must include at least four hours of medical advocacy, plus 12 hours of on-going training annually. Program staff, volunteers and supervisors must be familiar with the dynamics of sexual abuse/assault and relevant community resources, as well as have an understanding of how medical, legal and social services respond to victims of sexual abuse/assault. Providers must be supervised by a paid staff person who has completed the 30 hours of initial sexual abuse / assault training and has two years of relevant experience.

	Legal Advocacy
Definition	Acting on behalf of and in support of victims of sexual abuse/assault on a 24-hour basis to ensure their interests are represented and their rights upheld.
Goal	To assist gaining knowledge of the criminal justice system, gain access to all avenues of participation in the legal system, and to promote the responsiveness of individual legal system participants.
Duration	Up to several years.
Activities	<p>Activities may include:</p> <ul style="list-style-type: none"> • Assistance in making informed decisions about police reporting and the preparations needed, including the possibility of Crime Victims Compensation benefits • Information about the criminal justice system, civil remedies, and Dependency, Family and Juvenile Courts, including follow up • Support at interviews, trial, and sentencing • Assistance in preparing for court, informing the victim of his/her rights in legal settings • Active monitoring of case through the legal system • Assistance with protective/no-contact/anti-harassment orders
Service Recipients	<ul style="list-style-type: none"> • Child sexual abuse/assault victims • Adult/adolescent sexual abuse/assault victims • Non-offending parents whose children are sexual abuse/assault victims • Significant others who require help/assistance in order to address their own reactions to the victimization and to effectively support the victim.

Qualifications	All volunteer and paid program staff will have completed 30 hours of initial sexual abuse/assault training, which must include at least four hours of legal advocacy, plus 12 hours of on-going training annually. Program staff, volunteers and supervisors must be familiar with the dynamics of sexual abuse/assault and relevant community resources, as well as have an understanding of how medical, legal and social services respond to victims of sexual abuse/assault. Providers must be supervised by a paid staff person who has completed the 30 hours of initial sexual abuse / assault training and has two years of relevant experience.
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C. Focus Population/Priority Community

Priority communities for this funding are based on HSD’s outcomes framework, which is a results-based accountability system and ensures the services are focused to address disparities in the population.

While sexual assault impacts women, men, and children of all races, ethnicities, and socio-economic status, research has shown that women of color are often at elevated risks for sexual assault and experience increased barriers to accessing services due to lack of culturally relevant resources, cultural stigmas and related barriers that inhibit reporting, and socioeconomic status. Specifically, Native American women have the highest incidence of sexual assault of any women in the United States; a rate of 7.2 per 1,000 annually in comparison to 3 per 1,000 for Caucasian women. While Native American women are victims of sexual assault at a rate of 2.5 times higher than the general population, and research states that 34% of all Native American women will be raped in their lifetime, only 43 Seattle Native American women received sexual assault services from HSD funded programs in 2014. The low numbers of Native American clients revealed by HSD’s 2014 Client Profile Report (identifying client demographics) for funded sexual assault victim services combined was particularly concerning, given the high victimization rate for the population identified in regional and national reports and statistics.

Similarly, while Asians comprise 13.8% of Seattle’s population, they only represent 3% of the total clients seeking sexual assault services. In comparison to other racial groups, the 2014 Client Profile Report identifies Asians as the most underrepresented population of service recipients. In fact, this population was the only racial demographic where service utilization data was lower than the corresponding community population.

Given the data provided, priority communities for this funding are:

- Native American/Alaska Native
- Asian

Applicants should demonstrate an intention and plan to address the disparities associated with the priority populations of Native American/Alaska Native and Asian communities. Proposals that clearly describe a plan to address significant needs among other populations will also be considered.

D. Expected Investment Outcomes & Indicators

Desired Result	Indicator	Performance Measure
Individuals and families are safe and have healthy relationships	Seattle’s sexual assault crime rate	90% of survivors report increased knowledge of available resources 75% of survivors can identify their immediate next steps 50% of survivors demonstrate progress towards goals in their service plan

V. HSD's Commitment to Funding Culturally Responsive Services

In conjunction with the Seattle Race and Social Justice Initiative (RSJI) which is a city wide effort to end institutionalized racism and race-based inequities in Seattle, HSD has developed investment principles that reflect our commitment to funding culturally responsive services to create positive outcomes for service recipients. For more information on RSJI, please see <http://www.seattle.gov/rsji/>. Agencies applying for investment will demonstrate capacity to institute these principles through routine delivery of client-centered and strength-based services that are culturally:

