

# Question and Answer

## Community Living Connections

### 2018 Request for Qualification

	Program Area	Question	Answer
1	RFQ	Is the RFQ trying to build a roster of multiple services or trying to get agencies that can serve larger regions, populations, services?	The purpose of the RFQ is to build a roster of qualified applicants that will collectively serve the diverse needs of older adults, adults with disabilities, and their caregivers living in King County.
2	RFQ	In the RFQ rating and selection process, will agencies be evaluated as part of an entire network of applicants, or as individual agencies?	This RFQ is non-competitive. Each application will be evaluated on an individual basis based on an applicant's qualifications as an agency and the services they intend to provide.
3	Second Phase	At some point will we be competing if multiple agencies are qualified to provide the same service?	Applicants qualified through this RFQ will be invited to participate in a collaborative process to develop a network of service providers that will collectively serve the diverse needs of older adults, adults with disabilities, and their caregivers living in King County. The intent of this process is to enable providers to work together to identify resource allocation and service delivery.
4	RFQ and Second Phase	Is the region lead the same as the network coordinator? Is there a network coordinator to coordinate the network development (second phase?)	The regional lead or regional coordinator is defined on page 11 of the RFQ document. Consultants have been hired to facilitate network development in phase two.
5	Second Phase	How will the network be developed in the second phase to ensure network coverage? Is this part of the regional coordinator role?	Network development will be facilitated by consultants. This is not part of the regional coordinator role. See questions 3 and 4.
6	Second Phase	Will there be a list or grid provided to qualified applicants to understand who was qualified to do what service, in what geography, for what populations, and to whom?	ADS intends to use responses to attachment 8 of the RFQ document to develop materials to support network development among qualified agencies. These materials will include a list of all agencies qualified to provide services, and which services, geographic areas, and populations they intend to cover.

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7	RFQ	Are there other “priority populations” in addition to Black/African American?	Yes, there are other priority populations. See page 9 of the RFQ document. Black/African American is the focus population within the priority population for this investment opportunity. In the RFQ application, agencies should describe populations they intend to serve and their plan to address significant needs for non-focus populations that experience disparities. Information about qualified agencies, including services, geography, and populations, will be made available to all qualified agencies following RFQ notification.
8	RFQ	What are the goals we’re trying to reach? RFQ says there may be racial equity performance measures. What will these be?	Racial equity goals (see page 6 of the RFQ document) are defined at the population level and describe what HSD-ADS wants to achieve with the focus population. HSD-ADS understands this investment is one part of a much larger system. As such, agencies and their programs are accountable to program level racial equity performance measures which speak to how well a program, agency or service is doing to address racial disparities. These goals will be defined in the second phase of this investment process, network development, which will begin in early 2019 following the conclusion of the RFQ.
9	RFQ and Second Phase	Can you share more about the racial equity performance measures referenced on pg. 6?	Racial equity performance measures will be identified in the second phase of this funding process.
10	RFQ	So, we don’t need to get specific when proposing populations to be served and what impact we anticipate making for the population?	In response to the RFQ, agencies are asked to describe which populations they intend to serve including race/ethnicity, and specific language or cultural groups. Performance metrics as such as quantity, quality, and impact will be determined in the second phase of this funding process.
11	RFQ and Second Phase	RFQ suggests that we need to connect proposal to RBA framework, but data and indicators don’t seem	In response to the RFQ, agencies should focus on the services they intend to provide and the populations they intend to serve. RBA and program level

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		to speak to who is being served at the program level – how should we approach the RFQ?	<p>performance expectations will be identified in the second phase of this funding process.</p> <p>Indicators, which are derived from best available data and studies, measure well-being at a population level. HSD-ADS recognizes that our investments are one of many factors impacting population well-being and will not hold agencies accountable for population level changes. However, HSD-ADS will measure success at the program level through performance measures. Agencies and their programs are accountable to program level racial equity performance measures which speak to how well a program, agency or service is doing to address racial disparities.</p>
12	RFQ	Does ADS only want to see applications from agencies who already serve focus populations?	No. Agencies should describe the populations they anticipate serving, which may be informed by agency experience, goals, and mission. ADS does not require agencies to serve the focus population in order to be qualified; however, our intent is that both priority and focus populations will be served by the network as a whole.
13	Second Phase	Can we participate in the network development (second phase) if we do not qualify through the RFQ?	No. An agency must qualify during the RFQ process to participate in the second phase of this funding process. However, following development of the network, organizations that were not qualified through the RFQ, may participate in networking meetings as a non-contracted provider.
14	Second Phase	What if a new agency is established, and therefore wasn't able to respond to the RFQ. Can they not participate in the second phase of the process?	No. An agency must qualify during the RFQ process to participate in the second phase of this funding process. Once a contracted network is formed, new non-contracted agencies can participate in the network via Regional Coordination. See page 11 of the RFQ document.
15	Second Phase	When/how will contracts be determined?	Service delivery roles and allocations will be identified through the collaborative network development process in the second phase of this

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			funding process. Contracts will be developed following and based on the results of this process.
16	RFQ	Is there a minimum number of services an applicant must quality for?	Agencies must apply for at least one service. There is no maximum and agencies may apply to qualify for as many services as they would like to provide.
17	Second Phase	How long is the contracting cycle?	ADS contracts on a four-year cycle, contingent on funding and performance. Typically, contracts are in place for a 12-month period and renewed annually. The first year of the Community Living Connections contracts will be 18 months, and subsequent years will be annual or 12-month contracts.
18	RFQ	Is the 100 MB upload max per attachment or per upload?	The 100 MB maximum is per upload. Agencies may upload multiple times if attachments exceed the 100 MB maximum per upload.
19	RFQ	What information do applicants need to provide in the Board of Directors roster?	The Board of Directors roster should include board member names and contact information, and any other information helpful for the review committee to evaluate your application. See pages 18-19 of the RFQ document.
20	RFQ	Will funding be available to serve the under-60 population in care coordination? There seems to be a gap for 18-59 year olds for care coordination. Will this be a priority in this process?	Applicants may specify which populations they intend to serve but services must be available to all eligible participants. Care coordination agencies must provide services to adults with a disability, 18-59 years old, in addition to older adults 60+ years old. See pages 8-9 of the RFQ document.
21	RFQ and Second Phase	Is ADS care coordination funding included in the total funding available through this RFQ?	No. ADS will continue to provide care coordination for the general population in Seattle and South King County through separate funding. Funding for Care Coordination in East King County is included in total available funding for this funding process.

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22	Second Phase	At one point will we be asked to identify budget and indicate how much money we are asking for? What if we want more money than what is available?	In the second phase, agencies will form a network and discuss which agency will provide services to various populations in King County. Budgets will also be discussed during this phase. The network will work together to come to an agreement on the amount allocated to each agency and cannot exceed the total funds.
23	Second Phase	Is there a deadline in 2019 when funding needs to be determined?	ADS's goal is to complete the second phase of this funding process with adequate time for development and execution of 2020 contracts. At this time, we have not identified a specific deadline.
24	RFQ	In the past, there were required service components for all applicant agencies to deliver. Are there any required services for this RFQ?	No, there are no required services for this RFQ.
25	RFQ	Is it possible to make a justification for a different service type?	No. Eligible services are limited to those on pages 9-13 of the RFQ document.
26	Second Phase	After the RFQ, if there is a gap, can an agency propose to fill the gap?	If the RFQ results in gaps in service areas and/or focus and priority populations, ADS will identify options to address those gaps. This may include working with qualified providers, as part of the network development process, to respond to and fill identified gaps.
27	RFQ and Second Phase	What is the role of the consultants and do they have expertise with this RFQ?	The consultants have grant writing and proofreading experience and are available to assist agencies with their RFQ applications. They are also experienced in convening and facilitating groups using an equity lens, which will be critical for the network development phase. Their role is multilayered – to help with the technical aspects of the RFQ (phase one) as well as help with network development (phase two.)