1. **COMPETENT**, as demonstrated by “a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or profession that enables that system, agency, or profession to work effectively in cross-cultural situations”.¹ It is “the ability to honor, understand, and respect beliefs, lifestyles, attitudes, and behaviors demonstrated by diverse groups of people, and to diligently act on that understanding”.² It is “the ability to function effectively in the midst of cultural differences. It includes knowledge of cultural differences, awareness of one’s own cultural values, and ability to consistently function with members of other cultural groups”.³
2. **RESPONSIVE** to the cultural and linguistic needs of diverse populations. Agencies have the capacity to effectively serve and engage persons of diverse backgrounds. Agencies commit to practicing cultural responsiveness throughout all levels of the program, including policy, governance, staffing, and service model and delivery. Agencies make every effort to recruit and retain a work force (paid and voluntary) and policy-setting and decision-making bodies that are reflective of the target populations identified in the funding opportunity. For example, for those for whom English is not a primary language, agency staff will work to ensure that service recipients have access to culturally relevant interpreter services and/or written materials available in multiple languages.
3. **RELEVANT** in addressing the cultural needs of diverse populations whose models of engagement or cultural standards differ from mainstream practices. Agencies are staffed with people who have the cultural capacity to create authentic and effective relationships and provide culturally congruent services for members of specific cultural groups and/or communities of color. Commitment and experience of the agency reflects effective, mutually beneficial relationships with other organizations (such as grassroots or community-based organizations, churches, community networks, etc.) that are reflective of the populations being served via the investment.
4. **ACCESSIBLE** through language, location, and delivery style. Agencies have the capacity to overcome mainstream barriers and/or provide effective alternative strategies that enable service recipients to easily access mainstream and nontraditional programs and services.

VI. Program Requirements

A. Service/Program Model

HSD requires that funded programs for Sexual Assault Victim Services follow standards established by OCVA for Community Sexual Assault Programs. Funded victim services may include crisis intervention, information and referral, general advocacy, medical advocacy and legal advocacy. By aligning our funding with OCVA, we can ensure continuity of services, maximizing limited resources and adherence to best practices. Sexual Assault Victim services provide comprehensive crisis intervention, advocacy and treatment services to Seattle sexual assault and abuse victims and their families.

¹ Cross, T., Bazron, B.J., Dennis, K. and Isaacs, M.R. (1989) Towards a Culturally Competent System of Care (Vol. 1). Washington, DC: National Technical Assistance Center for Children’s Mental Health, pg. 121.

² Coyne, C. (2001) “Cultural Competency: Reaching Out to All Populations”. PT Magazine, pgs. 44-50.

³ York, S. (2003) Roots and Wings: Affirming Culture in Early Childhood Programs. St. Paul, MN: Redleaf Press, pg. 161.

B. Criteria for Eligible Clients

- Child sexual abuse/assault victims
- Adult/adolescent sexual abuse/assault victims
- Non-offending parents whose children are sexual abuse/assault victims
- Significant others who require help/assistance in order to address their own reactions to the victimization and to effectively support the victim
- Clients must be City of Seattle residents

C. Expected Service Components

- Crisis Intervention
- Information and Referral
- General Advocacy
- Medical Advocacy
- Legal Advocacy

Agencies demonstrating the ability to leverage other funding sources, partnerships, and collaborations will receive additional points in the application rating process.

D. Description of Key Staff and Staffing Level

There should be a sufficient number of qualified staff to effectively perform activities proposed. Program staff, volunteers and supervisors must be familiar with the dynamics of sexual abuse/assault and relevant community resources, as well as have an understanding of how medical, legal and social services respond to victims of sexual abuse/assault. All volunteer and paid program staff will have completed 30 hours of initial sexual abuse/assault training, plus 12 hours of on-going training annually. Service providers must be supervised by a paid staff person who has completed the 30 hours of initial sexual abuse / assault training and has two years of relevant experience.

E. Deliverable Outcomes/Milestones

- Number of sexual assault victims who receive supportive services to mitigate the effects of trauma
- 90% of survivors report increased knowledge of available resources
- 75% of survivors can identify their immediate next steps
- 50% of survivors demonstrate progress towards goals in their service plan

VII. Agency Eligibility

Applications meeting the requirements of this RFI will be accepted from any legally constituted entities that meet the following conditions:

- Applicant must meet all licensing requirements that apply to its organization. Companies must license, report and pay revenue taxes for the Washington State Business License (UBI#) and Seattle Business License, if they are required by the laws of those jurisdictions.
- The applicant must be incorporated as a private non-profit corporation in the State of Washington and must have been granted 501(C) (3) tax exempt status by the United States Internal Revenue Service, the applicant’s 501(C) (3) status must be in good standing and must not have been revoked in the previous calendar year.
- The applicant must have a Federal Tax ID number/employer identification number (EIN) to facilitate payments from the City of Seattle to the provider.