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28	Second Phase	Is the Crisis Connection main line included in the \$3.7 million?	Funds to support the Crisis Connection central access are not included in total available funds.
29	Second Phase	Will Crisis Connection be required to participate in the network development (phase two)?	Any entity that may provide services in the network may be required to participate in network development in phase two.
30	RFQ	Will Eastside Care Coordination, currently provided by ADS, continue to be provided by ADS or is it included in this funding?	Care Coordination for East King County is part of this investment process. ADS intends for a community agency to provide this service.
31	Second Phase	Is Medicaid administrative claiming included in the \$3.7 million?	Yes, total funds include Medicaid administrative claiming.
32	Second Phase	Is ADS anticipating contracting Community Living Connections and Family Caregiver Support Program together?	This has not yet been decided. Currently, some agencies that provide services in both program areas have combined contracts. ADS is working internally to determine contract structure and performance commitments. ADS anticipates the second phase will help inform a finalized contract structure and process.
33	Second Phase	In the network development phase, will there be multiple applications or one application?	Qualified agencies will be invited to participate in a collaborative process to form a network that will collectively serve the diverse needs of older adults, adults with disabilities, and their caregivers in King County. The intent of the second phase is to enable providers to work together to identify resource allocation and service delivery.
34	Second Phase	If there are many agencies that want to do the same service, how will we come to an agreement?	Agencies will collectively decide who will provide services in King County during the collaborative network development process (phase two.) Consultants will be available to facilitate the discussion and any resolution of conflict.

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35	Second Phase	How much information will agencies need to provide regarding budgets?	During the second phase, agencies will need to provide enough information to support decision making in forming the network of service providers. Budget information shared among agencies may not be as detailed as individual agency budgets. For contracting, ADS will require detailed budgets.
36	Second Phase	How will the network application in the second phase be evaluated? Will there be opportunities to change or fine-tune after submitting network proposal?	The second phase will be a collaborative process in which providers work together to identify resource allocation and service delivery. Planning for the second phase is still in process. ADS will provide guidelines for the second phase in early 2019.
37	Second Phase	Will funding be specific to particular service areas?	ADS will specify overall funding amounts for 1) Community Living Connections and 2) Specialized Services for Caregivers. This will be based on federal funding allocations for each of these service delivery areas. ADS will not specify funding levels for sub-services within each of these service delivery areas (e.g. Options Counseling, Care Coordination, Respite.)
38	Second Phase	Is there a point at which ADS will be involved in tweaking or making decisions following the network proposal?	Planning for the second phase is still in process. ADS will provide guidelines for the second phase in early 2019.
39	Second Phase	What decisions is ADS making for funding starting in 2020?	ADS will be involved in contracting and setting performance measures, milestones, and performance commitments. See question 38.
40	Second Phase	What happens if the network development phase doesn't work out?	ADS anticipates setting reasonable goals and expectations in the second phase, in accordance with the amount of money available. If the network does not successfully develop a proposal in the second phase, ADS will decide how to allocate funds to agencies through another process.
41	Second Phase	Will there be gaps in services due to limited funding?	This RFQ process intends to address gaps and allocate sufficient funding where it is most needed. The Theory of Change starting on page 4 of the RFQ