VIII. Client Data and Program Reporting Requirements

Agencies must be able to collect and report client-level demographic and service data as stated in any resulting contract. Agencies must implement policies and procedures to ensure privacy and confidentiality of client records for both paper files and electronic databases.

IX. Contracting Requirements

- Any contract resulting from this RFI will be between the City of Seattle, through its Human Services Department, and the applicant agency (referred to as “Contractor” in this section).
- Contracts may be amended to ensure that services and outcomes align with the community needs or due to availability of funding.
- Contractors will be required to comply with the Terms and Conditions of the Seattle Human Services Department Master Agency Services Agreement (MASA). These requirements shall be included in any contract awarded as a result of the RFI and are not negotiable. A copy of the MASA is available at <http://www.seattle.gov/humanservices/funding/>.
- HSD will attach Exhibits and Attachments to all resulting contracts which will further specify program terms, rules, requirements, guidelines and procedures.
- Contractors will be required to maintain books, records, documents, and other evidence directly related to performance of the work in accordance with Generally Acceptable Accounting Procedures. The City of Seattle, or any of its duly authorized representatives, shall have access to such books, records and documents for inspection, audit, and copying for a period of seven (7) years after completion of work.
- Contractors must complete all required reports and billing documentation as stated herein and in any resulting contract. Reimbursement will be contingent upon receipt and approval of required reports. Additional data may be required for audit or evaluation purposes.
- All programs funded through this RFI must publicly recognize HSD’s contribution to the program.
- Contractors will maintain a commercial general liability insurance policy with a minimum limit of \$1,000,000, naming the City of Seattle as insured.
- Contractors must have the capacity to protect and maintain all confidential information gained by reason of any resulting contract against unauthorized use, access, disclosure, modification or loss.
- Contractors must be able to collect and report data as described in Section VIII.
- HSD accepts no responsibility or obligation to pay any costs incurred by any applicant agency in the preparation or submission of a proposal or application or in complying with any subsequent request by HSD for information or participation throughout the evaluation and selection process.

X. Selection Process

This RFI is competitive. All interested parties must submit a complete application packet by the deadline to be considered for funding. All completed applications turned in before the deadline that meet the minimum eligibility qualifications will be reviewed and individually scored by members of the review committee. The review committee will forward their funding recommendations to the HSD Director for final decision regarding the award(s). Notification of investment awards will be sent to the Executive Director of the applicant agency (or similar level agency management staff indicated on the Application Cover Sheet).

Applications not meeting submittal requirements or minimum eligibility qualifications will be deemed non-responsive and will be eliminated from further consideration. HSD reserves the right to identify, seek clarification and accept or waive any nonmaterial irregularities or informalities in determining whether or not an application is responsive.

Applications will be rated based on the criteria for providing the required services outlined in the Guidelines and Application materials. HSD reserves the right to contact the primary contact person listed on the agency's completed Application Cover Sheet (Attachment 2) to clarify application contents. HSD also reserves the right to schedule and conduct interviews and/or site visits with applicants prior to forwarding funding recommendations to the HSD Director.

Due to the competitive nature of this RFI, beyond any scheduled information sessions offered by HSD, no individual technical assistance will be provided until the appeals process has closed. Applicants may not rely on oral communication from HSD staff at any information session, interview, site visit or otherwise and must review all written materials and addendums related to this RFI.

HSD reserves the right to make an award(s) without further discussion of the proposal submitted. Therefore, the application should be submitted on the most favorable terms. If the application is selected for funding, applicants should be prepared to accept the proposed terms for incorporation into a contract resulting from this RFI.

HSD also reserves all rights not expressly stated in the RFI, including making no awards or awarding partial funding and negotiating with any proposer regarding the funding amount and other terms of any contract resulting from this RFI.

XI. Appeal Process

An applicant is any legal entity that has responded to a formal funding process conducted by the City of Seattle Human Services Department in soliciting applications for the provision of defined services. Applicants have the right to protest or appeal certain decisions in the award process made by HSD.

The following outlines the opportunities for applicants to appeal a decision made by HSD at two distinct points in the funding process:

1. **Minimum Eligibility Screening Appeal Process:** This process is applicable to applicants notified by HSD that their application was incomplete and/or did not meet the minimum eligibility requirements outlined in the Guidelines and Application document for the specific funding opportunity, and therefore will not be reviewed for funding consideration.
2. **Post-Notice of Award Appeal Process:** This process is applicable to applicants notified by HSD of the final status of their application, as determined by the HSD Director, upon the conclusion of the review and rating process.