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			document identifies priority and focus populations to ensure ADS's investments support populations with the greatest disparities. ADS will also set reasonable goals and expectations commensurate to available funds.
42	Second Phase	In the second phase, will ADS define goals by region and population?	Yes. ADS will identify and provide goals specific to regions and populations in the second phase of this funding process.
43	Second Phase	Is information about goals for the second phase available now?	No, this information will be available in early 2019.
44	RFQ	What is the RBA framework evaluation process referenced on page 5? Are there any published results of any evaluations thus far?	The evaluation process includes quantity, quality, and impact performance measures to ensure a return on investment. There are no published evaluations of results.
45	Second Phase	How much time commitment do you anticipate will be needed for staff to participate in the second phase?	Because this is a new process, ADS is not yet able to provide an accurate estimate of time. ADS will identify stipend funds for agencies to compensate staff who participate in the second phase. The amount of stipend funds available has yet to be determined.
46	RFQ	Who is the primary focus population in the RFQ?	The focus population is Black/African Americans. See page 9 of the RFQ document for a description of the priority population.
47	RFQ	If an agency has a staff person who will need an exemption (waiver) to the job qualifications, do you want that request with the RFQ?	No. Staffing exemptions do not need to be submitted in the RFQ application.
48	RFQ	Can you clarify the difference between "priority" and "focus" population?	Priority population is determined by the Older Americans Act and the focus population is determined through Results Based Accountability (RBA) framework and the best available data. Priority population is a broad group



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			of people and the focus population is more focused on one or two groups. See page 9 of the RFQ document.
49	RFQ	Is Black/African American the only focus population we should include on the cover letter and summary of proposed services?	Yes. If you intend to serve Black/African American participants, this should be included in the cover letter. Applicants are also directed to include priority populations in the summary of proposed services.
50	RFQ	Should we only include counts of focus populations in the summary of proposed services?	No. Unduplicated counts are counts for the entire profile of who will be served in the proposed service area, including focus populations.
51	RFQ	How will the raters evaluate the application? Will it be by agency, by service, or all together?	Raters will receive each full application and exercise their own discretion and judgement when reviewing applications, in accordance with the criteria outlined in the RFQ application.
52	RFQ	Should we respond to the service part of the application, assuming a rater has read the agency part of the application?	No. Raters will receive each full application and exercise their own discretion and judgement when reviewing applications, in accordance with the criteria outlined in the RFQ application. Raters may rate the service part of the application independently from the agency part of the application.
53	RFQ	Who will be on the rating panel?	The panel will be comprised of a diverse group of professionals and community members with knowledge and experience relevant to the program and services.
54	RFQ	Will anyone be on the rating panel who was part of the RFQ/RFP development process? Will ADS staff be on the rating panel?	ADS staff will not be on the rating panel. Some individuals may have been involved in different aspects of process development, but none of the reviewers were part of the workgroup.
55	RFQ	Will the consultants be on the rating panel?	No.

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56	RFQ	Can ADS instruct the raters to keep the organization application part and services applications together for the same agency?	ADS can provide guidance to rating panel members; however, raters will receive each full application and exercise their own discretion and judgement when reviewing applications, in accordance with the criteria outlined in the RFQ application.
57	RFQ	Is there a minimum amount of the focus population we should be serving and/or to including in the application description? (For example, what if we propose to serve 10% Black/African American? Is that enough?)	There is no minimum requirement. It may be possible you don't serve the RFQ-identified focus population. When responding to the RFQ, agencies should indicate the agency's priority population communities they best serve and that fit with agency mission and values.
58	RFQ	If we describe how we refer to AAEP for culturally appropriate services for Black/African Americans – is that what ADS and the raters are looking for?	Answer the questions in the context of your program and intended services.
59	RFQ	How do you define a page?	Each side of a page is considered one page. The eight-page maximum is four double-sided pages.
60	RFQ	Last RFP, ADS provided data on populations in each region of King County; will this information be available?	This information can be found on our website under the client profile report: <a href="https://www.agingkingcounty.org/data-reports/client-profile/">https://www.agingkingcounty.org/data-reports/client-profile/</a>
61	RFQ and Second Phase	Why are you qualifying more agencies than there might be funding for?	The purpose of this RFQ is to identify and develop a roster of qualified providers to deliver an array of services to older adults, adults with disabilities, and their caregivers living in King County. Qualified agencies will be invited to participate in a collaborative process to form a network of service providers in phase two and may have an opportunity to access other funds as they become available.