While the grounds for appeals and deadlines differ, both processes will follow the same appeal format and content requirements and decision process, except as otherwise stated herein.

Minimum Eligibility Screening Appeal Process

Grounds for Appeals:

This process applies only to applicants wishing to appeal a decision regarding failure to submit a complete application or failure to meet the minimum eligibility requirements outlined in the funding opportunity. An appeal will only be determined to have merit if the applicant proves that the application submitted did meet the minimum requirements, qualifications, formatting standards, and was complete, and that the initial determination of ineligibility was in error. No additional information or details not included in the original application will be considered.

Appeals Deadlines:

1. HSD will notify applicants in writing if their application was incomplete and/or did not meet the minimum eligibility requirements outlined in the Guidelines and Application document for the specific funding opportunity.
2. Within five (5) business days from the date of the written notification by HSD, the applicant may submit a written appeal to the HSD Director.
3. The HSD Director will review the written appeal and may request additional oral or written information from the appellant organization. A written decision by the HSD Director will be made within ten (10) business days of the receipt of the appeal. The HSD Director's decision is final.
4. HSD will not finalize a contract resulting from the solicitation until the appeal process has closed; however, an appeal may not prevent HSD from moving forward with the application review and rating process. HSD reserves the right to issue an interim contract for services to meet important client needs.

Post-Notice of Award Appeal Process

Grounds for Appeals:

Only an appeal alleging an issue concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest.
- Violation of policies or failure to adhere to guidelines or published criteria and/or procedures established in a funding opportunity.

Appeals Deadlines:

1. HSD will notify all applicants in writing of the final status of their application. For awarded applications, if appropriate, the level of funding to be allocated will be stated.
2. Within ten (10) business days from the date of the written notification by HSD, the applicant may submit a written appeal to the HSD Director.
3. The HSD Director will review the written appeal and may request additional oral or written information from the appellant organization. A written decision by the HSD Director will be made within ten (10) business days of the receipt of the appeal. The HSD Director's decision is final.
4. HSD will not finalize a contract resulting from the solicitation until the appeal process has closed; however, HSD reserves the right to issue an interim contract for services to meet important client needs.

Appeal Format and Content:

A notice to HSD staff that an applicant intends to appeal does not reserve the right to an appeal. The applicant must file an appeal within the required deadline and follow the proper format. A casual inquiry, complaint or an appeal that does not provide the facts and issues, and/or does not comply with the form, content or deadline herein, will not be considered by the Department or acted upon as an appeal.

All appeals shall be in writing and state that the applicant is submitting a formal appeal. Deliveries by hand, mail or email are acceptable methods. HSD is not responsible for ensuring that an appeal is received within the appeal deadlines. If HSD does not receive the appeal by the deadline, the protest will be rejected.

Appeals must be addressed to:

Catherine Lester, HSD Director
Seattle Human Services Department
700 5th Avenue, Suite 5800
P.O. Box 34215
Seattle, WA 98124-4125

Email: Catherine.Lester@seattle.gov

Include the following information and any additional information you would like considered in the appeal. Failure to provide the following information can result in rejection of the appeal if the materials are not sufficient for HSD to adequately consider the nature of the appeal:

1. Agency name, mailing address, phone number and name of individual responsible for submission of the appeal;
2. Specify the funding opportunity title;
3. State the specific action or decision you are appealing;
4. Indicate the basis for the appeal including specific facts;
5. Indicate what relief or corrective action you believe HSD should make;
6. Demonstrate that you made every reasonable effort within the funding process schedule to resolve the issue, including asking questions, attending information sessions, seeking clarification and otherwise alerting HSD to any perceived problems; and
7. Signed by the Agency's Executive Director or similar level agency management staff.

Appeals Process:

Within two (2) business days of receiving an appeal according to the appeals submission process outlined herein, the applicant will receive a receipt from the HSD Director's Office notifying the applicant of the date, time and method by which the appeal was received. If the applicant does not receive a receipt within two business days, it should be assumed that HSD did not receive the appeal and it will therefore not be considered.

The HSD Director will review the appeal. All available facts will be considered and the HSD Director shall issue a final decision. This decision shall be delivered in writing by email or mailed letter to the individual making the appeal and the Agency's Executive Director or similar level agency management staff who signed the appeal.

Each written determination of the appeal shall specify whether the HSD Director:

1. Finds the appeal lacking in merit and upholds the City action; or
2. Finds only immaterial or harmless errors in HSD's funding process and therefore rejects the appeal; or
3. Finds merit in the appeal and:

- a. **For the Minimum Eligibility Screening Appeal Process:** proceeds with inclusion of the original application, as submitted, in the application review and rating process. (This does not guarantee an award from the funding process, but rather allows the originally rejected application to re-enter the evaluation process for funding consideration.)
- b. **For the Post-Notice of Award Appeal Process:** states the appropriate action, which may include but is not limited to rejecting all intended awardees or re-tabulating scores.