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62	Second Phase	Is the total available funds for one year? What's the timeframe?	Yes, the approximately \$3.7 million is for one year. The normal contract cycle is for one year; however, the first year will start in January 2020 so it may be an 18-month contract. Subsequent contracts will be for 12 months. See question 17.
63	RFQ	What is the expectation for number of individuals we plan to serve? Should we be thinking of our dream program, who we already serve, or shoot for the moon?	Agencies should estimate and describe who they intend to serve with sufficient resources. Proposed estimates can be revisited in the second phase and discussed when forming the network.
64	Second Phase	How will proposals in the second phase be submitted? Will proposals be submitted as a collaboration or will individual agencies submit separate proposals?	The second phase will be a collaborative process in which providers will work together to identify resource allocation and service delivery. Planning for the second phase is still in process. ADS will provide guidelines for the second phase in early 2019. See question 33.
65	Second Phase	Will outcomes and measures be provided in the second phase of the process by ADS?	Yes. See question 42.
66	RFQ	Do you want a new service timeline if it's a service an agency has already done, but anticipates providing this service for a new population or geography?	Yes. Agencies proposing to serve a new population or geographical region with an existing service should submit a new service timeline.
67	RFQ	You listed languages on page 9. Are these a priority or will other languages that applicants offer be equally weighted?	Applicants can provide justification for serving other language groups. Languages listed in the RFQ document on page 9 are based on data from the American Community Survey. Applicants are not limited to serving the language populations listed in the RFQ document.
68	RFQ	Is there a definition for rural?	Geographic sub-regions can be found here: <a href="https://www.agingkingcounty.org/about-us/contracted-providers/#subregions">https://www.agingkingcounty.org/about-us/contracted-providers/#subregions</a>

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			Documents on this site include information such as zip codes, cities, and designated sub-regions (i.e. south rural), and maps.
69	RFQ	Is there a definition for dementia, at risk of institutionalization, or severe disability?	No, there are no set definitions. Agencies can exercise their own discretion in defining these characteristics.
70	RFQ	Is rating of applications done on a curve?	Each application will be evaluated individually, not weighted against one another.
71	RFQ	Without having experience serving the focus population, how do we respond to the RFQ?	Applicants should focus on who they intend to serve, based on agency experience, mission, and values. See questions 7 and 49.
72	RFQ	If we intend to serve all of King County should we break out by region?	Please specify the entire county (Seattle; North King County; East King County; and South King County) if you intend to serve the entire King County.
73	RFQ	How do we specify each region of King County and the number/percent of the focus population?	Please include this information in attachment 8.
74	RFQ	Is there a requirement for geographic area?	No. However, applicants should specify where they propose to serve participants.
75	RFQ	Are the estimated numbers to be served for a one-year timeframe?	Yes. Please provide your estimated number of unduplicated participants to be served in one year.
76	RFQ	Can we have access to data on current services?	Yes. See question 60.
77	RFQ and Second Phase	Is this the same amount of funding as the previous cycle?	Yes. There are no significant adds or decreases.
78	RFQ and Second Phase	Will we be qualified by region and how strictly will that be enforced in the second phase of the process?	Applicants will be qualified based on all the categories listed in attachment 8, which includes a breakdown by region.

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			In the second phase, qualified applicants can discuss and refine populations they intend to serve as part of the network development process. Information provided in the application is not intended to limit or restrict agencies.
79	RFQ	In attachment 8, can you confirm counts are unduplicated by service but may be duplicated by agency?	Yes. Clients are unduplicated by service, but may be duplicated by agency.
80	Second Phase	Once an agency is qualified, I understand we can narrow the scope but we cannot expand the scope of services; is this right?	Yes. See question 26.
81	RFQ	Should we apply for a service that we don't have specific documented data for?	Apply for services that fit with your agency's mission, capacity, and experience. If there is no supporting data, make your best estimate.
82	RFQ	If the agency doesn't currently track something can we estimate the # or leave blank?	Provide your best estimate and projection.
83	RFQ	For the Application Cover Sheet and the Summary of Proposed Services, does priority population apply to care receiver or caregiver?	In specialized services for caregivers, the profile should be completed with caregivers in mind, because caregivers are the clients.
84	Second Phase	When will a decision be made to conclude the second phase of the process?	See question 23.
85	RFQ and Second Phase	If I have a small organization how can my participants be served?	Small organizations are encouraged to apply for this RFQ directly or in partnership with another agency. The network development process will only include agencies qualified through the RFQ. However, following development of the network, organizations that were not qualified through

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			the RFQ, may participate in networking meetings as non-contracted providers.
86	RFQ	Why are Native Americans not identified as a priority or focus population in the RFQ?	There was no sufficient data on Native Americans.
87	RFQ and Second Phase	How long does “qualification” and funding last? I know this process is for 2020 funding, but will the process be repeated each year?	The qualification is for this funding cycle and our typical funding cycle is every four years. This process will not be repeated every year. See questions 17 and 62.
88	RFQ	Do I understand correctly that in order to be eligible for any additional future funding opportunities, an organization must submit and become qualified now?	Yes. In order to be eligible during this funding cycle, an agency will need to qualify through this RFQ process. See questions 13 and 61.
89	RFQ	If an organization isn’t deemed “qualified” through the process or doesn’t submit an RFQ, can they still participate in the broader Community Living Connections network?	Yes. Agencies can still participate in the broader Community Living Connections network. See question 85.
90	RFQ	Caregiver Training & Consultation, what are the acceptable/fundable trainings? We currently provide Powerful Tools. Could we provide CDSMP to caregivers? Mindfulness? EnhanceWellness?	Yes. In response to the RFQ, applicants should propose to provide trainings that best meet the needs of the caregiver population you intend to serve.
91	RFQ	On page 21 of the RFQ document under Information, Assistance, and Outreach for Caregivers, are we being asked to provide information on "intent to serve," not a description of current services? Especially for the description	The RFQ is qualifying agencies to serve populations for the duration of the procurement cycle. Answers should be based on who you intend to serve and your experience serving these populations. See questions 12 and 81.

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		under "a" – intended population or current? It seems for "b" and "c" that we should be answering these based on our known/current experiences and populations - correct?	
92	RFQ	On page 23 of the RFQ document under Caregiver Support Groups, same question as above.	See question 91.
93	RFQ	On page 23 of the RFQ document under Caregiver Support Groups, what do you mean by a letter of intent from a facility – intent of what? We currently provide on average 35 monthly caregiver support groups in King County. Do we need to provide a building use form or some other documentation for all of our sites?	All Caregiver Support Groups you intend to provide under the provisions of this RFQ require a letter of intent from the facility where the Caregiver Support Groups will be held. If you provide Caregiver Support Groups that will not be supported by this RFQ, e.g. not receiving funds or reporting on data, you do not need to submit a letter of intent or qualify to provide this service.
94	RFQ	On page 23 of the RFQ document under Caregiver Support Groups, we are not currently looking for new sites but as we move forward with increasing our reach into diverse communities, we will be - it is too early in the process to have a venue on board for services that won't start until 2020. How do we go about getting letters of intent for places we have not contacted?	All Caregiver Support Groups you intend to provide must have letters of intent from the facility you intend to use. See question 26.
95	RFQ and Second Phase	Attachments 8 & 9, pages 38 and 39: Is this information based on projections for the next step in the process in 2020, if chosen as a "qualifier"?	Yes, complete attachment 8 based on each service you intend to provide. See questions 6, 63, 75, 78, and 79.

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96	RFQ	When contracts are awarded, it sounds like they will begin around Jan. 2020. How long are they awarded for?	See questions 17 and 62.
97	RFQ	Under the eligibility requirements it states the applicant can be a public corporation, pursuant to RCW 35.21.660 or 730. Is a program in a city entity eligible to become a qualified provider under this RFQ?	Yes. If a program is housed in a city or public entity, it is eligible to apply to qualify through this RFQ process.

Note: RFQ = Request for Qualification, Second Phase = Second step or network development phase of the process.