If HSD finds an appeal without merit, HSD may continue with the funding process (contract execution). Even if the appeal is determined to have merit, HSD may issue an interim contract for services to meet important client needs. Nothing herein shall diminish the authority of HSD to enter into a contract, whether an appeal action or intention to appeal has been issued or otherwise.



**City of Seattle
Human Services Department**

**2015
Sexual Assault Victim Services
Request for Investment
Amendment
8/4/15**

APPLICATION

Instructions and Materials

This Application Instructions and Materials packet contains information and materials for respondents applying for the 2015 Sexual Assault Victim Services RFI. The RFI Guidelines is a separate document that outlines the RFI award process and provides more details on the service and funding requirements.

I. Submission Instructions & Deadline

Completed application packets are due by 12:00 p.m. on Wednesday, September 2, 2015.

Application packets must be received in person, by mail, or electronic submission. No faxed or e-mailed proposals will be accepted. Proposals must be received and date/time stamped by the 12:00 p.m. deadline. *Late or incomplete proposals or proposals that do not meet the minimum eligibility requirements outlined in this RFI will not be accepted or reviewed for funding consideration.*

Applicants must make arrangements to ensure that applications are received by HSD by the deadline, regardless of the submission method selected. When using HSD's Online Submission System, it is advisable to upload application documents several hours prior to the deadline in case you encounter an issue with your internet connectivity which impacts your ability to upload documents. HSD is not responsible for ensuring that applications are received by the deadline.

- **Electronic Submittal:** Application packets may be submitted electronically via HSD's Online Submission System at <http://web1.seattle.gov/hsd/rfi/index.aspx>.
- **Hand Delivery or US Mail:** The application packet can be hand-delivered or mailed to:

Seattle Human Services Department
RFI Response – Sexual Assault Victim Services
Attn: Dusty Olson, Mayor's Office on DVSA

Delivery Address
700 5th Ave., 58th Floor
Seattle, WA 98104-5017

Mailing Address
P.O. Box 34215
Seattle, WA 98124-4215

II. Format Instructions

- A. Applications will be rated only on the information requested and outlined for this RFI. Do not include a cover letter, brochures, or letters of support. Applications that do not follow the required format will be deemed unresponsive and will **not** be rated.
- B. The application should be typed or word processed on double-sided, letter-sized (8 ½ x 11-inch) sheets. Please use one-inch margins, single spacing, and minimum size 12-point font.
- C. The application may not exceed a total of 25 pages including the narrative sections and attachments (unless the attachment is requested and specifically states that it will not count toward the page limit).
- D. Organize your application according to the section headings that follow. For the narrative sections, please include section titles, subheadings and questions that are in bold print. You do not need to rewrite the questions for specific elements of each question.

III. Proposal Narrative & Rating Criteria

Write a narrative to sections A – E. Answer each section completely according to the questions. Do not exceed a total of 25 pages for section A – E combined.

NARRATIVE QUESTIONS

A. PROGRAM DESIGN DESCRIPTION (30 points)

1. Describe your program model and outline the key service components in your program. Include when and where (locations, times, days of week, etc.) services will be delivered and by whom.
 - Describe how these service components are consistent with the required service standards outlined in Sections IV and VI.
 - Describe how these service components will help your program achieve the required outcomes and deliverables.
2. Describe the population(s) to be served.
 - Describe the characteristics of these populations such as geographic region, income, age, race, ethnicity, language, and other defining attributes.
 - Describe how your program will recruit the priority populations listed in Sections IV and VI and any other focus populations.
 - Describe your agency's connection with, and understanding of, the priority populations or how you will partner with agencies who specialize in serving the priority community/populations.
3. Describe how you will solicit and incorporate input from the community and clients served, including the priority populations, into your program and ongoing services.

Rating Criteria – A strong application meets all of the criteria listed below.

- Applicant presents a thorough description of the program that includes an understanding of the service components and evidence of likely success in meeting outcomes.
- Applicant clearly defines the priority populations and demonstrates a plan to recruit and serve the priority populations in a culturally relevant manner.
- Applicant demonstrates an ability to comply with program requirements.
- The program description shows a strong connection with the priority population and an understanding of their strengths, unique needs, and concerns.
- Applicant demonstrates ability to improve program and services based on client feedback.

B. CAPACITY AND EXPERIENCE (25 points)

1. Describe your organization's success providing sexual assault victim services or comparable services. If your agency has no experience delivering the service, describe any related experience and a plan for rapid development of service capacity, and attach a start-up timeline.
2. Include your organization's ability to address changes in funding, staffing, changing needs in the community, and developing and/or maintaining board or leadership support.
3. Describe your plan for staff recruitment, training, supervision and retention for the proposed program. Complete the Proposed Personnel Detail Budget (Attachment 4; this does not count toward the 25-page narrative limit).
4. Describe your organization's experience with data management – collecting, storing, and analyzing client information and program activities. What is your technical capacity for tracking client information and producing reports?
5. Describe your organization's financial management system. How do you establish and maintain general accounting principles, sound accounting systems, and internal controls? Entities without such capabilities may wish to have an established agency act as fiscal agent.
6. Describe your agency's financial position, outlook for sustainability, and capability to meet program expenses in advance of reimbursement.

Rating Criteria – A strong application meets all of the criteria listed below.

- The program description demonstrates the applicant's experience in delivering the service for at least two years, OR (for applicants providing the service for the first time) the applicant presents a clear and realistic description and timeline for launching a new service.
- Applicant demonstrates successful experience adapting to changes in funds and community needs.
- Applicant's leadership is likely to provide strong ongoing support for the service proposed.
- Applicant describes processes for maintaining quality staff that matches the levels needed to run the program as described.
- Applicant demonstrates an understanding of and capacity for data management.
- Applicant demonstrates capacity to ensure adequate administrative and accounting procedures and controls necessary to safeguard all funds which may be awarded under the terms of this RFI.
- Applicant demonstrates a financially viable agency and capability to meet program expenses in advance of reimbursement.

C. PARTNERSHIPS AND COLLABORATION (20 points)

1. Describe how the proposed project will collaborate with other agencies/programs to deliver services. What are the benefits of this effort for program participants? Please identify any areas that will consolidate the provision of services across agencies.
2. Describe how partnerships will improve the project's ability to serve the priority population.
3. If the proposal includes collaborations and/or partnerships, name the partners in this arrangement. Explain the roles and responsibilities of the various partners. Please provide signed Memorandum of Understanding (MOU) or Memorandum of Agreement (MOA) from any partner providing key program elements. (MOU/MOA will not be counted toward the 25 page limit.)
4. Describe how you will refer clients to other sexual assault victim services programs and agencies in a proactive, seamless, client-friendly manner.

Rating Criteria – A strong application meets all of the criteria listed below.

- Applicant describes effective partnerships and collaborations that enhance service quality, minimize duplication, enhance the resources available and provide benefit to program participants.
- Applicant demonstrates partnerships which enhance the programs ability to serve clients from the priority population.
- Applicant has submitted signed MOU/MOA from partners.

- Applicant describes how clients will be referred to other programs and agencies in a proactive, seamless, client-friendly manner.

D. EQUITY, CULTURAL RESPONSIVENESS, AND SOCIAL JUSTICE (15 points)

1. Describe your experience providing services to people who have been historically oppressed by systemic discrimination, including racial and ethnic minorities, immigrants and refugees, low-income populations, English language learners, LGBTQ, disabled and other priority communities (see Guidelines Section IV). If experience is limited, what steps will you take to provide culturally competent and responsive services?
2. What challenges and successes have you experienced, or do you anticipate, in providing services to people from diverse cultural and economic backgrounds? How will you recruit and provide services to priority populations – Native American/Native Alaskan and Asian?
3. Describe how the agency board of directors and staff represent the cultural, ethnic, linguistic and socio-economic background of program participants.
4. Describe your program’s strategy for ensuring that underserved, cultural, ethnic and linguistic groups receive culturally competent and responsive services as evidenced by your policies, procedures and practices.
5. What trainings does your agency require and/or provide to support staff in providing culturally competent and responsive services to populations listed in question 1?

Rating Criteria – A strong application meets all of the criteria listed below.

- Applicant demonstrates the ability to provide culturally competent and responsive services to priority communities and shows understanding of the challenges by providing concrete examples OR the applicant presents clear steps for providing culturally competent and responsive services.
- Applicant has a proven track record of providing culturally and linguistically relevant services to diverse focus populations.
- Applicant’s board of directors and staff composition reflects the cultural and linguistic characteristics of program clients and priority populations.
- Applicant’s policies and procedures demonstrate an understanding and appreciation for the cultural, ethnic and linguistic of the priority populations and/or those listed in question 1.
- Applicant demonstrates the ability to provide culturally competent services within diverse communities and shows an understanding of the challenges.
- Applicant has demonstrated a commitment to ongoing training and development within the agency to promote and support culturally competent service delivery.

E. BUDGET AND LEVERAGING (10 points)

1. Complete the Proposed Program Budget (Attachment 3; this does not count toward the 25-page narrative limit). The costs reflected in this budget should be for the service area only, not your total agency budget.
2. Describe how these funds will be used and identify other resources and amounts that will be used to support the clients served by this program.
3. Describe how your agency ensures adequate administrative and accounting procedures and controls necessary to safeguard all funds that may be awarded under the terms of this RFI.

Rating Criteria – A strong application meets all of the criteria listed below.

- Costs are reasonable and appropriate given the nature of the service, the priority population, the proposed level of service, and the proposed outcomes.
- The proposed program is cost effective given the type, quantity, and quality of services.
- The applicant identifies other funds to be used with any funds awarded from this RFI for providing the services described in the proposal, and provides evidence that these funds are sustainable.

- The applicant has a demonstrated capacity to ensure adequate administrative and accounting procedures and controls necessary to safeguard all funds that may be awarded under the terms of this RFI.

Total = 100 points

IV. Application Checklist

A completed application packet must include all of the following items:

1. A completed and signed two-page Application Cover Sheet (Attachment 2).
2. A completed Narrative response (see Sections II & III for instructions).
3. A completed Proposed Program Budget (Attachment 3).
4. A completed Proposed Personnel Detail Budget (Attachment 4).
5. A list of all key personnel and job descriptions of positions who will have a significant role in program coordination and service delivery.
6. A copy of your agency's most recent financial audit.
 - a. If your agency does not have a recent financial audit, provide a copy of your most recent IRS Form 990 (nonprofit agencies only) or latest business income tax return (for-profit agencies only).
7. A copy of your agency's financial statement from the last fiscal year, certified by your agency's Chief Financial Officer (CFO) or financial manager.
8. A current certificate of nonprofit status. Your agency must have a federal tax identification number/employer identification number.
9. A current certificate of commercial general liability insurance.
10. If your agency has an approved indirect rate, a copy of proof that the rate is approved by an appropriate federal agency or another entity.
11. Roster of your agency's current Board of Directors.
12. Minutes from your agency's last four Board of Directors meetings.
13. If you are proposing to provide any new (for your agency) services, attach a start-up timeline for each service.
14. If you are proposing a significant collaboration with another agency, attached a signed letter of intent from that agency's Director or other authorized representative.

An incomplete application packet will be deemed unresponsive and will **not** be rated.

V. List of Attachments & Related Materials

- Attachment 1: Application Checklist
 Attachment 2: Application Cover Sheet
 Attachment 3: Proposed Program Budget
 Attachment 4: Proposed Personnel Detail Budget

2015 Sexual Assault Victim Services Request for Investment Application Checklist

This optional checklist is to help you complete your application packet prior to submission. Please do not submit this form with your application.

HAVE YOU....

- Completed and signed the 2-page Application Cover Sheet (Attachment 2)?***
- Completed the Narrative response?**
 - Must not exceed 25 pages (8 ½ x 11), single spaced, double-sided, size 12 font, with 1 inch margins.
 - Page count does not include the required forms (Attachments 2, 3 and 4) and supporting documents.
 - A completed narrative response addresses all of the following:
 - Program Design Description (30%)
 - *There should be a separate section for each service component you have selected. To avoid repeating yourself, it is acceptable to refer to a previous service component where appropriate (e.g. "same as previous component").*
 - Capacity and Experience (25%)
 - Partnership and Collaboration (20%)
 - Equity, Cultural Responsiveness, and Social Justice (15%)
 - Budget and Leveraging (10%)
- Completed the Proposed Program Budget (Attachment 3)***
- Completed the Proposed Personnel Detail Budget (Attachment 4)***
- Attached the following supporting documents?***
 - A list of all key personnel and job descriptions of positions who will have a significant role in program coordination and service delivery.
 - A copy of your agency's most recent financial audit (or Form 990 or tax return, per Section IV)
 - A copy of your agency's financial statement from the last fiscal year, certified by your agency's CFO or financial manager
 - A current certificate of nonprofit status
 - A current certificate of commercial general liability insurance
 - If your agency has an approved indirect rate, have you attached a copy of proof that the rate is approved by an appropriate federal agency or another entity?
 - Roster of your current Board of Directors
 - Minutes from your agency's last four Board of Directors meetings
- If you are proposing to provide any new services (for your agency), have you attached a start-up timeline for each service, beginning January 1, 2016?***
- If you are proposing a significant collaboration with another agency, have you attached a signed MOU/MOA from that agency's Director or other authorized representative?***

**These documents do not count against the 25 page limit for the proposal narrative section.*

All applications are due to the City of Seattle Human Services Department by **12:00 p.m. on Wednesday, September 2, 2015**. Application packets received after this deadline will not be considered. See Section I for submission instructions.



**City of Seattle
Human Services Department**

**2015 Sexual Assault Victim Services Request for Investment
Application Cover Sheet**

1. Applicant Agency:			
2. Agency Executive Director:			
3. Agency Primary Contact			
Name:	Title:		
Address:			
Email:			
Phone #:			
4. Organization Type			
<input type="checkbox"/> Non-Profit <input type="checkbox"/> For Profit <input type="checkbox"/> Public Agency <input type="checkbox"/> Other (Specify):			
5. Federal Tax ID or EIN:		6. DUNS Number:	
7. WA Business License Number:			
8. Proposed Program Name:			
9. Funding Amount Requested:			
10. # of clients to be served:			
11. Partner Agency (if applicable):			
Contact Name:	Title:		
Address:			
Email:	Phone Number:		
Description of partner agency proposed activities:			
12. Partner Agency (if applicable):			
Contact Name:	Title:		
Address:			
Email:	Phone Number:		
Description of partner agency proposed activities:			
Authorized signature of applicant/lead agency			

To the best of my knowledge and belief, all information in this application is true and correct. The document has been duly authorized by the governing body of the applicant who will comply with all contractual obligations if the applicant is awarded funding.

Name and Title of Authorized Representative:

Signature of Authorized Representative: _____

Date: _____

**2015 Sexual Assault Victim Services Request for Investment
Proposed Program Budget
January 1, 2016-December 31, 2016**

Applicant Agency Name:	
Proposed Program Name:	

Item	Amount by Fund Source			Total Project
	Requested HSD Funding	Other ¹	Other ¹	
1000 – PERSONNEL SERVICES				
1110 Salaries (Full- & Part-Time)				
1300 Fringe Benefits				
SUBTOTAL – PERSONNEL SERVICES				
2000 – SUPPLIES				
2100 Office Supplies				
2200 Operating Supplies ²				
2300 Repairs & Maintenance Supplies				
SUBTOTAL - SUPPLIES				
3000-4000 – OTHER SERVICES & CHARGES				
3100 Expert & Consultant Services				
3140 Contractual Employment				
3150 Data Processing				
3190 Other Professional Services ³				
3210 Telephone				
3220 Postage				
3300 Automobile Expenses				
3310 Convention & Travel				
3400 Advertising				
3500 Printing & Duplicating				
3600 Insurance				
3700 Public Utility Services				
3800 Repairs & Maintenance				
3900 Rentals – Buildings				
Rentals – Equipment				
4210 Education Expense				
4290 Other Miscellaneous Expenses ⁴				
4999 Administrative Costs/Indirect Costs ⁵				
SUBTOTAL – OTHER SERVICES & CHARGES				
TOTAL EXPENDITURES				

¹ Identify specific funding sources included under the "Other" column(s) above:

	\$
	\$
	\$
	\$
Total	\$

² Operating Supplies – Itemize below (Do Not Include Office Supplies):

	\$
	\$
	\$
	\$
	\$
Total	\$

³ Other Professional Services – Itemize below:	
	\$
	\$
	\$
	\$
Total	\$

⁴ Other Miscellaneous Expenses – Itemize below:	
	\$
	\$
	\$
	\$
Total	\$

⁵ Administrative Costs/Indirect Costs – Itemize below:	
	\$
	\$
	\$
	\$
Total	\$

⁵ Administrative Costs/Indirect Costs: Human Services Department policy places a fifteen percent (15%) cap on reimbursement for agency indirect costs, based on the total contract budget. Restrictions related to federal approved rates and grant sources still apply.

Does the agency have a federally approved rate?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
If yes, provide the rate.				

**2015 Sexual Assault Victim Services Request for Investment
Proposed Personnel Detail Budget
January 1, 2016-December 31, 2016**

Applicant Agency Name:	
Proposed Program Name:	

Agency's Full-Time Equivalent (FTE)		hours/week			Amount by Fund Source(s)				
=		FTE	# of Hours Employed	Hourly Rate	Requested HSD Funding	Other Fund Source	Other Fund Source	Other Fund Source	Total Program
Position Title	Staff Name								
Subtotal – Salaries & Wages									
Personnel Benefits:									
FICA									
Pensions/Retirement									
Industrial Insurance									
Health/Dental									
Unemployment Compensation									
Subtotal – Personnel Benefits:									
TOTAL PERSONNEL COSTS (SALARIES & BENEFITS):									